

HR Associates

Health & Safety

Guide

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A Note about Accessibility:

HR Associates strives at all times to provide high-quality services in a way which holds true to the principles of dignity, independence, integration and quality of opportunity as set out in the *Accessibility for Ontarians with Disabilities Act, 2005*.

Copies of the *HR Associates Occupational Health and Safety Policy* is available in alternate accessible formats upon request. In addition, HR Associates will provide any other employee document or communication in an accessible format if requested, including any of the related policies and programs referenced in this policy.

I. PURPOSE

WHY IS ATTENTION TO HEALTH AND SAFETY PARAMOUNT AT HR ASSOCIATES?

- To eliminate workplace injuries and illnesses
- To maintain the reputation of HR Associates regarding the safety of our employees
- To ensure the workplace is safe and free of hazards and illness
- To comply with our legal obligations under the *Occupational Health and Safety Act, 1990*

We want to ensure that HR Associates employees are working in a fashion that is safe and healthy. This guide outlines what we can all do to reach this common goal.

II. LETTER FROM OUR PRESIDENT AND GENERAL MANAGER

Management of HR Associates is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. HR Associates will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

HR Associates as an employer is ultimately responsible for worker health and safety. As General Manager of HR Associates, I give you my commitment that every reasonable precaution will be taken for the protection of workers.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company. Every worker must also take the responsibility of reporting any instances of injury to their supervisor.

In the event that a workplace injury and/or illness does occur the Management of HR Associates is committed to cooperating with all of their employees and shall encourage recovery and safe return to work. Work will be consistent with employee's functional abilities, and will restore pre-injury earning when possible. At HR Associates, we will provide a modified work arrangement to any of our injured employees until he/she is able to return to their pre-accident job, wherever possible.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the General Manager to the workers.



José Sanchez, General Manager

III. LEGISLATIVE FRAMEWORK

The Occupational Health and Safety Act (OHSA)

The purpose of the Occupational Health and Safety Act, 1990 is to protect workers against health and safety hazards on the job. The OHSA provides us with the framework and the tools to achieve our health and safety goals. It sets out the rights and duties of all parties in the workplace. It establishes procedures for dealing with workplace hazards, and it provides for enforcement of the law where compliance has not been achieved voluntarily.

The *Occupational Health and Safety Act* contains provisions for the:

- Support of internal responsibility by listing the duties of employers, supervisors and workers
- Worker's right to know
- Participation of workers in health and safety programs
- Control of toxic substances
- Delivery of information to workers on hazardous materials and hazardous physical agents in the workplace

The principle behind the *Act* is the internal responsibility system. This means that employers and workers **both** have responsibility for health and safety in the workplace.

To promote the internal responsibility system, the *Act* created an interlocking set of duties, obligations and rights on the part of employers, supervisors and workers, with government having the responsibility to see that duties are performed and obligations fulfilled.

For more details and to view the OHS Act in full please visit the Ministry of Labour website at <https://www.ontario.ca/laws/statute/90o01>

The Workplace Safety and Insurance Act (WSIA)

The purpose of the Workplace Safety and Insurance Act, 1997, is to accomplish the following in a financially responsible and accountable manner:

- To promote health and safety in workplaces
- To prevent and reduce the occurrence of workplace injuries and occupational diseases.
- To facilitate the return to work and recovery of workers who sustain personal injury arising out of and in the course of employment or who suffer from an occupational disease.
- To facilitate the re-entry into the labour market of workers and spouses of deceased workers.
- To provide compensation and other benefits to workers and to the survivors of deceased workers.

The *WSIA* states that employees are entitled to medical aid, hospital services and medication required at the time of injury, and afterward, to treat occupational injuries or diseases. There are two forms of compensation:

1. LOE – Loss of Earnings (wage replacement)
2. HBC – Health Care Benefits (treatment expenses)

For more details and to view the WSI Act in full please visit the Ministry of Labour website at <https://www.ontario.ca/laws/statute/97w16>

IV. OUR POLICY

HR Associates is committed to providing our employees with a safe and healthy work environment. Health and safety is a combined responsibility of HR Associates, management, supervisors, and employees. It is necessary for all parties to work together to decrease the risk of injury or occupational disease.

As much as reasonably possible, we will do all we can to ensure you have a safe and healthy workplace with adequate supervision. HR Associates is committed to fulfilling our duties and responsibilities as dictated in the *Occupational Health and Safety Act*. Supervisors are responsible for the health and safety of our employees.

If occupational injury or illness occurs, HR Associates will conduct an investigation of the incident in a timely and respectful manner. HR Associates is committed to cooperating with all of their employees and will encourage recovery and safe return to work.

We will meet the legislative requirements to:

- Post “What You Should Know” as required by the *Employment Standards Act, 2000* in a conspicuous location in the workplace
- Post a copy of the *Occupational Health and Safety Act* as required by the OHS Act in a conspicuous location in the workplace
- Prepare and review, once a year, the written *HR Associates Occupational Health and Safety Policy* as required by the OHS Act
- Post “In Case of Injury---1234” under the regulation of *Workplace Safety Insurance Act* in a conspicuous location in the workplace
- Provide HR Associates workers and supervisors with Occupational Health and Safety training, in accordance with the Ontario Ministry of Labour Occupational Health and Safety Awareness and Training (O. Reg. 297/13) under the Occupational Health and Safety Act.

V. RESPONSIBILITIES

Duties of Employers

- Make every reasonable effort to ensure measures and procedures are complied with
- Provide prescribed protective equipment (if necessary)
- Appoint management who are qualified, and familiar with the Act and regulations that apply to the work being performed in the workplace
- Instruct, inform and supervise workers to protect their health and safety
- Assist in a medical emergency by providing all information to a qualified medical practitioner who request the information in order to diagnose or treat any person

- Inform a worker or a person in authority over a worker, about any hazard in the work and train that worker in handling storage, use, disposal and transport of any equipment, substances, tools, material, etc.
- Not employ underage workers
- Take every precaution reasonable in the circumstances for the protection of a worker
- Prepare a written *Occupational Health and Safety Policy* and post where workers will be able to see it
- Ensure that every part of the physical structure of the workplace can support all loads to which it may be subjected, in accordance with the *Building Code Act* and any standards prescribed by the ministry of labour.
- Establish and maintain a Joint Health and Safety Committee in accordance with the *Occupational Health and Safety Act*.
- Provide Occupational Health and Safety Awareness and Training to all workers and supervisors.

Duties of HRA Management

- Ensure that employees comply with the *Act*, regulations and internal policies
- Advise a worker of any potential or actual health or safety hazards known to the manager
- If necessary, provide a worker with written instructions about the measures and procedures to be taken for the worker's protection
- Take every precaution reasonable in the circumstances for the protection of workers
- Monitor worker and supervisor training (Occupational Health and Safety Awareness and Training)

Your Responsibilities (The Employee)

HR Associates employees have several general duties under the *OHS Act*. A worker must take responsibility for their personal health and safety insofar as he or she is able.

Take reasonable care for the health and safety of yourself and others by the following actions:

- Work in compliance with the *Act* and regulations
- Make sure you familiarize yourself with the local emergency procedures (e.g. Fire Procedures, Harassment and Violence in the Workplace program, etc)
- Report any hazards and dangers
- Report any known violation of the *Act* or regulations
- Do not undertake tasks you have not received training for or, that you feel are unsafe
- Do not engage in any unnecessary conduct in the workplace (i.e. running, boisterous conduct, etc.)
- Work in manner as required by the employer and make correct use of work equipment, machinery, substances and personal protective equipment
- Be informed: You have the right to know and the right to be trained and to have information on machinery, equipment, working conditions, processes and hazardous substances
- Complete Occupational Health and Safety Awareness and Training as directed

Remember...

- You should only undertake work after the appropriate training. Do not undertake any task that you believe is unsafe. If in doubt, stop work and ask for guidance from the supervisor or contact your HR Associates Joint Health and Safety Representative
- Observe the organization's safety rules and ask questions if you are unsure about anything involving safety
- Always watch where you are walking and obey any restricted areas
- Note the position of Fire Exit routes - all exits and particularly Fire Doors, must never be blocked, ensuring safe means of escape and avoiding injury.
- Keep all work areas and floor clear of clutter

VI. YOUR RIGHTS (THE EMPLOYEE)

To balance the employer's general right to direct the work force and control the production process in the workplace, the *Act* gives basic rights to workers:

The Right to Participate

Workers have the right to be part of the process of identifying and resolving workplace health and safety concerns. This right is expressed through worker membership on joint health and safety committees, or through worker health and safety representatives.

The Right to Know

Workers have the right to know about any potential hazards to which they may be exposed. This means. The parts of the *Act* that implement the Workplace Hazardous Materials Information System (WHMIS) play an important role in giving workers the right to know.

The Right to Refuse Work

Workers have the right to refuse work that they believe is dangerous to either their own health and safety or that of another worker. The *Act* describes the exact process for refusing dangerous work and the responsibilities of the employer in responding to such a refusal.

The Right to Stop Work

In certain circumstances, members of a joint health and safety committee who are "certified" have the right to stop work that is dangerous to any worker. The *Act* sets out these circumstances and how the right to stop work can be exercised.

VII. HR ASSOCIATES JOINT HEALTH & SAFETY COMMITTEE

The objectives of the Joint Health and Safety Committee:

- To identify potential workplace hazards
- To evaluate these hazards
- To recommend corrective action
- To follow up on the implementation of the above recommendations
- To investigate work refusals and serious injuries
- To comply with the *Occupational Health & Safety Act*

The Joint Health and Safety Committee (JHSC) is dedicated to bringing forward health and safety issues and to ensure proper policies and procedures are carried out. In order for the JHSC to be successful it will hold a meeting at least every three months to discuss health and safety issues. The worker and management representatives of the JHSC have received training as required by the *OHSA* to fulfill their duties and obligations as members of the JHSC.

Worker Representative: April Suse, 416-237-1500 ext: 235

Management Representative: Sandra Fagundes, 416-237-1500 ext: 223

VIII. INSPECTIONS

The employee representative will carry out monthly inspections to help identify issues in accordance with the *Occupational Health and Safety Act*. If it is not feasible to inspect the entire workplace each month, the Committee shall inspect a partial area of the workplace.

IX. ASSESSING AND CONTROLLING HAZARDS

The JHSC shall assess and control workplace hazards, In accordance with the *OHSA*, the JHSC shall document any workplace hazards and shall submit a report to the President and General Manager, José Sanchez, with a list of hazard(s) and recommendations to correct/remove the hazard(s).

X. PROVISION AND MAINTENANCE

If José Sanchez, President and General Manager receives a report from the JHSC identifying any workplace hazards, José Sanchez shall respond to the report within 21 days with corrective action identified and a timeline to remove any workplace hazards, or with reasons in disagreement of the JHSC recommendation(s). The response shall be provided in writing to the JHSC.

XI. FIRST AID

First aid is an integral part of the overall health and safety of a workplace. First aid is emergency care provided for an injury or illness before the arrival of Emergency Medical Service (EMS) personnel.

HR Associates has a designated First Aid Representative to provide interim assistance in the case of workplace injury or emergency. The First Aid Representative has undergone emergency first aid training recognized by the *Workplace Safety and Insurance Act* and is responsible for the first aid station and providing assistance for injury or illness.

HR Associates is committed to ensuring that in a case of emergency all staff can rely on the First Aid Representative for interim assistance. HR Associates is committed to complying with Regulation 1101 of the *Workplace Safety and Insurance Act* governing minimum standards for the provision of first aid and first aid stations in the workplace, and will ensure all aspects of first aid equipment are provided.

Please ask your First Aid Representative for assistance if you require first aid at work.

First Aid Representative:

Back-up First Aid Representative:

XII. FIRE SAFETY

Fires can breakout anywhere and fire safety is an important aspect to the overall wellness of the workplace. As an employer, HRA has assessed the fire risks, identified possible fire risks and has taken reasonable precautions to reduce the risk of fires.

Fire Warden: Sandra Burgos, 416-237-1500 ext: 251

Back-up Fire Warden: Heather Lucas, 416-237-1500 ext: 242

Please refer to Appendix B for a copy of the Fire Procedure applicable to 302 The East Mall and the *HR Associates Emergency Exit Route*.

XIII. REPORTING HEALTH AND SAFETY INCIDENTS

The reporting of an occupational illness or incident is extremely important to maintaining and improving a safe working environment.

Procedure: If You Are Involved in an Incident or Near-miss Incident

1) Provide or seek first aid and arrange for transport to medical facility if necessary

If the incident has resulted in an injury, please obtain first aid treatment from the First Aid Representative. When necessary an injured employee should seek attention from a medical

practitioner. If the incident results in a critical injury please call 9-1-1 for emergency medical assistance.

2) Report the incident

As soon as possible following the incident, employees **must** report the incident to their supervisor. Managers will report the incident to the Joint Health and Safety Committee and Jose Sanchez, General Manager.

Depending on the severity of the incident, employers may also need to report to Workplace Safety & Insurance Board or the Ministry of Labour; please see below:

- a. Where a person is critically injured from any cause at a workplace, the Ministry of Labour Health and Safety Contact Centre and Joint Health and Safety Committee must be immediately notified by telephone or other direct means, and a written report prepared within 48 hours.
- b. Where a person is disabled from performing his or her usual work or requires medical attention because of an incident, the Ministry of Labour and Joint Health and Safety Committee must be notified in writing within 4 days.
- c. Any incident involving health care (from a medical practitioner), lost time from work, or an occupational illness or disease must be reported to the Workplace Safety and Insurance Board (WSIB Form 7) (within 3 working days).
- d. The incident does not have to be reported to the Workplace Safety and Insurance Board or the Ministry of Labour if a worker did not require assistance beyond first aid.

3) Employer: Pay the employee a full day's wages

Employers are required to pay employees a full day's wages on the day of the incident. WSIB loss of earnings (LOE) benefits start the working day after the incident occurs.

4) Investigate the incident

An investigation should be completed for all incidents that result in injury requiring medical treatment by a medial practitioner and for incidents that had the potential for causing serious injury. The investigation will begin at the earliest practical opportunity and will be conducted by the supervisor or manager of the injured person(s) and/or the JHSC.

The goals of the investigation will be to identify the primary cause of the incident and identify corrective actions to eliminate the cause.

EARLY AND SAFE RETURN TO WORK

The Management of HR Associates is committed to cooperating with all of their employees when injuries and illnesses do occur and shall encourage recovery and safe return to work. Work will be consistent with employee's functional abilities and will restore pre-injury earning when possible. HR

Associates will provide a modified work program to any of our injured employees until they are able to return to their pre-accident job, whenever possible.

HR Associates will:

- Assess each individual's situation according to an authorized medical practitioner's report and recommendations and will provide appropriate modified work to suit the degree of injury.
- Assist in the employee's active recovery and encourage the worker to return to work to his or her pre-accident job, whenever possible.
- Where necessary, identify jobs that are suitable for accommodating injured workers on a temporary basis in order to facilitate the early and safe return to work program and limit any loss of their earnings.

RETURN TO WORK

Return to work is the process or strategy of safely returning employees to the workplace on a timely basis. Preventing workplace injuries and illness is the responsibility of everyone in the workplace. When injuries and illness do occur, it is important to try to minimize the impacts by focusing on returning employees to safe and productive work as soon as it is medically possible do so. Returning to daily work and life activities can actually help an injured worker's recovery and reduce the chance of long-term disability.

In Ontario, returning an injured worker to work is a shared responsibility primarily between the worker and the employer.

- The *Workplace Safety and Insurance Board* is responsible for managing the claim and monitoring, providing education and assistance to the worker and employer, and to the workplace.
- Health care providers are responsible for providing timely health or medical, and functional abilities information, in order to make timely decisions both on benefits and on return to work.

Responsibilities of HR Associates

- Contact the employee as soon as possible after the injury and maintain communication with the injured employee throughout the period of recovery and impairment;
- Pay regular wages and benefits for the day or shift during which the injury occurred;
- Support employees' Return to Work by identifying suitable employment consistent with functional abilities;
- Reinstatement the employee to pre-injury employment or to offer suitable work (in a modified workplace if necessary) for a duration specified by the WSIB;
- Provide the WSIB with any information requested concerning the employee's return to work.

Responsibilities of the Injured Employee

- Obtain first aid or medical aid for a work-related injury;
- Report the incident or the onset of a work-related disease to the supervisor as soon as possible;

- Use the WSIB Functional Abilities form* and give written consent to the release of functional abilities information to the employer;
- Co-operate in health care treatment;
- Maintain communication with the supervisor and report changes in return to work status or medical condition;
- Co-operate with the employer to identify suitable employment consistent with functional abilities;
- Provide the WSIB with any information requested.

**The Functional Abilities form is an optional form completed by a health care professional designed to help workers and employers meet their return-to-work obligations*

Together we can create and maintain a healthy and safe environment for all of us at HR Associates!

APPENDIX A: TEMPORARY EMPLOYEES

OCCUPATIONAL HEALTH AND SAFETY GUIDE

The *HR Associates Occupational Health and Safety Policy* applies to all employees, which includes employees on temporary assignment. As much as reasonably possible, HR Associates will ensure you have a safe and healthy workplace with adequate supervision as stated in our *Occupational Health and Safety Policy*.

All employees should be familiar with the 'Know your Rights' section within this policy, or via the Ministry of Labour website (<https://www.labour.gov.on.ca/english/hs/pubs/index.php>).

HRA RESPONSIBILITIES

The client organization to whom you are temporarily assigned is responsible for your health and safety while you are working for them. We will make sure you are given information on safety procedures so that you can carry out your tasks safely. If there is something you do not understand, ask your HR Associates Representative for clarification.

SAFETY ON ASSIGNMENT

As an HR Associates employee, you are our company's most important asset. Always exercise due care while working for HR Associates. Most accidents can be prevented with proper caution in an office environment.

Become familiar with each client's safety procedures and equipment. Please also familiarize yourself with the Health and Safety Representative in your assigned office. All unsafe working conditions must be reported immediately to your HR Associates Representative. Make safety a priority in the work environment.

It is the employees' responsibility to report any potential hazards in the workplace to your HR Associates Representative.

Temporary Employees are expected to complete the Occupational Health and Safety Awareness and Training before the start of their first assignment or as directed by their Employment Consultant.

CALL US IMMEDIATELY IF...

- You are asked to perform a task that you have not been trained to perform and that you feel could be unsafe given your lack of preparation
- You believe that your working conditions are unsafe
- You are injured while on assignment

REPORTING ACCIDENTS

It is important for the employee, on-site supervisor, and the HR Associates Representative to work together to resolve any health and safety situation. Keep your HR Associates Representative informed of any after-effects of the incident, including periods of total or partial incapacity for work.

The reporting of an occupational illness or incident is extremely important to maintaining and improving a safe working environment.

Procedure: If You Are Involved in an Incident or Near-miss Incident**1) Provide or seek First Aid & arrange for transport to medical facility if necessary**

If the incident has resulted in an injury, please obtain first aid treatment from your First Aid Representative at your work site. When necessary an injured employee should seek attention from a medical practitioner. If the incident results in a critical injury please call 9-1-1.

2) Report the incident

As soon as possible following the incident, employees **must** report what happened to their supervisor, and their HR Associates' Employment Consultant.

3) Employer: Pay the employee a full day's wages

Employers are required to pay employees a full day's wages on the day of the incident. WSIB loss of earnings (LOE) benefits start the working day after the incident occurs.

4) Investigate the incident

An investigation should be completed for all incidents that result in injury requiring medical treatment by a medical practitioner and for incidents that had the potential for causing serious injury. The investigation will begin at the earliest practical opportunity and will be conducted by the supervisor or manager of the injured person(s).

The goals of the investigation will be to identify the primary cause of the incident and identify corrective actions to eliminate the cause.

EARLY AND SAFE RETURN TO WORK

HR Associates is committed to cooperating with all of their employees when injuries and illnesses do occur and shall encourage recovery and safe return to work. Work will be consistent with employee's functional abilities and will restore pre-injury earning when possible. HR Associates will provide a modified work program to any of our injured employees until they are able to return to their pre-accident job, whenever possible.

HR Associates will:

- Assess each individual's situation according to an authorized medical practitioner's report and recommendations and will provide appropriate modified work to suit the degree of injury.
- Assist in the employee's active recovery and encourage the worker to return to work to his or her pre-accident job, whenever possible.
- Where necessary, identify jobs that are suitable for accommodating injured workers on a temporary basis in order to facilitate the early and safe return to work program and limit any loss of their earnings.

RETURN TO WORK

Return to work is the process or strategy of safely returning employees to the workplace on a timely basis. Preventing workplace injuries and illness is the responsibility of everyone in the workplace. When injuries and illness do occur, it is important to try to minimize the impacts by focusing on returning employees to safe and productive work as soon as it is medically possible do so. Returning to daily work and life activities can actually help an injured worker's recovery and reduce the chance of long-term disability.

In Ontario, returning an injured worker to work is a shared responsibility primarily between the worker and the employer.

- The *Workplace Safety and Insurance Board* is responsible for managing the claim and monitoring, providing education and assistance to the worker and employer, and to the workplace.
- Health care providers are responsible for providing timely health or medical, and functional abilities information, in order to make timely decisions both on benefits and on return to work.

Responsibilities of HR Associates

- Contact the employee as soon as possible after the injury and maintain communication with the injured employee throughout the period of recovery and impairment;
- Pay regular wages and benefits for the day or shift during which the injury occurred;
- Support employees' Return to Work by identifying suitable employment consistent with functional abilities;
- Reinstate the employee to pre-injury employment or to offer suitable work (in a modified workplace if necessary) for a duration specified by the WSIB;
- Provide the WSIB with any information requested concerning the employee's return to work.

Responsibilities of the Injured Employee

- Obtain first aid or medical aid for a work-related injury;
- Report the incident or the onset of a work-related disease to the supervisor as soon as possible;
- Use the WSIB Functional Abilities form¹ and give written consent to the release of functional abilities information to the employer;
- Co-operate in health care treatment;
- Maintain communication with the supervisor and report changes in return to work status or medical condition;
- Co-operate with the employer to identify suitable employment consistent with functional abilities;
- Provide the WSIB with any information requested.

Your Rights (The Employee)

THE RIGHT TO PARTICIPATE: Workers have the right to be part of the process of identifying and resolving workplace health and safety concerns. This right is expressed through worker membership on Joint Health and Safety Committees, or through worker health and safety representatives.

THE RIGHT TO KNOW: Workers have the right to know about any potential hazards to which they may be exposed. This means the parts of the Act that implement the Workplace Hazardous Materials Information System (WHMIS) plan an important role in giving workers the right to know.

THE RIGHT TO REFUSE WORK: Workers have the right to refuse work that they believe is dangerous to either their own health and safety or that of another worker. The Act describes the exact process for refusing dangerous work and the responsibilities of the employer in responding to such a refusal.

¹ The Functional Abilities Form can be used as a tool to facilitate return to work discussions between the employer and the injured/ill worker. The form is located at:

<http://www.wsib.on.ca/cs/groups/public/documents/staticfile/c2li/mdey/~edisp/wsib012233.pdf>

THE RIGHT TO STOP WORK: In certain circumstances, members of a Joint Health and Safety Committee who are 'certified' have the right to stop work that is dangerous to any worker. The Act sets out these circumstances and how the right to stop work can be exercised.

The *Occupational Health and Safety Act, 2000* is available here: <https://www.ontario.ca/laws/statute/90o01>

FIRE SAFETY AND EVACUATION PROCEDURES

Fires can breakout anywhere and fire safety is an important aspect to the overall wellness of the workplace. Consult with your supervisor to determine fire safety procedures and the evacuation route related to your temporary assignment work site.

General Procedure: If you discover a fire

- 1) Activate the Fire System (pull the Fire Alarm). Call 911 if it is safe to do so
- 2) Follow the *Fire Alarm Evacuation Procedure* and evacuate the office immediately in a safe and orderly manner.

APPENDIX B: FIRE PROCEDURE

Fires can breakout anywhere and fire safety is an important aspect to the overall wellness of the workplace. As an employer, HRA has assessed the fire risk, identified possible fire risks, and has taken reasonable precautions to reduce the risk of fires.

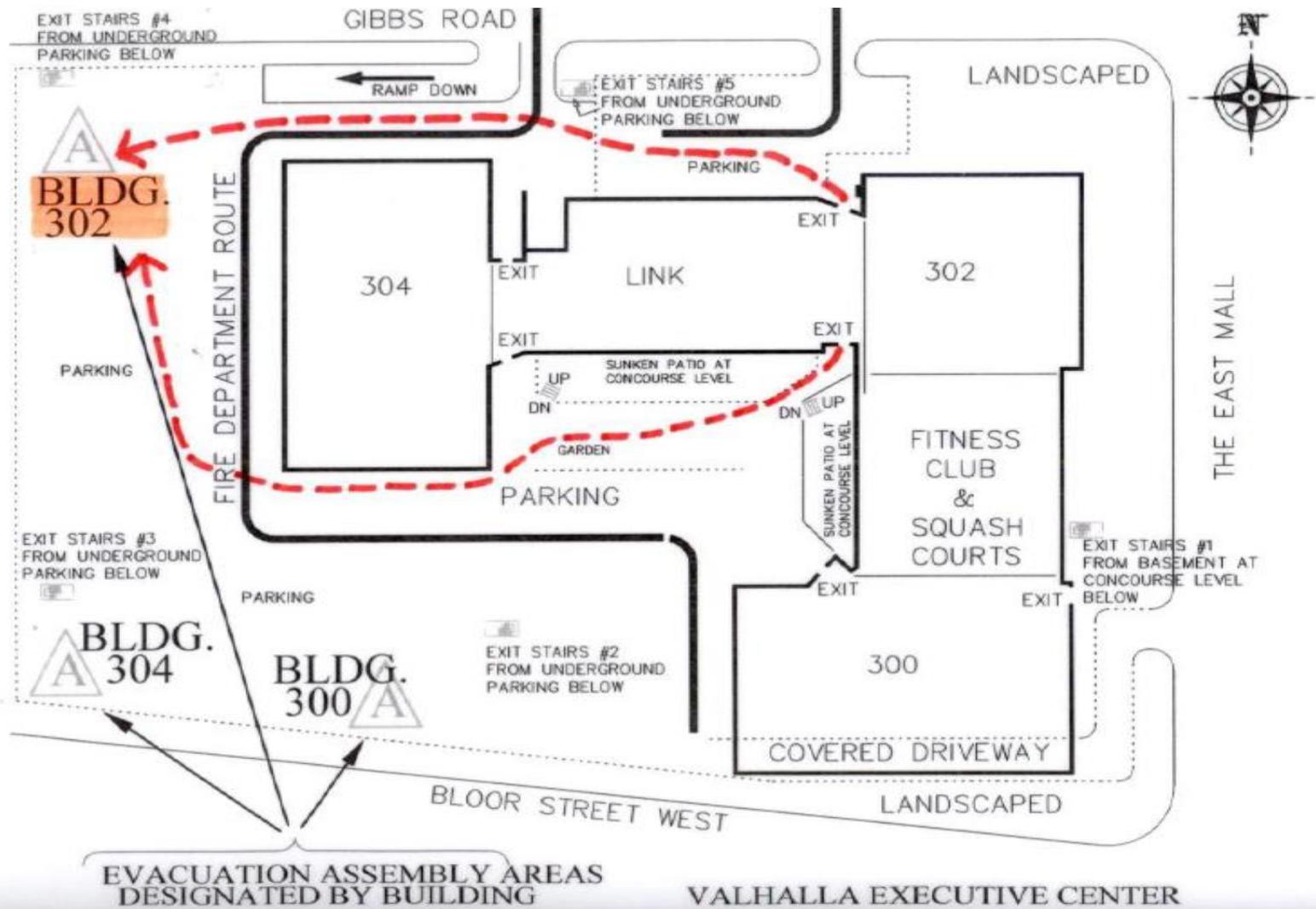
Procedure: If You Discover a Fire

- Activate the Fire System – pull the manual Fire Alarms in the halls. (You can also call 911 afterwards if it is safe to do so).
- Follow the procedure below.

Procedure: If You Hear a Fire Alarm

- When you hear the fire alarm, evacuate the office immediately and close all doors behind you. By closing the doors you may help limit the spread of smoke and fire throughout the building.
- Please ensure that all candidates that may be in interviews or in testing leave the office with you.
- Do not bring any belongings (bags, phones, food/drink etc.) with you! These can be a health and safety issue in the stairwells.
- Do not use the elevators. Our escape routes are either the stairwell across from our front door, beside the elevators, or the stairwell to the right of the men's bathroom. Please use your nearest exit. These lead down to either the main floor lobby or the concourse level.
- Our floor is a cross-over floor – therefore if one stairwell is not accessible, please use the alternate one.
- If you cannot vacate the building due to a medical concern, remain in the stairwell on a landing if possible.
- If you detect fire or smoke blocking the stairs below, use our floor or the 4th floor to cross over to the second set of stairs. If this is not possible, stay in a closed room, seal the cracks around the doorway, and phone in your location to the fire department.
- On leaving the building, please go directly to our designated meeting area.
- Our evacuation assembly area has been designated as the northwest corner of the parking lot, past the car entry/exit to the parking garage, near the dumpsters (Please see the Emergency Exit Route map included below). Proceed directly there for a headcount to make sure everyone is present.
- If you are stepping out of the office for an extended period of time, please let someone know or use the front door so that reception will see you leave. This way, we can account for you if we have to evacuate the office.
- If you are not in the office when the fire alarm goes off (you will be able to hear the alarm wherever you are in the complex), leave the building immediately by using the nearest exit and go directly to our designated meeting area.
- Do not go back into our building until we receive the "ALL CLEAR" from building.

Emergency Exit Routes



APPENDIX C: PREVENT MUSCOSKELETAL DISORDERS

What are workplace pains and strains?

(Source: http://www.labour.gov.on.ca/english/hs/pubs/ergonomics/is_ergonomics.php)

Workplace pains and strains are also known as musculoskeletal disorders (MSDs), Repetitive Strain Injury (RSI), Cumulative Trauma Disorder (CTD) and Repetitive Motion Injury (RMI). These types of injuries affect the muscles, tendons, ligaments and nerves.

MSDs develop as a result of the effects of repetitive, forceful or awkward movements on bones, joints, ligaments and other soft tissues. Workers may experience symptoms such as discomfort, pain, numbness, tingling, weakness and restricted movements.

MSD is not a medical diagnosis; it is an umbrella term for a group of injuries. Some of these injuries include:

- Back Pain (low back strain, etc.)
- Muscle Strain
- Tendonitis
- Carpal Tunnel Syndrome (CTS)
- Rotator Cuff Syndrome
- Tennis Elbow (epicondylitis)
- Shoulder Pain (shoulder myalgia)

Workers are more likely to suffer an MSD if they perform jobs with MSD risk factors that include repetitive movements, forceful efforts, and fixed or awkward postures.

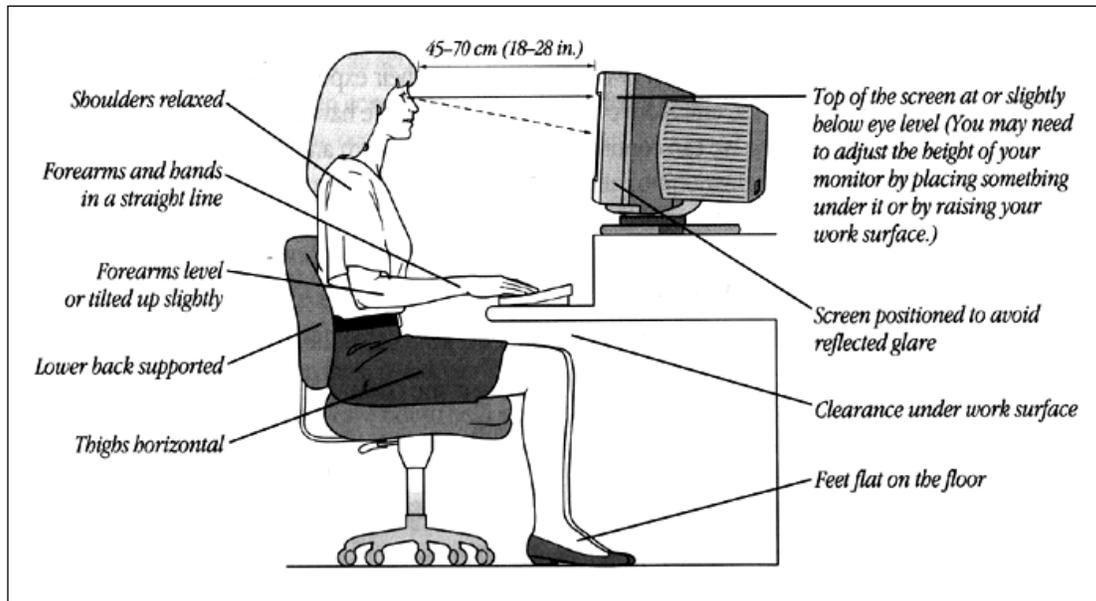
PREVENTION OF MSDs

Safety at your workstation

- Adjust your chair, monitor, keyboard and mouse so they are at a comfortable setting
- Keep the most frequently used items within easy reaching distance to avoid overextending
- Remove obstructions from around your workstation
- Organize and clear your workstation before commencing work
- Keep all work areas and floor space clear of clutter and stationery
- Do not open more than one drawer on a filing cabinet at a time
- Always close a drawer fully before opening another
- Ensure all filing cabinet drawers are closed before walking away
- Report defective office equipment and furniture to a manager or supervisor. **Do not** attempt to repair it yourself

Sitting comfortably at your workstation

In general, the more time an individual works at a computer, the more important it is to ensure that the computer workstation is set to meet the ergonomic needs of that individual. Work practices are also crucial since an individual working at even the most ergonomically correct workstation could develop problems if concepts such as work breaks are ignored.



- The keyboard and pointing device should be located beside each other and at the same height. Position the keyboard and mouse so that the elbows stay close to the sides and the arms are maintained in a non-reaching position. The forearms should be relaxed, roughly horizontal and the wrists should be straight and not resting on any surface when actively keyboarding or mousing. Resting the wrists during keyboarding or mousing activities can encourage inappropriate wrist movement and can place excessive pressure on the carpal tunnel in the wrist. A wrist rest or other surface can be used to support the wrists in a straight position when the keyboard or mouse is not actively being used.
- The best monitor height for most people is to have the top of the screen at about eye level or slightly lower. This position keeps the neck relatively straight.
- Most people find that having the monitor about arm's length away when seated at the keyboard is an appropriate and comfortable viewing distance.
- Maintain contact with the back support of the chair while using the computer – avoid leaning forward or “perching” on the front edge of the chair for extended periods of time. Ensure that the feet can rest comfortably on the floor; otherwise, a footrest is required. Also, the thighs should be roughly horizontal with about a 90 degree angle between the thighs and the calves. There should also be a space, about the width of a clenched fist, between the front of the chair and the back of the knees.
- Arrange the workspace such that the monitor and keyboard/mouse are directly in front of the computer user.
- If documents or reference materials are used often at the computer, a document holder should be used. The items should be placed to the side of the monitor, at about the same distance and height. Propping documents “in-line”, on an angle between the keyboard and monitor, is another very effective way to ease strain and make documents accessible, particularly if the user must write on, or interact with, the documents in some manner.
- Frequently used items such as a telephone or files should be located within easy reach. In general, try to avoid frequent overhead reaches or situations that require twists and reaches behind the body.

- Take frequent vision breaks. A general rule-of-thumb is that for every 30 minutes of computer use, glance away from the monitor and focus on a distant object for about 15 seconds before resuming computer activities.
- Take frequent posture breaks. A general rule-of-thumb to apply is that for every hour of computer use, take a 5-minute break to stretch, change posture or perform other tasks.

When lifting and carrying

- Only lift or carry what you can easily manage
- Get help with anything that you think might be too heavy or awkward to manage on your own
- Use trolleys, wheelbarrows, or other appropriate lifting equipment when available
- Use your whole hand to hold equipment and other items, not just your fingers
- Employ good posture: when starting a lift, have a slight bend in your back and bend with your knees. Don't pull up with your back; you want to start the lift with your legs.
- When carrying the item you should have the heaviest part closest to your body. Move smoothly as jerking the item will just make it harder to control and can increase the risk of injury.
- Make sure you can clearly see where you are going. Always look ahead and not down when carrying.

