OHS Manual Final Dec 2020.docx

Safety.
Wellness.
Respect.

Safety.
Wellness.
Respect.

ST. JOHN'S
NEWFOUNDLAND AND LABRADOR

Table of Contents

WELCOME TO YOUR HEALTH AND SAFETY MANUAL

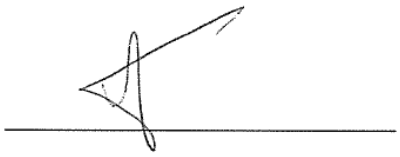
This document contains health and safety information that will be useful to you as an employee of the City of St. John's. It includes information about key health and safety legislation, standards of conduct and associated protocols. After reviewing this information, if you have additional safety questions or concerns about your position or about working with the City, please discuss them with your Supervisor, your Manager or Employee Wellness, Human Resources.

The information in this manual will also be available online at the City website. If any procedures or practices in this manual or in the online version conflict with other information, the information of the higher authority will prevail.

As an organization, the City's safety culture continues to develop. We are committed to providing a safe and healthy work environment. We will comply with Occupational Health and Safety (OHS) legislation. OHS is an integral part of everyday work. It is every employee's responsibility to cooperate in practicing sound OHS principles in all work activities.

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

The guideline statements and contents located in this manual have been reviewed and revised as of September 2019. The executive team endorses the policies and content and your support is requested for the various programs contained herein. Your continued feedback regarding our safety processes is welcomed, along with any ideas you may have for improvement.



City Manager

September 2019

Date

OCCUPATIONAL HEALTH AND SAFETY POLICY

The City of St. John's is committed to preserving and promoting the well-being of all its employees.

The City will provide all reasonable safeguards and take all practical steps to ensure that its employees are protected at its facilities and throughout its operations. To ensure that the City meets its responsibilities under legislation, all staff members, Joint Occupational Health and Safety Committee (JOHSC) members and Workplace Health and Safety Representatives (WHSR) have been delegated specific roles as outlined in the City's Occupational Health and Safety (OHS) Manual. The City adopts the Internal Responsibility philosophy which is based on the principle that every individual in the workplace is responsible for health and safety.

Managers and Supervisors are responsible for the health and safety of employees under their supervision. This includes implementation and monitoring of all aspects of the OHS Program.

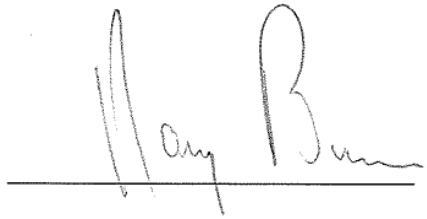
Contractors with the City will be required to meet legislative requirements and follow the City of St. John's policies and procedures regarding occupational health and safety.

The City is bound by the NL Occupational Health and Safety (OHS) Act and Regulations. However, the City reserves the right to institute OHS policies and practices which may exceed the OHS Act and Regulations.

The promotion and maintenance of Occupational Health and Safety in the workplace is an essential component in the performance of one's job. A commitment to Occupational Health and Safety is a united effort and all Employees shall ensure that the City's Occupational Health and Safety Program is an integral part of day to day work activities. Together we can make our workplace healthy and safe.

Every job must be taken with preservation of health and safety as the number one priority. Remember, safety is only an act away!

This Occupational Health and Safety Policy will be reviewed on an annual basis and may be updated as required.



Mayor

September, 2019

Date

DISABILITY MANAGEMENT POLICY STATEMENT

The City of St. John's recognizes that injuries/illnesses can have a significant impact on one's health, safety and well-being. Therefore, the City of St. John's Disability Management Program is designed to promote employee health and recovery from disability (injury/illness) through early intervention and active case management along with opportunities for early and safe return to work.

The Disability Management Program is co-operative, consistent and uses modified work, ease back, rehabilitation strategies, job placement and follow-up to ensure that an injured/ill employee remains at work or quickly returns to work. It provides productive and meaningful work in accordance with the Workplace Health Safety Compensation Commission Policy RE-18 "Hierarchy of Return to Work and Accommodation" along with section 89 and 89.1 of the Workplace Health Safety Compensation Act. The City's Disability Case Manager/Occupational Health Nurse will contact the employee as soon as possible following an injury/illness and offer employment that is consistent with the employee's functional abilities. Communication will continue between the Disability Case Manager/OHN and Employee during the return to work process. The City will make every effort to accommodate employees as required by the Workplace Health Safety and Compensation Commission's re-employment obligation, the Duty to Accommodate and the City's Disability Management Policy # 03-07-28.

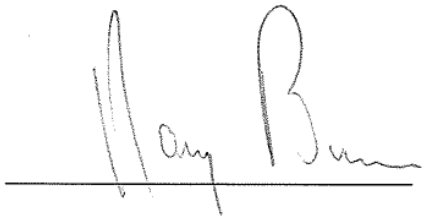
All employees of the City including Supervisors, co-workers and union are responsible for actively participating and cooperating in the return to work process when required. The City will seek input and advice from the Workplace Health Safety and Compensation Commission and other parties involved in the Return to Work process as necessary.

An injury/illness reporting process is posted throughout the organization and on the City's intranet so that all employees are aware of the process to follow in the event of an injury/illness.

Any personal information received or collected will be held in the strictest of confidence in accordance with City Policy # 03-07-31 Confidentiality for Occupational Health Records.

The Disability Management Program has been jointly developed and agreed upon by management and labor and is available to all employees of the City of St. John's.

This Disability Management/Return to Work Policy Statement will be reviewed annually and may be updated or changed as required.



Mayor

September, 2019

Date

1.0 LEADERSHIP AND ADMINISTRATION

All employers and employees are required to comply with the Occupational Health and Safety (OHS) Act and Regulations which are governed by the OHS Division of Service NL. These require that all stakeholders work together and share the responsibility of ensuring a safe workplace.

1.1 OHS RESPONSIBILITIES

Employers:

- Ensure the health, safety, and welfare of all workers.
- Provide and maintain a workplace with the necessary equipment, systems and tools that are safe and without risk to the employees.
- Provide the appropriate instruction, training, supervision, and facilities necessary for the health and safety of all employees.
- Ensure all employees and particularly supervisors are made aware of the health and safety hazards which they may encounter within their workplace.
- Conduct his or her undertaking so that persons not in his or her employ are not exposed to health and safety hazards as a result of the undertaking.
- Ensure that necessary protective clothing and devices are used for the health and safety of his or her workers.
- Ensure that safe work procedures are followed at all workplaces.
- Ensure all employees are given operating instructions in devices and equipment provided for their protection.
- Consult and co-operate with the Occupational Health and Safety (OHS) Committees and Worker health and Safety Representatives.
- Respond in writing within 30 days to a recommendation of the OHS Committee or the Worker Health and Safety Representative.
- Provide periodic updates to the OHS Committee or the Worker Health and Safety Representative.
- Ensure that corrective measures identified during Incident Investigations and Workplace Inspections are implemented.

Supervisors:

- Ensure, where it is reasonably practicable, the health, safety, and welfare of all workers under his or her supervision.
- Advise workers of health and safety hazards that they may be exposed to.
- Provide written or verbal instructions regarding the precautions to be taken for the protection of the employees.
- Ensure employees wear protective equipment, devices, or other apparel that the employer or regulations require to be worn.
- Ensure a hazard/risk assessment is completed before hazardous work begins.

- Ensure written safety procedures are available to workers before the work begins.
- Ensure workers are trained and competent.
- Monitor the workplace to ensure compliance with the OHS Regulations.

Employees:
- Comply with the OHS Act and Regulations and the City's OHS Program.
- Take reasonable care to protect his or her own safety and that of workers and other persons at or near the workplace.
- Shall not carry out work where there exists an imminent danger to their health and safety or the health and safety of another person.
- Use devices, equipment and clothing that are required to be worn and provided for their protection.
- Report hazardous conditions to their Supervisor.
- Follow safe work practices.

Occupational Health and Safety (OHS) Committee/Worker Health and Safety (WHS) Representatives:
- Attend and participate in OHS Committee meetings.
- Identify and report workplace hazards.
- Participate in workplace inspections.
- Receive workplace concerns from co-workers.
- Make OHS recommendations.
- Promote OHS training and education.
- Participate in accident investigations and work refusal investigations.

Contractors: The OHS Act requires the City, as principal contractor, to ensure our contractors comply with the OHS Act and Regulations, as well as the safety standards established by industry associations and the City's OHS Program.
- A breach of this condition will be a fundamental breach of contract and subject to termination of the contract or other penalty.

1.2 OHS RIGHTS

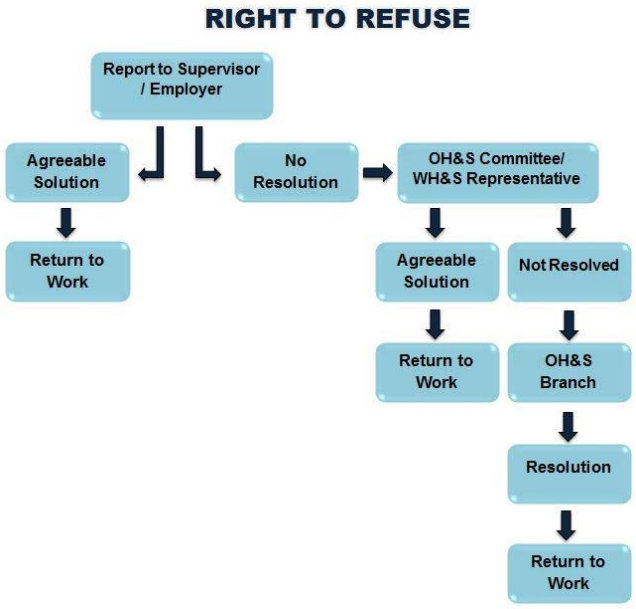
All employees have the following rights under the NL Occupational Health and Safety Act and Regulations:

Right to Know:
About the hazards that may exist at the workplace so appropriate measures and actions to address the hazard can be implemented. Employers and Supervisors must inform workers of any known hazards and to educate them about the presence and proper use of adopted controls.

Right to Participate:
In making the workplace healthy and safe. They may offer suggestions and participate in workplace inspections or join an Occupational Health and Safety Committee.

Right to Refuse to Work:
If employees feel the assigned task is dangerous to their health and safety or the health and safety of another person, they may refuse to work and report this to their Supervisor with their reasons for doing so.

1. Employees shall report their refusal to do work to their immediate supervisor, giving reasons for their refusal.
2. The employee and their supervisor shall investigate the concern and attempt to resolve it to the satisfaction of the employee. The Right to Refuse Work Form must be completed.
    A) If the concern is resolved, the employee shall return to work.
    B) If the concern is not resolved to the employee's satisfaction, the concern shall be brought to the attention of the OHS Committee and a City OHS Advisor and shall be documented on the Right to Refuse to Work Form.
3. The employee, employee's supervisor, an OHS Committee member and a Safety Advisor, shall then investigate the concern and attempt to resolve it to the satisfaction of the employee.
    A) If the concern is resolved, the employee shall return to work.
    B) If the concern is not resolved, the OHS Division of Service NL shall be notified and asked to help resolve the concern.
4. The employee may be assigned to another task while the work refusal is being investigated.
5. If an employee is assigned other work while awaiting resolution, they shall be granted their normal compensation.
6. A refused task may be reassigned to another employee. If this occurs:
    - The new employee must be made aware that a work refusal has been initiated and the reasons for the work refusal.
    - The second employee can then decide if they wish to perform the requested task. If the second employee agrees to complete the task, they shall complete and sign the "Employee Acknowledgement Form".
7. An employee may not take advantage of his or her right to refuse to work without reasonable grounds.
8. An employer or union shall not take disciplinary action against an employee for reasonably using his or her right to refuse to work.



1.3 INTERNAL RESPONSIBILITY SYSTEM

The goal of the internal responsibility system is to have all employees working together to identify hazards that could cause harm. Its ultimate objective is to ensure everyone integrates health and safety into their work.

Advantages to recognizing and adopting the internal responsibility system include:

- It places responsibility for controlling hazards on those in the workplace, making everyone a contributor to workplace health and safety.
- It applies everyone's knowledge to improve health and safety.
- It encourages management and workers to take joint action to identify and control hazards through co-management of health and safety.
- It promotes cooperation and motivates everyone to protect their health and safety and that of their fellow workers.

The internal responsibility system emphasizes cooperation because all employees should have the same objective—to improve health and safety.

Everyone in the workplace is accountable for occupational health and safety.

1.4 DUE DILIGENCE

Due diligence means, anyone with responsibility for health and safety must "…take every precaution reasonable in the circumstances to avoid a work-related injury or illness". The level of judgement, care, prudence, determination, and activity that a person would reasonably be expected to do under circumstances.

Due diligence includes the following components:

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

The responsibility for maintaining a safe and healthy workplace comes with the right to have a safe and healthy workplace as prescribed in the Occupational Health and Safety legislation.

Everyone is accountable (as an individual) for carrying out their responsibilities. While an individual with formal authority in a workplace may delegate responsibility and authority to others to perform certain work, he or she cannot delegate their accountability to ensure the work is carried out safely.

Recent federal legislation establishes individual legal liability to all persons directing work in a workplace, including foremen, supervisors, managers, and even co-workers.

This bill also establishes criminal liability for a wide range of organizations and individuals when they fail to take reasonable steps to prevent workplace accidents.

As a legal defense, due diligence is important for a person charged under occupational health and safety legislation. Under the legislation, anyone can be charged. This can include the employer, manager, supervisor, or employee. More than one person can be charged for the same offense.

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

1.5 OHS TERMS

Contractor: Anyone who carries out work on a project. Pursuant to a contract with the City of St. John's but do not include Employees.

Competent: A person who is adequately qualified, suitably trained and with sufficient experience to safely perform work without supervision or with only a minimal degree of supervision.

Employee: A person who is hired for a wage or salary to perform work for the City of St. John's.

Emergency and Safety Services Division: A division of the Department of Finance responsible for the development and implementation of the OHS Program. Provide advice, guidance, and direction to departments regarding the OHS Program.

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

Hazard Assessment: A review of the worksite to identify and evaluate existing or potential hazards.

Incident: An undesired event that results in harm to a person or damage to property or under slightly different circumstances, could have resulted in personal harm, property damage or loss.

Incident Investigation: A systematic search and inquiry for information on the extent and nature of a specific loss, related events, practices, and conditions which influenced the events, root causes and management action required to prevent or control future occurrences.

Occupational Health and Safety Committee (OHS): A workplace committee, established at all facilities where 10 or more employees are employed, whose function is to assist in ensuring a healthy and safe workplace.

Manager: A person responsible for planning and directing the work of a group, monitoring their work, and taking corrective actions when necessary.

Occupational Health and Safety Program: A process for managing health and safety issues in the workplace. A written document of health and safety policies and procedures tailored to meet the specific needs of individual workplaces.

Personal Protective Equipment (PPE): Protective clothing and safety devices required to protect the employee from injury and illness.

Principal Contractor: The Contractor primarily responsible for the carrying out of a project and includes the person who owns the thing in respect of which the project is being carried out.

Safe Work Procedure: A step by step process for performing a task from start to finish.

Serious Injury:

A) Places life in jeopardy.
B) Produces unconsciousness.
C) Results in substantial loss of blood.

D) Involves the fracture of a leg or arm but not a finger or toe.
E) Involves the amputation of a leg, arm, hand, foot, finger or toe.
F) Consists of burns to a major portion of the body.
G) Causes the loss of sight in an eye.

Supervisor: A person authorized or designated by the employer to exercise direction and control over workers of the employer.

Worker Health and Safety Representative (WHSR): A non-management employee, chosen by his/her co-workers, whose function is to assist in ensuring a healthy and safe work site.

Workplace Inspection: A review of a work site looking for potential loss exposures.

1.6 OHS RULES and GUIDELINES

All employees must adhere to the following occupational health and safety rules and guidelines:

- Comply with the Occupational Health and Safety Act and Regulations.
- Report all incidents and unsafe acts and conditions to your supervisor.
- Obtain first aid treatment promptly for any injury and record data in the First Aid logbook.
- Follow safe operating procedures and safe work practices.
- Wear Personal Protective Equipment (PPE) in accordance with safe work practices.
- Ensure tools are in good working order and they are only to be used for the purpose for which they were intended.
- Repair, replace or remove from service all tools and equipment which has been damaged.
- Do not use tools if guards or safety devices have been removed.
- Do not wear rings, watches, jewelry, loose-fitting clothing and confine long hair if there is a danger of entanglement in equipment.
- Maintain good housekeeping practices. This includes in vehicles, equipment, and offices.
- Do not damage, disable or interfere with any safety features or emergency equipment such as fire extinguishers, first aid kits or similar.
- Do not arrive at a City workplace, or remain at a City workplace, if your ability to perform your work safely is impaired for any reasons such as alcohol and drugs.
- Participate in the City's OHS Program, including attendance at training sessions.
- Do not engage in horseplay, fighting, harassment or interfere with another person's ability to complete their job safely.
- Verbal or physical abuse or any form of harassment is strictly prohibited.
- Leave the workplace at the end of their shift and refrain from visiting the workplace on your time off…unless the purpose of their visit is work-related.
- Do not allow contractors to use City tools/equipment.
- Do not use contractor's tools/equipment.

Respectful Workplace
Harassment in any form is unacceptable. Any employee who harasses another employee may be subject to discipline up to and including termination.

Harassment: any comment or conduct towards another person which is abusive, offensive, or demeaning, and includes any behavior which is based on any of the prohibited grounds of the NL Human Rights Code.

Offensive or unwelcome conduct towards another person which is related to that person's race, religion, gender, sexual orientation, marital status, physical disabilities, mental disability, political opinion, or ethnicity constitutes harassment. Harassment may also take the form of intimidation, or hostile behavior that creates a hostile work environment.

Scent Free Workplace
Scent free is the best smell of all. Many scented products make people ill or uncomfortable. Please do not wear scented products to work.

Smoking Free Workplace
Smoking is not permitted inside City facilities nor in City vehicles or equipment.

Some facilities have a designated smoking area. For facilities without this designates area, smoking is prohibited within 20m on an entrance door.

OHS Guidelines for Visitors:
The City is responsible to ensure a safe and healthy environment for all individuals, including visitors to our workplaces.

A City "workplace" is defined as any site where employees' work is being conducted whether it is regular or non-routine work.

Workplaces include City-owned or leased buildings and any sites where our employees are working.

Employees must meet their visitor at the entrance to their work site and review the following OHS information, as applicable:

- Explain potential hazards and corresponding safety protocols.
- Confirm and monitor required PPE.
- Explain site rules and applicable OHS Regulations.
- Request all incidents to be reported immediately.

2.0 OHS COMMITTEE AND WORKER HEALTH AND SAFETY REPRESENTATIVE

Occupational Health and Safety (OHS) Committees and Worker Health and Safety Representatives (WHSR) assist in ensuring a safe and healthy working environment by actively contributing to the improvement and maintenance of health and safety.

2.1 RESPONSIBILITY

- Identify aspects of the workplace that may be unhealthy or unsafe.
- Participate in workplace inspections.
- Receive complaints from workers as to their concerns about health and safety of their workplace.
- Maintain records as to the receipt and disposition of complaints received from workers.
- Establish and promote health and safety educational programs.
- Cooperate with an officer who is exercising his duties under the Act.
- Perform such other duties and follow such procedures as may be prescribed by the regulations or by individual committees.
- Participate in incident investigations and work refusal investigations.
- Make recommendations to protect the health, safety, and welfare of workers.
- Receive a written response from the employer within 30 days regarding recommendations.

2.2 COMPOSITION

Where ten or more workers are employed at a workplace, the employer shall establish an Occupational Health and Safety Committee to assist with the health, safety, and welfare of employees.

- The OHS Committee shall consist of both employer and employee representatives and shall have between 2 and 12 members with at least 50% representing the employees.
- The employee representatives shall be appointed or elected in accordance with union by-laws.
- The employer representatives shall be appointed by senior management.
- Co-chairs shall be elected…one from the employer, one from the employee representatives.
- Each member of the OHS Committee should serve a term of at least one year. A change in representatives shall be staggered to maintain continuity within the committee.
- If a member resigns or is unable to act, the employer and/or union must attempt to replace the member within a reasonable time.
- A City Safety Advisor may attend meetings as a resource person at the request of the committee. This invitation shall be sent by the OHS Committee co-chairs at least five working days prior to the meeting.

- The City shall post the names of the OHS Committee members and Worker Health and Safety Representatives in a prominent place at the workplace.
- For areas with **less than ten** employees, an employee will be trained as a Worker Health and Safety Representative.
    a. They must have quarterly meetings with their Supervisor, but the minutes do not have to be sent to Workplace NL.

2.3 ROLE

Incident Investigation:
Incident Investigation Reports shall be reviewed by the OHS Committee or Worker Health and Safety Representatives for comment, trend analysis and potential action.

Workplace Inspection:
- Workplace inspections shall be conducted of each worksite at least two times per year.
- The inspection teams shall consist of one (1) OHS Committee member and a representative of the inspected worksite may/should also be invited, where possible. Inspection teams shall rotate members so different members inspect different worksites/locations.
- Items noted during inspections shall be forwarded, by the inspection team, to the worksite Manager for action. The OHS Committee co-chairs shall be copied.
- Managers, who receive actioned items, must respond to the OHS Committee within thirty (30) days with a response. If the response is:
    - **Yes,** action will be taken…a time frame must be given.
    - **No,** action will not be taken…a reason for this decision must be given.
- Inspection items shall be reviewed at the next OHS Committee meeting.
- OHS Committee members and Worker Health and Safety Representatives shall be given time away from their regular duties, to conduct inspections.
    - Supervisors are to be advised in advance of attendance at inspections.

Right to Refuse to Work:
A worker has the right to refuse to do work that the worker has reasonable grounds to believe is dangerous to his or her health or safety or the health and safety of another person at the workplace.

OHS Committee members and Worker Health and Safety Representatives may be asked to assist in the resolution of these concerns.

2.4 PROVISIONS

Frequency of Meetings:
- Meeting shall occur at least every **90 days.**
- This is also a Workplace NL PRIME incentive requirement and must be complied with. Failure to meet every **90 days** will place our financial rebate in jeopardy.

Quorum of Attendance:

- A quorum shall consist of one half of the membership, provided that both employer and worker members are represented.
- If less than 50% of members are in attendance for a meeting, the meeting may still take place upon consent of the other OHS Committee members.

Special Meetings:

Special meetings may be convened at the request of OHS Committee co-chairs or the Worker Health and Safety Representative.

Order of Business:

An agenda shall be prepared by the co-chairs and distributed at least one week prior to the meeting. For Worker Health and Safety Representatives, the agenda shall be prepared and distributed at least two working days in advance of the meeting.

Meeting Minutes

Minutes of meetings must be recorded by the Committee Secretary and submitted to the Committee co-chairs within **7 days** of the Committee meeting.

Co-chairs must approve the meting minutes within **14 days** of the Committee meeting.

Minutes of all regular and special meetings shall be distributed as follows:

A copy of the JOHS Committee Minutes:

- shall be sent to Workplace NL;
  - must be files electronically
- shall be posted on OHS Board in each facility… remove old minutes and replace with current minutes
- shall be sent to the Deputy City Managers.
- shall be sent to Information Services to post on City Intranet

Minutes of meetings between Worker Health and Safety Representatives and their Supervisor shall be distributed and posted as above… One exception… **These minutes do not need to be forwarded to Workplace NL.**

Reporting:

The OHS Committee and the Worker Health and Safety Representative shall report and be responsible to the appropriate Deputy City Manager.

3.0 EDUCATION AND TRAINING

Occupational Health and Safety legislation requires that employees must be knowledgeable about health and safety in the workplace.

The OHS Regulations state that an OHS Program shall include "a plan for orienting and training workers and supervisors' in workplace and job specific safe work practices, plans, policies and procedures, including for emergency response, that are necessary to eliminate, reduce or control hazards".

It is management's responsibility to ensure training needs are identified, provided and that training records are maintained.

Supervisors must be aware of all known or foreseeable hazards in the work areas. They must ensure their workers are familiar with these hazards and the acceptable methods to control them.

Workers have a duty to participate in health and safety related training and apply this training to their work practices and procedures.

Occupational Health and Safety Committees and Workplace Health and Safety Representatives have a duty to identify aspects of the workplace that may be unhealthy or unsafe and promote health and safety educational programs.

3.1 LEGISLATIVE REQUIREMENTS FOR TRAINING

The Occupational Health and Safety Act and Regulations require the following safety training:

General OHS Orientation for ALL New Employees:

- All new employees must be familiarized with their OHS Rights and Responsibilities, safe work practices and procedures and pertinent OHS information.
    - The Employee OHS Orientation Form must be reviewed and completed with all new employees

Job Specific Orientation:

- All employees must be trained on job specific hazards and methods for controlling hazards.
- All employees must be trained on relevant safe work practices and procedures.
    - This orientation demonstrates competence to one's supervisor with respect to the operation of a tool/equipment/vehicle (e.g. chainsaw, asphalt recycler).

Asbestos Awareness:

- A worker performing asbestos abatement work must be qualified by successfully completing a course acceptable to the OHS Division, Service NL.

Confined Space Entry:

- A confined space is any space which is enclosed or partially enclosed and:
  - Is not designed or intended for human occupancy except for the purpose of performing work.
  - Has restricted means of access and egress and,
    - Can have openings as small as 18 inches in diameter.
    - Difficult to remove a worker in a downed position.
  - May become hazardous to a person entering it because of:
    - Its design, construction, location, or atmosphere.
    - The materials or substances in it.
    - Any other conditions relating to it.

  Employees working in areas designated as confined spaces must complete the regulated two-day Confined Space Entry seminar at an approved training provider.
- Must recertify every three years.

Explosive Actuated Tools:

- Operators of explosive actuated tools must have a valid operator's certificate for the tool used.

Fall Protection:

- Employees must complete the regulated two-day Fall Protection training seminar if:
  - They are exposed to a hazard of falling from a work area that is:
    - Three (3) meters or more above the nearest safe surface or water.
    - Above a surface or thing that could cause injury to a worker if the worker were to fall on that surface or thing.
    - Above an open tank, pit or vat containing hazardous material.
    - Working from: lift truck, aerial work platform, swing stage and elevating work platform.
- Must recertify every three years.
- Employees must complete the regulated one-day Fall Protection recertification training seminar before their three-year certification expires…once expired, workers revert to the two-day seminar.

First Aid:

- Where more than one employee but less than fifteen employees work on a shift, at least one must have a valid Emergency First Aid Certificate.
- Employees who work alone must be current in emergency first aid.
- Must recertify every three years.

Hearing Conservation:

- Excessive noise exposure can cause a temporary loss of hearing and if the noise exposure is repeated regularly, the loss gradually becomes permanent.
- Employees exposed to potential noise hazards must complete the in-house noise exposure seminar.
- The CSA standard requires the use of hearing protection where the level of noise in a workplace exceeds an average of 85 decibels over an eight-hour shift.
    - This standard may be proportionately pro-rated. For example, the maximum duration of unprotected exposure for sound levels averaging 88 dB(A) is four hours; for 91 dB(A), two hours; and for 94dB(A), one hour.
    - Similarly, an unprotected person may be safely exposed to noise levels of an average of 82 dB(A) over 16 hours and 80 dB(A) over 24 hours.

Occupational Health and Safety Committee (OHS) and Workplace Health and Safety Representative (WHSR) Training:

- Workplaces with ten or more employees must establish Occupational Health and Safety Committees.
- Workplaces with two to nine employees must select a Workplace Health and Safety Representative.
    - OHS Committee members and WHS Representatives must complete the regulated two-day training seminar.
    - Must recertify every three years.
    - Must complete on-line recertification course, before three-year expiry occurs…if three-year expiry certification lapses, must complete the original two-day course.

Mobile Equipment:

- Operators of mobile equipment must:
    - Have a valid driver's license of the appropriate class and endorsements.
    - Demonstrate to their supervisor that they are competent operators.
    - Be authorized to operate mobile equipment.
    - Be familiar with the operating instructions for the equipment before attempting to operate.
    - Successfully complete an airbrake course, where required.

Power Lines:

- Operators of mobile equipment, which may approach within 5m or 18 feet of a power line, must complete the regulated Power Line Hazard training seminar.
- Must recertify every three years.

Respiratory Protection:

- Employees who are required to respirators must complete training in the selection, care, and use of their respirators.
- Must be fit-tested for each respirator every two years.

Traffic Control (Flag Person):

- Where the movement of vehicular traffic constitutes a hazard to workers, or the motoring public, effective Traffic Control shall be provided.
- Employees must complete the regulated Traffic Control Person (TCP) I seminar.
- Supervisors and Site Inspectors are required to complete Traffic Control Person (TCP) II seminar
- TCP I is a prerequisite for TCP II
- Once TCP II is completed, you will not be required to complete TCP I going forward
- Must recertify every three years.

Trenching/Excavation:

- Employees required to work in and around a trench or excavation, must complete the in-house trench/excavation training seminar.

W**orkplace Hazardous Materials Information System (WHMIS 2015):**

- For persons working with or near hazardous chemicals, they must know how to:
  - Safely handle, use, store, and dispose of the hazardous chemicals.
  - Understand the requirements for labeling and how to consult Safety Data Sheets (SDS).
- Supervisors must ensure Safety Data Sheets (SDS) are available for employees to review.
- Supervisors must ensure compliance with the WHMIS 2015 Program.
- Employees must complete the generic WHMIS 2015 training seminar.
- Supervisors to ensure employees are familiarized with site specific SDS.
- There is no official expiry date of training, but employees must be able to answer:
  - What hazards am I exposed to?
  - How do I protect myself from these hazards?
  - What do I do in case of emergency?
  - How do I find out more information regarding this product?

Transportation of Dangerous Goods (TDG):

- A person who handles, offers for transport, or transports dangerous goods must:
  - Be adequately trained and hold a training certificate in accordance with TDG Regulations.
  - Perform those activities in the presence and under the direct supervision of a person who is adequately trained and who holds a training certificate in accordance with the TDG Regulations.
- An employer must not direct or allow an employee to handle, offer for transport or transport dangerous goods unless the employee:
  - Is adequately trained and holds a training certificate in accordance with the TDG Regulations.
  - Performs those activities in the presence and under the direct supervision of a person who is adequately trained and who holds a training certificate in accordance with the TDG Regulations.

- Each department that receives, ships, or transports dangerous goods (including hazardous waste) must identify person(s) for handling these goods and ensure that they are properly trained.
- TDG Regulations do not apply where only limited quantities of dangerous goods are transported, although safety marks on containers must be visible, training is not required.
  - See TDG Regulations for exempt quantities.
- Must recertify every three years.

Regulatory Training Standards & Certification Period:

Regulatory Training Standard	**Certification Period (Years)**
Power Line Hazards (PLH)	3
Traffic Control Person I	3
Traffic Control Person II - Supervisors	3
First Aid (Emergency)	3
Fall Protection	3
OHS Committee	3
Respiratory Protection	2 *If there is no change in respirator or wearer*
Confined Space Entry	3
WHMIS 2015	N/A
Transportation of Dangerous Goods (TDG)	3

3.2 EMPLOYEE OHS ORIENTATION

Employees must be provided with orientation to ensure that they: know their OHS rights and responsibilities, are familiar with hazards in the workplace and are familiar with the safe practices and procedures to follow to complete their job safely.

Benefits to orientation include:

- Promotes a safety culture in the workplace.
- Prevents injuries and work-related illnesses.
- Demonstrates leadership in health and safety.
- Ensures a more competent, knowledgeable, safety-conscious workforce.
- Establishes expectations for safety performance.
- Meets OHS legislative requirements.
- Promotes positive employee relations.
- Improves productivity and morale.

Who should receive an OHS orientation?

- All employees upon hire.
- Employees transferring to new positions.

Topics covered during general OHS orientation:

- OHS Policy Statement/Disability Management Policy Statement
- OHS Legislation.
- OHS Rights/OHS Responsibilities.
- Incident Investigations.
- OHS Committees.
- Workplace Inspections.
- Hazard Recognition, Evaluation and Control.
  - Safe work practices, procedures, protocols, and guidelines.
  - PPE requirements.
- Training and Education.
- OHS Communication.
- Disability Management.
- Emergency Preparedness.

Supervisors are responsible for job/task specific orientations. Topics must include:

- Potential hazards.
- Safe work practices and procedures.
- Training requirements.
- PPE requirements.
- Emergency response procedures.

*** OHS Orientation Checklists must be completed and filed Divisionally.

Supervisors are responsible for site-specific orientations where there is significant risk of injury to visitors or where visitors may pose a safety risk to workers. Topics to include:

- General health and safety rules/practices/guidelines of the workplace.
- Potential hazards.
- Safe operating procedures.
- PPE requirements.
- Incident reporting.
- Emergency procedures and equipment.

When should orientations occur?

- Upon commencement of employment.
- Transfer to new position – after an extended absence… 6 months
- Introduction of new equipment, work processes, materials.

Project Managers are responsible for Contractors working inside/on City facilities. Contractors must be provided with a site-specific safety orientation referencing the facility that they will be working in. Topics to include:

- Site hazards.
- Site safety rules.
- Site emergency equipment/facilities/supplies/evacuation plan

4.0 COMMUNICATION

Communication and co-operation are required from all workplace parties for a safe work environment.

Management and employees must work together and communicate with each other to identify and resolve OHS issues.

Supervisors have a duty to obtain accurate information about hazards and communicate this information to the workers.

Workers have a right to know about the hazards they are likely to encounter on the job.

Workers have a right to participate, comment and communicate health and safety ideas and suggestions

Workers have a duty to report hazards to their supervisors and ask questions about any aspect of the job about which they are unsure.

The OHS Committee and Worker Health and Safety Representative is responsible for reviewing concerns, issues and suggestions brought forward from employees. They will only address issues if they have already been brought to the attention of the appropriate supervisor, without successful resolution.

4.1 LEGISLATIVE REQUIREMENTS

The *Occupational Health and Safety Act* requires "specific duties" of the various workplace parties. The following text is taken from the *Act* and has been edited to identify communications required by the legislation.

Under the OHS Act, Section 5, the City shall:

- Where it is reasonably practicable, provide the information, instruction, training and supervision and facilities that are necessary to ensure the health, safety and welfare of workers.
- Ensure that workers, and particularly supervisors, are made familiar with health or safety hazards that may be met by them in the workplace.
- Ensure that workers are given operating instruction in the use of devices and equipment provided for their protection.
- Respond in writing within 30 days to a recommendation from the Occupational Health and Safety Committee or the Worker Health and Safety Representative, indicating that the recommendation has been accepted or that it has been rejected, with a reason for the rejection.

4.2 COMMUNICATION METHODS

1. Training courses and seminars:

- Instructed by authorized trainers focusing on specific topics.

2. Toolbox Talks:

- Brief (5-15 minutes), informal meetings led by the supervisor.
- Review of Incident Reports, safe work practices/procedures, site hazards, emergency preparedness and other related safety information.
- Usually weekly, but may be held daily, if indicated by workplace requirements.

3. Pre-task meetings:

- Brief (10-30 minutes), informal meetings led by the Supervisor.
- Held at the beginning of new or hazardous tasks.
- Review of the potential worksite hazards and required controls/safe practices.

4. Posting warning signs:

- Posting of warning or caution signs so that workers are alerted to hazards in the area.

5. Workplace Hazardous Materials Information System (WHMIS 2015):

- Containers holding hazardous chemicals must have proper labels indicating contents and the precautions to be observed when using the chemicals.
- Safety Data Sheets (SDSs) contain information about the hazards of the chemical including precautions to be followed and what, if any, PPE should be used; first aid measures and other relevant information.
    - This information must be available to all workers who may be exposed to the chemicals and available for each hazardous chemical in the workplace.

6. Tool/Equipment Manuals:

- Owner's Manual outlining OHS information pertaining to hazards, controls and instructions for tools and equipment.
- Must be reviewed with employees.

7. Safety posters:

- Posted at workplaces to increase general safety awareness.

5.0 HAZARD RECOGNITION, EVALUATION AND CONTROL

Hazard recognition, evaluation and control involves identifying hazards at the work site, evaluating risk levels, and eliminating or controlling the hazards to effectively eliminate or control potential harm from occurring.

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

Risk: The chance or probability that a person will be harmed or experience adverse health effects if exposed to a hazard.

Controls: Actions, protocols and PPE required to eliminate or reduce the exposure to a hazard.

Supervisors must ensure all employees are familiar with health and safety hazards and the required controls and protocols to reduce these hazards to acceptable limits.

Workers must report hazards to their Supervisor and follow all practices and procedures necessary to protect themselves and others.

OHS Committees and Worker Representatives must help identify and evaluate hazards, participate in inspections, and receive complaints or concerns from co-workers.

Hazard assessments are to be completed by each Division and reviewed by the Supervisor and the employee, **prior to each task.**

- Discuss safety concerns with employees and ensure that they understand the hazards and safety controls in place to reduce the hazard to a safe level.
- A new hazard assessment does not need be performed for each workplace.
    - If the same hazards are at multiple workplaces and the safe work practices to be followed are identical, then a single hazard assessment is acceptable.
    - If an existing hazard assessment is used, workers and supervisors must be able to demonstrate that they have reviewed and understand the hazards and controls associated with that activity.

The goal of a hazard assessment is to answer the following questions:

1) What can go wrong… what are the possible consequences… severity?
2) How likely are the possible consequences to occur… probability?
3) What controls are necessary to prevent the negative consequence?
4) Are these controls working or is further review required?

5.1 SOURCES OF HAZARDS

- **People:**
  - Failure to provide training/utilize training protocols
  - Unsafe behavior or action
  - Inattention
  - Lack of commitment
  - Complacency
  - Threats of violence
- **Equipment:**
  - Tools
  - Machinery
  - Vehicles
  - PPE
- **Materials:**
  - Chemicals
  - Wood
  - Glass
  - Plastics
- **Environment:**
  - Physical - workplace design and layout, chemicals, dusts, temperature extremes, noise, lighting, etc.
  - Non-physical environment
    - workplace culture – leadership style
    - management systems – policies, procedures, practices

5.2 TYPES OF HAZARDS

- **Health** hazards cause occupational illnesses, such as hearing loss or soft tissue injury from repetitive strain.
- **Safety** hazards cause physical harm, such as cuts or broken bones.

Health Hazards:

- Biological
- Physical
- Ergonomic
- Chemical

Biological Hazards:

Any living organism which can cause adverse health effects in humans including:

- Bacteria
- Blood borne pathogens (e.g. Hepatitis C)

- Viruses (e.g. pneumonia)
- Fungus and molds
- Parasites

Physical Hazards:

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

Ergonomic Hazards:

Controlling hazards by optimizing the fit between the worker and the environment. Ideally, the job should fit the person's mental, physical and personality characteristics. It includes design of the workplace, the workstation, tools and equipment, and the workflow.

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

- Posture of the worker when completing the task. Stooping, bending and awkward postures.
- Excessive force used in lifting, pulling, pushing, and twisting.
- Repetitive movements depending on the frequency, speed, and duration, doing something repeatedly over prolonged durations.
- Physical condition of the worker.
- Vibration of all or part of the body, such as, when using jack hammers and chainsaws.
- Organization factors such as where, when, and how the work is done and at what pace.

** These factors may interact, worsening the situation. The more awkward or static the posture; the more excessive force needed; the more repetitive the tasks, then the greater the risk of injury.

Chemical Hazards:

Each workplace must follow the WHMIS 2015 Program:

- Have workers been adequately trained in how to safely use, handle, store and dispose of chemicals?
- Have workers, who work in areas adjacent to hazardous chemicals, been informed about the hazards they may be exposed to?
- Are workers adequately trained in emergency response procedures?
- Are workers equipped with the appropriate personal protective equipment for the chemicals they work with?
- Are workers able to access the Safety Data Sheet for each chemical product in the workplace?

Safety Hazards:

- Machine hazards.
- Moving parts, hot parts, absence of guards, poor maintenance.
- Energy hazards.
  - Electricity.
  - Steam.
  - Pressure.
  - Gravity.
- Mechanical (machines with moving parts).
- Chemical (mixing solvents can cause a reaction).
- Kinetic (slip and fall).
- Potential (hydraulic lifts).
- Confined space hazards:
  - Not intended for human occupancy.
  - Restricted entry or exit.
  - Where hazardous atmospheres may exist (e.g. methane, hydrogen sulfide, oxygen deficiency or oxygen enriched).
- Materials handling hazards:
  - Mechanical materials handling—includes lifting, lowering, carrying, pushing, pulling, and shoveling items.
  - Handling hazardous materials—involves handling flammable, reactive, explosive and/or corrosive substances.
  - Work practice hazards.
- Failure to develop or follow safe work practices, for example, working from heights without "fall arrest" equipment.
- Poor housekeeping (e.g. improper storage areas, exits not cleared, grease on the floor).

5.3 HAZARD RECOGNITION, EVALUATION AND CONTROL PROCESS

A systematic process that examines the operations and tasks looking for potential hazards:

- Identify jobs.
- Identify the tasks within each job.
- Identify hazards of each task.
- Determine the risk levels.
- Prioritize hazards based on risk levels.
- Eliminate hazards, if possible.
- Develop controls.
- Implement controls.
- Monitor the effectiveness of controls and adjust controls, where necessary.

5.4 STEPS OF HAZARD ASSESSMENT

The process of identifying, assessing, and controlling hazards is most effective when done in consultation with the employees who perform those activities.

- Must be completed before activity commences
- Look at all aspects of the task
- Consider non-routine activities such as maintenance, repair, or cleaning.
- Consider past incident records.
- Consider "off-site" activities such as driving to the workplace or working with contractors.
- Consider conditions, such as weather conditions, lighting, time of day.
- Consider public and visitors.

The hazard assessment process consists of the following components:

- Identify expected or potential hazards.
- Calculate risk based on estimated probability and severity.
    - **Probability + Severity = RISK**
- Prioritize hazards based on risk.
- Complete an action plan to control risks.
- Review the action plan to ensure controls are adequate and implemented.
- Communicate information to employees, contractors, and the public.

Step 1 - List the steps of the task:
List all work activities that occur within a task. Include all parts of the tasks, such as, equipment, machinery, materials, tools, ergonomic factors, and chemicals used, as well as any physical and psychosocial environmental factors that impact the work.

Step 2 - Identify the hazards:

- Apply experience, knowledge, and training.
- Observe the task.
    - Note potential and known hazards.
- Talk to employees and supervisors who complete the work.
- Review inspection reports and incident investigation reports to identify recurring hazards.
- Analyze incident and injury trends for patterns and high incidence rates.
- Check maintenance and service records of equipment, tools, machinery, etc.

Step 3—Risk Assessment—Ranking Risk:
When a hazard has been identified, it is necessary to assess the level of risk to decide if present controls are acceptable or if further controls are necessary to provide an acceptable level of risk.

Hazards should be addressed in accordance with the principle of "correct the hazards with the highest risk first", or "worst first".

The level of risk associated with the hazard is assessed by considering probability and severity.

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

Probability Rating	Explanation
A	Frequent
B	Probable
C	Occasional
D	Remote
E	Improbable

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

Severity Rating	Explanation
1	Catastrophic
2	Critical
3	Serious
4	Minor

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

Risk = Probability (A-E) + Severity (1-4)

HAZARD RISK ASSESSMENT MATRIX

Frequency of Occurrence	Hazard Categories 1 Catastrophic	2 Critical	3 Serious	4 Minor
(A) Frequent	1A	2A	3A	4A
(B) Probable	1B	2B	3B	4B
(C) Occasional	1C	2C	3C	4C
(D) Remote	1D	2D	3D	4D
(E) Improbable	1E	2E	3E	4E

Unacceptable High Medium Low

Step 4 - Prioritize Hazards:
After the risk assessment has been completed, hazards are classified as unacceptable risk, high risk, medium risk, or low risk to establish priorities for action.

Unacceptable risk:
- Stop task immediately
- Implement controls
- Train workers on controls

High risk:
- Requires immediate attention
- Stop task and implement controls

Medium risk:
- Requires attention
- Develop and implement control plan as soon as possible

Low risk:
- Requires monitoring
    - Act if risk increases
- A control plan should be investigated

Step 5 - Eliminate Hazards:
When eliminating hazards and identifying and developing controls, it is recommended that employees knowledgeable about the work be involved in the process.

Start with unacceptable risk and high-risk tasks and go through eliminating hazards. Where elimination is not practicable, identify existing or proposed controls.

Step 6 - Identify/Implement Hazard Controls:
When hazards cannot be eliminated, controls need to be developed and implemented to minimize exposure and reduce levels of risk.

Hazards that are unacceptable or high risk are dealt with first, followed by medium risk hazards and then low risk hazards. Consider all hazard control alternatives including elimination, substitution, and redesign.

Step 7 - Implement Controls:
Once controls are identified, they must be implemented.
- The controls to mitigate unacceptable risk hazards must be implemented first.
- The controls to mitigate high risk hazards must be implemented second.
- The controls for medium hazards are implemented third.
- The controls for low hazards are implemented last.

Step 8 – Evaluate Controls
After controls have been implemented, they must be evaluated for effectiveness:
- Is the risk reduced?
- Have any new hazards been created?
  - If yes, are the new hazards adequately controlled?
- Have workers been informed about the controls?
- Have orientation and training programs been modified to deal with the new protocol?
- Are any other controls required?

Hazard assessments must be reviewed and updated regularly:
- Whenever new work processes or new equipment are introduced.
- Whenever work processes or operations change.
- Before significant additions or alterations at the workplace.

5.4 TYPES OF HAZARD CONTROL

Hazard controls reduce levels of risk and should be considered in the following order:
- Engineering Controls.
- Administrative Controls.
- Personal Protective Equipment (PPE).

****** The three types of controls are often combined to obtain a greater level of protection. ******

Engineering Controls:
The preferred type of control. The goal is to design work environments, processes, and equipment that either eliminate or control hazards.
- Designed to control the hazard at its source through elimination, substitution, or isolation.
- The only form of control that does not require continuous intervention.

Examples of engineering controls:
- Utilize mechanical transportation methods to decrease manual handling.
- Relocate workstation so it is in the middle of a roof and does not include fall hazards.
- Install ventilation systems, fume hoods, ductwork, etc.…

Administrative Controls:
Administrative controls should be considered next. These controls are procedure and best practices and include development of safe work practices, policies, protocols, training, etc.

Examples of administrative controls:
- Policies or protocols that require specified behavior.
- Posting of hazard-warning signs in appropriate areas (e.g. slippery floors).
- Rotating staff in a work area to limit hazardous exposures…heat, ergonomics.

Personal Protective Equipment:
PPE is considered a last resort and should not be used as a substitute for other reasonable measures which would result in the control of a hazard.

- Proper use of equipment may reduce or eliminate the potential hazard. It is critical that the appropriate personal protective equipment for the situation is used and that:
  - It is CSA approved.
  - The employee is trained in its use, care, and maintenance.
  - Its limitations are fully understood.
  - It is properly fitted for the individual.

Hazard Controls:

- Hazards controlled at their source, where the problem is created, offer the greatest control.
- Where this is not practical, controls may be placed between the source and the worker.
  - The closer the control is to the source, the better.
- If this is not possible, hazards must be controlled at the level of the worker.
  - Workers may be required to use a specific work procedure.
- While one hazard control may be effective, a combination of several models may also work.
- Attempt to find the root cause of each hazard and not simply control the symptoms.
- It is better to replace, isolate or quiet a noisy machine than to equip workers with hearing protection.

Control at the Source
Elimination:
The best method of controlling a hazard is to eliminate it completely, if possible.

- Example: move workstation away from hazardous location.

Substitution:
Where elimination of a hazard is not possible, it may be possible to replace the hazardous condition with something less hazardous.

- Example: a less hazardous chemical may replace a more hazardous chemical.

Redesign:
Engineering can be used to redesign the layout of a workplace, workstation, and work processes to prevent hazards.

- Example: containers may be redesigned so they are easier to lift and hold.

Control Along the Path of the Worker:
Hazards that cannot be isolated, replaced, enclosed, or automated can sometimes be removed, blocked, absorbed, or diluted before they reach workers.

- Usually, the further a control keeps hazards away from workers, the more effective it is.
- Considered the most effective way of protecting workers.

Barriers:
Hazards can be blocked.

- Example: equipment guarding can protect workers from contacting moving parts. Screens and barriers can block a welding flash from reaching workers. Machinery lockout systems can protect workers from agents such as electricity, heat, pressure, and radiation.

Absorption:
Hazards can be absorbed.

- Example: Baffles can absorb noise.

Dilution:
Hazards can be diluted or dissipated.

- Example: ventilation might dilute the concentrations of a hazardous gas with clean, tempered air from outside.

Control at the Level of the Worker:
Control at the level of the worker does not remove the risk posed by the hazard. It only reduces the risk of injuring the worker and lessens the potential seriousness of the injury.

- Considered to be the least effective means of protecting workers.

5.5 FIELD LEVEL RISK ASSESSMENT

An on-site evaluation of the work site and work tasks to identify hazards. Worksites must be continuously monitored for unforeseen hazards that may arise.

- A "Field Level Risk Assessment" (FLRA), or similar approved variation, must be completed, on site, by the supervisor or their designate.
    - See Forms on City Intranet
- The FLRA must be completed prior to any task involving medium to unacceptable level hazard. Examples include:
    - Traffic control.
    - Confined space entry.
    - Working at heights.
    - Building construction and renovation.
    - Hot work.
    - Mobile equipment.
    - Trenches/excavations
    - Electrical/mechanical
    - All other medium to unacceptable risk tasks.

The goal is to identify hazards before work commences and to ensure controls are in place to safely complete the task.

- Supervisors, or designates, are responsible to:
  - Review the task for hazards.
  - Complete the FLRA before the task begins.
  - Review the controls to reduce the hazards… with employees
  - Monitor implemented controls… are they working effectively.
- Divisions may develop their own model of FLRA, but the new model checklist must encompass all potential hazards.

Steps for Field Level Risk Assessment:

- Stop and think…
  - what could go wrong
  - where are my hazards
  - look around in all directions.
  - discuss potential hazards with crew members.
- Identify hazards
  - assess hazards
  - rank hazards
- Control hazards
  - review controls with employees
  - implement controls to reduce level of risk to low or non-existent.
- Resume work.

6.0 SAFE WORK PRACTICES

A hazard assessment should be conducted prior to developing safe work practices and safe operating procedures to identify and evaluate the hazards associated with each task.

Safe Work Practice (SWP): a set of guidelines to help workers perform a task which may not require a step-by-step procedure.

- General in nature and are the do's and don'ts of common work activities.
- Often used to support safe operating procedures.
- An example of a SWP is a general rule that requires use of a stepladder when a box must be retrieved from a high storage area.

Safe Operating Procedure (SOP): a specific process for performing a task from beginning to end.

- More detailed step-by-step guide to safely performing a task.
- Job-specific.
- An example of a SOP would be setting up/using a stepladder.
    - Check for overhead hazards.
    - Check for floor/pedestrian hazards
    - Check for level surface.
    - Inspect stepladder
        - Is it the right height?
        - Can it hold my weight?
        - Are their defects?
    - Open and lock spreader bars in place.
    - Do not work from top two steps.
- A SWP is often enough in situations where a detailed account of how to safely perform a task is not needed.
- In more complex or high-hazard situations, it is often necessary to use the more precise SOP.

Managers and supervisors must ensure employees are provided with training and instruction on safe work practices and safe operating procedures.

Managers must ensure safe work practices and safe operating procedures are developed. Supervisors must review SWP with employees and ensure they comply with them.

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

6.1 STEPS FOR DEVELOPING SAFE WORK PRACTICES AND PROCEDURES

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

Step 1 - Job inventory:

- Complete a job inventory for the workplace which includes all jobs and or tasks.
- Prioritize the list to determine where to start.
  - Jobs with significant hazards and significant potential for injury and illness.
  - Jobs with high frequency of serious injury.
  - Infrequently performed jobs.

Step 2 - Complete a hazard assessment:

- Select the job/task.
- Break down the job into a sequence of steps.
- Identify the hazards.
- Define preventive measures/controls.

Supervisor:

- Assist in the development and review of safe work practices and procedures.
- Consult with OHS Committee and workers in the process.
- Communicate SWP's to workers, through orientation, training, and/or other means.

OHS Committee/Worker Representative:

- Assist in the development of safe work practices and procedures.
- Monitor development, communication, implementation, and evaluation of SWPs.

Employee:

- Assist in the identification of workplace hazards.
- Participate in training.
- Follow safe work practices and procedures as instructed.
- Monitor for effectiveness and report concerns to Supervisor.

Step 3 - Develop safe work practices and procedures:

- Review hazard assessment.
- Develop safe practices for each hazard.

Step 4 - Implement safe work practices and procedures:

- Review SWP and SOP with employees.

Step 5 - Monitor safe work practices and procedures:

- Are they functioning correctly? Are they properly controlling the hazards?
- Involve employees and the OHS Committee/Worker Representative.
- Look for constructive feedback/comments by all parties.
- Determine how and why changes should be made.

Step 6 - Modify/Review safe work practices and procedures:

- An incident occurs.
- New equipment, tools or work processes are introduced.
- A change in an existing task occurs.
- Employees report concerns.

7.0 WORKPLACE INSPECTION

A workplace inspection is a planned walk-through looking to identify existing and potential hazards. It is a means of determining the level of compliance with established standards for hazard controls, safe work practices, job procedures and safety rules.

- Supervisors are responsible for conducting informal inspections of all workplaces and for directing formal inspections of workplaces under their control.
- Employees are required to participate in informal inspections of their workplaces.
  - As part of their daily routine, employees are expected to maintain a practiced safety awareness, which identifies potential hazards.
  - Employees have a duty to report hazards to their Supervisor
- OHS Committees and Worker Representatives must complete at least two (2) inspections per year, per location.
  - Make recommendations for corrective action and follow up to ensure corrective actions have been implemented.
- The inspection team may make recommendations to the Department Manager for appropriate corrective actions.
  - Managers are required to respond to recommendations, in writing, within 30 days.
  - The written response must indicate agreement or disagreement with a recommendation.
  - Where agreement is indicated, the matter of scheduling the implementation of the corrective action must be outlined.
  - If the implementation cannot be scheduled for a significant period, the matter of temporary hazard controls must be discussed, and periodic updates must be provided on the progress of the implementation.
  - Where management disagrees with the recommendation, a reason must be given.

Inspections are required to be completed, using a checklist, by mobile equipment operators.

- Operators are required to perform “pre-trip” and “post-trip” inspections at the beginning and end of each shift.
- Defects must be reported immediately to the supervisor.
  - If no defects are found, operators must still record in their logbooks that the inspections were completed.
- If the inspection discovered a defect which could interfere with the safe operation of the equipment, the equipment must be parked until the defect is addressed by the Fleet Division.
- Preventative maintenance of tools and equipment should be considered as proactive maintenance as opposed to reactive maintenance.
  - Most tools and equipment are provided with instructions for servicing or manufacturer’s specifications for maintenance.
  - These documents should be referred to for guidance regarding routine preventative maintenance and repairs.
  - Preventative maintenance should be undertaken according to the schedule recommended by the manufacturer.

- Tools and equipment that are not in good working order must be immediately taken out of service and "tagged out".
  - Tools or equipment removed from service must be inspected and repaired by a qualified person.
  - Modifications made to tools or equipment that changes the intended use must comply with the requirements of the manufacturer or provisions of the OHS Regulations.
- Checklists should be developed for each workplace to ensure the inspection is comprehensive.
  - Provide a record of inspected items and serve as a record of the conditions of the inspected items.
  - Recommended for formal inspections and pre-use inspections.
  - Be aware they may not be complete…avoid not inspecting an area of the workplace because it does not appear on the checklist.

Housekeeping:

Housekeeping is keeping the job site clean and orderly. This involves a wide range of routine activities including:

- Maintaining floors and surfaces.
- Keeping aisles, exits and stairs free of clutter, clearly marked and well-lit.
- Controlling minor spills and responding to them quickly when they occur.
- Properly installing and maintaining equipment and tools.
- Ensuring adequate storage area.
- Properly handling and disposing of waste.

Routine housekeeping activities must be incorporated into work procedures.

Equipment/Tool Maintenance:

- All vehicles, equipment, machines, materials, and tools must be properly maintained.
- Supervisors are responsible for ensuring that scheduled inspections and maintenance is completed on vehicles, equipment, machines, tools, and materials.
- Employees are responsible for adhering to this protocol, identifying defective tools or equipment, and performing duties in a responsible manner with safe working tools and materials.

Guidelines:

- Vehicles, equipment, machinery, tools, and materials are required to be properly maintained in accordance with manufacturer's specifications and industry standards.
- Employees may not borrow equipment or tools from contractors.
  - We cannot confirm the tools and equipment have been maintained as per manufacture specifications.
- Employees may not lend our equipment and tools to contractors
  - We cannot confirm that are trained and competent in the use of tools and equipment.

8.0 INCIDENT INVESTIGATION

Incident: An undesired event that results in harm to a person or damage to property or under slightly different circumstances, could have resulted in personal harm, property damage or loss.

Incident investigations must be completed, looking for root cause and corrective actions to prevent the incident from reoccurring.

- Employees are responsible to report incidents to their supervisors.
    - Includes City equipment/vehicles and personal vehicles used for City business
    - Damaged equipment/vehicles to remain on site until arrives and gathers information
- Supervisors are responsible to investigate the incident.
    - Supervisor to contact Crawford and Company (1-877-277-2417) for equipment/vehicle incidents
    - Supervisor to remain on site
- Managers are responsible to ensure all resulting action from the investigation is implemented.

Managers are responsible to support the process and to make available any resources that are required for the incident investigation process.

Supervisors are responsible to ensure that the incident investigation is completed, and that necessary controls or preventive measures are put into place. Supervisors must:

- Complete Incident Investigation.
- Complete Incident Investigation Report (IIR).
- Analyze cause of incident and recommend measures to prevent recurrence.
- Implement corrective action and ensure employees are aware of same.
- Monitor corrective actions.

The OHS Committee may be involved in the investigation process.

- Assist in identifying causes and recommending preventive measures.
- Treat any individuals or details concerning the event with confidentiality.

In the Event of an Incident:

The supervisor should immediately do the following:

- Make the area safe…to protect others and prevent other incidents.
- Get medical attention for injured worker.
- Protect evidence.
- Gather names of the witnesses.
- Complete Incident Investigation Report (IIR).

In the Event of a Hazardous Exposure:
Exposure to blood and body fluid could result in transmission of blood borne pathogens such as HIV, Hepatitis A, B and C.

Employees should be educated on such risks through inhouse educational session. Pamphlets and handouts are available.

Exposed employees will be offered post exposure prophylaxis.

1) Report incident immediately to Supervisor and OH Nurse or designate
2) If after hours, seek medical treatment from Health Science Center… Emergency Room

Supervisor and employee to complete Exposure Report.

The ***Occupational Health and Safety Act and Regulations*** require all incidents which resulted in, or could have resulted in, a **serious** injury or death to be reported immediately to the OHS Division, Service NL.

- Contact Emergency and Safety Services to report incident
- Emergency and Safety Services to contact Service NL
    - 729-2706 - daytime incident reporting line
    - 729-4444 - after hours incident reporting line

In this section, "serious injury" includes an injury that:

- results in a death,
- had, or continues to have, the reasonable potential of causing serious injury or death, and
- a fracture of the skull, spine, pelvis, femur, humerus, fibula or tibia, or radius or ulna,
- an amputation of a major part of a hand or foot,
- loss of sight of an eye,
- a serious internal haemorrhage,
- a burn that requires medical attention,
- an injury caused directly or indirectly by explosives,
- an asphyxiation or poisoning by gas resulting in a partial or total loss of physical control,
- another injury likely to endanger life or cause permanent injury.

OHS legislation also requires that the Occupational Health and Safety Committee or Workplace Health and Safety Representative be informed of all serious incidents at the workplace.

When an injury requires medical aid, the supervisor and employee must complete Workplace NL forms which must be sent to Workplace NL, within three days of the accident.

- Employee completes Form 6—Employee Report of Injury
- Supervisor completes Form 7—Employer Report of Injury
- Physician completes Form 8-10—Physician Report of Injury
    - All three forms must be sent to the City's OH Nurse, HR, so they can be forwarded to Workplace NL.

Conducting an Investigation:
The Supervisor will gather all the relevant information about the incident with a view to identifying the causes. The time, location, conditions, and work performed must be recorded.

The task of the investigators is to determine the root causes. The contributing factors of people, equipment, materials, and environment should be analyzed.

8.1 INCIDENT INVESTIGATION REPORTING PROCEDURE

Incident: An undesired event that results in harm to a person or damage to property or under slightly different circumstances, could have resulted in personal harm, property damage or loss.

1) Incident occurs
2) Employee alerts Supervisor
3) Supervisor must **go to the incident location to assesses situation:**
    a. If employee is injured, medical help is required
    b. If injury is minor
        i. Administer first aid
        ii. Drive employee to hospital, if necessary
        iii. Only drive employee if injury is minor and cannot get worse on route
    c. If injury is serious
        i. Call for ambulance - 911
        ii. Contact Emergency and Safety Services – Safety Advisor
            1. Emergency and Safety Services to contact OHS Division, Service NL… 729-2706 or 729-4444
    d. If incident involves heavy equipment or a City or personal vehicle
        i. Contact Crawford and Company to complete vehicular accident investigation report
    e. Send employee for Alcohol and Drug (A&D) testing, if deemed necessary, as per A&D checklist,
        i. complete Alcohol and Drug Form, if necessary

4) Supervisor initiates completion of Incident Investigation Report (IIR),
    a. Supervisor completes Sections 1–5
    b. Supervisor sends IIR to Manager and Department Representative (DR)
    c. If employee seeks medical attention:
        i. Employee completes Workplace NL Form 6
        ii. Supervisor completes Workplace NL Form 7
        iii. Physician completes Workplace NL Form 8-10
        iv. Supervisor sends all Workplace NL forms to OH Nurse within 72 hours
5) Department Representative and Manager review IIR
    a. send it back to Supervisor if more information is required.

6) Department Representative to forward the IIR to Safety Advisors for review and comment.
    a. Terry Burden
    b. Byron Osmond

7) Safety Advisor to contact the Supervisor
    a. Review the incident
    b. Confirm information
    c. Review for root cause
    d. Discuss potential preventive action.

8) Safety Advisor completes Section 6 and sends the IIR to the Division Manager, Department Representative and Risk Manager.

9) Manager will contact HR Advisor to review the employee's file, if necessary.

10) Department Representative and Manager to review the IIR with the Supervisor and possibly an HR Advisor, if required.

11) Department Representative, Manager and possibly HR, will interview the employee in the presence of union representative.
    a. Manager will coordinate the meeting.
    b. Meeting for discipline must occur within 5 days or an extension must be requested.

12) Manager to complete Section 7
    a. Assign preventive action, as required
    b. Assign action date
    c. Monitor completion date
    d. Monitor prevention action

13) Department Representative sends completed IIR to Incident Report email group for processing and file.

14) A letter if issued to the employee, disciplinary or not.
    a. HR are provided a signed copy
    b. Risk Review Committee is sent a copy of the letter electronically.

Notes:

1) Alcohol and Drug testing forms are sent to Byron Osmond
    a. bosmond@stjohns.ca
    b. http://mycity.stjohns.ca/Employee/Forms/Accident%20%20Incident%20Reasonable%20Cause%20Checklist.pdf

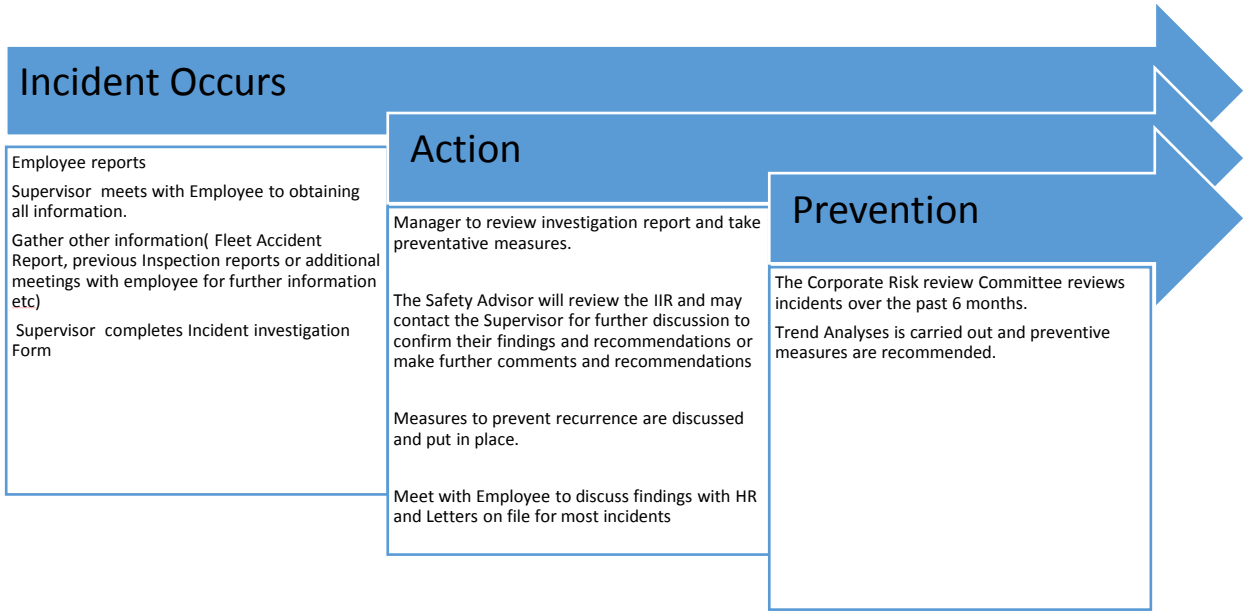
2) Department Representative:
    a. Public Works – Blair McDonald
    b. PERS – Mark White
    c. Community Services – Neil MacKenzie
    d. Finance and Administration – David Day
    e. SJRFD – Robert Fowler/Keith McDonald

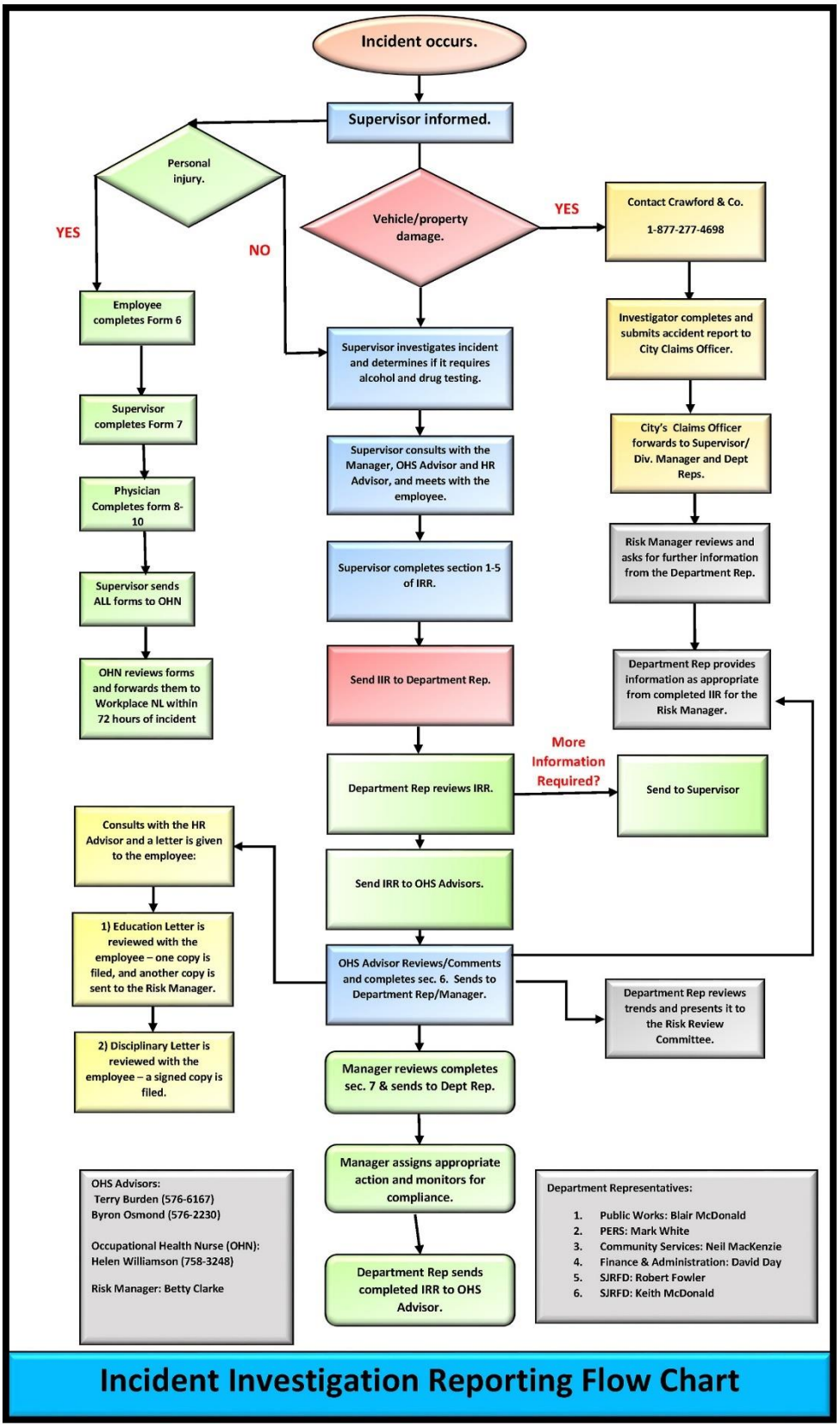
3) Workplace NL Forms are sent to OH Nurse, Helen Williamson.
    a. hwilliamson@stjohns.ca
    b. http://mycity.stjohns.ca/Employee/Forms/Form6(Jan19_2017)F2.pdf

http://mycity.stjohns.ca/Employee/Forms/Form%207%20(Jan19_2017)F.pdf

Follow-up

After identifying the immediate and root causes of the incident, the investigator must recommend corrective measures to be put in place to prevent similar incidents. The Manager is responsible to ensure required action is implemented. The OHS Committee or WHS Representative should also follow-up on the corrective measures and provide information on their findings to the supervisor.




Incident occurs.
Supervisor informed.
Personal injury.
YES
NO
Vehicle/property damage.
YES
Contact Crawford & Co.
1-877-277-4698
Employee completes Form 6
Supervisor completes Form 7
Physician Completes form 8-10
Supervisor sends ALL forms to OHN
OHN reviews forms and forwards them to Workplace NL within 72 hours of incident
Supervisor investigates incident and determines if it requires alcohol and drug testing.
Supervisor consults with the Manager, OHS Advisor and HR Advisor, and meets with the employee.
Supervisor completes section 1-5 of IRR.
Send IIR to Department Rep.
Department Rep reviews IRR.
More Information Required?
Send to Supervisor
Investigator completes and submits accident report to City Claims Officer.
City's Claims Officer forwards to Supervisor/ Div. Manager and Dept Reps.
Risk Manager reviews and asks for further information from the Department Rep.
Department Rep provides information as appropriate from completed IIR for the Risk Manager.
Consults with the HR Advisor and a letter is given to the employee:
1) Education Letter is reviewed with the employee – one copy is filed, and another copy is sent to the Risk Manager.
2) Disciplinary Letter is reviewed with the employee – a signed copy is filed.
Send IRR to OHS Advisors.
OHS Advisor Reviews/Comments and completes sec. 6. Sends to Department Rep/Manager.
Department Rep reviews trends and presents it to the Risk Review Committee.
Manager reviews completes sec. 7 & sends to Dept Rep.
Manager assigns appropriate action and monitors for compliance.
Department Rep sends completed IRR to OHS Advisor.
OHS Advisors:
Terry Burden (576-6167)
Byron Osmond (576-2230)
Occupational Health Nurse (OHN):
Helen Williamson (758-3248)
Risk Manager: Betty Clarke
Department Representatives:
1. Public Works: Blair McDonald
2. PERS: Mark White
3. Community Services: Neil MacKenzie
4. Finance & Administration: David Day
5. SJRFD: Robert Fowler
6. SJRFD: Keith McDonald
Incident Investigation Reporting Flow Chart

8.2 RISK REVIEW COMMITTEE - TERMS OF REFERENCE

Members:

- Chair – Risk Manager
- Manager, Emergency and Safety Services
- Safety Advisors
- Representatives from:
    - Public Works
    - Planning, Engineering and Regulatory Services
    - Recreation and Community Services
    - Finance and Administration
    - SJRFD
- City Solicitor
- Deputy City Manager, Finance and Administration

Purpose of the Committee:

- To review and analyze all incidents—vehicle, property damage and personnel injury—for all Departments within the City.
- To develop best practices and recommend actions to ensure that there are shared responsibilities to reduce loss, liability, and safety risk.

Duties and Functions of the Committee:

- Provide strategic direction to the City's management of risk through utilization of the risk management process to promote continuous improvement and best practices.
- Establish priorities for the mitigation of risk exposure based on the findings of the incident investigations for the City's Departments.
- Identify, mitigate, and monitor these risks across the City.
- Analyze trends of incidents across Departments and recommend actions including but not limited to:
    - Type of injury.
    - Information, knowledge, training.
    - Equipment.
    - Environment.
    - Protective clothing.
- Promote and be ambassadors of safety and risk aware culture that continuously identifies and provides mitigation strategies for reducing risk exposure in everyday operations through both individual leadership and the promotion of safe practices and process.
- Provide recommendations for standardization of processes to support Corporate and Departmental compliance requirements.

Records:

- The Committee will keep accurate records of all matters that come before it.
- The Committee will keep all records for five years from the date of the meeting.

Meetings:

- The Committee will meet twice (2) per year.
- Special meetings, if required, will be held at the call of the chair.
- A quorum shall consist of at least 50% of Committee members and must include the Risk Manager and at least two of: Manager, Emergency and Safety Services, OHS Advisor and OHS Coordinator (OHS Team).

Agenda and Meeting Reports:

- The Chair will prepare and distribute an agenda to members prior to the meeting
- The Committee will prepare a meeting report and make it available to the Senior Executive Council (SEC), as soon as possible.

Chair Duties:

- Book meeting date and location.
- Invite members.
- Prepare meeting agenda and reports.
  - Send to members prior to meeting.
- Review previous meeting reports and material prior to the meeting.
- Lead the meeting and keep it on track.
- Prepare all correspondence.
- Ensure the OHS team and Risk Manager are aware of and in agreement with all recommended action.
- Forward a copy of meeting reports to SEC.

Terms of Office:

- Committee members will sit on the Committee for:
  - Risk Manager - permanent.
  - OHS team - permanent.
  - Department Representatives - at least two years.

Assistance in Resolving Disagreements within Committee:

- If the Committee is unable to reach a consensus on a manner, the matter shall be reported to the Director of Human Resources and the City Manager.

Amendments:

- These Terms of Reference may be amended by a vote of committee members and approval by the SEC.

Review:

The terms and references will be reviewed by the committee every three years**.**

9.0 EMERGENCY PREPAREDNESS

Emergency Phone Numbers

ALL EMERGENCIES - 911

Fire	722-1234
Police	729-8000
Ambulance	737-6320
Poison Center	722-1110
Environmental Emergency	772-2083
Security	**576-4357 or 576-HELP**

Emergency preparedness involves identifying potential emergency situations and putting plans in place to address them should they occur.

Emergency Preparedness will:

- Prevent or minimize harm to employees in the event of an emergency.
- Minimize damage to equipment, facilities, the environment, and other workers.
- Minimize the time required to restore services back to normal operations.

9.1 EMERGENCY RESPONSE PLAN

Each facility is required to have a written Emergency Response Plan. This will include:

- Emergency Response Team.
- Building Evacuation Procedures:
  - Based on potential emergencies that could occur on site:
    - Fire evacuation
    - Terrorist/bomb threat
    - Chemical spill
    - Gas spill
- Emergency supplies.
  - Evacuation maps:
    - Posted evacuation map outlining evacuation routes, muster station and Automated External Defibrillator (AED) location.
    - Must be posted on each floor.
    - Employees must be familiar with location.
  - First Aid:
    - 1 per 15 employees must be trained in Emergency First aid.
    - Employees who work alone must be trained in Emergency First aid.
    - First aid kits must be mounted on a wall in each work area.

        - Employees to be familiar with location.
    - First aid kits are required on all job locations… in heavy equipment/pick-up trucks.
  - Fire extinguishers - **PASS**
    - **P -** pull pin to activate fire extinguisher
    - **A-** aim at base of fire
    - **S -** squeeze nozzle
    - **S -** sweep from side to side
- Automatic External Defibrillators (AED).
- Emergency Showers and Eyewash.
- Plans to mitigate site specific emergency.
    - What are site hazards
    - What controls are required to mitigate hazards

9.2 EMERGENCY RESPONSE TEAM

Building Warden:

- Chief of Operations during an Emergency.
- Liaison with Emergency Response responders during an emergency.
  - Receives instructions and information from the emergency responders and relays this information to Assistant Building Warden.
- Does not leave his/her post during an emergency.
- Directs the movement of staff from their muster stations to the staging area depending on the nature of the emergency or in the event of inclement weather.
- Ensures team members are current and familiar with role.

Assistant Building Warden:

- Fills in as Building Warden when the Building Warden is absent.
- Liaison between the Building Warden and the Floor Wardens during an emergency.
  - Receives information from Floor Wardens as to status of their floors.
- Performs other duties as required to assist the Building Warden during an emergency.

Technician/Electrician (Some facilities):

- Meet the Fire Department, Police Department and medical services and accompany these responders to the scene of the emergency.
- Monthly duties:
  - Ensure that the fire alarm panel and enunciator panels, if applicable, are tested for signals, lamps, etc.
  - Reset fire alarm pull station and alarm panel after alarm has been activated.

Floor Wardens:

- Responsible for their work area.
- Liaison between the Assistant Building Warden and the Deputy Floor Warden.

- Confirm everyone is out of building.
  - Conduct a thorough check of the area, including the washrooms, meeting rooms, etc. to ensure everyone is out.
  - Ensure that everything is put away, turned off and that anything suspicious or any other concerns are noted.
  - Be aware of people with disabilities in your area.
- If a fire evacuation - ensure all or as many windows and doors as possible are closed before leaving the area.
- If a bomb threat - ensure that all or as many windows as possible are opened and all cabinets are unlocked before leaving the area.
- If a terrorist threat - ensure all employees are per e-mail and evacuated quietly.
- Exit the building to the Muster Station
- Receive an evacuation status report from the Deputy Floor Warden.
- Report status to Assistant Building Warden after being briefed by the Deputy Floor Warden.

Deputy Floor Warden:

- Assumes the role of Floor Warden in their absence.
- Get everyone's attention at the sound of an alarm by calling **May I have your Attention… Follow Me.**
- Assemble all staff at the designated exit before vacating the building.
- Escort employees to the designated muster station.
  - Staff to remain calm and exit the building in an orderly fashion.
  - Conversation shall be kept to a minimum.
- Confirm all people are accounted for.
  - Report details to the Floor Warden.
- Keep everyone in the muster station.
  - Or move them, if in danger.
- Remain with employees and ensure order is maintained.
- Gather names of visitors if visitors wish to leave group.
- Send for medical assistance if employees are injured.
- Note any issues or problems relating to evacuation.
  - Raise concerns during debriefing session.
- Update Floor Warden on the status of the group
- Know location of
    - All fire pull stations in your area
    - All fire extinguishers in your area
    - Nearest first aid kit
    - Nearest AED

*** Know your Primary and Secondary exits and the complete route to your muster station…ensure everyone in your area is aware of their Primary and Secondary exits and where they are to assemble in the event of an evacuation.

*** Introduce yourself to new staff assigned to your area and inform them of the Emergency Evacuation Plan and what to do if an alarm activates.

*** Always wear your reflective vest, if possible, during an emergency or exercise.

Monthly:
Complete the emergency preparedness checklist for your area. File checklist internally.

Building Evacuation Procedures:
In the event of an emergency, it may be necessary to evacuate the building due to:

- Fire/Explosion/Bomb.
- Terrorist/Violent Intruder/Hostage.

If one of these scenarios occurs, the building evacuation procedures shall commence.
All staff shall be notified:

- In the case of a fire, explosion, or bomb threat—the use of the Fire Alarm; or
- In the case of a terrorist/violent intruder or hostage taking - notification by telephone.

Note: The telephone notification system shall be used to evacuate employees without bringing attention to the intruder.

  - Do not initiate this process until you are out of the immediate danger area.
  - Notify the Building Warden/Assistant Building Warden who shall subsequently ensure the notification of the Floor Wardens/Deputy Floor Wardens.
  - Evacuate the building in an expedient but quiet manner, as to not draw any attention by the intruder.

****Evacuation routes and muster stations are posted in each work area. All staff are responsible to familiarize themselves with same. ****

- The **Building Warden** will be the communication liaison with the SJRFD or RNC as to what the emergency is and other instructions.
- The **Assistant Building Warden** shall act as a liaison between the Building Warden and the Floor Wardens.
- The **Technician/Electrician** shall accompany the Fire Department to the fire alarm panel to determine the zone affected.

Re-entry to the building shall be made by the Building Warden in conjunction with the applicable emergency responders.
Monitors shall remain at all entrances, if safe, until the emergency is over and shall not permit anyone to enter the building until clearance has been given by the appropriate authorities.

Elevators cannot be used in the event of a fire… they will automatically return to first floor.

Building Evacuation Drills:

- Emergency evacuation drills will occur periodically.
- Use the Primary Exit and if this exit is blocked… go to the Secondary Exit.
- Fire Drills are organized and supervised by the Fire Prevention Division of the SJRFD.
  - The exact date and time will not be announced.
- Make evacuations as real as possible.
- Life Safety is First Priority.
- Property damage second.
- Make a mental note of anything that may be of concern and report it to the Building Warden or Assistant Building Warden.
- All Floor Wardens and Deputy Floor Wardens are to assess the evacuation and inform the Building Warden of any concerns or difficulties encountered following each drill.

Debriefing Sessions:

A debriefing session shall occur within 24 hours of return to the building and shall be attended by all members of the Emergency Response Team as well as representatives from the SJRFD.

In the Event of an Explosion:

- Pull the fire alarm.
- Evacuate the building.

If You Discover Fire or Smoke:

- Shout **Fire…Fire...Fire**.
- Activate nearest fire alarm pull station or call 9-911 to report fire and location.
- Vacate building, closing all windows and doors.
- Gather in designated muster station.
- Remain outside until given permission to re-enter from the Fire Department.

On Hearing the Fire Alarm or Evacuation Announcement:

- Close all windows and doors if possible.
- Evacuate the building via the nearest exit.
- Gather in designated muster station.
- Remain outside until given permission to re-enter from the Fire Department.

Medical Emergency:

1. Dial 911.
2. Tell the 911 dispatcher that you have a medical emergency at your location.
3. Give the following information to the 911 dispatcher:
   - Your name.
   - The phone number you are calling from.

- Your location of emergency.
- Details of the incident.

4. The Floor Warden/Deputy Floor Warden shall move to the lobby or parking lot to meet emergency medical personnel and lead them to the scene.
5. The AED should be brought to the site if there is any potential of a breathing disorder.

****Never** attempt to move an injured person unless you have had proper training or if the person is in danger of a more severe injury. **

9.3 EMERGENCY EQUIPMENT

First Aid:
The *OHS First Aid Regulations* outline the first aid requirements.

- Where more than 1 employee but less than 15 employees work on a shift.
  - At least 1 must have a valid Emergency First Aid Certificate.
- Employees who work alone must be trained in Emergency First Aid.
- Names of First Aiders must be posted in the workplace.
- Appropriate first aid supplies, facilities and personnel shall be available to provide workers with prompt, accessible treatment to injuries.
- First aid treatment performed will be documented and retained in a first aid logbook.
- First aid equipment and supplies will be kept clean, dry, and ready for use and be readily accessible.
- An employee who recognizes a medical emergency should immediately call **911** to report the emergency.

First Aid Responder:

- Ensure medical help has been called; request additional help to assist and/or wait for medical help and lead them to the emergency scene.
- Remain calm and remember your training.
- Approach the casualty feet first or from their line of vision, identify yourself and get consent to provide first aid if the casualty is conscious.
- Perform a Primary Survey (Airway, Breathing, and Circulation).
  - Assess the employee.
  - Open their airway.
  - Check for breathing.
    - If the casualty is not breathing, or if you are unsure, use the AED.
  - Check circulation.
- Ask that a bystander begin CPR while you prepare the AED or until additional help arrives.
- Place the AED close to the casualty and on the side next to you.
  - Activate the AED.
  - Follow the voice prompts, for your step-by-step instructions.

- Bare the chest, remove any medication patches, wipe the chest dry, wipe the area where the pads are to be placed and shave the area if necessary.
- Open the package of electrode pads.
  - Remove the pads, one at a time, from the package and apply to the casualty's chest exactly as shown on the picture on the pads.
  - Press firmly on the pads to ensure a good seal. Quickly scan the area for signs of an implant or pacemaker—a bump in the skin and a scar. If an implant or pacemaker is in place, apply the pads approximately one inch below the bump do not apply over the implant or pacemaker.
- The AED will analyze and determine if a shock is required.
  - Continue to follow the voice prompts.
- Do not remove the pads or disconnect them from the AED until medical help arrives. If defibrillation is successful, the casualty may begin to move, cough, or breathe regularly or they may begin to breathe but remain unresponsive.
- Place the casualty in the recovery position and give ongoing casualty care until medical help arrives.

Transfer of Casualty Care:

- When medical help arrives, the First Aid/AED responder will transfer over casualty care.
  - The initial time of the event or collapse.
  - Casualty's condition upon arrival.
  - Time CPR was started, and/or any known care given.
  - Time first shock was delivered.
  - Number of shocks delivered.
  - Current condition after the shocks and how they are being monitored.
  - The type(s) of medications they are taking.

Post-Event Procedures:

After transferring care to EMS, the responder should:

- Contact Emergency and Safety Services Division.

Automated External Defibrillators:

An AED is a portable electronic device that diagnoses potentially life-threatening heart rhythms and can treat them by sending an electric shock to the heart.

- AED will be placed in designated City facilities.
- AED will be maintained in working order.
- Designated City employees will be trained to use the AED.

Facts:

- Cardiac refers to the heart. Arrest means stop. Cardiac arrest is the sudden and unexpected loss of heart function.
- Signs of cardiac arrest include: no breathing or only gasping, no movement, and no pulse.

- Up to 40,000 cardiac arrests occur each year in Canada. That is 1 cardiac arrest every 12 minutes. Without rapid and appropriate treatment, most of these cardiac arrests will result in death. Thousands of lives could be saved through public access to AED.
- When an AED and CPR are immediately available, the chance of survival from sudden cardiac arrest is substantially improved.
  - Combined with CPR, the use of an AED may increase the likelihood of survival by 75%
- For every one-minute delay in defibrillation, the survival rate of a cardiac arrest victim decreases by 7 to 10%. After more than 12 minutes of ventricular fibrillation, the survival rate is less than 5%.
- AEDs combined with CPR and activating emergency medical services offer the best chance of saving a life in the event of a cardiac arrest.
- Legislation in provinces across Canada protects individuals who use AEDs from liability when they are used in the context of saving a life.

Supervisor of AED Location:

- Ensure designated employees complete the required First Aid—CPR/AED training.
- Ensure a daily check is completed/logged to verify the green light is flashing on the AED.
  - Confirms the AED is ready to use
- Choose the mounted location for the AED.

Notify Emergency and Safety Services if the AED has been used:

- Safety Advisor -Terry Burden….. 576-6167 or 682-2933
- Safety Advisor - Byron Osmond… 576-2230 or 631-4768
- OH Nurse - Helen Williamson .... 758-3248 or 689-4884
- OH Nurse – Shauna Welsh …. 576-2976 or 631-2634

Employees of AED Locations:

- Complete the required First Aid—CPR/AED training.
- Retrieve AED from cabinet and respond to emergency scene, when notified.
- Notify their supervisor after the AED has been used.

Using the AED:

- Turn on the AED. Listen to and follow instructions.
- Check the person and confirm if they are injured or in need of help.
  - If the person is lying in water or blood, pull the person clear.
- Remove all clothing (bra), jewelry and medical patches that may inhibit the pads.
  - Ensure the chest is dry and free of hair. The AED has a kit that includes scissors/razor.
  - Remove electrode (sticky pad) cover sheet.
- Follow the diagrams on the two pads to place them on the person.
  - If you see a small scar and a lump on the chest, apply the pads with sticky side attached to person’s chest about 2.5 cm (1 in) away from the lump (could be a pacemaker).

  - For a child or baby, use child or baby pads or use adult pads and ensure that the pads are 2.5 cm (1 in) apart. Place one on the front and one on the back if necessary. Ensure that the sticky pads have good connection with the skin.
  - If the connection is not good, the machine may repeat the phrase "check electrodes".
- Follow the AED's instructions. When the AED prompts you too stand clear, make sure no one is touching the person.
  - This is important during both the "shock" phase and the 'analyzing heart rhythm phase'. If the AED tells you to resume CPR until emergency medical help arrives or.
  - Stay with the person until medical help arrives and report any information you have gathered to Paramedics/First Responders.

Maintenance Schedule:
The AED completes a daily maintenance self-check and a green light will flash to confirm it is working correctly.

- A designated employee in each location must complete a daily visual check to ensure the green light is flashing and this confirmation is to be documented in a written log (attached).

Training:

- Designated employees in AED locations shall be trained in First Aid—CPR/AED.

AED Cabinets:

- The AED shall be kept in their supplied cabinets when not in use.
  - These cabinets shall be accessible and clear of clutter.
- Once the AED is removed, an audible alarm will sound alerting the employees that assistance may be required.
- Silence the alarm by placing the key in the lock on the right side of the cabinet and turning.
  - One key to be kept inside AED cabinet while the other key to be kept on site (location to be determined by site Manager).
- If the AED cabinet door "chirps", the audible alarm battery is dying. Replace the 9V battery located inside the cabinet.

AED Check Procedures:
Before returning the AED to service, the AED Program Coordinator will perform the following post-event procedures:

- Check the AED visually for damage or missing parts.
- Ensure all supplies used during the event are replaced or disposed of immediately.
- Confirm the unit has been cleaned.
- Verify the battery has a charge and replace it as needed.
- Return the AED to its designated area for future use.

Emergency Eyewash—Emergency Showers

Emergency showers and eyewash stations provide on-the-spot decontamination. They allow workers to flush away hazardous substances that can cause injury.

The first 10 to 15 seconds after exposure to a hazardous substance, especially a corrosive substance, are critical. Delayed treatment, even for a few seconds, may cause serious injury.

OHS Reg (42) (11)—where workers may be exposed to contact with chemicals harmful to the skin, facilities shall be available for the worker to effectively cleanse the contaminated body areas.

OHS Reg (63) - an employer shall ensure:

(a) appropriate emergency washing facilities are provided in a work area where a worker's eyes or skin may be exposed to harmful or corrosive materials or other materials which may burn or irritate;

(b) only a potable water supply is used in a plumbed emergency eyewash facility and that only potable water or an isotonic saline flushing solution is used in a portable (non-plumbed) eyewash unit;

(c) access to emergency eyewash and shower facilities is not blocked by material or equipment; and

(d) selection of emergency washing facilities is based upon an assessment of the risks present in the workplace.

Definitions:
ANSI – The American National Standards Association… followed in Canada as there is no Standard in Canada.

Emergency Eyewash Facility: a facility used for the rinsing and/or decontamination of the eyes and surrounding facial area in the event of a chemical exposure or particulate in the eyes, such facilities shall meet the specifications of the ANSI Z358.1-2009 Emergency and Shower equipment Standard.

Eyewash Bottle: a bottle, complete with flushing solution whose design enables the complete flushing of an eye and surrounding facial area.

Supplemental Eyewash Facility: a plumber, faucet-mounted and/or self-contained device whose design enables the quick flushing of both eyes and surrounding facial area.

Guidelines:
- Review SDS.
    - If information regarding chemical product requires greater than 15 minutes of continuous flushing is required in the event of an exposure, then emergency eyewash facilities are required to be provided and maintained in a state of operational readiness.
- Eyewash bottles, as a stand-alone resource, **do not** satisfy the requirement for an Emergency Eyewash Facility.
    - Inability to flush both eyes simultaneously
    - Inability to provide 60 minutes of continuous flushing
    - Inability for a person using the portable eyewash bottle to have both hands free to open the eye
- The equipment must be accessible. A person must be able to reach the equipment in no more than 10 seconds.

Guidelines:
Emergency showers and eyewash stations shall:
- Be within 50 feet of chemical work area.
- Be identified with a highly visible sign.
    - Sign should be a symbol.
- Be unobstructed.
    - Area in front of shower and eyewash station **must** be kept clear of obstruction.
    - Supervisors to monitor and maintain.
- Be located where workers can easily see them.
- Be well lit.
- Be located on the same floor as the hazard.
    - Should not have to travel stairs to get from the workstation to the emergency equipment.

- Be in an area where further contamination will not occur.
- Be able to provide 60 minutes of continuous flushing
- Volume and pressure must be sufficient to wash away contaminants
    - Must not cause discomfort or injury
- Activation device must be easily located and operated
    - Activate with one hand
    - Maintain continuous hands-free operation
- Capable to flush both eyes simultaneously
- Shall be protected from freezing
- Deliver tepid water
    - Range of 60F to 100F
- Provide a drainage system for the excess water.
    - The water may be considered a hazardous waste and special regulations may apply.
    - Be kept of electrical equipment that may become a hazard when wet

- **Flushed Regularly.**
    - Weekly by Supervisor or designate.
    - Flush to clear the line of any sediment build-up and to minimize contamination due to stagnant water.
    - Supervisor to document and record flushing checks.
- Maintained in a clean condition.
    - Covers may be required in dirty working environments.

Plumbed Eyewash Station

- Water must be potable
- Flush at least weekly
- Maintain records

Portable, Self-Contained Eyewash Facility:

Portable, self-contained eyewash facilities have a limited amount of fluid; therefore, maintenance is critical to ensure that units are always fully charged.

- The flushing fluid must be sterile water, saline solution, or a solution commercially formulated and manufactured for use in eyewash facilities.
- The fluids must not be used past their shelf life and the containers shall remain sealed.
    - Replace the solution when it has expired.
- Potable water may be used **ONLY** if the entire contents are changed weekly. Records must be kept documenting this.
- If the fluid is visibly contaminated, it must be replaced

Eyewash Bottles:

Eyewash bottles supplement plumbed and self-contained stations, but do not replace them.

- They are portable and allow immediate flushing of contaminants or small particles. However, eyewash bottles are very difficult for the user to handle, especially when alone and when both eyes have been exposed. (e.g., holding the eyelids open while handling the unit is awkward).
- One bottle cannot flush both eyes simultaneously.
    - Since the fluid supply lasts for only a short period of time, the bottle may not be able to wash the eyes sufficiently.
- The main purpose of such a unit is to supply immediate flushing.
    - Once accomplished, the user should proceed to a self-contained or plumbed eyewash and flush for the required flushing/ rinsing period.
- Eyewash bottles have expiry dates and cannot be used past this date.
    - This date shall be monitored by the Supervisor.
- Fluid used for flushing the eyes shall be tempered.
    - Range of 60F to 100F

Signage:
Emergency eyewash facilities must be identified by a high visibility sign which cab be seen throughout the entire area.

Maintenance:

- Emergency eyewash facilities must be maintained in a clean and serviceable manner.
- Inspected weekly… documented

Worker Information:
All employees shall be given information and instruction as to how the unit is operated, inspected, and maintained.

10.0 DISABILITY MANAGEMENT

The Disability Management Program is designed to promote employee health and recovery from disability (injury/illness) through early intervention and active case management along with opportunities for early and safe return to work.

The effective reintegration of our employees with disabilities minimizes the loss of expertise and productive potential for the City.

The Disability Management Program is co-operative, consistent and uses modified work, ease back, rehabilitation strategies, job placement and follow-up to ensure that a disabled employee remains at work or quickly returns to safe, productive, and meaningful work.

The City will accommodate an employee up to the point of undue hardship as prescribed in the Workplace Health, Safety and Compensation Act and the Human Rights Act.

Disability - any impairment arising out of any work or non-work-related illness, injury or disease which prevents an employee from performing their job functions.

Objectives:

- To prevent and decrease the incidence of injuries/illnesses and magnitude of disability on the worker.
- To provide early and safe return to meaningful employment, in turn reducing human cost of disability.
- To increase awareness of disability issues through educating employees, management, union and the Disability Management Committee.
- To comply with current and future legislative requirements such as: Workplace Health, Safety and Compensation Commission, (Workplace NL), Collective Agreements and Human Rights Legislation.

Instances of non-compliance by any party will be taken seriously and reviewed individually.

Failure to comply with this program will be subject to disciplinary action as per City Policy, Collective Agreements and Workplace Health and Safety Legislation.

10.1 RESPONSIBILITIES

Senior Management:

- Provide commitment and support to the Disability Management Program.
- Provide resources for the Disability Management Program.

Supervisor—Work Related Injury/Illness:

- Follow up with the injured/ill worker immediately to obtain details of work-related injury/illness to facilitate the investigation process and completes the accident investigation form. Ensures employee seeks first aid or medical treatment if needed.
- Complete Form 7 within 48 hours of notification of a work-related injury/illness resulting in lost time (time lost beyond the day of injury) or medical aid (a work-related injury resulting in a medical visit without lost time beyond the day of the incident).
    - Forward a copy of Form 7 to the Disability Case Manager.
    - Provide employees with Form 6 to complete.
- Assist the Disability Case Manager and Occupational Therapist when necessary for arranging and completing job site analyses.
- Ensure compliance with the return to work plan.
- Inform co-workers of job modifications and/or restrictions/accommodations for the returning employee.
- Discuss with the Disability Case Manager and injured/ill employee any concerns with work duties or safety.
- Attend all meetings, at the request of the Disability Case Manager, related to the return to work plan.

Supervisor—Non-Work-Related Injury/Illness:

- Notify the Disability Case Manager of all absences more than **ten** consecutive working days.
    - In the case of fire suppression personnel, such notification must take place more than **four** consecutive shifts.
- Identify early and safe return to work options.
- Assist the Disability Case Manager and Occupational Therapist when necessary for arranging and completing job site analyses.
- Inform co-workers of job modifications, restrictions, and accommodations for returning employee.
- Ensure compliance with the return to work plan.
- Discuss with the injured/ill employee any concerns/issues with work duties or safety.
- Attend all meetings related to the return to work plan.

Employee - Work related Injury/Illness:

- Report all work related illness, injury or disability to his/her supervisor immediately.
    - Seek appropriate first aid or medical aid.
- Complete Workplace NL Form 6 for medical aid (a work-related injury resulting in a medical visit without lost time beyond the day of the incident) or lost time injury/illness (time lost beyond the day of injury).
    - These forms can be obtained from the Intranet.
- Return the Form 8–10—Physicians Report of Injury (pink copy) to the Disability Case Manager.
- Discusses functional abilities with the Disability Case Manager.
- Attend all scheduled medical, rehabilitation and return to work plan meetings.
- Comply with recommendations of treatment providers.
    - Treatment Provider: any medical professional that is presently providing treatment in assisting the injured worker in the recovery/rehabilitation period, e.g. physicians, chiropractors, physiotherapists, occupational therapists.
- Advise the supervisor of any problems encountered with return to work.
- Co-operate with the Workplace NL and current legislation in providing requested information regarding the return to work process, disputes or disagreements arising out of the return to work process.

Employee—Non-Work-Related Injury/Illness:

- Report all non-work-related illness, injury, or disability to his/her supervisor.
- Provide treating physician with Functional Abilities Form
    - Return completed form to Disability Case Manager.
- Attend all scheduled medical, rehabilitation and return to work plan meetings.
- Comply with recommendations of treatment providers. A Treatment Provider is defined as: any medical professional that is presently providing treatment in assisting the injured worker in the recovery/rehabilitation period, e.g. physicians, chiropractors, physiotherapists, occupational therapists.
- Notify the Disability Case Manager or his/her supervisor of any problems encountered with the return to work plan.

Disability Case Manager:

- Contact the injured/ill employee.
- Review and discuss Functional Abilities information with the employee.
- Work with the injured/ill employee to develop a safe return to work plan.
- Notify all stakeholders in the return to work plan
- Maintain open communication with all parties involved in the injured/ill employee’s return to work process.

- Maintain confidentiality of employee information. Only functional abilities such as restrictions/limitations will be shared with his/her supervisor.
- Facilitate assessments such as: Occupational Therapy, Functional Capacity Evaluations and Job Site Analysis.
- Notify the Human Resources Advisor and/or the Workplace NL Case Manager of any non-compliance with the return to work process.
- If an employee is determined unfit to return to the pre-injury job due to a non-work-related disability, request for accommodation will be reviewed by the Department of Human Resources.
- Advise employee of Employee, Family and Assistance Program.

Union Representatives/Early and Safe Return to Work Representative:

- Assist their members to seek appropriate help when injured, ill or disabled.
- Maintain confidentiality of employee information.
- Support and educate their members who are participating in return to work opportunities and identify early and safe return to work opportunities.
- Support disability prevention initiatives by promoting safe work practices and reinforce the efforts of the occupational health and safety committees.
- Support goals, objectives and benefits of the Disability Management Program.

Health Care Provider:

The Health Care Provider is the attending Physician, Chiropractor, Physiotherapist, Psychologist, Psychiatrist, Occupational Therapist, or other member of the rehabilitation team.

- Provide the employee's expected return to work date and the functional abilities in order to assist the employer in returning an employee safely back to work.

Joint Disability Management Committee:

- Define the program and specific objectives.
- Monitor and evaluate of the Disability Management Program.
- Ensure that all stakeholders are educated and aware of their roles and responsibilities.
- When the hierarchy of return to work options have been exhausted and return to work requires cross union placement, there shall be a letter of understanding between the bargaining unit and the City stating the terms and conditions of the placement of the injured or ill employee.
    - **a.** Each case will be reviewed by the appropriate Early and Safe Return to Work Representatives and will be examined individually depending on the circumstances and potential impacts to other bargaining unit members.

10.2 Dispute Resolution Process:

In situations where there is an issue in dispute relating to either the Return-to-Work process or the suitability of the Return-to- Work plan, the Deputy City Manager will refer the matter to the Human Resources Advisor to facilitate a resolution.

Cases involving WHSCC will be referred to the WHSCC Case Manager for resolution.

10.3 Program Evaluation

The Disability Case Manager and Joint Disability Management Committee will evaluate the Disability Management Program to ensure it is meeting the needs of the employees, union, and employer.

APPENDIX A: PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment (PPE) is the clothing, garments or equipment worn by a wearer to help protect them from injury or illness.

Guidelines:

- PPE is required to be worn as per OHS legislation and hazard assessment.
- PPE is to be used in conjunction with, and never to the exclusion of, other safe workplace practices.
- Employees must be trained in its use, care, and maintenance.
- **PPE should be City issue**.
    - If not, a review must be completed to ensure it meets the OHS specifications.
    - Contact Supervisor to review.
    - Contact Emergency and Safety Services division, if uncertain.
- Employees must use, care for, and maintain their PPE in accordance with legislative requirements and manufacturer standards.
- PPE must be inspected prior to use.
- PPE must not expose employees to unnecessary and avoidable hazards.
- PPE must be properly fitted for the individual.
- PPE is not permitted to be modified.
- PPE that is damaged or in need or repair must be removed from service.

Clothing Protection:

- Employees working outdoors shall wear a shirt and long pants
    - exceptions may be given to Recreation staff, with approval by their Supervisor.
- Employees shall wear reflective clothing when working around mobile equipment, on construction sites and while working within the street.
- Employees who may be exposed to a flash fire or electrical equipment flashover shall wear flame resistant outerwear and use other protective equipment appropriate to the hazard.
- Clothing worn beneath flame resistant outerwear and against the skin shall be made of flame-resistant fabrics or natural fibers that do not melt when exposed to heat.
    - Clothing made of synthetic fibers can be readily ignited by or melted by heat or electric flash, and do not insulate well in wet conditions.
    - Cotton or wool are more flame retardant and are therefore recommended. Special body apparels may be required to prevent contact with:
        - Noxious gas, liquid, fume, or dust.
        - An object that may puncture, cut, or abrade the skin.
        - A hot object, liquid, or molten metal.
        - Radiant heat or cold.
- Employees operating a chain saw shall wear a leg protective device with a label permanently affixed to the outer surface indicating the standard it meets.

- Where there is a danger of contact with moving parts of machinery:
    - The clothing must fit closely around the body
    - Dangling neckwear, bracelets, watches, rings must not be worn
    - Hair must be confined or cut short.

Eye and Face Protection:

- Eye protection is required to be CSA approved.
- Eye and face protection are designed to protect the worker from such hazards as:
    - Flying objects and particles.
    - Splashing liquids and chemicals.
    - Ultraviolet, infrared, and visible radiation (welding).
- Eye protection is required to be worn:
    - Within the boundaries of a construction site and areas where construction type activities are being conducted.
    - In areas where objects are thrown, blown, or projected around either by wind or mechanical means.
    - As per WHMIS 2015 SDS information.
- Eye protection is not required in mobile equipment if the windows and doors are closed.
- Prescription safety glasses are available and required for those employees who wear prescription lenses.
    - Supervisor to confirm safety glasses are required as per job hazards
    - Employee to contact Public Works (PW) Administration Supervisor to order glasses
    - PW Administration Supervisor to order glasses through the safety glasses tender.

Head Protection:

Hard hats are designed to protect the head from the impact of flying and falling objects, bumps, splashes from chemicals or harmful substances and contact with objects and equipment.

- Hard hats must be CSA approved.
    - Provides protection from impact to the side and back of the head.
- Hard hats must be worn wherever there is a hazard of flying or falling objects.
- Hard hats must be worn at all construction sites and road maintenance operations.
    - Hard hats are not required to be worn while inside a vehicle.
- Hard hats must be adjusted to fit securely on the head.
    - If there is a likelihood of the hat falling off, or being blown off, chin straps must be used.
- Hard hats should be cleaned using warm water and mild soap.
    - Solvents, such as paint thinner, should be avoided because it can weaken the material.
- Hard hats may not be painted.
- Hard hats should be stored in a clean, dry location.
- Hard hats must be worn facing forward with no baseball cap underneath.

Hand Protection:

- Gloves are required when handling sharp/abrasive materials and chemicals
    - Correct gloves must be selected based on the potential hazards shall be worn
    - Safety Data Sheets (SDS) for chemicals indicate which type of glove is required
- Do not wear gloves around moving machinery
- Wash gloves to remove chemical spill before removing glove.

Foot Protection:

Safety footwear must be worn where there is danger of injury to feet through falling or moving objects, or from burning, scalding, cutting, puncturing, slipping or similar hazards.

- Foot protection must be CSA approved.
    - The minimum level of foot protection allowed at a worksite is CSA Grade l.
    - A green triangle patch stamped with the CSA registered trademark on the outside and a rectangular green label on the inside, indicating the footwear is slip-resistant, steel or composite toe, and puncture-resistant shank.
    - Steel or polycarbonate toe.
    - A substantial tread on the sole.
    - A puncture proof sole: a minimum 8 inches and secured by laces; made of leather, rubber or Gortex; have the green CSA triangle; and have the white rectangular label bearing the Omega (Ω) symbol.
- Foot protection must always be laced up and securely tied.
- Foot protection shall be worn when on all construction sites or during construction, maintenance, mechanical related activity.
    - Aquatic Recreation staff may wear aquatic footwear around water locations.
- Metatarsal guards shall be worn over boots when using jack hammers.
- Ice creepers shall be worn when working in an icy environment.
- Electrical shock - Safety footwear which is resistant to electrical shock has a white rectangular label bearing the CSA trademark and the Greek Letter Omega in orange lettering.
    - This footwear does not eliminate the risk of electrocution, but it does provide some level of shock resistance in dry locations.
- Chainsaw cuts—Boots which provide some degree of protection against chainsaw cuts have embedded "ballistic nylon", Kevlar, or other material designated for the purpose.

Personal Flotation Device (PFD):

- Personal Flotation Devices shall be worn when working above or on water and during any other condition that may expose a person to the risk of drowning.
- PFD’s shall not be dependent upon manual manipulation to produce the buoyant effect.

APPENDIX B: FALL PROTECTION

EFFECTIVE JANUARY 1, 2012, FALL PROTECTION TRAINING IS MANDATORY PRIOR TO USING FALL ARREST EQUIPMENT.

If a worker is exposed to a hazard of falling from a work area that is:

A. 3m or more above the nearest safe surface or water.
B. Above a surface or thing that could injury to a worker if the worker were to fall on that surface or thing.
C. Above an open tank, pit or vat containing hazardous material.

Then fall protection is required which must be either a **guardrail** or **fall arrest system…**This includes:

- A person working in an elevating platform shall wear fall arrest equipment and be attached to a suitable anchor point.

Supervisor:

- Identify and document areas where Fall Protection is required.
- Ensure all affected employees are trained on and comply with the Fall Protection Program.
- Purchase the required fall protection equipment.
    - Contact Emergency and Safety Services to select correct equipment
- Complete the Fall Protection training seminar.
- Develop SOP for the Fall Protection Program and review it with the affected employees.
- Ensure completion of Fall Protection Permit prior to working at heights.

Employees:

- Comply with all aspects of the Fall Protection Program.
- Complete the Fall Protection training seminar.
- Inspect the fall protection equipment before each use and report any defects.
- Review Fall Protection Permit before commencing work.

Fall Protection Program: A means of providing fall protection that requires employees to take specific actions, including wearing personal fall protection equipment and following prescribed standard operating procedures.

Anchor Point—A secure point on an independent structure to which the lifeline or lanyard is attached. Minimum strength is 2272kg (5000lbs) unless certified by a professional engineer.

- When more than one fall arrest system is attached to an anchor point, the 2272 kg (5000lb) limit must be multiplied by the number of users attached to it. Example: if two (2) people are attached to the same anchor point, it must be capable of withstanding 4544kg (10,000lbs).

Body Harness: A body support device worn by the employee consisting of leg and shoulder straps and an upper body suspension unit that will distribute a fall arresting force on the body in the event of a fall.

- DBI SALA harnesses are to be used by employees, if possible.

Competent Person for Fall Protection: A person who can identify hazardous conditions in the Fall Protection System or any component thereof, as well as in their application and use with related equipment and have the authority to take prompt corrective measures to eliminate the hazards of falling.

Connectors: The equipment used to connect the body support device to the anchorage. Examples include karabiners, lanyards, and lifelines.

- All connectors must be rated for 2272kg (5000lbs).
- Only automatic, double locking snap-hooks and manual locking karabiners can be used for fall arrest.

Fall Arrest System: A system whose purpose is to safely prevent an employee from hitting the ground in the event of a fall from a height. It consists of a full body harness, a shock absorber, a lanyard, and a suitable anchor point and is designed to withstand the forces applied to it in a free-fall situation.

Fall Prevention System: A system that prevents the Employee from accessing or entering a fall hazard. Examples: covers, warning lines and travel restraint.

Freefall: The distance that the Employee will fall before their Fall Arrest Systems will engage. Free fall cannot exceed 1.2m (4 feet).

Guardrail System: An assembly of components joined to provide a barrier to prevent an Employee from falling from the edge of a surface. Usually includes a toe-board, intermediate rail, and top rail.

Lanyard: A flexible length of webbing, synthetic rope or wire rope attached to the back D-ring of the harness that connects the Employee to the anchor point or lifeline.

- Attach the lanyard directly overhead to minimize freefall.
- Use the shortest possible lanyard.
- Inspect the lanyard prior to use.
- Do not use a lanyard if it has ever been used to arrest a fall.
- Do not attach two lanyards together to make them longer.
- Do not tie knots in lanyards; it can reduce the strength by 50%.

Lifelines: A synthetic or wire rope that the Employee is attached to via the lanyard and rope grab. It shall:

- Be secured at the bottom to prevent tangling or disturbance.
- Be securely attached to an anchor point.
- Be free of knots, lubricants, and imperfections.
- Be only used by one Employee. If another employee requires fall protection, they must use a separate vertical lifeline.

Rope Grab: A mechanical fall arrest device that is attached to a lifeline and lanyard and locks itself immediately on the lifeline in the event of a fall.

Self-Retracting Lanyard (SRL): Lanyard device that connects from Employee's harness D-Ring to lifeline or anchor point. The line extends out of the SRL to a maximum predetermined distance and allows unrestricted movement. Once pressure is applied to the line (a fall), a locking mechanism engages and prevents further line extension by locking the line securely.

- Always keep the SRL away from sharp edges.
- Never clamp or knot the lifeline as it could severely increase freefall.
- Do not exceed a 30-degree workspace below the SRL anchorage. This will nullify its protection.

Total Fall Distance: The clearance required for a Fall Arrest System, in which a worker can safely fall. It is a combination of freefall distance, deceleration distance, lanyard length and a safety factor.

Travel Restraint System: A system whose purpose is to prevent workers from getting too close to an unprotected edge. It incorporates a harness and a predetermined lanyard length attached to an anchor point which keeps an employee from reaching an unprotected edge.

- There is absolutely no freefall permitted.
- Workers must be able to "self-rescue".
- Horizontal lifelines shall be engineered and installed under the supervision of a qualified person.

Fall Protection Facts:

- Industrial falls are #2 cause of death on job sites.
- Industrial falls are one of the most expensive injuries.
- Industrial falls have the longest average rehabilitation times.
- Over 26,000 industrial falls-from-heights injuries in Canada per year.
- On average, a Canadian worker dies every three days from a fall.
- It takes 0.67 seconds to recognize you are falling – by now you have fallen 2.1m at a speed of 24km/hr.
- After another 1.3 seconds you have fallen 20m and are travelling 71km/hr.

Guardrails:

- Shall be installed where an open-sided floor, working platform, runway, walkway, or balcony is over 1.22m above the existing floor or ground level.
- Shall be secured so that it cannot move in any direction if struck by a worker, materials, or equipment.
- Shall have a top rail located at least 0.9m but not more than 1.1m above the working surface and an intermediate rail located midway between the top rail and the working surface.

Guidelines for Fall Protection:

- Fall arrest equipment must comply with all applicable CSA Standards.
- Fall arrest equipment must be able to support a weight of 1134 kg.
- Anchor points must have a minimum strength of 5000 lbs or 2272kg.
- Fall arrest equipment should be arranged to limit the free fall of a worker to 1.22 metres.
- The combined free fall and shock absorbed deceleration distance cannot exceed the distance between the work area and a safe surface.
- Lanyards must only be attached to the back D-ring of the harness.
- No more than one worker may be attached to a lifeline.
- A rope used for a lifeline must not have been used previously for any other purpose.
- Fall arrest equipment should be kept free of substances and conditions which could contribute to its deterioration.
- Fall arrest equipment must be inspected by the user before each use.
- Fall arrest equipment must be inspected annually by the Competent Person in Fall Protection; contact the Emergency and Safety Services Division.
- Defects in fall arrest equipment must be immediately reported to the Supervisor.
    - The Supervisor will then notify the Competent Person in Fall Protection who will complete an inspection.
- Equipment that has undergone a fall arrest must be taken out of service immediately and is not be reused.
- Do not alter or intentionally misuse the fall protection equipment.
- Employees may not work alone when fall protection is required.
- Consult your physician if there is any reason to doubt your fitness to safely absorb the shock of a fall arrest.
- Pregnant women must not use this fall arrest equipment.

Procedure for Donning a Harness:

- Inspect harness before use.
- Lift harness by the back D-ring and untangle the straps.
- Grasp the shoulder straps and slip harness onto one arm; slip free arm into harness and position shoulder straps on top of the shoulders; ensure straps are not tangled.
- Reach between the legs and grasp the blue leg strap; bring the strap up between the legs and connect to the buckle attached to the yellow strap. These colours may change.

- Attach the chest strap by passing the male strap through the female buckle. The chest strap should be 15cm or 6 inches down from the top of the shoulders.
- Adjust the shoulder straps to a snug fit. The left and right shoulder straps should be adjusted to the same length.
- Ensure that the sub-pelvic strap is just below the buttocks.
- Adjust all straps and buckles so that the harness fits snugly.
- Slide all keepers into their correct locations.
- Perform the "snug fit test". Wearer should be able to barely fit his/her hand into the leg loops but not able to make a fist.
- Perform a quick "buddy check" to ensure that there are no twists in the webbing.

Inspection of Fall Protection Equipment:

- All fall protection equipment must be inspected before each use looking for:
  - Wear and tear.
  - Loose, cracked, and defective hardware: bends, breaks, distortion.
  - Retracting and locking of retractable devices.
  - Loose stitching, broken threads, cuts, burns or discoloration.
  - Malfunction of locking mechanisms.
  - Labels: all original labels must be present and fully legible.

Cleaning and Storage of Fall Protection Equipment:

- Clean body harness with water and a mild soapy solution.
  - Do not use bleach or bleach solutions.
- Wipe off hardware with a clean, dry cloth and hang to dry.
  - Do not force dry with heat.
- Store body harness in a cool, dry, clean environment out of direct sunlight. Avoid areas where chemical vapours may exist.

Limitations of Fall Protection Equipment:

- The DBI SALA body harnesses are designed for use by persons with a combined weight of no more than 420lbs.
- Fall clearance must be enough so the user does not contact the ground or below surface. This will depend on elevation of the anchorage, lanyard length, deceleration distance (lanyard opening), body height, stretch of components and a 3-foot safety factor.
  - **ALWAYS** tie to an anchor point above your head, if possible. If not, tie to an anchor point as high as possible.
- Free fall must be limited to 6 feet.
- Swing falls must be limited by working as close to the anchorage point as possible.
- Additional precautions may be required to protect against hazards such as heat, chemicals, corrosive environments, gases, moving machinery and sharp edges.

Rescue:

- A rescue plan should be devised before using equipment.
- Employees must call 911 immediately after seeing a fall and report details and location to the St. John's Regional Fire Department who will enact a rescue.
- Employees witnessing a fall arrest must attempt to help the fallen employee but must do so without placing themselves at risk. Example: If a worker has fallen from a roof and is suspended in air then perhaps the co-worker can locate a ladder and help the fallen Employee take strain off his body.
- Injury may result from an Employee hanging in the harness from the anchor point.
    - Suspension trauma is a major issue for Employees who fall and are suspended in their harnesses. Blood pooling in the legs due to the lack of leg movement can create a low blood pressure situation and cause the Employee to feel weak and faint.
    - Employees should be encouraged to flex their legs from time to time while suspended to ensure the blood does not pool in their lower extremities.
    - Employees who have experienced the forces of fall arrest must be immediately taken to the hospital for monitoring. There may have been internal injuries that have not been detected.

Maintenance:

All equipment used in a fall arrest system must be maintained to manufacturer's specifications. Any equipment in need of maintenance must be tagged and removed from service.

- Store in a clean, dry location free of corrosives and harmful fumes.
- Store out of direct sunlight.
- Clean synthetic webbing with a wet sponge. Use a mild detergent for more difficult stains.
- Equipment should always be dried thoroughly after becoming wet.
- Keep away from excessive heat.

Roof work:

- Where roof work is being done at a distance greater than 2m from the edge of a roof that has a slope of less than 3/12, control zones must be implemented to alert workers of the roof edge. Fall arrest equipment is not required to be worn.
- Where roof is being done at a distance less than 2m from the edge of a roof that has a slope of less than 3/12, fall protection systems must be used.
- Where work is being done from or on a roof that has a slope that is equal to or greater than 3/12 but less than 6/12, the following must be used:
    - Fully decked scaffold with toe-boards installed continuously along the edge of the roof.
    - Roof brackets, guardrails and toe-boards installed continuously along the edge of the roof.
    - A fall arrest system.

- Where work is being done from a roof that has a slope that is equal to or greater than 6/12 but less than 9/12, a combination of two (2) of the following must be used:
  - Roof brackets.
  - A fully decked scaffold with toe-boards installed continuously along the eave.
  - A fall arrest system.
- Where work is being done from or on a roof that has a slope that is equal to or greater than 9/12, roof brackets with planks and a fall arrest system must be used.
- Ladders shall be securely fastened over the ridge of the roof or be otherwise effectively anchored.
- An eaves trough shall not be used to support a ladder on a roof.
- Ladders must extend at least 91.44cm above the landing.

Ladders:

- Inspect ladders before use. Report defects immediately and do not use.
- Place ladder at a 4:1 ratio. One (1) foot horizontal for every four (4) feet vertical.
- Rest lower ends of ladder on a firm and level surface.
- Rest upper rail upon a surface with ample strength to support load.
- Extend ladder 91.44cm above upper landing level.
- Ensure ladder is equipped with a non-slip base or held, tied, or secured against slipping.
- Do not work from top two (2) rungs of a ladder or top two steps of a stepladder.
- Utilize three (3) points of contact when ascending and descending ladder.
- Face ladder when climbing or descending.
- Do not carry materials up the ladder. Use a bucket and rope and pull it up.
- Check for overhead obstacles before erecting ladder.
- Utilize two people when carrying ladder, if possible.
- Do not lean or stretch sideways on ladder. Climb down and move ladder to proper work area.

Step Ladder:

- Ensure stepladder is rated for required weight.
- Inspect stepladder prior to use for defects.
- Review location of use to ensure ladder is not close to power lines or other hazards…traffic, doors, floor openings.
- Do not use stepladder as a straight ladder.
- Place stepladder on a level, non-slippery surface.
- Fully extend and lock spreaders before use.
- Do not use top or top step for a step or seat.
- Use a long enough step ladder for your requirements.
- Do not use cross bracing on back side of the ladder for climbing purposes.
- Ensure ladder has not-slip feet.
- Face the ladder when climbing up and when getting down.
- Keep center of body inside handrails.

- Ensure three points on contact when ascending or descending.
- Never carry on object or tolls that can cause you to lose your balance.
- Never move or shift a ladder while occupied.
- Use cones or a barricade to keep others away from immediate area.
- Step ladder is for short duration work…if longer than 15 minutes, climb down and stretch and brake for a couple of minutes.
- Hard hats are required to be worn by other workers in the area.

APPENDIX C: HEARING CONSERVATION

Excess noise exposure can cause a temporary loss of hearing and if repeated regularly, the loss gradually becomes permanent.

The CSA standard requires the use of hearing protection where the level of noise exceeds an average of 85 decibels over an eight-hour shift. This standard may be proportionately pro-rated.

For example, the maximum duration of unprotected exposure for sound levels averaging 88 dB(A) is 4 hours; for 91 dB(A), 2 hours; and for 94dB(A), 1 hour. Similarly, an unprotected person may be safely exposed to noise levels of an average of 82 dB(A) over 16 hours and 80 dB(A) over 24 hours.

Workers required to work in an area in which noise levels exceed permitted levels must comply with the Hearing Conservation Program. This will include:

- A noise survey in the workplace to determine high noise areas.
- Baseline testing for new employees, and annual testing thereafter.
- Mandatory training and education for all workers in the health hazards of noise and the fitting, maintenance, care and use of hearing protection.
- Testing records which will be recorded and maintained by the City.
- Signage will be posted advising of noise levels exceeding the threshold limit.
    - Will state that a noise hazard exists and the PPE that is required.
- Upon termination of employment, the worker may request his or her record of noise exposure during the term of employment.

Managers:

- Ensure that the Hearing Conservation Program is implemented.
- Identify areas which may be noise exposed.
- Maintain an up-to-date list of noise hazard areas/operations and noise-exposed employees.
- Take appropriate steps to minimize the risk of noise-induced hearing loss, including, but not limited to, implementation of noise control measures where feasible and the provision of appropriate hearing protection devices.
- Ensure that noise-exposed employees are advised of and participate in the audiometric testing program conducted bi-annually.
- Ensure audiometric testing results are received from staff within the first three months of employment and as required thereafter.
- Ensure that any noise-exposed employees who have terminated employment with the city undergo audiometric testing prior to departure.

Supervisors:
- Ensure all noise-exposed employees are trained in Hearing Protection.
- Ensure employees are aware of noisy tools, equipment, and work areas.
- Provide employees with the means to protect their hearing.
- Ensure workers wear hearing protection when required.

Employees:
- Report noise concerns to the supervisor.
- Use and care for hearing protective devices where these devices are required.
- Attend Hearing Protection training
- Participate in the audiometric testing program.

Hazards of Hearing Loss:
Hearing loss is a progressive illness…you may not even notice it is happening…it may include:
- Tinnitus: presence of noise or sound in your head even when real noise is not present…an annoying ringing in your ears.
- Speech discrimination: inability to understand speech well, even if it is made loud enough to hear without straining.
- Communication: if your hearing is reduced, you may not be able to hear an oncoming hazard or hear a co-worker trying to communicate a warning to you.

Signage:
Signage will be posted to alert employees when they are about to enter a hazardous noise area and to remind them of the requirement to wear PPE.

Exposure Limits:

Calculation of Noise Exchange Rates for Extended Shifts		
3db exchange rate		
Time (hours)	**Noise limit**	
T	**85**	**90**
4	88.01	93.01
5	87.04	92.04
6	86.25	91.25
7	85.58	90.58
8	85.00	90.00
9	84.49	89.49
10	84.03	89.03
11	83.62	88.62

12	83.24	88.24
13	82.89	87.89
14	82.57	87.57
15	82.27	87.27
16	81.99	86.99

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

Variable/Intermittent Noise: noise levels vary with time… sometimes loud, sometimes not.

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

Audiometric Testing Program
An audiometric test evaluates a person's ability to hear. This testing is required for those individuals who work in a high noise area - those areas with a sound level higher than 85dB.

The test will allow the City to establish hearing records. This testing will occur within the first three months of employment. Audiometric testing will continue annually, for the duration of the employee's time with the City, or for the time spent in a hazardous noise position.

Regular audiometric testing allows early detection of noise-induced hearing loss. Changes in an employee's audiometric health may indicate that noise conditions in the workplace have changed or that the hearing protection is not being used correctly.

Audiometric testing does not prevent hearing loss, rather it is a measure of the effectiveness of the Hearing Conservation Program. Upon leaving the City or relocating to a non-noise hazardous area, there will be a final test performed. The annual tests, along with the exit test, will determine the effectiveness of the Hearing Conservation Program.

Control of Noise Exposure

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

- Replacing, changing, or eliminating noisy equipment
    - attempt to block sound
    - increase distances between sound sources and workers
    - maintenance program

- Changing buildings or structures
    - sound dampening walls, installing barriers
- Changing operations or work processes
    - limit length of time worker is exposed to noise
- do noisy jobs during lunch times

Personal Protective Equipment:
Hearing protection must be used when workers are exposed to noise levels greater than 85 decibels and the hazard cannot be adequately controlled.

Types of PPE:
- Ear Plugs: Inserted to block ear canal. May be pre-molded or moldable, reusable, or disposable.
- Semi-Insert Ear Plugs: Two ear plugs held over the ends of the ear canal by a rigid headband.
- Pod type foam plugs: Include a small handle that keeps the portion inserted into the ear clean.
- Canal Caps: Resemble ear plugs but worn on flexible band.
- Noise Cancelling Headphones: Often worn on airplanes to reduce engine noise.
- Earmuffs: Have sounds attenuating material and soft ear cushion that fit around the ear and hard outer cups, they are held together by a head band.

Hearing protection must always be worn during loud work. Removing hearing protection devices, even for a short time, can substantially reduce its effectiveness.

Record Keeping
Hearing Health:
To implement the program, employees at risk will be asked to complete a 'Hearing Health History Form'. This will help determine when deterioration in an employee's hearing occurs.

Tracking Information:
Records will be kept in the HR Division. Upon termination, an employee may request a record of noise exposure during their term of employment.

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

APPENDIX D: HIGH VISIBILITY SAFETY APPAREL

A worker whose duties are regularly performed in areas where he or she is exposed to the danger of moving vehicles or heavy equipment shall wear distinguishing apparel containing highly visible material suitable for daytime or nighttime use.

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

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

Classes–High-Visibility Safety Apparel:
Classes are based on the risk of the job being performed. The class number will determine the amount of body coverage that is required by the HVSA.

Class 1—Low to Moderate Risk:

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

Class 2—Moderate to High Risk:

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

Color/Level of Performance:
The **background** material of the HVSA should be of brightly colored (Class 1) or fluorescent (Class 2) material and have contrasting reflective stripes/bands.

Background material can cover the whole garment, Class 2, or a portion of the garment, Class 1.

Three colors may be used… other colors **CANNOT be worn**

- Red
- Orange - Red
- Yellow - Green

Fluorescent colors are more effective than bright colors under low light conditions.

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

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

Class 3: High Risk

- Greatest coverage
- Best visibility in low light or long distances
- Combines Class 2 clothing with stripes around the arms and legs
- Configuration of stripes ensures striping will always be visible from all angles around the body

Examples of High Visibility Safety Apparel designs:

Class 1 - Vest Over Clothing

Class 2 - Shirt

Class 2- Jacket

Class 2 - Bib Overalls

Class 3 - Coveralls

APPENDIX E: RESPIRATORY PROTECTION

Respirators are used to protect employees from inhaling hazardous chemicals in the air and must be worn when employees are potentially exposed to respiratory hazards.

- The City shall establish, implement, maintain, and revise a written respiratory protection program (RPP) in accordance with CSA Standard Z94.4 "Selection, Use and Care of Respirators".
- A hazard assessment must be completed to evaluate the respiratory hazards in the workplace and shall include an employee's potential exposure to respiratory hazards.
- The characteristics of the hazard, the anticipated exposure, and the limitations of the equipment must be known to select the proper respirator for a job.
- CSA approved respiratory equipment shall be worn by all employees working in environments where they may be exposed to harmful concentrations of air contaminants.
- Employees shall be trained and fit-tested prior to use and re-tested every two (2) years.
- Employees must complete a Pulmonary Function Test prior to being fit-tested for an air-supply respirator.
- Employees shall be clean-shaven to ensure proper fit of the respirator.

Program Administrator

- Ensure that respiratory hazards are identified in a hazard assessment.
- Ensure that all employees are qualified, trained, and competent in respirator use,
    - written instructions, training prior to initial use and refresher training.
- Select respirators based on the hazard assessment.
- Maintain a list of accepted respirators for each respiratory hazard.
- Conduct initial health surveillance to determine if a worker meets the medical requirements to wear a respirator.
- Monitor the use of respirators.
- Audit the program annually to determine its effectiveness.
- Ensure that fit testing is completed every 2 years.
- Maintain all records related to the RPP.

Supervisor

- Provide workers with the appropriate respiratory protection.
- Ensure that workers follow guidelines established in this program.
- Ensure that workers have been trained, fit-tested and medically approved to wear a respirator prior to use.
- Ensure that workers are clean-shaven and that no other factors exist that may interfere with the workers ability to maintain an effective seal or operate the respirator.
- Repair or replace any defective/damaged respirators.

Employee

- Complete health screening, training, and fit testing prior to wearing respiratory equipment
- Leave a contaminated work area whenever they detect the odor of the contaminant or they experience any irritation symptoms caused by it.
- Complete a positive and negative seal check after putting the respirator on.
- Do not break face seal to communicate.
- Do not remove the face-piece at any time while working in an IDLH atmosphere.
- Report any change in medical or physical status that could affect their ability to safety wear a respirator.
- **Be clean shaven** when wearing any respirator requiring a facial seal.
- Ensure that the respirator is clean and in good operating condition prior to each use.
- Clean, disinfect and inspect the respirator for damage after use.
- Return defective/damaged respirators to the supervisor for repair or replacement.
- Only wear the assigned respirator in atmospheres containing contaminants for which their respirator is designed; and
- Refrain from wearing any personal items that may interfere with the respirator's ability to form a seal.
    - Workers with prescription eyewear may require specially selected respiratory protection.

Respiratory hazards may be present as:

- Gas
- Vapors
- Fumes
- Mists
- Dust

Controls:

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

- **Air Purifying Respirator** (APR) – Filters the air of contaminants before they reach the lungs. The air is inhaled from the surrounding air but cannot replenish or increase its oxygen content.
- **Air Supply Respirator** - Includes self-contained breathing apparatus (SCBA), airline systems and protective suits that completely enclose the worker and incorporate a life support system.

WARNING: Air-purifying respirators simply remove certain airborne hazards. They do **NOT** increase or replenish the oxygen content of the air and **must never** be worn in atmospheres containing less than 19.5% oxygen. These devices purify the air drawn through them.

There are two basic types of cartridges/filters required with air-purifying respirators:

- Mechanical (particulate)
  - Remove solid particles such as dust and fumes but provide no protection against hazardous gases or vapors.
- Chemical (gas and vapor)
  - Absorb or neutralize gases and vapors.
  - Organic vapor cartridges remove vapors such as toluene, xylene, and mineral spirits found in paints, adhesive and cleaners.
  - Acid gas cartridges protect against limited concentrations of hydrogen chloride, Sulphur dioxide and chlorine.
  - Ammonia cartridges designed specially to remove only ammonia gases.
  - Combination cartridges can be used where more than one type of hazard exits.

Types of Respirators:

- Half-face
- Full-face
- N95
- SCBA

Respirator Fit Testing

- Fit testing shall be conducted by an individual certified to complete fit testing.
- No person shall use a tight-fitting respirator until a satisfactory qualitative fit test has been achieved.
- Fit testing shall be carried out:
  - Prior to initial use
  - At least every two years thereafter
  - Whenever changes in the user's physical condition could affect respirator fit (i.e significant weight loss or gain, requirement to wear prescription glasses etc.)
  - Whenever there is a change in respirator face piece (i.e. brand, model or size)
- If other personal protective equipment (i.e. safety glasses, hearing protection, hard hat etc.) must be worn while a respirator is being used, they shall be worn during the fit test to ensure that they do not interfere with the seal of the respirator.
- A record of the fit testing must be maintained in the employee's file for the duration of the employee's employment.

***** A user seal check shall not be used as a substitute for a fit test *****

Fit Testing:
- Employee must be fit-tested for the correct size of respirator before wearing a respirator.
- Completed by Emergency and Safety Services or an outside provider as recommended by Emergency and Safety Services
- Completed every two years.

Fit Checking:
- A tight seal is required between face piece and face.
- Positive and negative checks must be completed each time a respirator is used.

Negative Pressure Test:
- Block inhalation port - each side of respirator.
- Inhale gently.
- Respirator should collapse slightly and not allow any air into face piece.

Positive Pressure Test:
- Cover exhaust port - mouth area.
- Exhale gently.
- Respirator should puff away from the face, but no leakage should occur.

If an employee cannot get proper results from fit checking, they must be refitted. The service life is affected by the type of APR, wearer breathing demand and the concentration of airborne contaminant.

Facial hair can prevent a good seal and fit of an APR. Respirators may not be worn by an employee who has hair on the face or scalp that is likely to prevent effective sealing of the face piece to the facial skin, or a condition that interferes with the face to face piece.

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

Inspection, Cleaning and Storage:
Respirators must be inspected before each use to ensure that it is in good operating condition:
- Check the face piece for cracks, tears, and dirt.
    - Examine the inhalation valves for signs of distortion, cracking or tearing. Lift the valves and inspect valve seal for dirt or cracking.
    - Examine all plastic parts for signs of cracking and fatigue. Make sure the filter gaskets are properly seated and in good condition.
    - Equipment used in emergency situations is to be inspected according to the manufacturer’s recommendations and is to be checked for proper function before and after each use.

- If respirators are damaged, report it to your supervisor to discard and replace.

Cleaning:

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

APPENDIX F: CONFINED SPACE ENTRY

To be classified as confined space, **all three** criteria must be met…

"Confined space" means an enclosed or partially enclosed space that:

A. Is not primarily designed or intended for human occupancy except for the purpose of performing work.
B. Has restricted means of access or egress.
C. May become hazardous to a person entering it as a result of:
    - Its design, construction, location, or atmosphere.
    - The materials or substances in it.
    - Any other conditions relating to it.

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

A Confined Space Entry (CSE) Work Permit is a form detailing the conditions, planning and precautions under which certain types of work can be conducted. This document is utilized to control and authorize work, while ensuring there is a clear understanding of the precautions, planning and safe work practices to conduct the work or task specifically identified in the permit.

All planning and precautions are to be completed prior to the start of the work.

Documents must contain all relevant information and be legible. The supervisor approving the CSE Permit is responsible for ensuring that all information is in order and the work plan is properly followed. Only work specifically listed on the CSE Permit can be conducted. If additional work or equipment is required, the CSE Permit must be redone with the additional work, equipment or materials identified and again signed off by the supervisor.

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

Managers:

- Develop, implement, and monitor the CSE Program.
- Ensure that supervisors and employees have been trained in CSE.
- Purchase appropriate equipment for CSE.
- Ensure that Safe Work Practices are developed, reviewed, and followed.

Supervisors:

- Ensure that workers have completed the two-day CSE certification course.
- Ensure that all necessary equipment is available prior to commencing work.
- Ensure equipment is inspected prior to use.
- Inform employees of the hazards and control measures.
- Review Safe Work Practices and protocols.
- Document all communication and training.
- Ensure that a CSE Permit and Hot Work Permit are completed, as applicable.
    - Shall include the identification, training, review and understanding of rescue operations for the specific site.
- Monitor the work or shall designate another competent person on site to monitor staff working in a confined space.

Entrants and Attendants:

- Inspect the CSE equipment prior to entering the confined space.
- Complete First Aid, Confined Space Entry and Fall Protection training.
- Review the CSE Permit prior to entering the confined space.
- Review the Hot Work Permit, if necessary, prior to entering the confined space.
- Adhere to all safe work practices and protocols.
    - Bring concerns, questions, and hazards to the attention of the supervisor.

Hazards:

- Supervisor or designate must assess all confined spaces for hazards prior to entry.
- Once hazards have been assessed, control measures must be determined and implemented.

Hazards in confined spaces can include:

- Poor air quality
    - There may be an insufficient amount of oxygen for the worker to breathe. The atmosphere might contain a poisonous substance that could make the worker ill or even cause the worker to lose consciousness. Natural ventilation alone will often not be enough to maintain breathable quality air.
- Hazards from asphyxiants
    - Asphyxiants are gases which can become so concentrated that they displace oxygen in the air (normally about 21 percent). Low oxygen levels (19.5 percent or less) can cause symptoms such as rapid breathing, rapid heart rate, clumsiness, emotional upset, and fatigue. As less oxygen becomes available, nausea and vomiting, collapse, convulsions, coma, and death can occur. Unconsciousness or death could result within minutes following exposure to a simple asphyxiant. Asphyxiants include argon, nitrogen, or carbon monoxide.
- Chemical exposures
    - Due to skin contact or ingestion as well as inhalation of 'bad' air.

- Fire hazard
    - There may be an explosive/flammable atmosphere due to flammable liquids and gases and combustible dusts which if ignited would lead to fire or explosion.
- Process-related hazards
    - such as residual chemicals, release of contents of a supply line.
- Physical hazards
    - noise, heat/cold, radiation, vibration, electrical, and inadequate lighting.
- Safety hazards
    - such as moving parts of equipment, structural hazards, engulfment, entanglement, slips, falls.
- Vehicular and pedestrian traffic.
- Shifting or collapse of bulk material.
- Barrier failure resulting in a flood or release of free-flowing solid or liquid.
- Visibility (e.g., smoke particles in air).
- Biological hazards
    - viruses, bacteria from fecal matter and sludge, fungi, or molds.

Atmospheric Hazards:

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

- Accumulations of flammable, combustible, or explosive agents.
- An oxygen content in the atmosphere that is less than 19.5% or more than 23% by volume.
- The accumulation of atmospheric contaminants, including gases, vapors, fumes, dust or mists that could:
    - Result in acute health effects that pose an immediate threat to life.
    - Interfere with a person's ability to escape unaided from a confined space.

Potential Hazards:

Potential hazards include, but are not limited to:

- Oxygen deficiency/enrichment.
- Flammable, combustible, or explosive agents.
- Toxic air contaminants, smoke, fumes and dusts.
- Ignition sources.
- Moving parts.
- Engulfment.
- Electrical.
- Visibility.
- Traffic (pedestrian and vehicular).
- Biological (animals, droppings, etc.).
- Access/egress.

Many factors need to be evaluated when looking for hazards in a confined space… such as:

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

Preparing to Enter a Confined Space:

- Before entering any confined space, a trained and experienced person should identify and evaluate all the existing and potential hazards within the confined space.
- Evaluate activities both inside and outside the confined space.
- Air quality testing: The air within the confined space should be tested from outside of the confined space before entry into the confined space.
- Care should be taken to ensure that air is tested throughout the confined space—side-to-side and top to bottom.
- A trained worker using detection equipment, which has remote probes and sampling lines, should do the air quality testing.
- Ensure the testing equipment is properly calibrated and maintained. The sampling should show:
  - The oxygen content is within safe limits—not too little and not too much.
  - A hazardous atmosphere (toxic gases, flammable atmosphere) is not present.
  - Ventilation equipment is operating properly.
- The results of the tests for these hazards are to be recorded, along with the equipment or method(s) that were used in performing the tests.
- Air testing is to be ongoing due to potential hazards and the nature of the work.
  - Conditions can change while workers are inside the confined space and sometimes a hazardous atmosphere is created by the work activities in the confined space.

Controlling Energy Sources:

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

Other Safety Precautions:

Ensure that all hazards are controlled including:

- Any liquids or free-flowing solids are removed from the confined space to eliminate the risk of drowning or suffocation.

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

APPENDIX G: ERGONOMICS

Ergonomics is the practice of fitting workplace conditions and job demands to the capabilities of the employee to prevent soft-tissue injuries.

Managers:
- Purchase equipment as dictated by Ergonomic Assessment.
- Implement ergonomic practices…job rotation, etc.

Supervisors:
- Advise employees of the musculoskeletal hazards in their work environment.
- Contact Emergency and Safety Services to request an Ergonomic Assessment
- Provide proper written or oral instructions regarding precautions to be taken for the protection of all workers regarding musculoskeletal injury prevention.
- Ensure that their employees use or wear protective equipment, devices, or other apparel that the OHS Regulations or the employer requires to be worn to prevent musculoskeletal injury.
- Integrate ergonomics into everyday work activities.
- Follow ergonomic practices.
- Report and document ergonomic hazards or injuries that may be found or sustained.

Employees:
- Notify Supervisor of ergonomic concerns
- Complete Ergonomic Assessment form and send it to Supervisor who will contact Emergency and Safety Services.
- Follow ergonomic safety protocols

Emergency and Safety Services:
- Review work activities for potential ergonomic hazards.
- Complete ergonomic assessments on workstations and work tasks.

APPENDIX H: HOT WORK

Fire hazards that result from work activities that have the potential to produce flames, sparks or significant heat are required to be controlled and are considered **Hot Work.**

Hot work: welding, cutting, grinding, soldering or any other activity involving open flames, sparks or other ignition sources which may cause smoke or fire, or which may trigger heat or smoke detection systems.

Hot Work Permit: a permit which authorizes specified hot work at a specific location and time.

Fire watch: an individual who is trained in the use of a fire extinguisher, who monitors the hot work and stops it if it becomes unsafe.

City Project Manager:

- Ensure contractors comply with the City's Hot Work Program.

Supervisors:

- Ensure that all employees and contractors comply with the Hot Work Program.
- Ensure that a Hot Work Permit is completed prior to the start of hot work.
- Ensure that all hot work equipment is in good condition.
- Notify managers of affected Departments if hot work will occur in their area.

Employees:

- Comply with Hot Work Program.
- Complete a Hot Work Permit prior to completing hot work and display it at the job site.
- Ensure that all equipment is in good condition.
- Protect nearby personnel against heat, sparks, etc. when working in occupied buildings.
- Cease activity immediately if unsafe conditions develop and notify the supervisor.

The Fire Watch:

- Review the hot work precautions with the Supervisor and sign the Hot Work Permit.
- Ensure fire extinguishing equipment is readily available (contractors must supply their own fire extinguishers) and be trained in its use.
- Maintain a constant vigil during the hot work operations (including breaks) to watch for stray sparks, ignition sources and other fire hazards.
- Do not engage in any other operation or task during hot work activity.
- Stop hot work operations if any new hazards are introduced to the operation.
- Attempt to extinguish a fire if it is within the capacity of the equipment, if not…
  - Activate the fire alarm system.
- Be familiar with the facility and know how to activate the fire alarm system.

- Maintain a fire watch for 60 minutes after the hot work is completed.

Contractors:
- Comply with the City's Hot Work Program, or their own, whichever is more stringent.
- Complete Hot Work Permits prior to commencing hot work activities.
- Ensure hot work equipment is in good condition.
- Train their employees in the operation of the equipment and the process.
- Protect nearby personnel against heat, sparks, etc. when working in occupied buildings.

Exemption:
A Hot Work Permit is **not** required for:
- Tasks performed that do not generate sufficient heat or sparks to be considered a significant source of ignition to surrounding combustibles.
- Tasks performed in permanent areas that are designed for hot work such as welding or maintenance shops; these locations must be equipped with the appropriate fire prevention and suppression systems.

Obtaining a Hot Work Permit:
- Hot Work Permits are available from the Supervisor.
- Contractors may obtain a Hot Work Permit from the City's Project Manager or use their own.

Hot Work Permit:
- The Hot Work Permit must be displayed whenever hot work is in progress.
  - Failure to display this permit will result in an immediate stoppage of work.
- The Hot Work Permit is valid only for the time and location displayed on the permit.
- Hot Work activities occurring over a couple of days will require a new Hot Work Permit each day.

Completion of Hot Work:
- The completed Hot Work Permit must be returned to your supervisor upon the completion of the hot work and the final fire check.

Prohibited Conditions:
A Hot Work Permit will not be issued if **ANY** of the following exists:
- The entire sprinkler protection is impaired or disabled.
- Appropriate firefighting equipment is not readily available.
- Combustible or flammable materials are within 15m and cannot be moved or protected;
- Floor and wall openings cannot be covered.
- Flammable and/or explosive vapors or gases are present.
- Cutting or welding on pipes or other metals can conduct enough heat to ignite nearby combustible materials.

- Conditions exist that could create hazards by performing the work.
- The work is not authorized by management.

Hot Work Permit Protocols:

- Hot work should not be performed if the work can be avoided or performed in a safer manner.
  - Objects to be welded, cut or heated must be moved to a designated safe location such as maintenance shops, if possible.
- A Hot Work Permit must be completed before the work begins.
- Hot Work Permits will be issued for no more than one day (shift) at a time.
- One Hot Work Permit will be issued for each function being performed.
  - Example: one permit would be issued for welding and another permit would be issued for torching a roof in that same area.
- The City Buildings Division, Public Works Department, must be notified to determine if it is necessary to de-activate a zone or a detector within the fire alarm system, while work is being performed to prevent a false alarm.
  - **The building fire alarm system will not be disabled.**
  - **Smoke detectors in the area must be covered to prevent false alarms.**
  - **Sprinkler heads in the area must be covered with a wet rag to prevent accidental activation.**
- All precautions on the Hot Work Permit must be met before hot work begins, including the safety checklist.
- The Hot Work Permit is good only for the date and time specified on the permit.
- A copy of the Hot Work Permit must remain at the work location.
- When the hot work is completed, the Hot Work Permit must be sent to the supervisor.
- Where hot work is done near a sprinkler head, the head must be covered by a wet cloth to prevent activation. The cloth must be removed immediately at the end of the hot work.
- A fire watch will be required for all hot work activities if:
  - The fire alarm in the work zone has been de-activated during hot work.
  - Any combustible material is closer than 15m to the point of operation.
  - Any combustibles are more than 15m away but are easily ignited.
  - Combustible materials are likely to be ignited by conduction or radiation from metal partitions, roofing, or other conductive materials.

Before Hot Work Begins:

- Complete the Hot Work Permit.
- Inspect the hot work area to determine any fire hazards.
- Ensure an appropriate fire extinguisher is available and operable.
- Move flammable materials and debris at least 15m from the hot work area or cover and protect them from the hot work by fire resistant material.

- Move explosives, oxygen acetylene tanks, flammable liquids, compress gas cylinders, or stored fuel at least 15m from the hot work area or cover and protect them from the hot work by fire resistant material.
- Ensure adequate ventilation (especially when cutting or welding material with painted or metal coated surfaces).
- Post signage alerting building occupants of the hot work area. If the hot work impacts building occupants, it must be coordinated with the Division Manager.
- Cover and seal all cracks or holes in floors, walls, and ceiling to ensure slag does not slip through.
- Ensure hot work equipment is operable and in good repair.
- Clean and purge drums, barrels and tanks of flammables and toxics.
- Close and vent all tank feeds.
- Implement a fire watch.
- Ensure employees and the fire watch personnel are trained in the use of fire extinguishing equipment and how to activate the fire alarm system.

During Completion of Hot Work:

- Monitor area for fire hazards.
- Maintain fire extinguishing equipment near work area.
- Secure acetylene and other fuel cylinders in an upright position.

After Hot Work is Completed:

- Inspect the work area and all surrounding areas for fire or the potential for fire for a minimum of 60 minutes.
- Close out the Hot Work Permit.
- Remove caution signs.
- Return the completed Hot Work Permit to the supervisor.

Training:

- Supervisors and employees must complete training to review the Hot Work Program and Hot Work Permit.
- Employees and fire watch must be familiar in **fire extinguisher** use:
  - **P**—pull pin to activate fire extinguisher.
  - **A**—aim nozzle 1 foot in front of fire at the base of the fire.
  - **S**—squeeze nozzle.
  - **S—**sweep back and forth at the base of the fire.

APPENDIX I: LOCKOUT/TAGOUT

The unintended release of stored energy from machinery, equipment or processes may cause injury or death.

- All Departments engaged in work with energized equipment, machinery or processes shall develop a Lockout/Tagout Program.
  - Procedures to be developed.
  - Employees to be trained.
  - Equipment to be purchased and provided.
- All employees shall comply with the Lockout/Tagout Program.
- All contractors working on City premises shall comply with our Lockout/Tagout Program or their own Lockout/Tagout Program…if it has been accepted by the Project Manager.

Equipment: Includes but is not limited to machinery, devices, stationary tools, vessels, pipes, tanks, and vehicles.

Energy source: Includes but is not limited to electrical, pneumatic, hydraulic, chemical, gravity, thermal, steam, tension, momentum, spring pressure, head pressure and line pressure (fluid/gas).

Lock: A keyed lock.

Lockout: Means disengaging all energy sources from equipment, safely releasing stored energy or materials, and securing the control device(s) in the off position with an approved lock, thereby rendering it incapable of operation, release, or movement.

Tag: An approved, durable label that is made of non-conductive material, which provides information about the purpose of locking the equipment out, whose lock it is and the date/time.

Test: Attempting to energize and/or operate equipment, following the implementation of a complete Lockout, to ensure the energy source has been locked out.

Energy Isolating Device: A device that physically isolates equipment from its energy source, and can be secured, locked or isolated in the off or closed position (i.e. keyed locks, lockout bars, braces, line blanks, line caps, electrical disconnect switches).

Managers:

- Develop and implement a written Lockout/Tagout Program.
  - Procedures
  - Responsibilities
  - Equipment
  - Training
  - Permit

- Ensure that existing and new equipment and is designed and installed in a manner that provides the capability for Lockout, de-energizing or isolation from all sources of energy.

Supervisors:
- Implement and monitor Lockout/Tagout Program.
- Ensure employees comply with Lockout/Tagout Program.
- Evaluate equipment to determine where Lockout/Tagout procedures and devices are needed.
- Ensure all employees receive training on Lockout/Tagout Program.
- Ensure all employees are issued an approved lock and key, tag and Lockout/Tagout Permit.

Employees:
- Comply with Lockout/Tagout Program.
- Attend training.
- Complete Lockout/Tagout Permit.
  - Prior to commencing work.
  - Leave it on site.
  - Return it to the Supervisor after completing the work.

Guidelines:
Safe operating procedures (SOP) should be developed for each piece of equipment or task for which Lockout/Tagout is required and should address:
- Procedure name.
- Preparation and review date.
- A list of the hazards associated with the equipment or activity.
- Responsibilities.
- Protective equipment requirements, including locks, tags, and other control devices.
- Training requirements to ensure the competence of those who perform Lockouts.
- Lockout/Tagout Permits.
- The process to be followed if the Lockout/Tagout should extend past one shift.
- The process to be followed if an employee fails to remove a lock from a completed job and has left the work site.

Prior to a task, a Pre-Job Hazard Assessment must be completed:
- Review hazards
- Review procedures
- Review PPE
- Complete Lockout/Tagout Permit

Lockout Procedure:
- Notify all affected workers that a lockout is required and the reason for the lockout.
- Shut down the equipment by the normal stopping procedure:

1. Press stop button, open toggle switch, etc.
    - Operate the energy-isolating so that all energy sources (electrical, mechanical, hydraulic, etc.) are disconnected or isolated from the equipment.
2. Electrical disconnect switches should never be pulled while under load, because of the possibility of arcing or even explosion.
3. Stored energy, such as that in capacitors, springs, elevated machine parts, rotating flywheels, hydraulic systems, and air, gas, steam, or water pressure, etc., must also be released, disconnected, or restrained by methods such as grounding, repositioning, blocking or bleeding-down.
4. Pulling fuses is not a substitute for locking out.
    - A pulled fuse is no guarantee the circuit is dead.
    - Even if a circuit is dead, another person could inadvertently replace the fuse.
    - Equipment that operates intermittently, such as a pump, blower, fan or compressor may seem harmless when it is not running.
5. Do not assume that because equipment is not operating that it will remain off for the duration of any work to be performed on it.

Application of Lockout/Tagout:

- Lock out and tag the energy-isolating device with an individual lock.
    - Each worker must place their lock on the equipment, if more than one worker is working on the same piece of equipment, at the same time.
    - Locks and tags must clearly show:
        - The name of the person who applied the device.
        - The date.
        - Reason for the lockout.
    - Locks and tags must be substantial enough to prevent removal without the use of excessive force.

Verification of Isolation:

- After ensuring that no workers can be injured, push the “on” button to verify that all energy sources have been disconnected and the equipment will not “turn on”.
- If there is a possibility of re-accumulation of stored energy, such as an increase in pressure to a hazardous level, isolation of the equipment must be periodically verified until the maintenance or repair is completed, or until the possibility of such accumulation no longer exists.
- Return operating controls to neutral position after the test. A check of system activation (e.g. use of voltmeter for electrical circuits) should be performed to ensure isolation.
- The equipment is now locked out.

Lockout/Tagout Interruption:

- If a machine is locked/tagged and there is a need for testing or positioning of the equipment/process, the following steps should be followed:
  1. Clear the equipment/process of tools and materials.
  2. Ensure workers are a safe distance from any potential hazard.
  3. Remove locks/tags according to established procedure.
  4. Proceed with test.
  5. De-energize all systems and re-lock/re-tag the controls before resuming work.

Removal of Lockout/Tagout:

1. Inspect the work area before removing locks, tags and restoring energy to the equipment.
2. Ensure non-essential items have been removed and that the equipment components are operationally intact.
3. Ensure workers are a safe distance from any potential hazard.
4. Remove each lock and tag from each energy-isolating device.
   - Must be completed by the worker who applied the lock and tag.
5. Notify affected workers that locks, and tags have been removed.

General Lockout Recommendations for Servicing Equipment:

- Disengage the power and stop the equipment before servicing.
- Do not clean, unplug, lubricate, adjust, or repair any equipment while it is running, unless it is specifically recommended in the service or owner's manual.
- Lock out the power source and place a warning sign/tag over this power source.
  - This notifies everyone that you are working on the equipment.

Safe Work Practices:

- Each worker must have their own lock, key, and tag.
  - Only to be used by them.
- Each worker, working on the same system but independently of one another, shall have their own lock and tag and no one shall attempt to restart or energize the system until all devices have been removed.
- Ensure that the lockout device is effective in preventing the system from being restarted or energized.
- Do not attempt to re-energize or re-start a system that is locked/tagged out.
- Do not remove another employee’s lock without permission from the Supervisor, who must investigate the situation before granting this permission.

Standard Operating Procedure:

- Notify others of impending lockout.
- Shut down the equipment by turning off and disconnecting power.
- Ensure any moving parts have stopped completely.

- Install a lockout device and a tag at each location where an energy source has been neutralized or isolated.
  - Double check the lockout/Tagout by:
  - Ensuring switches and valves are in the off position and locked out with an appropriate device.
  - Testing electrical circuits for live current.
  - Checking gauges for zero pressure.
- Neutralize any stored energy by:
  - Releasing or blocking off all parts of a system under pressure or tension.
  - Waiting for temperatures to go down.
  - Disconnecting, draining, or venting the system—whichever applies.
- Complete task.
- Ensure all other employees in the area are notified that the task is complete, and the lockout is going to be removed.
- Remove lockout.

APPENDIX J: EQUIPMENT/VEHICLES

Safe Driving:
Employees must practice defensive driving when operating City vehicles and equipment.

- Seat belts must always be worn.
- Cell phone use must be hands free.
- Speed limits must never be exceeded.
  - City vehicles/heavy equipment can be stopped by the RNC and tickets will be issued to the driver for speeding violations.
  - It is the responsibility of the driver to pay fines. Tickets will not be paid by the City.
- Posted speed limits are for optimal conditions. Weather, road conditions and other factors may create a need to reduce speed.
- Reverse parking is recommended, where possible. If you cannot see behind you and you need to reverse, you must:
  - Use a spotter.
  - Call the Supervisor to act as a spotter.
  - Get out of equipment, do a full walk around of equipment to review for hazards… reverse using extreme care and caution.

City vehicles are equipped with an AVL (Automatic Vehicle Locator) which produces reports detailing vehicle locations and speeds. When information obtained from the AVL indicates unsafe or undesirable activity that violates the Highway Traffic Act, City Policy or OHS Regulations, this information can and will be used as the basis for disciplinary action. If a report flags a speeding violation, there is an automatic one-day suspension.
There must be compliance with the Highway Traffic Act including Part V which outlines the "*Rules of the Road"*.

NEWFOUNDLAND AND LABRADOR HIGHWAY TRAFFIC ACT RSNL 1990 CHAPTER H-3 AN ACT RESPECTING THE LAW RELATING TO THE USE AND OPERATION OF VEHICLES
Imprudent Driving (110.):

1) Notwithstanding subsection (2), a person shall not drive a vehicle on a highway or in another place
   a) At a speed which is greater than is reasonable and prudent under the conditions and having regard to actual and potential hazards existing on the highway or other place.
   b) without due care and attention.
   c) without reasonable consideration for other persons; or
   d) where that person suffers from a disease or physical or mental disability which might cause his or her driving of a vehicle to be a source of danger to other persons.

2) Except where a higher or lower speed limit is prescribed by this Act or the regulations or by a traffic sign prescribed by the Minister of Works, Services and Transportation or by regulations made by a council, a driver shall not drive a vehicle at a speed greater than
    a) 100 kilometres an hour on paved portions of the Trans-Canada Highway;
    b) 80 kilometres an hour on paved highways other than the Trans-Canada Highway;
    c) 60 kilometres an hour on gravel highways; or
    d) 50 kilometres an hour
        i. through settlements,
        ii. when passing a school building or the grounds of school buildings between 8 a.m. and 5 p.m. on days when school is in session, or
        iii. when passing a church, theatre or other place of public assembly or its grounds while people are entering or leaving it.
3) A person commits an offence who contrary to subsection (2)
    a) exceeds the speed limit by between 1 and 10 kilometres an hour;
    b) exceeds the speed limit by between 11 and 20 kilometres an hour;
    c) exceeds the speed limit by between 21 and 30 kilometres an hour; and
    d) exceeds the speed limit by 31 kilometres and over.
4) Where a person who has been convicted of an offence under paragraph (3)(a), (b), (c) or (d) is convicted within a period of 2 years of an offence under paragraphs (3)(a), (b), (c) or (d), the new offence shall be considered as a 2nd or subsequent offence for the purpose of the imposition of a penalty.
5) Where a person commits an offence contrary to subsection (3) by exceeding the speed limit set out in subparagraph (2)(d)(ii), the fine shall be twice the fine that is set out in the Schedule.

Cellular telephones and other communication devices (176.1.):

(1) A person shall not drive a motor vehicle on a highway while holding or using a hand-held wireless communication device or other prescribed device that is capable of receiving or transmitting telephone communications, electronic data, email or text messages.

Seat Belts (178.):

(3) A person, who operates on a highway a vehicle in which a seat belt assembly is provided for the driver, shall wear the complete seat belt assembly in a properly adjusted and securely fastened manner.

(4) A person who is a passenger on a highway in a vehicle in which a seat belt assembly is provided for the seating position occupied by the passenger shall wear the complete seat belt assembly in a properly adjusted and securely fastened manner.

Motor Vehicles and Mobile Equipment

Section 250 of the OHS Regulations defines “mobile equipment" as “a wheeled or tracked vehicle which is engine or motor powered, together with attached or towed equipment, but does not include a vehicle operated on fixed rails or tracks**.”**

Working in and around motorized equipment can be hazardous and the potential for serious injury is very real. Rollovers, collisions, and blowouts are occurrences commonly associated with mobile equipment but the potential for harm can come from many sources including mounting / dismounting, refueling, breakdowns, parking and other related activities.

Maintaining equipment in a state of good repair is vital to operator safety and public safety.

The City requires all drivers conduct pre-operation and post-operation vehicle inspections. It is also important to remain alert during operations for anything that might indicate a developing defect.

Operators must be evaluated and deemed competent prior to operating mobile equipment.

Supervisors are responsible to ensure that operators are familiar with operation manuals, functions, controls, and safety features for each piece of mobile equipment to which they are assigned.

Supervisors must ensure operators can perform their duties in a manner that does not pose a hazard to themselves, other employees or to the public due to the level of risk associated with unsafe operation of mobile equipment.

Potential Hazards:

- Moving parts, hot parts, pinch points, blades, shafts, augers, spinners.
- Equipment (rollover, malfunction, breakdown, fire, hot wheels).
- Traffic, parked vehicles, inclement weather, darkness, obstructed view.
- Slippery roads, potholes, washouts, ditches, excavations.
- Prolonged sitting, awkward postures, repetitive strain (soft tissue injury).
- Vibration, noise, cold, heat, wind.
- Ground obstructions (manhole covers, curbs, debris, bridge joints, hidden obstacles).
- Overhead obstructions (power lines, trees, flying debris).
- Underground utilities.
- Diesel fumes, carbon monoxide, gasoline vapours, spraying fluids.
- Bystanders, ground workers, pedestrians, animals, angry citizens.
- Fatigue, shift work, extended hours.
- Slip, trip and fall hazards; wet, slippery equipment; wet, uneven ground.
- Driver distraction (eyes off road, mind off road, hands off wheel).

Safe Work Practices:

- Ensure all required licenses and certifications are valid.
- Review operator's manual. Become familiar with mechanisms and controls.
- Become familiar with Vehicle Inspection Checklist and Schedule A defect list.
- Only operate equipment on which you have been trained and deemed competent.
    - Request additional information or training if unsure about a unit or feature.
- Report critical defects or unsafe conditions to supervisor immediately.
- **Do not** operate equipment if you are not confident in its safe operation.
- Exercise caution around machine parts during inspections and operations.
- Ensure maximum visibility from windshield, side and rear windows and mirrors.
- Identify and assess "blind spots" and areas of limited visibility.
- Do not operate equipment if visibility is obstructed.
- Do not operate equipment if impaired or extremely fatigued.
- Operate only equipment as assigned; do not switch equipment without authorization.
- Do not smoke inside vehicle.
- Ensure floor is free of material, tools, debris, and equipment.
- Maintain 3 points of contact and face the equipment when entering and exiting.
- Drive at speeds in accordance with weather, road conditions and safe operating limits.
- Wear seat belts (or other appropriate restraint devices specific to unit).
- Ensure lights are on and beacon is activated.
- Ensure back-up alarm is working.
- Ensure all guards and shields are in place.
- Ensure fire extinguisher, first aid kit and warning triangles are present.
- Do not travel heavy equipment with rear work lights on.
- Exercise extreme caution when pedestrians are present; keep pedestrians in view.
- Maintain eye contact with ground workers and pedestrians.
- **Stop** equipment if pedestrian enters the work area.
- **Stop** equipment if spotter, ground worker or pedestrians disappear from view.
- Approach parked and moving vehicles with caution.
- When traffic control is required, request barricades, signage and/or flagger in accordance with City of St. John's Traffic Control Manual.
- Plan to minimize the need for reversing. Scan back and sides carefully.
- When reversing, use spotter or call for assistance if vision is obstructed.
- Avoid distractions. Stay alert.
- Scan the work area and travel route for obstructions, on the ground and overhead.
- Notify Supervisor if equipment goes off the road, becomes stuck or develops problems.
- Be respectful and courteous toward the public.
- Notify Supervisor if conflict arises with homeowner, vehicle owner or the public.
- Remain in or return to cab if feeling threatened, call Supervisor.

- Report **all** hazards and unsafe conditions (potholes, obstructions, bystanders, debris) to foreperson and request signage, barricades, delineators, or other corrective action.
- Report **all** incidents to Supervisor.
- Report **all** public property damages and public complaints to Supervisor.
- **Never** exceed posted speed limits.
- **Never** refuel while engine is running.
- **Never** remove a radiator cap while the engine is still hot.
- **Never** argue with the public.
- **Never** attempt to tow or move a parked vehicle using city equipment.
- **Never** operate equipment without a valid Power Line Hazards certificate.
- **Never** operate equipment without a valid Driver's Licence.
- **Never** operate equipment without adequate training and instruction.
- **Never** enter a work area where bystanders are present.
- **Never** use a hand-held cell phone to talk or text while operating a motor vehicle.
- **Complete a walk around of equipment/vehicle if moving from a parked position**

Standard Operating Procedures:

- Conduct pre-operation inspection of equipment and complete VIR.
- Test brakes, steering, back up beeper and all functions before leaving the yard.
- Travel equipment to destination specified by Supervisor using most efficient route.
- Complete duty assignment with care, caution, and attention to detail.
- Return to yard upon completion of work assignment.
- Complete post-operation inspection and complete VIR.
- Refuel at end of shift.

Window obstruction (155.)

A person shall not drive a motor vehicle on a highway where:

a) there is in or upon the windshield, side wings, side or rear windows or the openings for any of them a sign, poster or other non-transparent material other than a certificate, sticker or other device required by this Act or the regulations to be displayed on it or approved by the minister;
b) there is on the exterior or in the interior of the vehicle an ornament, decoration, novelty or other thing so located that it may obstruct the vision or distract the attention of the driver.
c) the windshield, side wings, side or rear windows are so covered, either completely or partially, by snow, ice, mist, dirt or other matter that the vision of the driver is obscured or obstructed; or
d) the glass of the windshield, side wings, side or rear windows or any of them or where the rear-view mirror is cracked, starred, crazed, discoloured or otherwise affected so as to reduce its transparency or impair the driver's view in any direction or under any conditions including the view by means of a rear-view mirror.

Obstruction of driver (156.)

A person shall not move a vehicle on a highway where:

a) the driver's view to the front, sides, or rear of the vehicle; or
b) the driver's control over the driving mechanism of the vehicle, is obstructed or interfered with because of the load or the number of persons in the front seat.

(1) A passenger in a vehicle shall not occupy a position which interferes with:
   a) the driver's view to the front or to the side of the vehicle; or
   b) the driver's control over the driving mechanism of the vehicle.

(2) The driver of a vehicle shall not permit a passenger in the vehicle to occupy a position which interferes with
   a) the driver's view to the front or to the side of the vehicle; or
   b) the driver's control over the driving mechanism of the vehicle.

Pre-Operation and Post-Operation Vehicle Inspections:

All vehicles and mobile equipment must undergo a pre-operation inspection prior to being put in operation and a post-operation inspection after use or at the end of shift.

- A Vehicle Inspection Report (VIR) shall be completed by the operator.
- If a major defect is identified, the vehicle must be removed from service.
- Minor defects shall be reported on the VIR and repaired within 24 hours.

Potential Hazards:

- Moving parts, hot parts, pinch points, blades, shafts, augers, spinners.
- Diesel fumes, gasoline vapours, carbon monoxide, spraying fluids, brine.

Personal Protective Equipment:

- High visibility apparel, coveralls.
- Steel toed boots, gloves, hard hat, safety glasses.

Safe Work Practices:

- Wear all PPE while conducting inspection.
- Exercise caution around pinch points, hot parts, moving parts, shafts and blades.
- Become familiar with distinction in major and minor defects.
- Do not operate equipment with major defects.
- Complete a separate VIR for each piece of equipment that you operate.
- Do not idle equipment inside building.

Standard Operating Procedures:

- Conduct pre-operation inspection before using vehicle for the first time on shift.
- Follow instructions on the cover page of the VIR booklet.
- Inspect all items listed on VIR and Schedule A.
- Check positioning of lug tags (see photo below).

- Place a check mark in the box corresponding to any defects noted.
- Submit white copy of VIR to Supervisor at start of shift.
- Keep pink copy in the book in vehicle during operation.
- Submit yellow copy to Supervisor following post-operation inspection.
- Report major defects immediately to ensure equipment is taken out of service.
- Use “additional comments” section to record any defects or concerns not listed.
- Monitor equipment throughout shift for defects and notify Supervisor of concerns.
- Conduct post-operation inspection during engine cool-down at end of shift.
- Complete post-operation inspection using same process as pre-operation.
- Obtain new VIR booklets from the Supervisor.

APPENDIX K: WORKING ALONE PROGRAM

A Working Alone Program must be developed and implemented for employees who work alone or in isolation. This program must:

- Identify working alone situations.
- Identify working alone contact person.
- Identify working alone contact procedures.
- Identify working alone rescue procedures.

The level and complexity of the Working Alone Program will vary depending on the hazards faced by the employee.

Working alone – individuals are alone at work when on their own:

- they cannot be seen or heard by another worker,
- they cannot expect a visit from another worker for some time, and/or
- where assistance is not readily available, when needed

Guidelines:

- Identify working alone situations
- Assess the hazards
- Identify the working alone contact person
    A. Contact person must have:
        i. Emergency numbers to call.
        ii. Supervisor number to call.
- Determine the frequency of contact between the employee and the working alone contact.
    A. Maximum time between contacts is two hours.
    B. Time should be lessened for hazardous tasks.
    C. Contact on arrival and completion of task.
- Identify method of contact…two-way radio or cell phone.
    - Ensure that your method of contact is charged and functioning.
- If the employee fails to make contact within the allotted timeframe, the working alone contact person shall try to contact the employee.
- If the employee cannot be contacted, the working alone contact person shall contact the Supervisor.
    A. The Supervisor shall then go to the last known location of the employee.
- The working alone contact person should maintain a log sheet of working alone situations.
    A. A copy is to be regularly sent to the user department.
- Working alone procedures must be reviewed and communicated to all affected employees.

Where employees are required to work alone during normal business hours, contact should be made once in the morning and once in the afternoon with their departmental staff.

Working alone is prohibited when work involves:

- Confined space entry.
- Working at heights.
- Work on electrical equipment that has a nominal working voltage of 750 volts or more.
- Trenching and excavation.
- Highly toxic chemicals.
- The use of heavy equipment around power lines where there is a possibility of contact.
- On or over water.

Entry into Private Property:

Employees may be required to enter private property.

- Alert your Supervisor of the house address, reason for your visit and expected time inside the dwelling.
  - Alert your Supervisor if the visit is expected to be longer than 15 minutes and contact them at a discussed time, during your visit.
  - Contact your Supervisor when the visit is over.
- Confirm the home occupant is over 16 years old…do not enter, if they are 16 or younger…leave and reschedule a return meeting time.
- Carry your City identification and supply it, if asked.
- Wear required PPE.
- If there is any potential for a hostile environment, a minimum of two employees must complete the visit.
- Terminate the visit if there is any reason to believe that the persons in the property are under the influence of drugs or alcohol or if the situation reveals potential for threatening or hostile behavior:
  A. Alert your Supervisor who will contact the homeowner and explain why the visit was cancelled.
  B. Consider requesting the assistance of the RNC.
- Ensure safe, clear access to the property …walkway shoveled, steps salted and in good order…
  - If this is not available, terminate the visit immediately and contact your Supervisor.
- Ensure a method of contact always…two-way radio or cell phone.
- Do not enter if you have suspicions of unsafe acts or conditions.
- Do not enter if alcohol, drugs, or other illegal activity is ongoing.
- Do not enter if access to the site is hazardous.
- Do not remove your safety footwear.
  - Alert the homeowner of this and wear the supplied blue “booties”.
- Do not enter backyards/sheds/garages unannounced…only if accompanied with homeowner.
- Require the homeowner to place dogs in another room…even if the homeowner comments that the dog is friendly…employees have been bitten by dogs who were supposedly friendly.
- Complete your business as quickly as possible.

Parking Lot Safety:
Employees are encouraged to:
- Park near the building in a highly visible and well-lit area.
- Park near the stairs or a well-lit exit in an underground lot.
- Use the main building entrance - avoid rear or secluded exits.
- Lock the doors and roll up windows once they are in the vehicle.
- Have a plan. Know where to go for safety and how to call for help.
- Try to walk with a coworker or security.
  - Give them a ride back the building afterwards.
- Be aware of your surroundings and trust your instincts.
- Do not:
  - Dig in their purse or bag.
  - Wear headphones or be distracted by cellphones.
  - Carry heavy briefcases or bags that may get in the way.

If employees must walk alone:
- Have a co-worker watch him/her from a window.
- Wave to a window even if no one is watching…it gives the illusion that someone is there.
- Stay on well-lit streets and in the center of the sidewalk. Stay away from hiding spots such as bushes, doorways, alleys, and parked cars. Cross the road, if necessary.

Have ready:
- Keys to unlock the vehicle.
- Keys or cardkey to unlock building doors.
- A whistle or other personal alarm.

As employees approach their car they should look around, inside, and even glance underneath for people who may be present. If they are suspicious, they should walk away and go to a safe place and call for help.

Working Late:
When employees are working late there are precautions that should be taken:
- Alert a security guard or supervisor if you are working late and when you expect to leave.
- Move your car to a well-lit area close to the building before dark.
- Have a check-in procedure in place.
- Attempt to work late on the same night as a colleague.
- Leave quietly if you suspect that someone might be inside…go to a safe area with a lockable door and call for help.
- Make a comment like "my supervisor will be right here and will be able to help you" if you encounter someone unfamiliar…this should indicate that you are not alone.
- Call the police or security officers if you suspect that someone is lurking outside.

APPENDIX L: VIOLENCE IN THE WORKPLACE

Management shall be familiar with the Respectful Workplace Policy and ensure their employees are also familiar and comply with this policy.

Violence means the attempted or actual exercise of physical force to cause injury to a worker and includes threatening statements or behavior which gives a worker reason to believe he or she is at risk of injury.

Violence in the workplace may take many forms including physical, verbal, and sexual. Workplace violence also includes types of abusive behavior including verbal or written threats, verbal abuse, bullying, and cyber bullying.

Workplace violence may include but is not limited to:

- Physically aggressive behaviors including hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone, or any other form of physical or sexual assault.
- Physically threatening behavior such as shaking a fist at someone, finger pointing, destroying property, or wielding a weapon.
- Intimidating behaviors such as slamming fists on a desk.
- Making threatening comments over the phone, leaving threatening notes or sending threatening emails.
- Stalking behavior such as following or maintaining surveillance of another employee.
- Direct threats which clearly indicate an intent to do harm. (Ex. “I am going to make you pay for what you did to me”).
- Conditional threats (Ex. “If you don’t get off my back, you will regret it.”).
- Veiled threats involving body language, verbal comments or behaviors that leave impression of intention to harm (Ex. “Do you think anyone would care if someone beat you up?”).

Workplace violence may occur only once, it may involve various tactics of subtle manipulation or it may occur frequently while escalating over a period of months or years. Workplace violence can occur at or outside the workplace. It may occur at off-site business-related functions, such as conferences; or in clients’ homes. It can also include violence that occurs away from work but resulting from work. For example, an employee who receives a threatening call or e-mail at his or her home, from a client, is a victim of workplace violence.

Workplace Violence: any action, conduct, threat, or gesture of a person towards an employee in the workplace that can reasonably be expected to cause harm, injury, or illness to that employee.

Workplace Harassment: inappropriate vexatious conduct or comment by a person to a worker that the person knew or ought to have known would cause the worker to be humiliated, offended, or intimidated.

- A reasonable action taken by an employer or supervisor relating to the management and directions of workers or the workplace is not workplace harassment.

Violence Prevention Plan: a plan developed, implemented, and maintained by an employer as per the OHS Regulations.

Types of workplace violence:

- **Physical violence -** the most visible form of violence and is characterized by the inflicting of injury or injuries. Stalking behavior is characterized by following, watching, or maintaining surveillance of a co-worker. It can also consist of repeated, unwanted contact via telephone calls, hang-ups, letters or e-mails and can involve acts of intimidation or other threatening behavior. Threatening behavior includes, but is not limited to shaking fists, destroying property, or throwing objects.

- **Verbal abuse -** offensive behavior using vindictive, harsh, or humiliating language. Can include but not limited to swearing, shouting, constant and/or public criticism, condescending language and inappropriate comments. It may occur in private without a witness.

- **Direct threats** - clear and explicit communications which distinctly indicate that the potential offender intends to do harm, for example, "I am going to make you pay for what you did to me".

- **Conditional threats -** involve a condition, for example, "If you don't get off my back, you will regret it".

- **Veiled threats -** usually involve body language, verbal comments or behaviors that leave little doubt in the mind of the victim that the perpetrator intends harm, for example, "Do you think anyone would care if someone beat you up"?

- **Violence committed by a customer/stranger** - usually involves either a random act committed by an outsider or stranger or being victimized by someone receiving a service. An example of this would be an employee being threatened over the phone by a client complaining about the loss of a benefit.

The OHS Regulations require employers to conduct a hazard assessment, establish procedures to control the risk for workplace violence and communicate those procedures to workers.

RESPONSIBILITIES

Management:

- Demonstrate a commitment and take a proactive role in the prevention of workplace violence and associated behaviors.
- Lead by example in showing respect in interactions with others in the workplace.

- Become familiar with potentially violent situations by identifying/assessing the risk of violence in the workplace and provide adequate protection to employees from these potential threats.
- Develop procedures to eliminate or minimize the risk of violent situations occurring.
- Ensure employees attend training and awareness sessions in workplace violence prevention practices and procedures.
- Inform employees who may be exposed to the risk of violence of the nature of the risk and precautions to be taken.
    - This includes information related to the risk of violence from persons who have a history of violent behavior and whom employees are likely to encounter in the course of their work.
- Investigate and act on all legitimate reports, suspicions, or indications of workplace violence.
    - Address concerns in a prompt, confidential and impartial manner.
- Take every precaution reasonable in the circumstances, for employee protection, if they become aware, or ought to be aware, that violence that would likely expose an employee to injury, may occur in the workplace.
- Identify criminal behavior (assault, destruction of property, threats, etc.) and treats it as such by reporting them to police.
- Ensure awareness and compliance in area of responsibility.
- Intervene when any disrespectful or violent conduct is witnessed.
- Notify HR if aware of disrespectful or violent activity is noticed.
- Seek advice from HR for intervention when witnessing a violent situation.
- Comply with City's formal and informal complaint procedures.
- Support all parties involved when resolving issues.
    - Support the victim in exercising his/her legal rights regarding a violent incident.
- Act fairly to all parties involved.
- Protect employees from retaliation and provide support to employees when workplace violence occurs.
- Provide informed and supportive responses to employees experiencing or witnessing violence in the workplace.
- Protect the confidentiality of employees who report violence within the limits needed for safety, recognizing that information may need to be shared on a strict need-to-know basis if an employee's safety at work is jeopardized.
- Take corrective/disciplinary actions to address instances where employee's use workplace resources to perpetrate violence.
- Conduct Violence Risk Assessments to determine whether the nature of the workplace, the type of work/work conditions may place employees at risk of violence

Human Resources (HR):

- Assist management with the implementation of this program.
- Provide the necessary training, support and guidance regarding this program.
- Ensure the process for reporting and responding to violence incidents is communicated, maintained, and followed.

- Address concerns and determine and manage the process.
- Ensure every precaution, reasonable in the circumstance, will be taken for the protection of the employees where HR is aware, or ought to been aware that violence may occur.
- Provide conflict management services, when possible.
- The Director of HR will address complaints of violence made against employees or volunteers and determine if a formal investigation is warranted.
- Take all reasonable and practical measures to eliminate or minimize risks identified through the violence risk assessment process, workplace inspections or the occurrence of a workplace violent incident.

Employees:

- Be aware of and comply with the workplace violence prevention program.
- Act in a professional and respectful manner towards both co-workers and clients and abstain from conduct that is inappropriate.
- Participate in training regarding workplace violence prevention, practices and procedures.
- Report to a supervisor any incidents or suspicions of workplace violence or other conduct that is affecting the morale or productivity of the workplace.
- Contact the Supervisor, Manager or HR for assistance in resolving an issue, if needed.
- Contact a Supervisor or RNC immediately if there is an imminent threat of violence that could compromise a person's safety.
- Cooperate with any investigators and maintain confidentiality during investigations.

Emergency and Safety Services:

- Develop programs and support materials with respect to workplace violence prevention.
- Design and assists with facilitation of educational and awareness sessions on workplace violence prevention.
- Provide direction and support to departments and agencies who are dealing with incidents of workplace violence.

A risk assessment for violence shall be completed by all Departments and shall include:

- Previous experience in the workplace or similar workplaces.
- The location and circumstances in which work may take place.
- Workplace characteristics including culture and demographics.
- Issues raised by the OHS Committee and the Worker Health and Safety Representative.

Where the risk of violence has been identified by an assessment, the Departments shall:

- Establish procedures, policies, and work environment arrangements to eliminate the risk of violence to workers.
- Where elimination of the risk to workers is not possible, establish procedures, policies, and work environment arrangements to minimize the risk to workers.

The violence prevention plan shall be:

- Accessible to all workers.
- Reviewed as necessary but at least annually.

Workplace Violence Prevention Policy

OHS Reg 20.3 The employer shall develop and post at a place accessible to all employees a workplace violence prevention policy setting out, among other things, the following obligations of the employer:

(a) to provide a safe, healthy, and violence-free workplace.

(b) to dedicate enough attention, resources, and time to address factors that contribute to workplace violence including, but not limited to, bullying, teasing, and abusive and other aggressive behavior and to prevent and protect against it.

(c) to communicate to its employee's information in its possession about factors contributing to workplace violence; and

(d) to assist employees who have been exposed to workplace violence.

Factors that Contribute to Workplace Violence

OHS Reg 20.4 The employer shall identify all factors that contribute to workplace violence, by considering, at a minimum, the following:

(a) its experience in dealing with those factors and with workplace violence.

(b) the experience of employers in dealing with those factors and with violence in similar workplaces.

(c) the location and circumstances in which the work activities take place.

(d) the employees' reports of workplace violence or the risk of workplace violence.

(e) the employer's investigation of workplace violence or the risk of workplace violence; and

(f) the measures that are already in place to prevent and protect against workplace violence.

Assessment

The City shall assess the potential for workplace violence, by considering, at a minimum, the following:

- **(a)** the nature of the work activities.
- **(b)** the working conditions.
- **(c)** the design of the work activities and surrounding environment.
- **(d)** the frequency of situations that present a risk of workplace violence.
- **(e)** the severity of the adverse consequences to the employee exposed to a risk of workplace violence.

- **(f)** the observations and recommendations of the workplace committee or the health and safety representative, and of the employees; and
- **(g)** the measures that are already in place to prevent and protect against workplace violence.

(2) The City shall not disclose information whose disclosure is prohibited by law or could reasonably be expected to threaten the safety of individuals.

Controls

OHS Reg 20.6 (1) Once an assessment of the potential for workplace violence has been completed, the employer shall develop and implement systematic controls to eliminate or minimize workplace violence or a risk of workplace violence to the extent reasonably practicable.

(2) The controls shall be developed and implemented as soon as practicable, but not later than 90 days after the day on which the risk of workplace violence has been assessed.

(3) Once controls are implemented, the employer shall establish procedures for appropriate follow-up maintenance and corrective measures, including measures to promptly respond to unforeseen risks of workplace violence.

(4) Any controls established to eliminate or minimize workplace violence shall not create or increase the risk of workplace violence.

Workplace Violence Prevention Measures Review

OHS Reg 20.7 (1) The employer shall review the effectiveness of the workplace violence prevention measures set out in sections 20.3 to 20.6 and update them whenever there is a change that compromises the effectiveness of those measures, but at least every three years.

(2) The review shall include consideration of the following:

- **(a)** workplace conditions and work locations and activities.
- **(b)** workplace inspection reports.
- **(c)** the employees' reports and the employer's records of investigations into workplace violence or the risk of workplace violence.
- **(d)** workplace health and safety evaluations.
- **(e)** data on workplace violence or the risk of workplace violence in the employees' workplace or in similar workplaces.
- **(f)** the observations of the policy committee, or if there is no policy committee, the workplace committee or the health and safety representative; and
- **(g)** other relevant information.

(3) The employer shall keep, for a period of three years, a written or electronic record of findings following the review of the workplace violence prevention measures and make it readily.

Procedures in Response to Workplace Violence

OHS Reg 20.8 (1) The employer shall develop in writing and implement emergency notification procedures to summon assistance where immediate assistance is required, in response to workplace violence.

(2) The employer shall ensure that employees are made aware of the emergency notification procedures applicable to them and that the text of those procedures is posted at a location readily accessible to those employees.

(3) In the development and implementation of emergency notification procedures, the employer's decision of whether to notify the police shall take into account the nature of the workplace violence and the concerns of employees who experienced the workplace violence.

(4) If the police are investigating a violent occurrence, the workplace committee or the health and safety representative shall be notified of their investigation, unless notification is prohibited by law.

(5) The employer shall develop and implement measures to assist employees who have experienced workplace violence.

Incidents

Theft/Robbery:

- Do not be a hero; do not challenge the suspect.
- Do what the suspect demands. Do not make any suggestions.
- Do not speak unless spoken to. Try to be friendly, if possible, but not phony.
- Remember the suspect may be very hyper or excited. Do not make any moves or do anything that could further endanger yourself or your co-workers.
- Do not turn your back on the suspect unless directed to do so, but do not stare either.
- Be observant of everything you see and hear. Get a good description of the suspect; height, weight, age, color, hair, accent, clothes, other distinguishing marks (i.e. glasses, moustache, etc.), direction taken when leaving, etc.
- Contact the RNC (729-8000) immediately once the suspect has left the area.

Hostage:

- Initiate the building evacuation plan through the telephone notification system.
    - ensure that this procedure is carried out as quickly, quietly, and inconspicuously as possible, to avoid drawing the individual's attention to it.
- Notify the RNC (729-8000) immediately.
- **Don't be a hero!** Accept your situation and be prepared to wait.
- Follow the instructions of the hostage taker(s).
    - The first half hour is the most dangerous
    - The longer you are together, the less likely the captor(s) will hurt you.
- Do not speak unless spoken to. Try to be friendly, if possible, but not phony.

- Try to get some rest. Find a comfortable position if you can. If the situation drags on for a long time, try to get some sleep.
- Do not make suggestions to hostage taker(s). If your suggestion goes wrong, you will be blamed for having planned it that way.
- Do not try to escape, unless you are sure that you can make it. Even then, consider all implications.
- Inform the hostage taker if anyone needs special medication/consideration.
- Be observant of everything you see and hear. Memorize numbers of captors, descriptions, conversations, weapons, etc. Memorize numbers and description of hostage(s) as well. You may be released, and your intelligence will help authorities.
- If permitted to speak on the phone, be prepared to answer yes or no to questions asked by authorities.
- Do not be argumentative with hostage taker(s) or other hostage(s). Try to portray a cooperative attitude.
- Do not turn your back on the hostage taker unless directed to do so. Do not stare. Eye contact can be beneficial since people are less likely to harm someone who is looking at them.
- **Be patient!** Although the authorities may seem idle, they are engaged in a complete program designed to rescue you unharmed in as short a time as possible.

Conflict with an Undesirable Guest:

- Do not be argumentative.
  - Try to portray a cooperative attitude.
- Do not let the guest get between you and the door.
- Refer them to your supervisor, if the situation persists and the individual is not satisfied with the response, he/she is receiving.
- Initiate the Building Evacuation Plan if the individual becomes violent or it is discovered that he/she has a weapon.
  - Complete this as quickly, quietly, and inconspicuously as possible to avoid drawing the individual's attention to it.
- Contact the RNC 729-8000 and report the incident.


ACTIVE CRIMINAL THREAT
Know What To Do
RUN
HIDE
FIGHT
CALL 911 ONLY WHEN IT'S SAFE TO DO SO
RUN
HAVE AN ESCAPE PLAN
EVACUATE
LEAVE YOUR BELONGINGS
HELP OTHERS IF POSSIBLE
DO NOT MOVE WOUNDED PEOPLE
HIDE
BE OUT OF INTRUDER'S VIEW
LOCK DOORS AND BLOCK THEM WITH FURNITURE
SILENCE PHONE
BE QUIET
FIGHT
ACT AGGRESSIVELY
INCAPACITATE THE INTRUDER
THROW OBJECTS
YELL AND CALL FOR HELP
FIGHT ONLY AS A LAST RESORT
BE PREPARED
CALL 911
CONTACT CITY SECURITY BY PHONE, TEXT OR EMAIL
CALL 911 WHEN YOU ARE SAFE
REPORT LOCATION DETAILS
576-HELP (4357) OR
security@stjohns.ca
WHEN LAW ENFORCEMENT ARRIVES
FOLLOW THE INSTRUCTIONS OF POLICE OFFICERS
DROP ANY OBJECT
KEEP HANDS VISIBLE
ST. JOHN'S

APPENDIX M: CONTRACTORS

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

OHS Act (10) – Duty of Principal Contractor

- A principal contractor engaged in a project shall ensure, where it is reasonably practicable for him or her to do so, that employers performing work in respect of that project comply with this Act and the Regulations.

OHS Reg (12)(1)(i) – An OHS program shall include a system to ensure that persons contracted by the employer or for the employer's benefit comply with the program developed under this section and the Act and Regulations.

The OHS Act requires the City, as principal contractor, to ensure our contractors comply with the OHS Act and Regulations, as well as the safety standards established by industry associations and the City's OHS Program.

- A breach of this condition by contractors will be a fundamental breach of contract and subject to termination of the contract or other penalty.

The City is required to implement a Contractor OHS Management System. It must include:

- A review of the contractor's Site-Specific Health and Safety Plan
- Monitoring of:
    - Site Specific Health and Safety Plan
    - Hazard assessments
    - Completion and implementation of Work Permit Systems
    - Inspections
    - Investigations
    - Training
    - Emergency planning
    - Communication
    - Coordination of work

Project Manager: City employee who is assigned responsibility for completion of a contracted project.

- The Contractor is required to provide a copy of the Site-Specific Safety Plan for the proposed work.
    - The accepted level of detail will depend on the degree of risk of the activity and any other requirement of the City of St. John's.

- The plan shall be reviewed by the Project Manager and identified deficiencies shall be forwarded to the Contractor for resolution.
  - Contractor to address prior to work commencing.
- The Project Manager may request assistance from an OHS Advisor with this review.
- The Project Manager will monitor the contractor's safety performance.
  - The frequency and detail of this monitoring will depend on the nature of the work.
- The Project Manager may ask an OHS Advisor to accompany them on workplace inspections.
  - Identified issues will be forwarded to the Contractor for action.

Some contracted projects have a City Project Inspector.

- The Project Inspector is required to monitor the contractor for OHS compliance.
- The Project Inspector to report OHS infractions to the Contractor Supervisor to address
  - Contract Supervisor to address immediately and confirm
- The Project Inspector to alert the Project Manager of serious or continual OHS infractions.
- The Project Manager is to confirm with the contractor that OHS issues have been addressed.

The Project Manager must ensure the OHS Division, Service NL, is notified of projects extending over 30 days.

- Must notify or confirm contractor has notified Service NL.

The Project Manager and OHS Advisor have authority to issue OHS Directives addressing non-compliance with the OHS Regulations.

All contracts and tenders shall require submission of, prior to the commencement of work:

- Letter of Good Standing from Workplace NL.
- Certificate of Recognition from NLCSA.
- Statutory Declaration for Health and Safety.
- A copy of its Site-Specific Safety Plan. The acceptable degree of detail in this plan will depend on the degree of risk of the activity and the usual practice in industry.

As owner and/or principal contractor, the City must ensure contractors and their employees comply with legislated requirements and City policies and practices regarding health and safety.

Contractor OHS Orientation: A Contractor OHS Orientation meeting is required, prior to the contract commencing, to ensure all required safety protocols are reviewed and addressed.

- City Project Manager to arrange and chair
- A Contractor Supervisor is required to attend this meeting.
- A City OHS Advisor may attend, depending on the scope of work.

- The Contractor OHS Orientation Form must be reviewed and completed.
- Site Specific Health and Safety Plan should be reviewed and discussed.
- Completed Contractor OHS Orientation Form to be sent to Emergency and Safety Services.
- An OHS Orientation meeting is required with contractors for projects that have been inactive for 90-days.
- An OHS Orientation meeting is required with contractors annually for contractors retained on a regular basis for routine maintenance with minimal job hazards.

For projects with **minimal** hazards, which include, but not limited to:

- Photocopy repair.
- Fire extinguisher inspection.

Contractor must provide:

- Letter of Good Standing from Workplace NL.
- Statutory Declaration for Health and Safety.

Building Renovation Guidelines:

Building renovations may create hazards. Notification must be given by the City's Project Manager to the affected Manager at least seven (7) days prior to the work occurring. Information must include:

- Specific location of project.
- Duration of project.
- Description of project, including type of work to be done.
- Description of potential hazards such as dust, noise, and odors; and the mitigation methods and tests that will be conducted (if required) to ensure safety of the occupants.
    - Equipment/tools/materials
- SDS for products to be used.
- Safety protocols to be followed by our employees, if pertinent.

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

- Odors, dust, noise, and other nuisance stressors may be noticed during construction in or around buildings.
    - In general, the products used in most renovation and maintenance projects, as well as the noise and dust generated by the project, do not pose an occupational health hazard to most of building occupants.
    - If there are concerns, they need to be addressed.

*** Project Manager will coordinate with the contractor to reduce the project's potential OHS impacts on building occupants.

Potential Controls:

- Post applicable safety notices and information
- Isolate the work area with barriers, signage, caution tape.
- Keep windows and doors closed.
- Seal off air intakes and other entry paths with polyethylene sheeting.
- Conduct the project after hours or on weekends.
- Increase the building ventilation.
- Install temporary fans or negative air units.
- Ensure good housekeeping.

To address any concern about the project:

- Employee to contact Supervisor to report concerns.
- Supervisor to contact the Project Manager to report concerns.
- If no response, contact the OHS Advisors, Emergency and Safety Services.

APPENDIX M: WHMIS 2015

The Workplace Hazardous Materials Information System (WHMIS) is Canada's national hazard communication standard. The key elements of this program include hazard classification, labelling of containers, the provision of Safety Data Sheets (SDS), worker education and training programs.

WHMIS 2015:

- For persons working with or near hazardous chemicals:
  - Safely handle, use, store, and dispose of the hazardous chemicals.
  - Understand the requirements for labeling and how to consult Safety Data Sheets (SDS).
- Employees must complete WHMIS 2015 training seminar.
- Employees must be familiarized with site specific SDS.

Safety Data Sheet (SDS) - A written document which accompanies each hazardous product and contains information regarding its safe use, storage, and disposal. Also lists medical advice, if applicable.
*** SDS do not expire but we are required to confirm we have a current version.

Supplier Label - A label attached to the product, provided by a supplier, disclosing the hazardous information of the product and its hazard symbols.

WHMIS - stands for the Workplace Hazardous Materials Information System. It is a system for providing health and safety information on hazardous products intended for use, handling, or storage in workplaces.

WHMIS Designate - A City employee designated, from each user Division, to inspect and monitor divisional WHMIS 2015 stations and the accompanying SDS.

Workplace Label - A label attached to the product by the employer which discloses:

- Product identifier which is identical to that found on the SDS of the corresponding hazardous product.
- Information for the safe handling of the hazardous product.
- Required if the product is not in its original container

Managers:

- Ensure Supervisors and employees attend WHMIS 2015 training.
- Ensure that hazardous products are labelled.
- Ensure employees have access to current SDS's.
- Ensure control measures are in place to protect employees.
- Ensure WHMIS Designates are appointed for their Division.

Supervisors:

- Ensure that all employees complete WHMIS 2015 training
- Ensure employees are familiar with site specific SDS
- Ensure that all employees comply with the WHMIS 2015 Regulations.
- Maintain documentation of site-specific training.
- Ensure current SDS are available and accessible to employees
- Ensure that all hazardous products have a Supplier or Workplace Labels.
- Remove any unlabeled products from the workplace.

Purchasing Division:

- Maintain a centralized database of SDS.
- Send copies of SDS to the user division.
- Ensure hazardous products entering the workplace are accompanied by a current SDS.

Employees:

- Participate in WHMIS 2015 training.
- Comply with Safety Data Sheets (SDS) information.
- Comply with safety information listed on container labels.
- Remove unlabeled hazardous products from the workplace and notify their Supervisor.

WHMIS designate:

- Inspect WHMIS 2015 SDS station yearly.
- Ensure SDS are current.

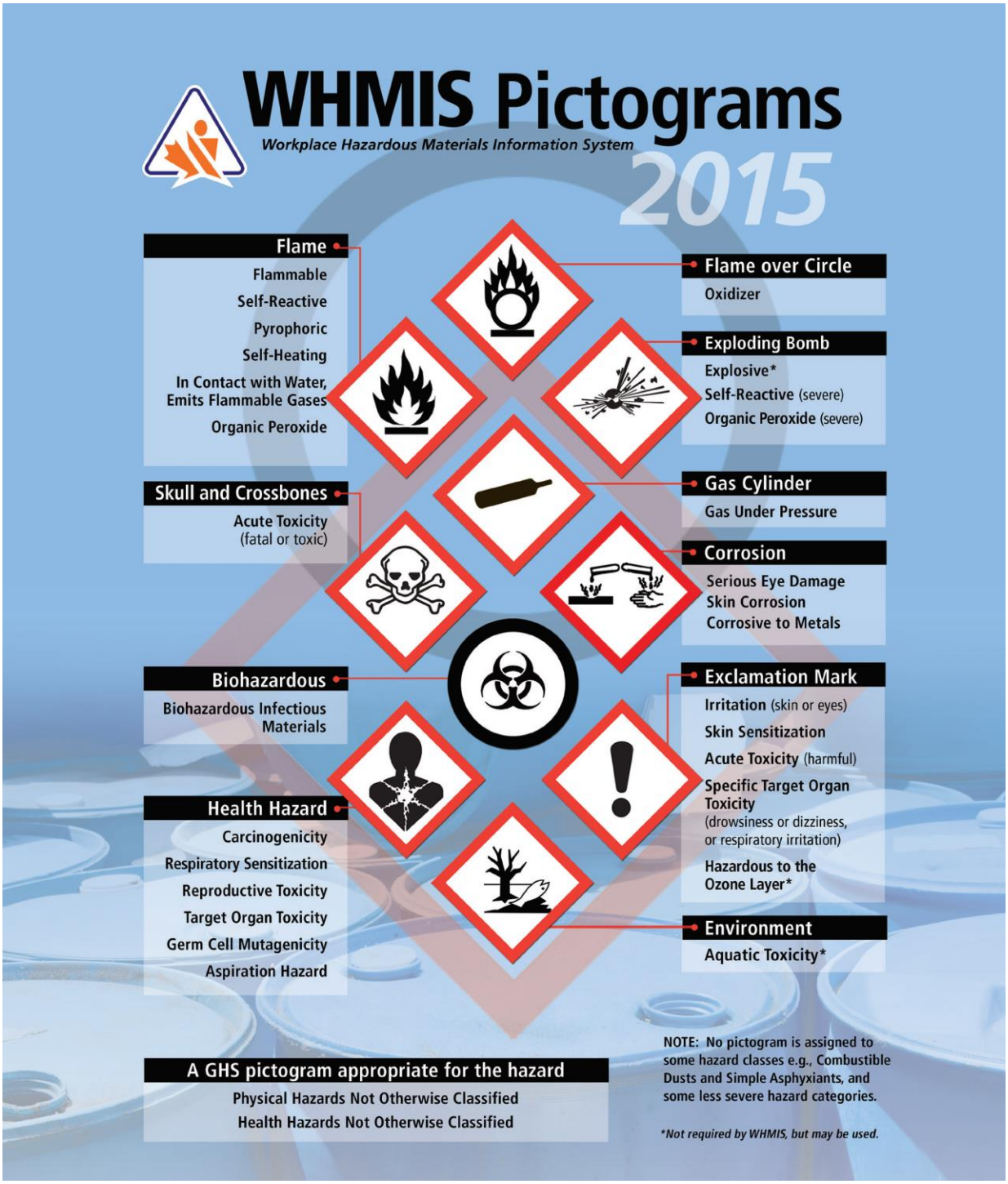
Components of WHMIS 2015:

- Hazard identification
- Worker education and training
- Safety Data Sheets (SDS)
- Labels… Supplier or Workplace

Employees who may be exposed to a hazardous chemical must be able to answer the following questions:

1) What are the hazards that I may be exposed to?
2) How do I protect myself from those hazards?
3) What do I do if something goes wrong?
4) How do I get more information?

***** If employees cannot answer these questions, they must receive further training and information***.**


WHMIS Pictograms
Workplace Hazardous Materials Information System
2015
Flame
Flammable
Self-Reactive
Pyrophoric
Self-Heating
In Contact with Water, Emits Flammable Gases
Organic Peroxide
Flame over Circle
Oxidizer
Exploding Bomb
Explosive*
Self-Reactive (severe)
Organic Peroxide (severe)
Skull and Crossbones
Acute Toxicity (fatal or toxic)
Gas Cylinder
Gas Under Pressure
Corrosion
Serious Eye Damage
Skin Corrosion
Corrosive to Metals
Biohazardous
Biohazardous Infectious Materials
Exclamation Mark
Irritation (skin or eyes)
Skin Sensitization
Acute Toxicity (harmful)
Specific Target Organ Toxicity (drowsiness or dizziness, or respiratory irritation)
Hazardous to the Ozone Layer*
Health Hazard
Carcinogenicity
Respiratory Sensitization
Reproductive Toxicity
Target Organ Toxicity
Germ Cell Mutagenicity
Aspiration Hazard
Environment
Aquatic Toxicity*
A GHS pictogram appropriate for the hazard
Physical Hazards Not Otherwise Classified
Health Hazards Not Otherwise Classified
NOTE: No pictogram is assigned to some hazard classes e.g., Combustible Dusts and Simple Asphyxiants, and some less severe hazard categories.
*Not required by WHMIS, but may be used.

APPENDIX N: TRAFFIC CONTROL

Traffic control is the efficient movement of traffic through roadways and potential work sites. It is required for the protection of the public and workers who are exposed to hazards created by vehicles and equipment.

Where the movement of vehicular traffic constitutes a hazard to workers and/or risk to the public from construction activity, effective traffic control shall be provided.

Traffic control is intended to provide consistent methods/models to help ensure safety and to minimize inconveniences to workers and motorists as motorists pass through construction zones.

Traffic control shall, at minimum, meet the requirements of the City of St. John's Traffic Control Manual.

Traffic control includes:

- Temporary traffic control signals
- Signs
- Barricades
- Cones
- Traffic control persons
- Other devices necessary as per the circumstances.

Traffic Control (Flag Person):

- Where the movement of vehicular traffic constitutes a hazard to workers, or the motoring public, effective Traffic Control shall be provided.
- Employees must complete the regulated Traffic Control Person (TCP) I seminar.
- Supervisors and Site Inspectors are required to complete Traffic Control Person (TCP) II seminar
- TCP I is a prerequisite for TCP II
- Once TCP II is completed, you will not be required to complete TCP I going forward
- Must recertify every three years.

To implement traffic control, the following two (2) documents must be prepared.

Traffic Control Permit: the form to be completed, after reviewing the work zone, work task, and potential hazards, indicating a review of the required traffic control measures has been completed and the necessary traffic control devices have been chosen.

Traffic Control Plan: a drawing or sketch of the work zone indicating the placement of traffic control devices.

Traffic Control Process

***** Completion by Supervisor or designate for internal work.**
***** Completion by Contractor's Supervisor for contracted work.**

- A traffic control permit and traffic control plan are required to be completed for each activity where the movement of vehicular traffic constitutes a hazard to workers.
    - The traffic control permit and traffic control plan must be completed before the work activity commences.
    - Information documented on the traffic control permit and traffic control plan must be in place before work activity may begin.
    - If multiple groups are working in the area, the principle group (those leading the work activity) must complete the traffic control permit and traffic control plan and ensure all traffic control parameters are in place and working effectively.
- The traffic control permit and traffic control plan must be completed by the Supervisor
    - The site and work activity must be reviewed daily or when traffic control measures are needed in response to a change in activity, to determine which traffic control protocols are required.
- The correct Figure #, chosen from the city's traffic control manual, must be listed, indicating which model of traffic control will be used regarding the placement of devices.
    - A sketch must be created based on the selected Figure #... traffic control plan
    - If no Figure # matches the work zone, a sketch must be created based on similar figures.
        - The sketch must indicate the exact location of traffic control devices.
        - The sketch must be based on similar City's Traffic Control Manual Figures and must ensure full compliance with the fundamental principles outlined at the front of the City's Traffic Control Manual.
        - Aerial photography or plan drawings may be used (in lieu of a sketch) to depict roadways
        - The sketch must be labelled and include:
            - Active street and neighboring/incoming streets
            - Devices to be used and their correct positioning
            - Taper locations and distances
            - Identification of North… roughly
            - Other requirements based on location
- The Supervisor must review the traffic control permit and traffic control plan with the applicable employees. This includes those workers placing traffic control devices and the flag persons.
    - The employees must sign the traffic control permit and traffic control plan indicating they have reviewed and understand this information and will follow it accordingly.
    - The Supervisor who completed the traffic control permit must sign this permit.

- A copy of the traffic control permit and traffic control plan must be kept on site for review by employees and OHS.
- The Supervisor must monitor the traffic control plan and ensure its continual accuracy.

Notes:

- Contractors are required to use the City's Traffic Control Permit or similar.
- A traffic control permit and traffic control plan must be completed for each activity inside a work zone that impacts traffic flow differently.
- A traffic control permit and traffic control plan must be completed every day. If the work has not changed, the Supervisor must inspect the work zone to confirm the required traffic control is still functioning properly and a new traffic control permit must be completed indicating "same as previous day".
- Grind and patch operations require a traffic control permit and traffic control plan
    - A traffic control permit and traffic control plan are required for each street and each intersection… minimum, one per street
- Signs, indicating a change in the speed limit, are not permitted in traffic control plans unless pre-approved by a City Transportation Engineer.
- City contractors must use the City Traffic Control Manual. This manual was approved to be used inside City limits.
    - The Transportation and Works Traffic Control Manual may not be used.
- TC-1 signs must be used for long duration work zones… longer than 12 hours
- TC-2 signs are only to be used on short duration work zones… less than 12 hours
- Flag Person signs must be removed/turned to the sidewalk when flag person operations are not in effect.
- All aspects of the traffic control model must be used… this includes a taper separating the work zone from the travel zone.
- Sign spacing is essential to ensure motorists receive enough warning to allow them to slow and stop.
    - Sign spacing must comply with the information in the City Traffic Control Manual
        - Variances may only be allowed due to road conditions
    - Too much space reduces their effectiveness.
- Flag Person:
    - Shall stand in the required location ahead of the work activity as directed in the City Traffic Control Manual
    - Shall not stand in the travelled portion of the road. This area is more hazardous as they could get struck by a vehicle that has not slowed /stopped in time
    - Shall not stand with their back to the vehicles they are directing… if they do not see the vehicle coming, they cannot get out of the way
    - Shall not use cell phones/headphones or any other device that may distract them from completing their task properly
- After a work activity is completed, all traffic control signs shall be removed immediately.

    - Installed signs not applicable during a phase of construction shall be removed or covered.
- Poorly maintained, defaced, damaged, or dirty signs are ineffective and shall be replaced, repaired, or cleaned without delay.
    - Signs which have been defaced or damaged and are not replaced within 24 hours of notification shall be removed by the City. Any work or costs associated with sign removal, sign replacement or traffic control will be the responsibility of the contractor.
- The base of the sign supports shall not be appreciably wider than the signs. Bases which require weighting for support shall be weighted using sandbags only. The use of rocks, boulders, concrete blocks, etc., as weights shall not be permitted. When signs are removed from the construction zone, the sandbags must also be removed and not left along the road.
- All signs shall meet all specifications in the Manual of Uniform Traffic Control Devices for Canada and the Traffic Control Manual.

Night-Time Work

Time period between 30 minutes after sunset and 30 minutes before sunrise.

Illumination is required for all night-time work activity. The level of illumination is task specific.

Guidelines:

- All traffic control devices shall be inspected during darkness to ensure they are visible
- All workers and Traffic Control Persons are required to wear white or light-coloured coveralls under their safety vest.
    - Class 2, Level 2 maintains this requirement
    - Level 3 maintains this requirement
- Traffic Control Persons must carry a flashlight with a semi-transparent red cone
- Hard hats must be worn by all workers and have reflective material visible from all sides and from approaching drivers.

APPENDIX O: TRENCHING

Excavation: a cut, trench, or depression in the earth's surface resulting from rock or soil removal.

Trench: an excavation or hole in the ground that is deeper than it is wide

Responsibilities:

Supervisor:
- Complete the Trenching training seminar.
- Ensure employees complete the Trenching training seminar
- Ensure employees comply with the Trenching Program.
- Review the SOP for the Trenching Program with employees.
- Ensure completion of *Trench Excavation Checklist* prior to commencing trench work

Employees:
- Complete the Trenching training seminar.
- Comply with all aspects of the Trenching Program
- Review and sign the *Trench Excavation Checklist* before commencing work.

Pre-Excavation Requirements

- Adhere to applicable SOPs:
    - Traffic control
    - PPE
    - Mobile Equipment
- Complete the *Trench Excavation Checklist* prior to work commencing
- Competent person to inspect trench before entering
- Locate all underground pipelines, cables, and conduits prior to work commencing
    - Contact utilities to confirm
- Ensure the locations of underground utilities are conspicuously marked before you dig using power tools or powered mobile equipment to a depth that may contact underground utilities:
- Confirm location of overhead power lines
    - If within 5.5m, a NL Power Permit for permission to work is required
- Trees, boulders, or other unsecured material within 1.83m shall be secured or removed before excavation begins
- A worker shall not enter a trench over 1.22m deep unless:
    - The sides of the trench are sloped to a safe angle and have been secured using shoring and bracing or a trench box
    - The worker is protected by other means… such as
        - Sloping

        - Benching
    - Added loads must be considered in the design of protective system where:
        - Equipment/vehicles are located close to the edge of the trench
        - Trenches are located next to foundations or other structures
        - Hazards are created by vibration from nearby equipment or passing vehicles
- **Sloping**: slope the trench walls away from the trench
    - if the soil is Type 1 or Type 2, the walls must be sloped to within 1.2 m of the bottom of the trench, with a slope at an angle not steeper than one horizontal to one vertical, or 45 measured from the horizontal;
    - if the soil is Type 3, the walls must be sloped from the bottom of the trench, with a slope at an angle not steeper than one horizontal to one vertical
    - if the soil is Type 4, the walls must be sloped from the bottom of the trench, with a slope at an angle not steeper than three horizontal to one vertical
    - if the wall of a trench is sound and stable rock, other procedures may be used if the workers are not at risk
- **Trench box:**
    - Structure placed inside the trench to withstand cave-ins
    - Must be certified by a professional Engineer
    - Must be inspected prior to use
    - Must sit at the bottom the trench
    - Material must not overhang
    - Correct lifting slings and equipment must be used to move
    - Ladder must be placed inside or adjacent to trench box
- **Benching:**
    - A series of horizontal steps with near vertical surfaces between them
    - Vertical height of lowest section must not exceed 4 feet for the first bench
- **Shoring:**
    - Bracing for trench walls which provide additional support
    - Must be certified by a professional engineer
- If the trench is considered as a confined space, follow confined space entry procedures
- Excavated material is not permitted within 1.22m from the edge of the trench
- Ensure all loose material is scaled or trimmed from the sides of trenches or otherwise stabilized to prevent slides of material
    - Scaling shall occur from the top down and areas into which material may fall shall be kept clear of workers and equipment.
- Overhanging banks, trees, or stumps within 5m shall be removed or secured
- Ensure that no equipment, vehicle, or heavy load is located near a trench where they could affect the stability of the trench's walls.
- Barricades must be erected to ensure workers do not fall into trenches
- The accumulation of water must be prevented by effective means
- Ladders must used to enter and exit trenches over 1.22m in depth and must extend 0.91 m above the top of the trench
- Expose the utilities by hand digging or another approved method, if the work disturbs the soil within 600mm or an existing cable, or conduit.

- Support the exposed cable, or conduit to prevent any damage during backfilling and any subsequent settlement of the ground.
- Immediately notify the owner of the utility where there is a contact with or damage to underground utilities
  - Employees are not permitted to work above other employees on sloped or benched surfaces unless the employees below are protected from falling material
  - Limit the time inside the trench to only "as necessary".
  - Do not work under raised or suspended loads
  - Sweep away loose debris from the top of the cut so it does not pose a falling hazard to workers inside the trench.
  - Do not throw tools to employees who are inside the trench. Pass tools or lower tools in a bucket
  - Make eye contact with operator if you need to move into his working zone
  - Use tag lines to assist with suspended loads
  - Practice good housekeeping
  - Ensure the public are protected:
    - Doors, driveways, lawns, sidewalks
- Heavy equipment
    - Only required equipment should be next to excavation… other equipment should be parked nearby, ensuring clear visibility for public drivers
    - Park uphill, if possible, to decrease force on earth of open cut

Types of Soil: There are 4 classifications of soil. If a trench contains more than one type of soil, the soil should be classified as the soil type with the highest number.

Type 1 soil

- is hard in consistency, very dense in compaction.
- can be penetrated only with difficulty by a small, sharp object
- has a low natural moisture content and a high degree of internal strength
- has no signs of water seepage
- can be excavated only by mechanical equipment.

Type 2 soil

- is very stiff in consistency, dense in compaction
- can be penetrated with moderate difficulty by a small, sharp object
- is difficult to excavate with hand tools
- has a low to medium natural moisture content and a damp appearance after it is excavated
- has no signs of water seepage
- does not include previously excavated soils.

Type 3 soil

- soil that is stiff to firm in consistency and has one or more of the following characteristics:

- is stiff in consistency, compact in compaction
- can be penetrated with moderate ease by a small, sharp object
- is moderately difficult to excavate with hand tools
- shows signs of surface cracking
- shows signs of localized water seepage; or
- is previously excavated soil that does not exhibit type 4 soil characteristics.

Type 4 soil

- soil that that has been either previously excavated or is undisturbed soil that has any of the following characteristics:
  - is firm to very soft in consistency, loose to very loose in compaction
  - is easy to excavate with hand tools
  - is cohesive soil that is sensitive and, on disturbance, is slightly reduced in internal strength
  - has a wet appearance and runs easily
  - is granular soil below the water table, unless the soil has been dewatered

APPENDIX P: FORMS

OHS Forms can be found on the City's Intranet

- Contractor OHS Orientation
- Confined Space Entry Permit
- Employee OHS Orientation
- Ergonomic Assessment
- Exposure Report
- Fall Protection Permit
- Field Level Risk Assessment
- Floor Warden Checklist
- Hazard Assessment
- Health and Safety Concern Notification
- Hot Work Permit
- Incident Investigation Report
- Inspection Checklist
- Right to Refuse Work
- Toolbox Talk
- Traffic Control Permit
- Violence Assessment
- Workplace NL Forms 6
- Workplace NL Form 7
- Workplace NL Form 8-10