



HEALTH & SAFETY ORIENTATION GUIDE for Employers



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HEALTH AND SAFETY ORIENTATION: WHAT YOU NEED TO KNOW

Health and safety orientation is a vital component of any company's health and safety management system. It is the process of introducing new, inexperienced, transferred and returning employees to a safe and healthy workplace.

Orientation provides employees with necessary safety information about their job and tasks, informs them of specific details about workplace hazards and provides an opportunity to learn about the company and their colleagues, ask questions and to clarify new or confusing information.

In New Brunswick, all employers are required to provide new employees with orientation **before they begin work at** the workplace as well as job specific training. This guide assists employers with developing their orientation program.

1. FIRST IMPRESSIONS ARE FOREVER

Too many times companies rush through orientation not realizing employees have different comfort levels with their new job, bring different experiences to the job and have different learning needs. Orientation is not meant to be a checklist task – it is an employee's first impression of the management system and the overall workplace culture.

New employees starting with any company will have expectations about the workplace culture and the emphasis on the safety orientation they receive will be reflected in their work performance, their eagerness to learn and their willingness to contribute to a safe and healthy workplace.

2. THE BENEFITS OF ORIENTATION

The benefits of providing new employees with a comprehensive orientation are numerous:

- Employees become aware of the health and safety hazards on the job, controls for these hazards and how they can affect their safety and the safety of others.
- Helps reduce the risk of potential injuries and accidents.
- Meets legislative requirements (demonstrates due diligence).
- Helps balance the company's need for productivity with the employee's need for safety and security.
- Increases efficiency of the new employee.
- Contributes to building a retention culture within the organization, thereby reducing turnover.
- Demonstrates the company's moral obligation to protect the employee from harm.

3. WHO NEEDS AN ORIENTATION SESSION?

All new employees who meet any of the following definitions need an orientation. The *Occupational Health and Safety (OHS) Act* defines **new employees** as any person who is:

- New to a position or place of employment.
- Returning to a position or place of employment in which hazards have changed during the employee's absence.
- Under 25 years of age and returning to a position or place of employment after an absence of more than six months.
- Affected by a change in the hazards of a place of employment.

4. ARE EMPLOYERS OBLIGATED TO DELIVER ORIENTATION?

In short, yes. The *OHS Act* came into force in New Brunswick in 1983 and provides the basic framework for making New Brunswick workplaces safe and healthy for employees. It:

- Fosters the Internal Responsibility System (IRS) by requiring employers to provide for a healthy and safe workplace, making them directly responsible for implementing and monitoring health and safety.
- Imposes both general and specific duties on all workplace parties to exercise health and safety practices.
- Gives employees three basic rights: the right to know about hazards on the job; the right to participate in health and safety initiatives; and, the right to refuse unsafe work.
- Sets out penalties for non-compliance of legislative standards and provides WorkSafeNB's health and safety officers the power to inspect workplaces, investigate workplace complaints, investigate workplace accidents and issue orders for non-compliance.

In addition, amendments to the Act in 2014 provide the requirement that a new employee must receive orientation to the position and place of employment before beginning work [*OHS Act*, subsection 8.2(2)]. As well, they must receive job specific training if required (for example, lift truck operator certification).

5. ORIENTATION – WHAT IS INVOLVED?

The two questions asked most often about orientation are: “How long should orientation take?” and “What should I cover during the orientation session(s)?”

The length of time required for orientation cannot be defined, as it will depend on the workplace, and the specific job and tasks. Orientation should not consist of a whirlwind of checklists and safety manuals handed to the new employee, but rather **needs to be practical and hands-on, and should focus on the skills the employee must develop to be successful at their job.**

ORIENTATION TOPICS

The following eight topics are the minimum requirement for organizations to review with new employees before they begin work:

1. **Contact Information:** Names, phone numbers, fax numbers, pager number of employee's supervisor and company personnel, including emergency contact information.
2. **Joint Health and Safety Committee (JHSC) or Safety Representative:** Introduce the employee to the committee members or the safety representative (along with their contact information) and outline the JHSC's or safety rep's role in helping management maintain a healthy and safe workplace.
3. **Rights and Responsibilities:** Explain both the employee and employer responsibilities as outlined in both the *OHS Act* and *Workers' Compensation (WC) Act*. Specific information includes:
 - Reporting of accidents
 - Reporting unsafe working conditions
 - Process for exercising their right to refuse unsafe work
4. **Procedures and Codes of Practice:** Explain the company's procedures and codes of practice as it pertains to the employee's job and department. Outline the expectations for the employee and the employee's supervisor to adhere to all standards.
5. **First Aid:** Introduce first aid providers, indicate areas for first aid kits or room, explain to employees how to summon first aid for themselves or for a co-worker.
6. **Accident/Injury Reporting Procedures:** Explain the established company procedure and contact people for reporting any injuries sustained by the employee.
7. **Emergency Procedures and Preparedness:** Review the company's emergency personnel contact info; evacuation plan, including exit routes; evacuation signals and sirens; location of eyewash stations and showers, fire extinguishers, and alarm pull boxes; identify fire marshal(s); and identify exposures. Other procedures may include:
 - Bomb threats/suspicious packages
 - Threatening, violent or disruptive behaviours
 - Chemical spills, gas leaks
 - Debriefing assistance for critical incidents
8. **Personal Protective Equipment (PPE):** Review the required PPE (legal) standards for specific jobs or job tasks, including the appropriate use, fitting, storage, and maintenance for assigned jobs.

Other topic areas may also need to be included in the orientation information. Two common topics that you may want to include are:

- **Code of Practice for Working Alone:** Outline the process for any employee who works alone so they can remain safe on the job or to be able to summon emergency assistance, if required.
- **Workplace Hazardous Material Information System (WHMIS):** Explain where hazardous material and substances are located and review the labeling system, hazardous symbols and location and contents of the Material Safety Data Sheets (MSDS). Train employees on site-specific products and accompanying MSDS material.

6. HOW DO I GET STARTED?

All companies should have an orientation policy that sets forth the company's process for delivery of orientation, specifies who will deliver the orientation and outlines the mandatory topics all new employees must receive before beginning work. A sample orientation policy can be found in the appendix (*Appendix B, page 47*).

7. HOW DO I DEVELOP AN ORIENTATION SESSION?

Orientation and job-specific training must be completed by the company before a new employee starts work. If your company does not currently have an orientation model, you may develop one using the following process:

Step 1: Evaluate the employee's training needs

For new employees, a good starting point is to compare the employee's job description to the job hazards. If your company does not have job descriptions, now is the time to develop them.

The job descriptions should outline all the hazards the employee will be exposed to, the control mechanisms for those hazards and contact information for the department supervisor, if the employee requires assistance.

Not every employee may need a full new-hire orientation. For example, if the employee is returning to the job after a period of absence, the employee may not need to review the company contact information or certain company policies or procedures. A simple one-on-one interview with the returning employee will indicate whether or not the returning employee has the necessary information about a specific topic.

A company should **never** assume or take for granted that all employees returning to the workforce after a period of absence will be thoroughly familiar with all the policies, procedures and codes of practice for their department(s) or the entire company. It is up to the company to assess all returning employees' knowledge of the company's health and safety management system and provide the necessary information to the employees who need thorough orientation.

Step 2: Develop a plan to deliver the orientation information

Orientation should be a one-on-one process. Although it may seem time consuming, one-on-one delivery of information allows for adequate time with the new employee to review all the necessary information to ensure the employee is knowledgeable about how to do their job safely.

- Plan to sit down with the new employee and personally review policy and procedure documents.
- Take the new employee on a personal tour of the facility, detailing items such as introductions to co-workers and staff, emergency exits, first aid stations and demonstrations of the company's processes.

- New employees should demonstrate to their employer that they understand how to complete processes and the employer should evaluate (at that time) the new employee's ability and provide further direction, if needed.
- Having demonstrated company processes to the new employee, the employee should be assigned a "buddy". This person should be someone from the department who is very familiar with the company's policies and procedures. **The employee's buddy should act as a mentor, not as their supervisor.** Under no circumstances is an employee's buddy a replacement for management's responsibility to ensure the new employee's safety. The buddy is not legally responsible for the employee and supervisors must stress to new employees that if they find themselves in need of additional assistance, it is up to the employee to speak to the supervisor.

Step 3: Evaluate the employee's progress

Within the first week, the new employee should meet with their supervisor to go over the employee's performance and comfort level on the job. Too often, new employees are left on their own and not questioned about their comfort level with the job, asked to demonstrate their ability to do the job, nor questioned about the company standards.

At the end of the first week and periodically thereafter, the supervisor should have a face-to-face conversation with the new employee and ask the employee direct questions about their new role: "Is there any task or part of the job you find difficult or are struggling with?" "Is there any additional assistance or training I can offer you?" or "Can you show me how to proceed in this situation?"

Maintaining open lines of communication and keeping in touch with new employees is crucial to the employees success in their new job.

Step 4: Recognition or correction

By the end of the company's probationary period for new hires, the new employee should have a face-to-face performance review, including things such as ability to work in teams, ability to meet deadlines, adherence to company policies and procedures, and possible areas for improvement.

It is crucial that if supervisors feel a new employee needs additional training or direction, the employee is given the opportunity to correct past mistakes and receive additional training, if required. Turning a blind eye to an employee's mistakes (intentional or unintentional) not only puts that employee at risk but may also put others at risk. Supervisors cannot assume mistakes will be self-corrected. If an employee is not following policy or procedure, supervisors should review it again.

Under due diligence, supervisors are responsible to either correct employees who do not follow standards or take disciplinary action with that employee. If disciplinary action is required, supervisors must document the situation and proceed by the company directives for the situation.

Step 5: Documentation

All orientation and training records of new employees must be kept on hand at the employer's place of employment for at least three years. Orientation documents should be filed in the employee's personnel file along with all their training records. WorkSafeNB's health and safety officers have the right to ask for and review the employee orientation and training records at any time, therefore the documents should be readily accessible.

8. WHO DELIVERS ORIENTATION IN COMPANIES?

New employee orientation, typically, is a multi-faceted process, in which many people are responsible for delivering the health and safety orientation information. These people include: human resources personnel; health and safety co-ordinators; senior level management and assistant managers; department heads; and supervisors. (Depending on the company's orientation and training requirements, other individuals may be assigned responsibility for health and safety orientation of new employees.)

To ensure accountability for health and safety under the Internal Responsibility System, before outlining the orientation matrix, companies must first assign management with their roles and responsibilities. Such an outline may follow this model:

Management is responsible for:

- Establishing and approving written instructions for safe work procedures.
- Demonstrating effective leadership in all areas of health and safety.
- Accepting full responsibility for implementing all health and safety initiatives, including codes of practice, and actively participating in health and safety issues.
- Providing management support to the JHSC.
- Establishing appropriate procedures to confirm that supervisors know, understand and manage health and safety requirements within their departments.
- Establishing and maintaining effective communications with senior management and supervisors.
- Instructing department personnel in how to train staff in emergency procedures and protocols.
- Ensuring regular inspections of facilities and departments.
- Providing the necessary process to confirm that all machinery, tools and equipment used by departments are adequately maintained so no hazards exist to any persons during its use.
- Developing a hazard identification procedure and determining who will manage and upgrade the process.
- Making appropriate and timely decisions in the purchasing of PPE and confirming with supervisors that new employees are properly trained in its use, maintenance and storage.
- Providing management support and leadership, as necessary, to provide for a safe and healthy workplace, in compliance with legislation and internal policy standards.

- Providing supervisors with adequate resources to implement all policies and procedures.
- Complying with legislative standards (federal and provincial acts, regulations and environmental standards).
- Receiving and responding to recommendations for policy and procedure changes regarding health and safety.
- Receiving and responding to health and safety concerns and unsafe conditions brought forward by supervisors.
- Receiving and reviewing all inspection reports, committee reports and health and safety initiatives.
- Providing medical and first aid locations, first aid kits and reviewing emergency response protocol, including fire and evacuation planning.
- Providing the necessary enforcement for compliance with health and safety policies, procedures and codes of practice.
- Confirming with supervisors that new employees are provided with sufficient orientation and training in safe work procedures and hold supervisors responsible to effectively orient and train new employees.
- Set the highest example possible to contribute to, support and acknowledge good health and safety practices.
- Ensuring that all reportable accidents, injuries and events are reported to WorkSafeNB within the legislated time frames.

Supervisors are responsible for:

- Knowing and understanding all current workplace legislation, providing current copies of the legislation to employees and hands-on instruction as outlined in the regulations.
- Planning for all health and safety orientation activities in compliance with legislative standards and company policies, procedures and codes of practice.
- Regularly reviewing with employees safety rules and work procedures specific to their departments.
- Providing ongoing, adequate direction, training, instruction and supervision for safe work practice.
- Ensuring that new employees receive and understand all orientation and/or training required before beginning work.
- Conducting and documenting monthly departmental inspections and reporting unsafe conditions and equipment to appropriate personnel, and correcting such conditions where it is within their authority to do so.
- Conducting and documenting department hazard assessments, including all machinery, equipment, and tools.
- Providing ergonomic assessments of workstations, work processes and providing necessary changes to such as required for employee safety.
- Receiving and reviewing with employees all incident and accident reports, including WorkSafeNB's *Form 67*.
- Conducting accident and incident investigations, completing the necessary forms and forwarding recommendations to management and the JHSC.
- Managing workplace accommodations for department employees.
- Providing medical treatment, as required.

Supervisors play an important role in new employee orientation. Supervisors, under the *OHS Act*, are by definition “employers”, and, therefore, have a legal obligation to provide all the necessary and adequate information, hazard and risk assessment (and control) information, as well as direction, facilitation and clarification of all company policies, procedures and codes of practice.

In most workplaces, supervisors are responsible to manage and direct employees’ work and enforce compliance standards. By this standard, supervisors are effectively exercising *due diligence*.

The basis of due diligence is **only** established when management provides an accountability system of roles and responsibilities. It is important to note that a supervisor can only meet their due diligence obligations if management has provided them with a detailed outline of their job responsibilities and the necessary training, tools, equipment and resources.

If supervisors are not provided with the means or the opportunity to provide adequate orientation and/or training for new employees, neither supervisors nor the company can reasonably assume they are complying with legislation.

TOPIC 1

EMPLOYER CONTACT INFORMATION

For new employees, employer contact information is essential, particularly for employees who work in large, multi-divisional facilities, field staff, employees who work alone and employees who are regularly exposed to high-risk workplace hazards. Examples of high-risk workplaces may include:

- Agriculture, forestry, logging, aquaculture and fish processing.
- Construction.
- Emergency response, including firefighters and police.
- Health care settings, including residential care and nursing home facilities.
- Manufacturing, including refining and sawmill operations.
- Mining, including emergency mining response teams.
- Service sector occupations exposed to criminal and violent behaviours.
- Sectors that handle, maintain, distribute and collect cash in a fixed location.
- Retail and hospitality.

Employers are obligated to provide employees with all the necessary contact information so they can easily and readily access it in case of an emergency.

In addition to providing the employees with names of company managers, department heads, supervisors and forepersons, additional information or numbers needed may include:

- Direct line phone numbers, cellphone numbers, pager numbers, and email addresses of employee's supervisor, manager, department head(s) and administrative staff.
- Company contact phone numbers (including security, reception, emergency after-hours, toll-free and other applicable departments).
- TTY, if applicable.
- Company address, including postal code, civic and route numbers.
- Company fax number(s).
- Roadside assistance (field staff).
- Emergency contact information such as fire, hazard response, hospital, police, ambulance and poison control.

TOPIC 2

CONTACT INFORMATION FOR YOUR JHSC OR H&S REPRESENTATIVE

WHAT IS A JOINT HEALTH AND SAFETY COMMITTEE?

It is the employer's responsibility under the *OHS Act* [subsection 14(1)] to form a JHSC for any company with 20 or more employees regularly employed at a place of employment. This does not apply to project sites.

The JHSC is an advisory committee committed to strengthening the health and safety culture in a workplace to prevent and reduce injuries and occupational disease.

Through regular monthly meetings, the JHSC helps employers promote health and safety by providing guidance and recommendations on health and safety issues that arise in the workplace. JHSC members audit the company's Internal Responsibility System by analyzing the health and safety information they receive from management and the information they collect through their mandate to determine the effectiveness of the health and safety systems.

JHSC members are required to complete a JHSC and Health and Safety Representative Educational Program as outlined in the *OHS Act* [subsections 14.1(2), 14.5(2) or 14.5(3)].

WHAT IS A HEALTH AND SAFETY REPRESENTATIVE?

Workplaces with between five and 19 employees that are not required to have a JHSC may have a health and safety representative. Like JHSC members, the representative is committed to improving health and safety conditions in the workplace.

The health and safety representative is selected by workers at the workplace [subsection 17(3), *OHS Act*] and may do health and safety activities as would a JHSC member. The health and safety representative must regularly consult with the employer [subsection 18(2), *OHS Act*] and the employer must post the name of the representative in a prominent place at the workplace.

For project sites, the health and safety representative must attend the JHSC and Health and Safety Representative Educational Program.

WHAT DO NEW EMPLOYEES NEED TO KNOW ABOUT A JHSC?

A company should provide new employees with basic information about the company's JHSC and how members can be contacted. This information can include:

- JHSC's purpose (both legislative and internal standards based on the JHSC's terms of reference).
- How the JHSC promotes and supports the company's health and safety management system.
- Names of committee members and the departments where they work.
- Co-chairs and the departments where they work.
- Contact information such as phone numbers, email addresses, shift schedules.
- How often, location and approximate time the JHSC meets.
- JHSC's mandate, goals and objectives.
- How to bring agenda items or issues and concerns forward to the JHSC.
- The JHSC's role and their contact information in the event of a work refusal, and any documentation required.
- How a new employee can become a JHSC member.
- Training required for JHSC members and health and safety representatives (JHSC and Health and Safety Representative Educational Program, *Regulation 2007-33*).
- Any other contact information deemed necessary, based on your company's profile and schedules.

New employees should personally meet with committee members to put a face to a name and to ask questions directly to members about the JHSC's role and responsibilities as health and safety representatives. New employees should meet with the JHSC members as soon as possible after starting with the company or re-entering the workforce. (See *Appendix M, page 70*)

TOPIC 3

EMPLOYER AND EMPLOYEE RIGHTS AND RESPONSIBILITIES

EMPLOYER AND EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE *OHS ACT*

To establish a management system for the Internal Responsibility System for workplace health and safety, the workplace must first define who is responsible for developing, implementing and enforcing the legislated and internal standards.

To help workplaces understand the legal obligations of employees and employers, the *OHS Act* outlines the following:

Employee is defined as:

- (a) a person employed at a place of employment, or
- (b) a person at a place of employment for any purpose in connection to the place of employment.

Employer is defined as:

- (a) a person who employs one or more employees,
- (b) a manager, superintendent, supervisor, overseer, or any person having authority over another, or
- (c) an agent of any person referred to in paragraph (a) or (b).

A common misconception among employees is the belief that the employer is **solely** responsible for workplace health and safety. While the concept of due diligence places the onus on the employer to take all reasonable precautions to protect the health and safety of employees, employees also play a key role in workplace health and safety.

It is the responsibility of employees to ensure they understand, follow and comply with workplace legislation and the company's internal policies and procedures.

EMPLOYEE RESPONSIBILITIES

All New Brunswick employees have legal responsibilities defined under the *OHS Act*:

1. **Comply with the *OHS Act* and its Regulations:** Employees must familiarize themselves with the workplace legislation and if they do not understand the legal standards, they must ask supervisors or management for clarity or an interpretation of the requirements. Employees should also request training for any portion of the legal standard for which they have little or no knowledge or training.

2. **Ensure safe conduct:** Employees must not participate in horseplay or take shortcuts when performing their jobs (not taking time to do a pre-use inspection on machinery, for example). Employees are responsible for knowing, understanding and complying with the workplace requirements for the company's day-to-day operations and asking for assistance when they are unclear about a workplace process to complete a job task safely.
3. **Reporting hazards:** If an employee encounters an unsafe or harmful condition or situation or if they are unclear if a task is safe, the employee is responsible to report this immediately to their supervisor. This process should be documented and the employee should not attempt to guess how to complete any task until the hazardous condition is corrected.
4. **Wearing the proper personal protective equipment (PPE):** While it is an employer's responsibility to provide employees with PPE, it is the employee's responsibility to wear, use and inspect the PPE daily. If PPE is not provided or sub-standard, employees must notify their supervisor immediately.
5. **Co-operate with the JHSC and WorkSafeNB's health and safety officers:** While the legal standard allows for a company to operate without third party intervention (the Internal Responsibility System), there may be times when a recommendation from an outside enforcement agency (WorkSafeNB) or a company's JHSC is warranted. If this happens, it is the employee's responsibility to co-operate with WorkSafeNB's recommendation for the purpose of protecting themselves and the entire workforce.

EMPLOYEE RIGHTS IN NEW BRUNSWICK WORKPLACES

Under New Brunswick legislation, all employees are entitled to three fundamental rights:

1. The right to know

All employees have the right to receive the training needed to do their job safely and must be informed of:

- Workplace hazards identified through orientation, day-to-day operations, entire facility inspections, daily pre-use inspections of tools, equipment and machinery, reporting mechanisms for sub-standard working conditions, communications standards for people working alone and the process for correcting substandard conditions.
- Safe work policies, procedures and codes of practice, as outlined by both the legislation and the internal company standards.
- Emergency procedures, emergency evacuation, first aid legislation and first aid procedures, accident reporting and investigation procedures.

If at any time employees are unsure about tasks they must complete or are concerned about their safety, they must communicate this to their supervisors.

2. The right to participate in health and safety initiatives

All employees have the right to participate in resolving health and safety concerns and in identifying and controlling workplace hazards. An effective mechanism to address health and safety concerns is through a company's JHSC. In fixed workplaces with 20 or more employees, JHSCs are formed to help address the workplace's health and safety concerns and to brainstorm possible resolutions.

3. The right to refuse dangerous work

All employees have the right to refuse work they believe may be dangerous to their health or safety, or to that of others. Employees who are not issued nor have proper and adequate personal protective equipment, on-the-job-training, clear understanding of their job procedures or are placed in a hazardous workplace situation (working alone without a communication procedure, for example) can exercise their legal right to refuse the task at hand. The process outlined in the *OHS Act* (sections 19-23) for the right to refuse is:

- Step 1:** The employee must immediately report the condition or situation of concern to their supervisor.
- Step 2:** If after reporting the concern to their supervisor and it is not addressed and resolved, the employee is to report the concern to the company's JHSC. If it is resolved, the employee must return to work.
- Step 3:** If after the employee reports a concern to both their supervisor and the JHSC and it is not resolved, the employee must contact WorkSafeNB and explain the situation. The employee must remain at the workplace, however, until their shift has ended and they may only return to the task in question when the situation is no longer dangerous.

At all times during a work refusal process, employees are **strongly** encouraged to document their concerns regarding the dangerous situation or condition, persons they have spoken to, and the outcome of any conversations. A template of this document can be found in the appendix.

EMPLOYER RESPONSIBILITIES

In New Brunswick, employers are responsible for managing workplace safety in their company. The *OHS Act* outlines clearly defined responsibilities for employers to address health and safety practices in the workplace as part of their due diligence:

1. **Take every reasonable precaution to ensure health and safety:** Because employers have the ultimate control of workplaces, they also have the duty to ensure the workplace remains a safe place for all employees, contractors, sub-contractors and clients who are working within and for the company. It is the employer's responsibility, therefore, to develop, implement, enforce and review the proper safety procedures and policies with everyone **working in or at that company**. This orientation and training process must be documented.

2. **Comply with all workplace legislation:** Employers are responsible to read, understand, comply with and provide to the workforce all applicable workplace legislation. Updated copies of workplace legislation must be accessible at all times to the workforce and reviewed with them so employers can ensure the employees understand the responsibilities of both parties.
3. **Ensure employees comply:** While it is the employer's duty to develop a health and safety management system, the system will only be as good as the mandatory enforcement of the required practices. Employers must set the example of compliance by following all policies and procedures. They, too, must ensure employees comply.
4. **Maintain equipment in good condition:** Employers are responsible to ensure all materials, equipment, tools, PPE, machines and procedures meet both manufacturer and legal standards. Through spot checks, requiring employees to do pre-use inspections and regular (documented) formal inspections, employers can identify and correct any sub-standard conditions.
5. **Advise employees of hazards:** Employers have a legal duty to inform the workplace of any hazards that may result in a near-miss or injury. Employers must develop a hazard identification system where hazards can be identified, corrected and communicated. The workplace must have the necessary policies and procedures in place to ensure employees are not put at risk.
6. **Provide training and supervision:** As stated previously, a good health and safety system can only be as good as the mandatory practice of following the system. Employees need to be trained (through job orientation and regular training sessions) on all procedures necessary for them to complete their daily tasks. In addition to regular training, supervision must be present or readily accessible at all times, particularly when dangerous work is being carried out or when new employees are on the job.
7. **Provide personal protective equipment (PPE):** The employer is responsible to either provide or make accessible to all employees the proper PPE as required by the legislation. Some PPE may need to meet certain external standards such as CSA or ANSI approval. Employees should check PPE for these standards (as outlined in the legislation) as well as the condition of the PPE (not ripped, frayed, torn or sub-standard). Employers, once notified of sub-standard PPE, must remove or fix PPE to ensure it is safe.
8. **Establish a JHSC:** Depending on the number of employees at the workplace or the type of work (construction or project sites) carried out, the employer may have a duty to ensure a JHSC is established and: meets monthly; consists of equal representation; members complete the legislated education program; produce and post meeting minutes; and, forwards a copy of the JHSC minutes to WorkSafeNB.
9. **Develop a process and conduct workplace inspections:** Employers have a duty to develop, in conjunction with the JHSC, an inspection process that will cover the entire workplace. Training should be provided to the designated inspectors and any substandard conditions that are identified during the inspection must be documented and followed closely by a process to ensure that corrective action for the substandard conditions is carried through.

10. Report accidents to WorkSafeNB: Employers are responsible to report workplace accidents to WorkSafeNB. The first step is to establish a workplace procedure informing workers of their requirement to notify you of any accident before leaving the place of employment. Employers must IMMEDIATELY CALL 1 800 999-9775 TO REPORT THE FOLLOWING INCIDENTS:

- Any accidental explosion or exposure to a biological, chemical, or physical agent, whether or not a person is injured.
- Any catastrophic event or equipment failure that results, or could have resulted in an injury.
- Worker admission to a hospital facility as an in-patient.
- A loss of consciousness.
- Burns requiring medical attention beyond first aid treatment.
- Fractures (other than to fingers or toes).
- Loss of vision in one or both eyes.
- Deep lacerations requiring medical attention beyond first aid treatment.
- Amputations.
- Fatalities.

If the employer must report an accident to WorkSafeNB, the employer must secure the site to prevent further injury and preserve the scene of the accident so WorkSafeNB health and safety officers may start their accident investigation.

11. Advise JHSC of accidents: Outlined under subsection 43(2) of the *OHS Act*, where WorkSafeNB has been notified about a workplace accident, the JHSC or health and safety representative must also be notified.

12. Establish a health and safety program: For workplaces with 20 or more employees regularly employed in New Brunswick, the employer must establish a health and safety program that includes the components specified in subsection 8.1(1) of the *OHS Act*.

In addition to the employer's legislative requirements under the *OHS Act*, there are numerous references to employer duties outlined under other workplace regulations:

- *Regulation 84-26 Administration Regulation*
- *Regulation 88-221 Workplace Hazardous Materials Information System*
- *Regulation 91-191 General Regulation*
- *Regulation 92-106 Code of Practice for Working with Material Containing Asbestos*
- *Regulation 92-133 Code of Practice for Working Alone*
- *Regulation 96-105 Underground Mine*
- *Regulation 2004-130 First Aid*
- *Regulation 2007-33 Training and Designated Trades Regulation*

For both employees and employers, report all unsafe and unhealthy conditions, work processes and hazards for immediate attention and correction. Don't wait for injuries to occur to take action.

THE WORKERS' COMPENSATION (WC) ACT

The *WC Act* of New Brunswick is founded on the Meredith Principles where in 1913, William Meredith proposed a compensation system of guaranteed protection for workers. Under this proposal, Meredith outlined principles where all employers would collectively share the responsibility for benefits for injured workers, and could not collect compensation contributions from workers.

NO-FAULT COMPENSATION

The first *WC Act* was proclaimed in Ontario in 1915 and made all workers eligible to receive benefits for work-related injuries or occupational disease, regardless of who is at fault. In addition to the fact that fault was irrelevant, **the worker and the employer waived the right to sue**. In New Brunswick, workers' compensation is administered through a no-fault insurance system.

Definition of “employer” under the *WC Act*

- Every person having in their service under contract of hire or apprenticeship, written or oral, expressed or implied, any worker engaged in any work in or about an industry.
- A municipal corporation, commission, committee, body or other local authority established or exercising any powers or authority with respect to the affairs or purposes, includes school purposes of a municipality.
- A person who authorizes or permits a learner to be in or about an industry for the purposes mentioned in the definition “learner”.
- A deemed employer.
- The Crown in right of the Province of New Brunswick, and of Canada, and any permanent board, commission, or corporation established by the Crown in right of the Province of New Brunswick, or of Canada, in so far as they, or either of them, in their capacity as employers, submit to the operation of this Act.

ROLE AND RESPONSIBILITIES OF EMPLOYERS UNDER THE *WC ACT*

Employers must:

- Register with WorkSafeNB (three or more workers, full or part-time).
- Pay assessment premiums.
- Establish a procedure informing workers of their requirement to notify their employer of any accidents that must be reported to WorkSafeNB.
- Complete and submit a *Form 67, Report of Accident or Occupational Disease*, Report of Accident or Occupational Disease when a worker has sought medical attention and/or missed time from work due to an injury **or is unable to perform the regular work duties beyond the date of accident**.
- Help injured workers return to work by offering modified or alternative employment.

Definition of a “worker” under the *WC Act*

The *WC Act* states that a “worker” means a person who has entered into or works under a contract of service or apprenticeship, written or oral, expressed or implied, whether by way of manual labour or otherwise, and includes:

- A learner.
- An emergency services worker within the meaning of any agreement made under the *Emergency Measures Act* between the Government of Canada and the Government of New Brunswick in which provision is made for compensation with respect to the injury or death of such workers.
- A member of a municipal volunteer fire brigade.
- A person employed in a management capacity by the employer, including an executive officer of a corporation, where that executive officer is carried on the payroll.

ROLES AND RESPONSIBILITIES OF WORKERS UNDER THE *WC Act*

In the event of an accident, injury or occupational disease at work, workers must immediately:

- Report the accident according to the procedure established by the employer before voluntarily leaving work, even if the worker does not require medical attention.
- Get medical treatment, as required.
- Jointly file a claim for benefits using a *Form 67 – Report of Accident or Occupational Disease* with the employer, if required.
- If workers seek medical attention for a work-related injury and the physician does not ask if it is work-related, workers must indicate it is a work-related injury so the physician can forward medical reports to WorkSafeNB immediately.

Definition of an “accident” under the *WC Act*

Under the *WC Act*, an accident must arise out of and in the course of employment, and include one of the following:

- A willful and intentional act, not being the act of the worker who suffers the accident.
- A chance event or incident occasioned by a physical or natural cause.
- A disablement caused by an occupational disease.
- A disablement or disabling condition caused by employment.

An occupational disease is a disease peculiar to or characteristic of an industrial process, trade, or occupation, or a disease that arises out of and in the course of employment.

An accident does not include the disablement of mental stress or caused by mental stress, unless it resulted from an acute reaction to a traumatic event.

Where the employer is insured under the *WC Act*, a *Form 67* must be sent to WorkSafeNB within three days of receiving notification of a work-related injury that resulted in:

- Medical costs.
- Wage loss.
- Injured worker is unable to perform the regular work duties beyond the date of accident.

A *Form 67* does not have to be filed for accidents when no medical costs or wage losses are incurred, or when the injured worker is able to continue regular job duties. Even though notification of the event to WorkSafeNB may not be required, employers must record the accident and obtain the following information in case the event becomes a reportable incident:

- The nature of the accident, and how it happened.
- When it happened (date and time).
- Why it happened.
- The worker's name and address.
- Where it happened.
- The date the file was recorded (to be kept for five years).

If the employer is not, at the time of the accident, submitting a *Form 67* to WorkSafeNB, it is extremely important to collect and maintain records of any workplace injury for future reference.

Other information related to the accident employers should collect:

When completing the *Form 67*, employers must obtain information about the events leading up to the injury by asking the injured worker if there were any witnesses to the accident and the specific activities in which the worker was engaged at the time of the injury. Employers should also speak with the injured worker's co-workers and any witnesses.

What if a worker and an employer disagree about information related to an accident?

A complete report of the accident, using a *Form 67*, must be made even if there is disagreement between an employer and an employee. Situations may arise where there is doubt about whether an employee sustained a work-related injury, or whether the employee's symptoms relate to a pre-existing condition, and not to activities at work. In other words, did work cause the injury?

The employer has the right to appeal a worker's claim, however, a *Form 67* must still be completed and submitted to WorkSafeNB. A *Form 67* provides for the indication of disagreement by the employer. The employer may provide information on the nature of the disagreement with the information on the form.

Can employers and workers agree not to report the accident?

No. Both employers and workers are required by law to report to WorkSafeNB all work-related injuries meeting the criteria.

“No employer shall dismiss, suspend, lay off, penalize, discipline or discriminate against a worker because the worker suffered a personal injury by accident in respect of which the worker is, in the opinion of WorkSafeNB, entitled to make application for compensation.”

TOPIC 4

HEALTH & SAFETY PROCEDURES AND CODES OF PRACTICE RELATED TO THE EMPLOYEE’S ASSIGNED JOB TASKS

All employers, regardless of company or industry, must develop workplace procedures and codes of practice related to an employee’s job tasks. What does this mean? Why do you need procedures and codes of practice? How do you start?

WHAT DOES THIS MEAN?

Employers must have safe operating procedures or codes of practice for all company positions that will ensure employees are provided with adequate instructions and guidelines on how to work safely.

HOW DO I START?

As a starting point, employers must ask:

- Do I have safe work procedures or codes of practice?
- Do the procedures and codes of practice adequately address all the hazards associated with the employees’ job tasks?
- Have employees been instructed on these procedures and codes of practice?
- Has management, including supervisors, asked for employees to demonstrate how to safely complete job tasks according to the company’s procedures and codes of practice?
- Are the procedures and codes of practice documented?
- Am I satisfied that employees have adequate training and have I documented that training?

WHAT IS A PROCEDURE?

A procedure is a specific, step-by-step course of action that outlines how employees can safely complete tasks and jobs. Procedures are guidelines and provide details to employees on how best to protect themselves while working in hazardous conditions or situations. The requirement for a company to develop and manage procedures may be a legislative standard or a company’s best practice.

An example of a step-by-step procedure for injury and incident reporting can be found in Appendix I. *(See page 63)*

WHAT IS A CODE OF PRACTICE?

A code of practice is a documented set of rules that outlines to employees how, when working in hazardous situations or environments, to safely conduct themselves so that all workers are protected. It is a detailed procedure for specified circumstances that must be posted in the workplace.

WHAT SHOULD BE CONTAINED IN A CODE OF PRACTICE?

There are seven elements that should be contained in a code of practice:

1. An introduction identifying:
 - The hazardous substances and situations that may be encountered.
 - A description of the hazards.
 - The possible effects on health or safety.
2. Identification of the person or persons at risk from the hazardous substances and situations.
3. Identification of the person or persons responsible for implementing the code of practice.
4. The time, day, event, etc. before, during, or after which the code of practice might be applicable.
5. The location or locations where the code of practice might apply (for example, all ceilings throughout the building or the tank of the delivery truck in the yard).
6. The methods and equipment to be used to ensure the health and safety of any employee at risk.
7. Emergency procedures and equipment that might be required in case any of the regular procedures or equipment fails.

RULE OF THUMB

All procedures and codes of practice must be current, dated, signed by management and visible in the workplace.

HOW TO PROCEED

Because every job and tasks associated with a specific job are different, a generic template for procedures is **not** a practical document. All jobs, regardless of title, should outline both specific and generic duties that are expected of workers. Because of this, individual companies must develop procedures internally. However, that is not to say companies cannot review procedures from other sources to help develop workplace procedures.

PROPOSED RESOURCES FOR DEVELOPING PROCEDURES

1. **Refer to New Brunswick’s *OHS Act* and Regulations for information on health and safety legislation that applies to all N.B. workplaces:** This legislation requires employers to develop minimum standards for certain types of work. For example, written lockout procedures must be developed and followed when employees are required to clean, maintain, adjust or repair machinery. Review the Act and Regulations in detail to ensure you are covering all of the required topics with your employees.
2. **Consult with associations and representative groups that establish standards for your company or industry:** In New Brunswick, there are industry-specific associations that provide training and education on industry-related hazards, such as the New Brunswick Forest Safety Association and the New Brunswick Construction Safety Association.
3. **Consult with industry experts:** You are not alone. Industry experts across Canada focus on industry standards, best practices, general information and safety information. Check various websites related to your industry to find out current issues of concern and updated safety information.
4. **Refer to manufacturers’ standards:** Specific design and operational standards are set by manufacturers to determine quality and provide safety-related information. Before purchasing or operating equipment, refer to the legislation to determine if your company is required to use specific tools, equipment or personal protective equipment for the type of work assigned to your employees.
5. **Ask for input from employees, supervisors, JHSC members or safety representatives:** Some of the most valuable information on company procedures come from within. Rely on the expert opinion and experience of the company’s workers to inform you of the status of current procedures; what works well, changes that are needed, and processes that need to be developed.
6. **Consult with WorkSafeNB:** WorkSafeNB prevention staff consult with employers on safety legislation and offer a variety of safety-related services to help employers develop health and safety practices to prevent workplace injuries and illness. For information on these services, consult your regional WorkSafeNB office.
7. **Websites:** The Internet provides employers with numerous health and safety resources. Search through various websites to locate information relevant to your workplace.

Some suggested sites:

Canadian Centre for Occupational Health and Safety: www.ccohs.ca

WorkSafeNB: www.worksafenb.ca

WorkSafeBC: www.worksafebc.ca

Things to keep in mind when developing procedures and codes of practice:

- Keep the details of your documents simple and include step-by-step instructions.
- The documents should clearly state **how** employees are expected to safely complete tasks.
- Avoid using technical terms and acronyms that may not be easily understood.
- Never assume your employees will always know what to do or who to ask for assistance.
- Provide your employees with **written** procedures and codes of practice, and make these available at all times.
- Ensure supervisors have trained employees in the company’s procedures and codes of practices.
- Ensure supervisors document the training.
- The best procedures and codes of practice are straightforward, step-by-step, and easy to read handbooks that should be considered from the employees’ perspective.

The task of developing procedures and codes of practice may seem overwhelming; however, it is a simple process of identifying the necessary steps for employees to do their job safely. Areas of special concern may include:

- The positions or jobs in your company considered high-risk (where the most serious injuries are likely to occur).
- The positions or jobs in your company that have a higher than normal rate of injuries or incidents.

A common code of practice that is required in workplaces is for employees who work alone. The New Brunswick *Code of Practice for Working Alone (92-133)* under the *OHS Act* requires employers to establish a company code of practice for all employees who work alone. While the regulation does not specify a definition for the term “working alone”, it directs the employer to:

“Establish a code of practice to ensure, as so far as reasonably practical, the health and safety of an employee who works alone at any time at a place of employment from risks arising out of, or in connection with, the work assigned.”

Employers may consider, therefore, developing standards for not only employees who work by themselves, but also lone workers who are or may be:

- Out of direct contact with other employees or supervisors.
- Working for a period of time or in a circumstance where assistance is not readily available to the employee in the event of injury, illness or emergency.

EMPLOYER RESPONSIBILITIES

For businesses that require employees to work alone or in situations where employees may not be in direct contact with other employees, the employer must establish and communicate a working alone policy and procedures that will outline roles and responsibilities for supervisors and employees.

(See Appendix D, page 51)

WORKING ALONE – PROCEDURE

Supervisor role and responsibilities

Supervisors are responsible to conduct a risk assessment to:

- Identify existing or potential safety hazards associated with **working alone**. *(See page 61)*
- Implement safety measures to reduce the risk to workers from the identified hazards.
- Develop and implement an effective means of communication between the worker and persons capable of responding to the worker's needs in case of an emergency or the worker is injured or ill.
- Regularly contact the worker at intervals appropriate to the nature of the hazard.

Working alone: Individuals who are working by themselves or lone workers who are:

- Out of direct contact with other employees or supervisors.
- Working for a period of time or in a circumstance where assistance is not readily available to the employee in the event of injury, illness or emergency situation.

PROCEDURE

1. Any individual who is assigned to work alone or in isolation must complete (document) with their supervisor the risk assessment chart before doing the task.
2. Supervisors will establish a communication process with the employee and determine an appropriate timeline for check-ins before doing the task. (Check-in times are identified before, during and after the job is completed.)
3. Employees must alert the supervisor immediately of any new hazards or situations that may arise during the course of the job.
4. Unless conditions change, the supervisor will continue to conduct the risk assessment for all employees who work alone.

The risk assessment chart is to be reviewed and completed by the supervisor with all employees who work alone before starting the job or task. Both the supervisor and employee will sign and date the chart upon completion. *(See Appendix H, page 60)*

TOPIC 5

FIRST AID AND REPORTING ILLNESSES & INJURIES

Under the *First Aid Regulation (2004-130)*, employers are responsible to establish, maintain and visibly post all information regarding adequate first aid supplies, providers, equipment and facilities in the event of a workplace injury.

EMPLOYER RESPONSIBILITIES FOR FIRST AID

Employers have a duty to ensure the following protocol is established and communicated to the workplace (2004-130):

- Assess the risks at the workplace to establish first aid protocol [subsection 4(3)].
- Establish, in writing, an emergency communication procedure for employees to summon assistance [subsection 5(1) and 5(2)].
- Post emergency communication procedure [subsection 5(3)].
- Establish, in writing, an emergency transportation procedure outlining how to transfer ill or injured employees to medical services [subsection 6(1)].
- Designate first aid providers [subsection 7(1)].
- Post names of trained first aid providers [subsection 7(2)].
- Have first aid providers trained in workplace first aid [subsection 8(1)].
- Have protocol for first aid providers to practice annually a minimum of six hours first aid [subsection 8(7)].
- Keep records of first aid for a period of five years [subsection 10(3)].
- Establish and maintain first aid requirements as outlined in Schedule A of *New Brunswick Regulation 2004-130*.

EMPLOYEE RESPONSIBILITIES UNDER NEW BRUNSWICK REGULATION 2004-130

Under section 9 of *New Brunswick Regulation 2004-130*, the employee is responsible for reporting to the employer, as soon as practical, the first signs of illness or any workplace injury.

SUPERVISOR ROLE

With the establishment of first aid procedures and policies, supervisors must communicate to employees all information related to first aid during the orientation session. A First Aid/Accident Reporting template can be delivered to employees during an orientation session. Items contained on the template are not all-inclusive and must be written to satisfy the needs and potential emergency situations of your workplace. (See Appendix K, page 67)

TOPIC 6

ACCIDENT/INCIDENT REPORTING PROCEDURES

WHAT IS AN ACCIDENT?

Employers must clearly communicate to new employees the importance of accident/incident reporting within their company. Accident/incident reporting policies and procedures must be developed and reviewed periodically to ensure the workplace is effectively supporting the management's health and safety goal of providing healthy and safe work environments for employees.

The term “accident” may be defined in a variety of ways. Traditionally, accidents are considered to involve people, not property, unless there has been a major catastrophe. For example, we often hear of “industrial accidents” when there has been a fire or explosion. A “mining accident” typically means that there has been a cave-in and people are trapped. The term “accident” is also used when motor vehicles are involved (car accident). Some companies distinguish between the terms “accidents” and “incidents”.

Employers have responsibilities under BOTH the *WC Act* and the *OHS Act* when accidents/incidents happen in the workplace.

EMPLOYER ROLES AND RESPONSIBILITIES (*WC ACT*)

Employers must:

- Establish a procedure that requires a worker to notify the employer of an accident that the employer is required to report to WorkSafeNB.
- Report injuries to WorkSafeNB (as outlined in both the *OHS Act* & the *WC Act*).
- Help injured workers return to work by offering modified or alternative employment.

WORKER ROLES AND RESPONSIBILITIES (*WC Act*)

In the event of an accident, injury or occupational disease at work, workers must immediately:

- Get medical treatment, as required.
- Jointly file a claim for benefits using a *Form 67 – Report of Accident or Occupational Disease* with the employer.
- If workers seek medical attention for a work-related injury and the physician does not ask if it is work-related, workers must indicate that it is a work related injury so the physician can forward medical reports to WorkSafeNB immediately.

Where the employer is insured under the *WC Act*, a Form 67 must be sent to WorkSafeNB within three days of receiving notification of a work-related injury that resulted in:

- Medical costs
- Wage loss
- Injured worker is unable to perform the regular work duties beyond the date of accident

A Form 67 does not have to be filed for accidents when no medical costs or loss of wages are incurred, or when the injured worker is able to continue regular job duties.

THE OCCUPATIONAL HEALTH & SAFETY (*OHS Act*)

Accident/incident reporting

Employers are legally responsible to report workplace accidents as soon as practical to WorkSafeNB (under the *OHS Act* and *WC Act*).

Employers must clearly communicate to employees the importance of accident / incident reporting within their companies. Accident/incident reporting policies and procedures must be developed and reviewed periodically to ensure the workplace is effectively supporting the management's health and safety goal of providing healthy and safe work environments for employees.

*** Note:** *An example of an Accident/Incident Reporting Procedure is found in Appendix I.*
(See page 63)

TOPIC 7

EMERGENCY PREPAREDNESS – GET READY NOW

WHAT DO I PLAN FOR?

Although unimaginable, and sometimes seen as an unnecessary task, emergency planning must be part of a company's management system to fully ensure that all systems, procedures and processes of protection are in place for all employees. Because emergencies are unexpected and unpredicted, they are difficult to plan for. For that reason, it is important for employers to consult with all employees and external emergency services for feedback on how best to deal with the types of situations that may arise.

The following items are typically considered when preparing for emergencies:

- Fire, explosions and evacuations (including staff, visitors, and contractors).
- Chemical spills and hazardous materials leaks (including gas).
- Location and use of common emergency equipment (safety glasses, chemical suits, respirators, gloves, etc.).
- Bomb threats.
- Crimes in progress or suspicious persons.
- Utilities emergencies (power failures, elevator shut-down, flooding).
- Suspicious packages and objects.
- Medical (severe injuries or illness).
- Demonstrations or barricading buildings and property.
- Violent or disruptive behaviour (general public or staff).
- Any other emergency that may affect neighbouring companies or the community.

OTHER ITEMS TO CONSIDER

What is the likelihood of a disaster occurring in your workplace due to?

- Severe weather (ice storms, floods, blizzards).
- Damage to facility (fire, water).
- Proximity to industrial plants, chemical plants, transportation systems of dangerous goods (highway or rail).
- Ability to continue to manage payroll and other essential services.
- Insurance coverage for the emergency.
- Illnesses or health-related outbreaks and ability to continue to operate the company.
- Computer and technology failure.
- Essential protection of personnel documentation and customer accounts.
- Interruption of essential services and sanitation concerns (water, sewage, power).
- Emergency kits (food, water, blankets, flashlights, first aid supplies on hand, etc.).
- Provisions to the plan during building renovations or construction, including on-site contractors.
- Employees provide emergency personal contact information (contact names, phone numbers, change of address, etc.).

HOW DO I PLAN FOR EMERGENCIES?

Consulting with employees, department heads, management and an external expert is vital to planning for emergencies and to brainstorm worst-case scenarios. Involving the entire organization in the plan will cover all areas, ensuring that departments with special requirements (evacuating people who use a wheelchair or who may be visually impaired, for example) are included.

You must ensure that **all departments and all staff** have the opportunity to give feedback and provide the company with the information necessary to establish the emergency plan. By simply asking questions, the company will be best prepared for all possible emergency situations.

Questions to ask (yourself and others) when preparing the emergency plan

- Does the emergency plan consider all natural and man-made disasters that could impact the workplace?
- Is there a legal requirement for your company to establish an emergency plan, including components of the plan such as environmental emergencies?
- Does the organization have a method to alert the workplace in an emergency? (Alarms, code bells, colour-coded calls, emergency lighting)
- What is the best way to evacuate the building and are the floor plans current?
- Does the plan address how visitors and contractors will be evacuated?
- Who is to take charge in an emergency?
- What is the evacuation procedure for the people who are to remain in the building (operation of fire extinguishers, shut-downs)?
- Does the company need to supply medical and fire services with the floor plan of the building, including areas where hazardous and biological materials and chemicals are stored?
- Is there a method to frequently update people on the situation so not to cause confusion and panic?
- Where (and how many) will the designated gathering stations and safe areas be?
- Does the plan contain names, titles and telephone and cell numbers of individuals to contact for an explanation of duties and responsibilities under the plan?
- Does the plan include how and where to obtain personal information about employees?
- Does the company need a strategy for dealing with the media?
- Does the plan include provisions for people with physical and cognitive disabilities?
- Does the plan include provisions for people whose primary language is not the language of the majority of the workplace?
- Does the plan include provisions for the method and frequency of conducting components of the emergency plan?
- Does the plan include critical stress debriefing services for the workplace?
- Is the emergency plan included in orientation sessions?

COMMUNICATE AND REHEARSE THE PLAN WITH THE WORKPLACE

Once the emergency plan is established and reviewed with managers, supervisors, employees and the JHSC members for accuracy, it is important at this point to request proposed changes to the initial plan from the individuals that may be affected. Ask for input and recommendations from the workplace to improve the emergency plan before, during and after the company practices the (proposed) developed procedures.

BE PREPARED TO MAKE CHANGES AS YOU GROW YOUR KNOWLEDGE BASE

Keep in mind that no plan is perfect. Even the best-written emergency plans **depend on the reactions of people** during the emergency to execute the plan according to standard. That is why trial runs must be done regularly to keep the protocol information fresh in everyone’s mind. It is also best to exercise any component of the emergency plan at random times of the day to make sure the trial run includes all staff and employees (full and part-time, casual, contract, day and night shift).

“The only thing tougher than planning for a disaster is explaining why you didn’t.”

– Bob Fields, Manager of Emergency Services, Santa Clara County, California

EMERGENCY PREPAREDNESS CHECKLIST FOR NEW EMPLOYEES

It is an employee’s right to know and the company’s responsibility to provide regular, current and updated information on emergency planning in the workplace. All new employees must review and be trained in emergency preparedness and practice drills in the following areas (below). Revision dates for each item should occur at least annually. It is the responsibility of _____ to ensure all employees review the emergency plan annually and make training provisions for employees who have not reviewed the plan within at least one year of their previous training date. (*See Appendix L, page 68*)

TOPIC 8

PERSONAL PROTECTIVE EQUIPMENT

WHAT IS PPE?

Personal protective equipment (PPE) is an essential safety component of an employee's tasks when there is likelihood that an individual may become injured as a result of an exposure or where a physical, chemical, electrical or biological hazard exists. PPE is designed to protect the employee from potential harm and is required by workplace legislation. It is a control mechanism for an identified hazard; it only protects the user and it does not remove the hazard from the workplace nor protect other workers in that workplace.

IS PPE MANDATORY?

Under paragraph 8.2(4) (b) of the *OHS Act*, employers must provide 'new employees' with orientation on the PPE requirements of their job tasks. In addition, under paragraph 9(d) of the *OHS Act*, all employers are required to provide employees with proper PPE as required by the Act and monitor the employees' use of PPE. Employees, as outlined under paragraph 12(d) of the Act, are required to wear and use the PPE as required by regulation and make known to employers the existence of any hazards [paragraph 12(c)].

Management should have a PPE policy that directs both supervisors and the employees to inspect, use, replace, purchase and maintain in good working order, all PPE required by both legislative standards and best practice standards. (See *Appendix E, page 53*)

SUPPLEMENTARY TOPICS

WHMIS: WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

WHMIS stands for Workplace Hazardous Materials Information System. It is a comprehensive information system that provides information on the safe use and handling of hazardous materials and **controlled products** in Canadian workplaces. Information is provided through product labels, material safety data sheets (MSDS) and worker education programs.

WHAT ARE CONTROLLED PRODUCTS?

A controlled product is the name given to products, materials, and substances regulated by WHMIS legislation. All controlled products fall into one or more of six WHMIS classes:

- Class A: Compressed Gas
- Class B: Flammable and Combustible Material
- Class C: Oxidizing Material
- Class D: Poisonous and Infectious Material
- Class E: Corrosive Material
- Class F: Dangerously Reactive Material

IS WHMIS A LAW?

Yes. WHMIS became law through a series of complementary federal, provincial and territorial legislation that became effective October 31, 1988.

1. **Warning labels:** Informs employees that the container's contents are hazardous and alerts employees to the dangers associated with the product. Labels also include basic safety precautions. The supplier of the original container develops warning labels, but a workplace label must be applied to any container from which the product is transferred. There are **two types** of labels required for a WHMIS system: supplier labels and workplace labels.
 - a) **Supplier labels:** Supplier labels are developed and provided by the supplier of the controlled product and are required to have information on the following:
 1. Product identifier
 2. Hazard symbols
 3. Risk phrases
 4. Precautions
 5. First aid
 6. Supplier information
 7. Reference to MSDS

- b) Workplace labels:** Workplace labels are required when vats, containers, vessels and other sources of containment are decanted into smaller, unlabelled and unidentified containment units that do not display the original supplier label. Information from the supplier label must be transferred onto a workplace label:
1. Product identifier
 2. Information on how to safely handle the product
 3. Reference to MSDS

The workplace label must be written in the language of the workplace and must be displayed to provide clear warnings to employees (can be a label, tag, placard sign or other).

- 2. Material Safety Data Sheets (MSDS):** This document provides nine categories of detailed hazard information on the product, such as how to use it, how to handle it and what PPE to wear while handling it. The nine categories are:
1. Product identifier
 2. Ingredients
 3. Physical data
 4. Fire and explosion data
 5. Reactivity data
 6. Toxicological data
 7. Preventive measures
 8. First aid measures
 9. Preparation information

Suppliers must provide the MSDS for every hazardous product and employers must make the MSDS available to workers at all times. The MSDS must be replaced at least every three years to ensure the information on the product is current.

- 3. Worker education and training:** Employers must train and educate all employees who work with, or close to, hazardous materials. Training must be detailed and specific information must be given on the hazards and safe work procedures for each product used in the workplace and must be reviewed annually. In addition, PPE must be supplied, worn and kept in good condition when using WHMIS products.

Employers are responsible for reviewing all WHMIS information with employees. To identify if there are gaps in the WHMIS process at your workplace, complete the WHMIS Audit found in Appendix G (page 57). For items you can identify as either being absent or in need of improvement, designate a competent individual to review WHMIS with the JHSC or safety representative to look at ways to make WHMIS training more efficient.

CONCLUSION

An effective health and safety orientation integrates the new employee into the workforce and helps the employee become a contributing member within the organization. To do this successfully, companies must balance the immediate need to have new employees start their jobs while ensuring they have been properly trained for that job.

It is not practical to assume that orientation will provide new employees with **all** the specific skills they need to do their jobs safely. An orientation session, however, is a good starting point.

It must be remembered that **ongoing training is necessary**.

APPENDIX A

ORIENTATION OVERVIEW CHART

Orientation Topic	Items to Discuss	Available Resources	Comments
1. Employer contact information	<ul style="list-style-type: none"> • Welcome and introduction of co-workers, staff and management. • Introduction of organization flowchart. • Review of the company's health and safety policy, goals and objectives. 	<ul style="list-style-type: none"> • www.worksafenb.ca • <i>Developing Workplace Violence and Harassment Policies and Programs: What Employers Need to Know</i>, Occupational Health & Safety Council of Ontario, 2010. 	
2. JHSC or health and safety representative information	<p>Employers must review with new employees information on the JHSC or the health and safety representative such as:</p> <ul style="list-style-type: none"> • How the JHSC or rep assists to promote and support the company's health and safety management system. • Names of committee members or rep and the departments where they work. • Co-chairs. • Contact information such as phone numbers, email addresses, shift schedules. • How often, location and approximate time the JHSC meets. • How to bring agenda items or issues and concerns forward to the JHSC. • The role and the contact information for employees to get in touch with JHSC members during a work refusal process and the documentation required (if any). • How to become a JHSC member. • Any other contact information deemed necessary, based on your company's profile and schedules. 	<p><i>OHS Act</i>, paragraph 8.2(4)(b): 14 – 16 (JHSC) 17 (Health and safety representative)</p> <p><i>Joint Health and Safety Committees – WorkSafeNB</i></p> <p>Training required for JHSC members and health and safety representatives (JHSC and Health and Safety Representative Educational Program, <i>Regulation 2007-33</i>).</p>	

Orientation Topic	Items to Discuss	Available Resources	Comments
3a. Employer's responsibilities under the <i>OHS Act</i> and <i>WC Act</i>	<p><i>OHS Act:</i></p> <ul style="list-style-type: none"> • Take precautions to ensure the employee's health and safety. • Understand and comply with all workplace legislation. • Inform employees of the Act and Regulations and monitor compliance. • Maintain tools, equipment and machinery in good conditions. • Develop a company inspection process with the JHSC or safety representative. • Manage the monthly inspection process. • Advise employees of job-related hazards and control measures for those hazards. • Provide orientation, instruction, and training for employees. • Provide adequate supervisor for employees • Provide and maintain appropriate PPE where applicable. • Establish and maintain a JHSC (when 20+ employees in a workplace), forward minutes of meetings to WorkSafeNB and post committee members' names and meeting minutes in an accessible and visible area in the company. • Work co-operatively with the company's JHSC or health and safety representative. • Report all serious injuries, accidental exposures and explosions, and any catastrophic events or equipment failures to WorkSafeNB. • Attend to injured person(s) and secure the accident scene and protect employees from (potential) further injuries. • Develop in consultation with the JHSC a current list of all the company's toxic and hazardous substances produced or present on site. • Keep current, applicable workplace legislation posted in a prominent place at the workplace. 	<ul style="list-style-type: none"> • <i>WC Act</i> • <i>OHS Act</i> and Regulations: • <i>General Regulation 91-191</i> • <i>WHMIS 88-221</i> • <i>First Aid Regulation 2004-130</i> • <i>Regulation for Code of Practice for Working with Asbestos 92-106</i> • <i>Code of Practice for Working Alone 92-133</i> • <i>Training and Designated Trades Regulation 2007-33</i> • <i>Underground Mine Regulation 92-106</i> 	

Orientation Topic	Items to Discuss	Available Resources	Comments
<p>Employee's responsibilities under the <i>OHS Act</i> and <i>WC Act</i> (continued)</p>	<p><i>WC Act:</i></p> <ul style="list-style-type: none"> • Employer's duty to a worker who suffers personal injury [subsection 42.1(2)]. • Permit injured worker to resume duties [subsections 42.1(3), 42.1(5)]. • Notify WorkSafeNB within three days of worker injury (section 44.4). • Establish a procedure that requires a worker to notify the employer of accidents that must be reported to WorkSafeNB [subsection 44(5.1)]. • Responsible to report for and participate in rehabilitation for workplace injuries (section 41.12). • Do not put their recovery from workplace injury at risk by participating in dangerous practices (section 41.16). • Report any accident to the employer as soon as practical and before leaving the workplace (section 44.6). 		
<p>3b. Employee's responsibilities under the <i>OHS Act</i> and <i>WC Act</i></p>	<p><i>OHS Act:</i></p> <ul style="list-style-type: none"> • Comply with all workplace legislation. • Conduct themselves in a healthy and safe manner to protect themselves and their co-workers from harm. • Immediately report all hazardous conditions, substances, processes, tools and equipment to the employer. • Wear and use assigned personal protective equipment and devices as required by legislation. • Consult and co-operate with JHSC members, company safety representatives and WorkSafeNB officers. • Report to the supervisor immediately a right to refuse. 		

Orientation Topic	Items to Discuss	Available Resources	Comments
4. Procedures, policies and codes of practice (employer task)	<p>Policies: Discuss with employees the company H&S policy and identify where the policy is located.</p> <p>Procedures: Discuss with employees relevant legislated procedures (right to refuse unsafe work, confined space entry, lockout, etc.) as well as procedures relevant to their position(s) not regulated under the <i>OHS Act</i> (progressive discipline, violence in the workplace, ergonomic assessments of work stations, making cash deposits, etc.).</p> <p>Codes of practices: Discuss with employees relevant codes of practice as outlined per legislation.</p>	<p><i>OHS Act</i></p> <ul style="list-style-type: none"> • Subsection 8(1): Establishing and posting a safety policy. • Subsection 17(1): Workplaces with less than 20 workers. <p><i>Regulation 91-191</i></p> <ul style="list-style-type: none"> • Subsection 51(4): Employee may fall into water. • Subsection 94.2(1): Structural framework procedures for stability. • Subsection 180(2): Excavating near an underground power line or any piping. • Subsection 239(3): Locking out a machine. • Section 344: Emergency on logging or silviculture operation. • Section 298: Overhead electrical system • Subsection 263(3): Confined space procedures. • Subsection 263(3): Confined space emergency procedure. <p><i>OHS Act</i></p> <ul style="list-style-type: none"> • Subsection 50(2): Code of practice being site-specific. • Subsection 50(4): Posting the code of practice. 	

Orientation Topic	Items to Discuss	Available Resources	Comments
<p>Procedures, policies and codes of practice (employer task) (continued)</p>		<p><i>Regulation 91-191</i></p> <ul style="list-style-type: none"> • Section 45: Respirators. • Subsection 55(1): Safe breaking up of clogs in a bin, hopper or process vessel. • Subsection 158(2): Loading explosives in a drill hole. • Section 171: The safe handling of misfired charges. • Section 179: Using any explosive in unusual situations. • Section 240: Where normal procedures are inappropriate or inadequate. • Section 286: Working close to an energized installation distance. • Section 292: Working on any part of the power supply system. <p><i>Regulation 92-106</i></p> <ul style="list-style-type: none"> • Section 3: Working with materials containing asbestos. <p><i>Regulation 92-133</i></p> <ul style="list-style-type: none"> • Section 2: An employee working alone at any time at a place of employment. 	

Orientation Topic	Items to Discuss	Available Resources	Comments
5. First aid – employer’s responsibilities	<p>Conduct assessment for first aid requirements at the workplace, including the establishment and maintenance of all information regarding adequate first aid supplies, providers, equipment and facilities in the event of a workplace accident or injury.</p> <ul style="list-style-type: none"> • Establish, in writing, an emergency communication procedure for employees to summon assistance [subsection 5(1) and 5(2)]. • Post emergency communication procedure or when not practical to post, inform employees of the communication procedure [subsection 5(3)]. • Establish, in writing, an emergency transportation procedure outlining how to transfer ill or injured employees to medical services [subsection 6(1)]. • Transportation is suitable, protects against weather, is equipped with a two-way communication device and is sufficient size and can accommodate a stretcher [subsection 6(2)]. • Make readily available transportation services in case of an emergency for an isolated area [subsection 6(3)]. • Where an employee is seriously injured, make sure the employee is accompanied by a first aid provider who is not the operator of the transportation [subsection 6(4)]. • Designate first aid providers [subsection 7(1)]. • Post names of trained first aid providers [subsection 7(2)] or where it is not practical to post names, identify to employees the first aid provider [subsection 7(3)]. • Have first aid providers trained in workplace first aid [subsection 8(1)]. • Have protocol for first aid providers to practice annually a minimum of six hours first aid [subsection 8(7)]. • Keep records of first aid for a period of five years [subsection 10(3)]. • Establish and maintain first aid requirements as outlined in Schedule A of <i>Regulation 2004-130</i>. 	<ul style="list-style-type: none"> • <i>OHS Act</i>, paragraphs 8.2(4)(e) and 8.2(4)(g) • <i>First Aid Regulation 2004-130</i> 	

Orientation Topic	Items to Discuss	Available Resources	Comments
6. Employee responsibilities	<ul style="list-style-type: none"> • Report to the employer, as soon as practical, any workplace injury or illness (section 9). • Employees designated as first aid providers complete appropriate training modules provided (10 compulsory modules and any 2 of 5 elective modules of the Workplace Standard First Aid Course) and a minimum of 16 hours practical training [subsection 8(1)]. • Employees designated as first aid providers prepare a written record that sets out the name of the injured or ill employee, a description of the injury or illness, the treatment and care provided, a description of the incident, the date of occurrence, the name of the person providing emergency care and the date the record was made [subsection 10(1)]. 	<i>First Aid Regulation 2004-130</i>	
7. Emergency preparedness	<p>Discuss with employees information on emergency situations such as:</p> <ul style="list-style-type: none"> • How and when to contact security. • Medical emergencies (process of who to contact, appropriate alarms and codes). • Fire, explosion and evacuation procedures. • Location of emergency equipment & emergency kits. • Chemical spills and exposures. • Disruptive or violent behaviour procedures. • Utility & equipment failure. • Any other emergency affecting company or community. 	<p>Consult with community services and industry experts for guidance on establishing procedures:</p> <ul style="list-style-type: none"> • Locations and availability for medical services (emergency room hours, for example). • Local fire department. • Non-violent crisis intervention or similar training. • Local police stations or RCMP. • Red Cross, St. John Ambulance or other agency that can assist with emergency preparedness. 	

Orientation Topic	Items to Discuss	Available Resources	Comments
8. Personal protective equipment	<ul style="list-style-type: none"> • Legal standards in relation to hazards identified at the workplace through a job site analysis. • Industry standards for PPE not identified in legislation. • Applicable PPE for the employee's position. • Storage, maintenance & inspection standards for PPE. • When and how to use PPE. • PPE as per MSDS/hazardous material handling. 	<p><i>OHS Act</i> and Regulations:</p> <ul style="list-style-type: none"> • <i>General Regulation 91-191</i> • <i>OHS Act</i>, paragraph 8.2(4) (b) • <i>WHMIS 88-221</i> • <i>First Aid Regulation 2004-130</i> • <i>Regulation for Code of Practice for Working with Asbestos 92-106</i> • <i>Code of Practice for Working Alone 92-133</i> • <i>Underground Mine Regulation 92-106</i> 	
SUPPLEMENTARY TOPICS Code of practice for working alone	<p>Requirements (precautionary) for individuals who work by themselves or not in proximity to others when working in high-risk environments or for extended periods of time. High-risk environments include working:</p> <ul style="list-style-type: none"> • At a project site or mine. • Underground, in confined spaces or in isolated areas where emergency medical help is not in proximity to the work area. • On electrical transmission, generation or distribution systems. • At foundries or machine shops. • At gas, oil or chemical processing plants. • At steel or other base metal processing plants. • Woodland operations, sawmills or lumber processing plants. • At brewery or beverage processing plants. • At meat packing or processing plants. • With explosives or heavy equipment. <p>Also at risk are employees who:</p> <ul style="list-style-type: none"> • Handle cash and or work late at night (gas bar attendants, fast food and restaurant personnel, custodians, kiosks, small business and retail shops). 	<p>Other Company Material Safety Data Sheet (MSDS)</p> <ul style="list-style-type: none"> • <i>Regulation 92-133</i> • CCOHS website • WorkSafeBC – “<i>Working Alone: A Handbook for Small Business</i>” 	

Orientation Topic	Items to Discuss	Available Resources	Comments
<p>SUPPLEMENTARY TOPICS Code of practice for working alone (continued)</p>	<ul style="list-style-type: none"> • Travel for business or travel in remote areas. • Travel while transporting hazardous material, bulk items or who transport customers (truck drivers, taxi drivers, bus drivers, etc.). • Work with or around people and general public who may be potentially violent or can exhibit unpredictable behaviours (clinical or medical settings, security personnel, shelters, social workers, home care workers). • Work with or around heavy equipment and tools (farmers and agricultural workers, loggers, fishing boats, maintenance crews). 		
<p>SUPPLEMENTARY TOPICS WHMIS – Employer responsibilities</p>	<p>Review theory and deliver hands-on training to employees on topics such as:</p> <ul style="list-style-type: none"> • How to identify controlled products and hazard information on the controlled product including safe use, storage, handling and waste disposal. • Hazardous symbols and classification system for controlled products. • Labelling requirements (both supplier and workplace) and review content of labelling requirements (hazardous symbols included). • Appropriate PPE identified for controlled products. • Emergency protocol for products. • Employee training for controlled products (safe use, storage, handling and waste disposal). • Validation of adequate information on MSDS for all controlled products including location of MSDS and the various sections and emergency protocol. • Consultation with company JHSC on in-house WHMIS training and process to introduce new WHMIS products to the workplace. 	<p><i>Workplace Hazardous Materials Information System (WHMIS) Regulation 88-221.</i></p> <p>Supplier where products are purchased.</p>	

APPENDIX B

SAMPLE ORIENTATION POLICY

Section: Health and Safety
Subject: Orientation of new employees
Approved by:

Policy No:
Date:
Revision Date:

DEFINITIONS

New Employee is defined as any person who is:

- New to a position or place of employment.
- Returning to a position or place of employment in which hazards have changed during the employee's absence.
- Under 25 years of age and returning to a position or place of employment after an absence of more than six months.
- Affected by a change in the hazards of a place of employment.

PURPOSE

All new employees working for (COMPANY) are required to attend employee orientation immediately after the hiring offer is made and before starting work. The employee orientation will provide guidance, direction and essential health and safety information to new employees to promote the importance of maintaining a health and safety environment in (COMPANY). Employee orientation will provide information concerning corporate and departmental procedures and codes of practice, and orient new employees to the workforce.

APPLICATION

This policy applies to all management, staff, new employees (full and part-time), returning employees, casual employees, students, volunteers and contractors.

GUIDELINES

All new employees will meet with their department manager or supervisor and will be informed about their rights and responsibilities as outlined under the *WC Act* and the *OHS Act* and its Regulations. New employee orientation will include specific information and training on:

1. **Contact Information:** Names, phone numbers, fax numbers, pager number of employee's supervisor and company personnel, including emergency contact information.
2. **Joint Health and Safety Committee (JHSC) or Safety Representative:** Introduce the employee to the committee members or the safety representative (along with their contact information) and outline the JHSC's or safety rep's role in helping management maintain a healthy and safe workplace.
3. **Rights and Responsibilities:** Explain both the employee and employer responsibilities as outlined in both the *OHS Act* and *WC Act*. Specific information includes:
 - Reporting of accidents
 - Reporting unsafe working conditions
 - Process for exercising their right to refuse unsafe work
4. **Procedures and Codes of Practice:** Explain the company's procedures and codes of practice as it pertains to the employee's job and department. Outline the expectations for the employee and the employee's supervisor to adhere to all standards.
5. **First Aid:** Introduce first aid providers, indicate areas for first aid kits or room, explain to employees how to summon first aid for themselves or for a co-worker.
6. **Accident/Injury Reporting Procedures:** Explain the established company procedure and contact people for reporting any injuries sustained by the employee.
7. **Emergency Procedures and Preparedness:** Review the company's emergency personnel contact info; evacuation plan, including exit routes; evacuation signals and sirens; location of eyewash stations and showers, fire extinguishers, and alarm pull boxes; identify fire marshal(s); and identify exposures. Other procedures may include:
 - Bomb threats/suspicious packages
 - Threatening, violent or disruptive behaviours
 - Chemical spills, gas leaks
 - Debriefing assistance for critical incidents
8. **Personal Protective Equipment (PPE):** Review the required PPE (legal) standards for specific jobs or job tasks, including the appropriate use, fitting, storage, and maintenance for assigned jobs. (for example, WHMIS training as required by *Regulation 88-221*).

Note: Additional topics may included in the orientation session as required by the workplace (for example, WHMIS training as required by Regulation 88-221).

APPENDIX C

SAMPLE RIGHT TO REFUSE FORM

Step 1: The employee reports the concern to their immediate supervisor.

I, _____, refuse to do the act assigned by my supervisor. I believe that this act is likely to endanger my health and safety or the health and safety of others for the following reason(s):

- | | |
|---|--|
| <input type="checkbox"/> I am not properly trained for the job. | <input type="checkbox"/> Physical or mechanical hazards. |
| <input type="checkbox"/> I do not have enough experience for the job. | <input type="checkbox"/> Chemical hazards. |
| <input type="checkbox"/> I do not have the necessary skills for the job. | <input type="checkbox"/> Biological hazards. |
| <input type="checkbox"/> I do not have the necessary equipment for the job. | <input type="checkbox"/> Other (specify): _____ |

Detailed explanation: _____

Date signed: _____ Signature: _____
 Submitted to the supervisor: _____ Time: _____
 Signed by supervisor upon receipt: _____

Answer from the supervisor:

I find that _____ has reasonable grounds for believing that the act is likely to endanger their health and safety or the health and safety of others. Therefore, I recommend the following remedial action(s) to be taken or I will take the following remedial action(s) so the employee may resume work: _____

I find that _____ does not have reasonable grounds for believing the act is likely to endanger their health and safety or the safety of others. Therefore, I advise the employee to do that act.

Date signed: _____ Time: _____

Signature of supervisor: _____

Signature of worker: _____

Step 2: The employee refers the matter to the JHSC.

The worker submits this form to the JHSC.

Received by: _____, representing the workers, and
 _____, representing the employer on
 (date) _____ at (time) _____

Answer: We, the members of the JHSC, have studied the reasons for this right to refuse submitted by
 _____, and we make the following
 recommendation(s):

The JHSC finds the employee **has** reasonable grounds and makes the following recommendation(s)
 to the employer: _____

Employer accepts recommendation Employer refuses recommendation
 _____ (Employer)

The JHSC finds the employee **does not have** reasonable grounds for the following reason(s):

The JHSC cannot reach a decision and takes the following position:

The JHSC advises _____ to refer the matter to a **WorkSafeNB** health and
 safety officer.

_____ (Employee Representative)

_____ (Employer Representative)

Step 3: Referral to a WorkSafeNB health and safety officer.

When the matter is not resolved to the employee's satisfaction, **the employee** refers it to an officer by
 calling WorkSafeNB at 1 800 999-9775.

APPENDIX D

SAMPLE WORKING ALONE POLICY

This working alone procedure applies to all employees and staff of _____, as outlined under the New Brunswick *OHS Act, Regulation 92-133, The Code of Practice for Working Alone*.

DIRECTIVE:

The management of _____ is responsible for maintaining a safe and healthy working environment for all employees and staff. Department supervisors are responsible to provide hands-on training to identify and address control mechanisms for potential and actual hazards associated with an employee's job tasks.

DEFINITIONS:

Incident report: a documented form to be completed and signed by employees and a supervisor that identifies hazardous conditions, tools, equipment, machinery, situations, encounters with general public or acts of vandalism either to personal or business property.

Risk assessment: a documented assessment of the hazards and controls associated with (a) employees who are assigned to work alone or in isolation and (b) employees who may be at risk of workplace injury due to the nature of the work or by working with the general public.

Working alone: any person who is alone at work; lone workers who are out of direct contact with other employees or supervisors; or an employee who is working for a period of time or in a circumstance where assistance is not readily available in the event of an injury, illness, or emergency.

RESPONSIBILITIES

Management:

- Implement this policy.
- Conduct and document risk assessments and control measures for hazards and risks identified within all departments.
- Adequately train managers and supervisors on risk assessments and control measures for risk assessments.
- Establish communication procedures for managers and supervisors to deliver risk assessment information to all employees and staff.

- Review (for amendments or improvements) all working alone policies and procedures annually and communicate all changes immediately to staff.
- Measure and evaluate communication procedures through performance evaluations.

Supervisors:

- Communicate to employees the responsibility of supervisors for employees who work alone.
- Communicate to employees their responsibilities for working alone.
- Provide timely and appropriate instruction and training to employees who work alone or in isolation (see Risk Assessment Chart, page 60).

Employees:

- Take reasonable care for their health and safety.
- Follow all company directives and procedures when working alone or in isolation.
- Assist the supervisor in completing the Orientation Overview Chart (Appendix A) and Risk Assessment Chart.
- Report and document any unsafe or hazardous conditions or situations immediately to your supervisor.

Management _____
(Signature)

Date _____

Revised on _____

APPENDIX E

SAMPLE PPE POLICY

Section: Health and Safety
 Subject: Personal Protective Equipment
 Approved by:

Policy No:
 Date:
 Revision Date:

Personal Protective Equipment (PPE): any clothing, device, shield, piece of equipment or apparatus identified to serve as a protective barrier between an employee and a chemical, biological, mechanical or physical condition or hazard. PPE will be provided to employees by _____ and will be worn, used and maintained by all employees of _____.

APPLICATION

This PPE policy applies to all employees, staff, contractors and sub-contractors who work at or on the grounds of _____. The purpose of this policy is to protect all workers at _____ and minimize injuries and impairments as a result of an exposure to chemical, biological, mechanical or physical hazards and irritants. PPE is not solely a safety control but will be considered when all other adequate means of hazard control is not possible. PPE that will be provided by department supervisors will be used and maintained by employees and will be kept in accordance with manufacturer's standards.

Appropriate PPE at _____ will be determined by management and implemented by supervisors within their departments. At no time will any employee of _____ work without proper PPE in a condition or area where the use, application or requirement to wear PPE is mandatory.

RESPONSIBILITIES

Management:

- Perform and document hazard assessments for PPE requirements within the company.
- Maintain copies of hazard assessments and identify appropriate and adequate PPE for all departments.
- Train supervisors to help identify adequate and appropriate PPE for their departments.
- Receive and respond to recommendations for changes to PPE requirements.

Supervisors:

- Deliver information and PPE training session to department employees.
- Perform daily check of PPE standards (adequate, condition of and if used by employees).
- Monitor, and, when necessary, enforce PPE policy and document and act on issues of non-compliance as per company standard.
- Bring to management's attention all issues of inadequate or damaged PPE, and recommend changes.

Employees:

- Attend the PPE training session by department supervisor.
- Inspect, use, wear and maintain daily PPE as required by both legislation and department standards.
- Report to supervisor and discontinue immediately the use of damaged, inadequate, improperly fitted and hazardous PPE.

Supervisors have at all times the right to enforce this PPE policy and will immediately stop from working any person found to be non-compliant with this policy. Issues of non-compliance with this policy will be reported immediately to management for further action.

Personal Protective Equipment Selection of Eye and Face Protection

Hazard	Activities	 Spectacles with side shields *	 Eye-cup goggles	 Mono-framed goggles	 Welding helmet **	 Face shield	 Hood	 Hand shield plus spectacles
Group A Flying objects	Chipping/Drilling/Scaling	■	■	■		★		
	Grinding/Polishing/Buffering	■	▲	▲		★		
	Riveting/Punching/Shearing	■	■	■				
	Hammer mills/Crushing	■	■	■				
	Heavy sawing/planning		▲	▲		★		
	Wire and strip handling	■	■	■				
	Hammering/Unpacking/Nailing	■	■	■		★		
Group B Flying particles/ Dust/Wind	Punch press/Lathe work	■	■	■		★		
	Woodworking/Sanding	■	▲	▲		★		
	Light metal working/machining	■	▲	▲		★		
	Exposure to wind/dust	■	▲	▲				
	Resistance welding	●	●	●		★		
	Sand/cement handling		▲	▲				★
	Painting		▲	▲			★	★
Group C Heat/Glare/Sparks/ Molten metal splash	Plastering/Concrete work	■	▲	▲		★		
	Material batching/mixing	■	▲	▲		★		
	Working with molten metal		▲ +	▲ +		★		
	Soldering/Brazing	●	●	●		★		
Group D Chemical splash	Spot/stud welding		●	●		★		
	Hot dipping		▲ +	▲ +		★		
	Handling acid/alkali		▲ +	▲ +		★	★	
	De-greasing		▲	▲		★		
	Spraying chemicals		▲ +	▲ +		★	★	
Group E Abrasive blasting	Glass breakage		■ +	■ +		★		
	Handling liquid bitumen		▲ +	▲ +		★		
	Sandblasting		▲	▲				★
Group F Glare/Stray light	Shot blasting						★	
	Shotcreting						★	
	Reflection/Sunlight	●	●	●				
	Reflected welding flash	●	●	●				
Group G Injurious optical radiation	Metal pouring/Furnace work	● +	● +	● +				
	Spot/stud welding		●	●		★		
	Gas cutting/welding		●	●		●		
Group H Injurious optical radiation	Furnace work	● +	● +	● +				
	Electric arc welding				● ◆			●
	Heavy gas cutting				● ◆			●
	Plasma spraying/cutting				● ◆			●
	Inert gas shielded arc welding				● ◆			●
Atomic hydrogen welding				● ◆			●	

This chart is adapted from Canadian Standards Association (CSA) found in "Industrial Eye and Face Protectors Standard, Z94.3-92"

* Spectacles without side shields may be appropriate for certain work situations.

** CSA Z94.3-02 states that Class 3, 4 and 5 protectors, or welding protection, shall be used only in conjunction with Class 1 or 2 protectors (spectacles or goggles). CSA Z94.3-92, which we quote in regulations does not have this requirement.

LEGEND	
■	For impact
▲	For dust/splash
●	For radiation
★	Other option
+	Must be worn with face shield
◆	Must be worn with spectacles or goggles

Personal Protective Equipment Respirator Selection Guide

All respirators must be approved by the National Institute for Occupational Safety and Health (NIOSH) or an equivalent.

		Types of Respirators										
		Air Purifying					Air Supplying					
		Disposable		Reusable Half-face and Full-face		Powered Air Purifying Respirator (PAPR)	Airline (5)	Self-contained Breathing Apparatus (SCBA)				
Particulates	Activities/Contaminants	Efficiency (%)		Particulate efficiency (%)		Chemical cartridges	Particulate efficiency (%)	Chemical cartridges	Particulate efficiency (%)	Airline (5)	Self-contained Breathing Apparatus (SCBA)	
		95	99	100	95	99	100					
Gases and Vapours	Hazards	✓(1)	✓(1)	✓(1)	✓(1)	✓(1)	✓(1)					
	Grinding, sanding, woodworking, general dust, ...											
	Lead, cadmium, arsenic, ...			✓(1)								
	Asbestos removal (7)			✓(1)								
	Class 1											
	Class 2											
	Class 3											
	Welding, cutting, brazing	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	Microbials removal (4)	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	Solvent, organic vapour, paint, thinners, Formaldehyde, ... (8)							✓ (2)		✓		
	Ammonia, acid gases, ...							✓ (9)		✓		
	Autobody paint									✓		
	Confined space rescue or areas where the contaminants have not been measured									✓ (6)		✓

APPENDIX G

SAMPLE WHMIS SAFETY AUDIT

WHMIS SAFETY AUDIT

The employer is responsible for developing and maintaining a system for controlled products in the workplace. Complete the audit below to identify your company's standards for WHMIS in the workplace. For each item, indicate in the space provided if your company has completed each question. For items that receive a "no" response, identify the person(s) responsible and expected date of completion to develop and implement the item identified.

General	Yes/No	Person(s) Responsible	Date Completed
Is there a complete & current list of all hazardous products otherwise present at your place of employment? (Subsection 42(1), <i>OHS Act</i>)			
Does the JHSC have a copy of the current list? (Paragraph 42(3)(a), <i>OHS Act</i>)			
Have competent employee(s) been designated responsibility for the proper handling and storage of hazardous products? (Section 58, <i>Reg. 91-191</i>)			
Are products that can react dangerously stored separately? (Section 67, <i>Reg. 91-191</i>)			
Are only working quantities of hazardous substances kept in areas where employees are working? (Paragraph 69(a), <i>Reg. 91-191</i>)			
Does anyone review at least annually the WHMIS program? (Subsection 6(4), <i>Reg. 88-221</i>)			
Labels	Yes/No	Person(s) Responsible	Date Completed
Are controlled products checked for supplier labels when received? (Subsection 7(1), <i>Reg. 88-221</i>)			
Is there a system in place to ensure that decanted products are workplace labelled? (Subsection 8(1), <i>Reg. 88-221</i>)			

Labels (continued)	Yes/No	Person(s) Responsible	Date Completed
Are employees who have to apply workplace labels aware of this system?			
Are all controlled products labelled?			
Do labels have all the required information? (<i>Hazardous Products Act</i> and definition of workplace label)			
Are all labels legible? (Subsection 7(6), <i>Reg. 88-221</i>)			
Is there a system in place to identify hazardous materials in: <ul style="list-style-type: none"> • Piping systems or pipes • Processing vessels • Reaction vessels 			
Materials Safety Data Sheets	Yes/No	Person(s) Responsible	Date Completed
Are MSDS readily available to employees who work with controlled products? (Subsection 51(1), <i>Reg. 88-221</i>)			
Is there a central file for all MSDS?			
Are all MSDS less than three years old? (Subsection 13(3), <i>Reg. 88-221</i>)			
Is there a system to ensure that the appropriate workers are alerted when a new controlled product goes on the floor, or a new MSDS arrives?			
Does anyone spot check MSDS to ensure required information is present?			
Worker Education	Yes/No	Person(s) Responsible	Date Completed
Are employees knowledgeable about general information involving WHMIS?			
Are employees knowledgeable about general information on both supplier and workplace labels?			

Worker Education (continued)	Yes/No	Person(s) Responsible	Date Completed
Do employees review information on MSDS with their supervisors?			
Do employees know how to handle hazardous material and substances?			
Do employees handle products the way they were trained, including use of PPE?			
Do employees know where the MSDS are kept?			
Do employees understand the WHMIS classification system?			
Do employees know how to interpret the information on labels and the MSDS and relate this general information to the products they use?			
Are employees aware of their responsibility to use the available information to perform their job safely?			
Are provisions made to retrain new, part-time, and casual employees on the company's WHMIS products?			
Is the company's WHMIS reviewed with contractors and visitors?			
Are employees familiar with the emergency evacuation procedures in the event of a chemical spill or fire?			
Was there JHSC involvement in the development and implementation of the WHMIS program? (Subsection 13(3), <i>Reg. 88-221</i>)			
For all areas, (general, labels, MSDS and worker education) is there documentation to validate all components?			

APPENDIX H

SAMPLE RISK ASSESSMENT CHART

Company position or job title: _____

Reviewed by (department supervisor): _____

Employee name: _____

Date: _____

Company position / job title and tasks	Nature of the work	Yes / No	Actions to be taken to reduce the potential of harm or injury
	Are there hazards associated with the facility where the employee will be working, including any maintenance, tools, equipment or machinery?		
	Are there hazards associated with tasks such as: <ul style="list-style-type: none"> • Manual handling • Biological material • Extreme temperatures • Noise • Slips, trips and falls • Working at heights • Electricity • Hazardous substances or chemicals • Dangerous goods • Driving or transporting goods • Other 		
	Is there risk of violence or confrontation with the general public or clients?		
	Is there a process for identifying and reviewing all PPE for the employee while doing the task?		

Company position / job title and tasks	Nature of the work	Yes / No	Actions to be taken to reduce the potential of harm or injury
Work Location			
	Does the work location increase the potential for employees to be confronted or experience violence from the public?		
	Is building lighting, including parking lots, entrances and exits adequate for the facility?		
	Is the employee required to leave the site for the purpose of work (driving) and have all policies and procedures been reviewed for the task?		
	Are there controls in place to restrict access to the facility?		
	Has the facility been inspected and secured, including alarms and surveillance?		
Length of Time			
	Has the length of time the employee will be working been identified and approved?		
	Has the communication procedure been reviewed for regular employee contact, including start and stop times for the job?		
	Have contact individuals been identified and contact information supplied to the employee?		
Training			
	Has the employee reviewed and been trained on all company policies and procedures related to their job and the facility?		
	Has the hazard reporting procedure been communicated and reviewed with the employee?		

Company position / job title and tasks	Nature of the work	Yes / No	Actions to be taken to reduce the potential of harm or injury
First Aid/Emergency Protocol			
	Are there adequate first aid supplies and equipment available for the employee?		
	Has the facility emergency response protocol been reviewed recently with the employee?		
	Has the process for required outside emergency assistance, including emergency evacuation procedures, been reviewed with the employee?		

APPENDIX I

ACCIDENT/INCIDENT REPORTING

Section: Health and Safety
 Subject: Accident/Incident Reporting
 Approved by:

Date:
 Revision Date:
 Related documents: Accident/Incident Policy and the
 Accident/Incident Reporting Forms

ACCIDENT/INCIDENT REPORTING PROCEDURE

In the event of a workplace injury or incident, all employees will immediately, or as soon as practical, complete the following:

Employees must:

1. Immediately notify a supervisor of the accident or incident before leaving the workplace and according to the employer's procedure.
2. Complete the (internal) Accident/Incident Report Form with the supervisor and sign the form before leaving the workplace, if capable.
3. Complete and sign a WorkSafeNB Form 67, if required.
4. If an injured employee is unable to report the accident or incident, or a known accident or incident has gone unreported, a co-worker or witness is required to report the event to their immediate supervisor (confidentiality will be protected).

Supervisors must:

1. Immediately respond to the scene of the accident or incident or summon a designate to respond to the scene of the accident or incident.
2. Assess the area for unsafe conditions to protect other employees and call for emergency or rescue services, if required.
3. Immediately administer first aid or summon medical services, if required.
4. Contact appropriate management personnel and authorities. Designate a person to contact WorkSafeNB, if warranted.
5. Complete and sign the internal Accident/Incident Report Form with the employee or individual(s) who reported the event.
6. Notify workplace accommodation team, HR and designated union representatives.
7. Complete and sign a WorkSafeNB Form 67 and forward to necessary personnel.
8. Forward all appropriate forms to management and notify the JHSC that there has been an accident or incident.
9. Designate individuals to immediately begin an investigation.

APPENDIX J

SAMPLE SELECTION GUIDELINES FOR PPE

FOOT PROTECTION

Employees must wear safety boots and safety shoes to reduce the impact of a potential compression or puncture injury. The employer must set protective footwear standards for employees working in areas or situations where there is likelihood or potential for anything to fall and injure the foot. Footwear standards must also be considered for occupations where there is potential for employees to easily slip and fall, such as wet surfaces, icy surfaces or unstable grounds.

Some occupations for which foot protection should be considered are: shipping and receiving, grounds keepers, kitchen staff, stock clerks, servers, health care professionals, custodial staff, maintenance staff and employees working in and around electricity.

EYE AND FACE PROTECTION

In addition to the requirements under *General Regulation 91-191*, some types of work and occupations may require eye and face protection such as:

- Working around or with flying objects or in dusty (airborne particles) conditions such as drilling, woodworking, chipping, grinding and chiseling.
- Working around heat sources where hot sparks could become airborne such as welding, casting, splashes or irritating mists or in conditions where there is exposure to high temperatures.
- Working in areas or conditions that involve soldering, glares or light radiation.

HEAD PROTECTION

Head protection is designed to reduce the impact and potential of penetration to employees working in situations where injury may occur because of falling or flying objects. In addition to impact and penetration resistance, an employee who works in conditions where there may be exposure to electric shock or burn should also wear head protection.

HAND PROTECTION

It is important when purchasing hand protection for employees to consider not only the type of work the employee is doing, but also the conditions in which the employee is working. Traditionally, gloves are used to prevent cuts, abrasions, burns and chemical exposures. Consideration must also be made for employees who work in cold temperatures, with biological contaminants or doing tasks where fine dexterity is required. Before purchasing gloves, employers must confirm that the size and type of hand protection is adequate, identified as suitable for the task, and meets the employees' needs.

HEARING PROTECTION

In areas or in working conditions where an employee is exposed to excessive noise (over 80 dBA) or where an employee is exposed to continuous, intermittent or impact noise, a hearing conservation procedure must be developed and implemented. It must include: monitoring and measuring noise levels, mandatory use of proper and adequate hearing protection, and postings where noise levels exceed 85 dBA (section 33, *Reg. 91-191*).

RESPIRATORY PROTECTION

In workplaces where employees may be exposed to airborne contaminants that cannot be controlled by ventilation, employers must provide employees with adequate respiratory equipment and establish a code of practice for the selection, care, use, maintenance and fitting of the equipment. In addition, precautions, including mandatory use of respiratory protection, must be taken to protect employees working in conditions that may cause respiratory diseases such as COPD, pneumoconiosis, inhalation fevers or respiratory irritation.

SKIN PROTECTION

Employees are required to wear or use protective equipment to protect from any hazard that may harm skin. The regulation is not specific to work conditions or types of work; it outlines that employees are obligated to use gloves, boots, body coverings, eye protection, barrier cream or any other equipment to protect them from hazards that may injure the skin. Types of work where any employee may need to consider this section may be health care or personal care workers, kitchen workers, working with chemicals (MSDS specifications), working with hot objects or around flames, or in industries such as agriculture, food processing or baking, forestry, construction, embalming, fishing, or auto repair, where exposures to conditions may cause skin irritation or occupational dermatitis.

OTHER TYPES OF PPE

The type of PPE an employee will need to perform their job safely will depend on the industry in which the employee works. Other forms of PPE that may be required by the employer could include:

- Aprons (chemical splashes, hot substances).
- Fall arrest systems (exposure to the risk of falling from heights).
- Vests (reflective material to increase the visibility of the employee).
- Transfer belts, also referred to as walking or gait belts (client-transferring assisted device used in health care or home care settings).
- Gloves (chemical or liquid resistant, leather, canvas, metal mesh, fabric-coated, latex, vinyl, nitrile, or polyurethane).
- Toe guards (regular shoes).
- Leggings, chaps (protect the leg and feet from heat and cutting hazards).
- Body protection (lab coats, coveralls, vests, jackets, aprons, surgical gowns and full body suits).
- Sleeve, hair and shoe covers (reduce exposure and protect workers from contamination).
- Knee pads (carpet layers, tillers, landscape workers).

APPENDIX K

FIRST AID/ACCIDENT REPORTING ORIENTATION REVIEW

Employee's name: _____

Supervisor's name: _____

Date: _____

DURING MY WORKPLACE ORIENTATION, MY SUPERVISOR OF MY DEPARTMENT EXPLAINED OR IDENTIFIED TO ME:

	Yes	No
1. Who is trained in first aid and CPR and where their names are posted in the department/workplace.		
2. Introduced me to the individuals who are trained in first aid and CPR.		
3. The location of all the first aid kits throughout the building.		
4. The process for logging any item(s) I may retrieve from the first aid kit.		
5. Our company's communication emergency procedure for employees to summon assistance in the event of an ill or injured co-worker.		
6. Our company's transportation procedure for transferring ill or injured employees to medical services.		
7. The location of the first aid room (if applicable).		
8. The requirement to report all incidents, regardless if they are perceived as too minor.		
9. The procedure to fill out a WorkSafeNB <i>Form 67</i> with my supervisor as soon as practical and before leaving the workplace.		

APPENDIX L

EMERGENCY PREPAREDNESS CHECKLIST FOR NEW EMPLOYEES

It is an employee's right to know and the company's responsibility to provide regular, current and updated information on emergency planning in the workplace. All new employees must review and be trained in emergency preparedness and practice drills in the following areas (below). Revision dates for each item should occur at least annually. It is the responsibility of _____ to ensure all employees review the emergency plan annually and make training provisions for employees who have not reviewed the plan within at least one year of their previous training date.

Employee name: _____
 Supervisor or person responsible for training: _____
 Date completed: _____
 Date of retraining: _____

Item	Yes	Date Completed	Revision Date
1. Fire drills, building evacuations and coded alarms systems training, including evacuation of clients, customers and visitors.			
2. Fire extinguisher training.			
3. Location of first aid kits, first aid providers and emergency contact information for external medical emergencies.			
4. Chemical spills, leaks and explosion evacuation and area clearance.			
5. Violence and disruptive client training.			
6. Location of MSDS in the employee's department.			

Item	Yes	Date Completed	Revision Date
7. Location of emergency kits in the employee's department and throughout the company.			
8. Notices of emergency contact information, including persons responsible for the management of the emergency, phone numbers and area supervisor.			
9. Updates to changes in plan during building renovations.			
10. Employees have provided updated (personal) emergency contact information to the company.			

APPENDIX M

JOINT HEALTH AND SAFETY COMMITTEE ORIENTATION INFORMATION

The following items will be reviewed with the new employee by the department supervisor as part of the employee's new hire orientation. Upon completion, the supervisor will forward the form to Human Resources for the employee's personnel file. The checklist should be completed before the employee starts work.

Employee's name: _____

Supervisor's name: _____

Date completed: _____

JHSC members: _____

Discussion Items	Yes	No
1. Identified to you all persons on our company's JHSC and the departments where they work.		
2. Have met or been introduced to all/most (circle one answer) JHSC members and have identified the co-chair representatives.		
3. You have received information on the JHSC's mandate, objectives and goals.		
4. You are aware of the monthly meetings, including times, locations and approximate dates.		
5. You have been instructed on how best to communicate issues to the JHSC for resolution and revision.		
6. You are aware of the educational material and safety information the JHSC supplies to the workplace.		
7. You are aware of the location(s) of the monthly JHSC minutes and where the members' names are posted.		
8. You are aware how the JHSC promotes health and safety in the workplace.		

