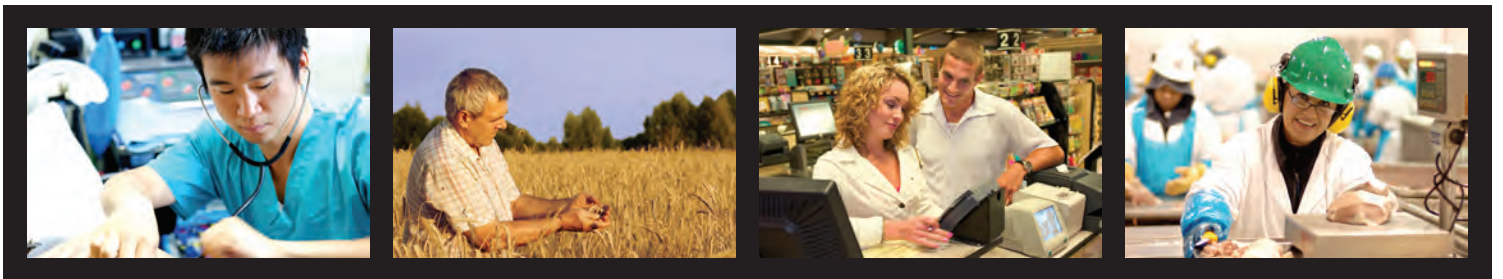


# Building a Safer Workplace





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# BUILDING A SAFER WORKPLACE



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- Workers' Compensation Board of Nova Scotia
- Doug Smith, An injury to all: a history of the occupational safety and health movement in Manitoba, second edition.

## DISCLAIMER

The information in this publication is intended for general use and may not apply to every circumstance. It is not a definitive guide to government regulations and does not release the readers from the responsibilities under applicable legislation. SAFE Work Manitoba has tried to present the most up-to-date information, but does not guarantee the accuracy of, nor assume liability for, the information presented here.



## FOREWORD

Employers and employees share a genuine mutual concern for the safety and well-being of workers in the workplace. They know and appreciate the value of each worker's knowledge and experience to their business or industry and the importance of that worker to their family and society.

Workplace injuries result in pain and suffering to the injured worker, as well as financial losses to both the worker and the employer. Fortunately, workplace injuries and illnesses are preventable. Understanding the importance of safety and having effective safety programs which identify and control hazards on a daily basis are essential to preventing injuries.

## OBJECTIVE

The objective of the Building a Safer Workplace workshop is to understand the importance of workplace safety and health and how to build a SAFE work culture in your workplace.

Participants should leave with a clear understanding of the 11 required elements for a safety and health program in a workplace.

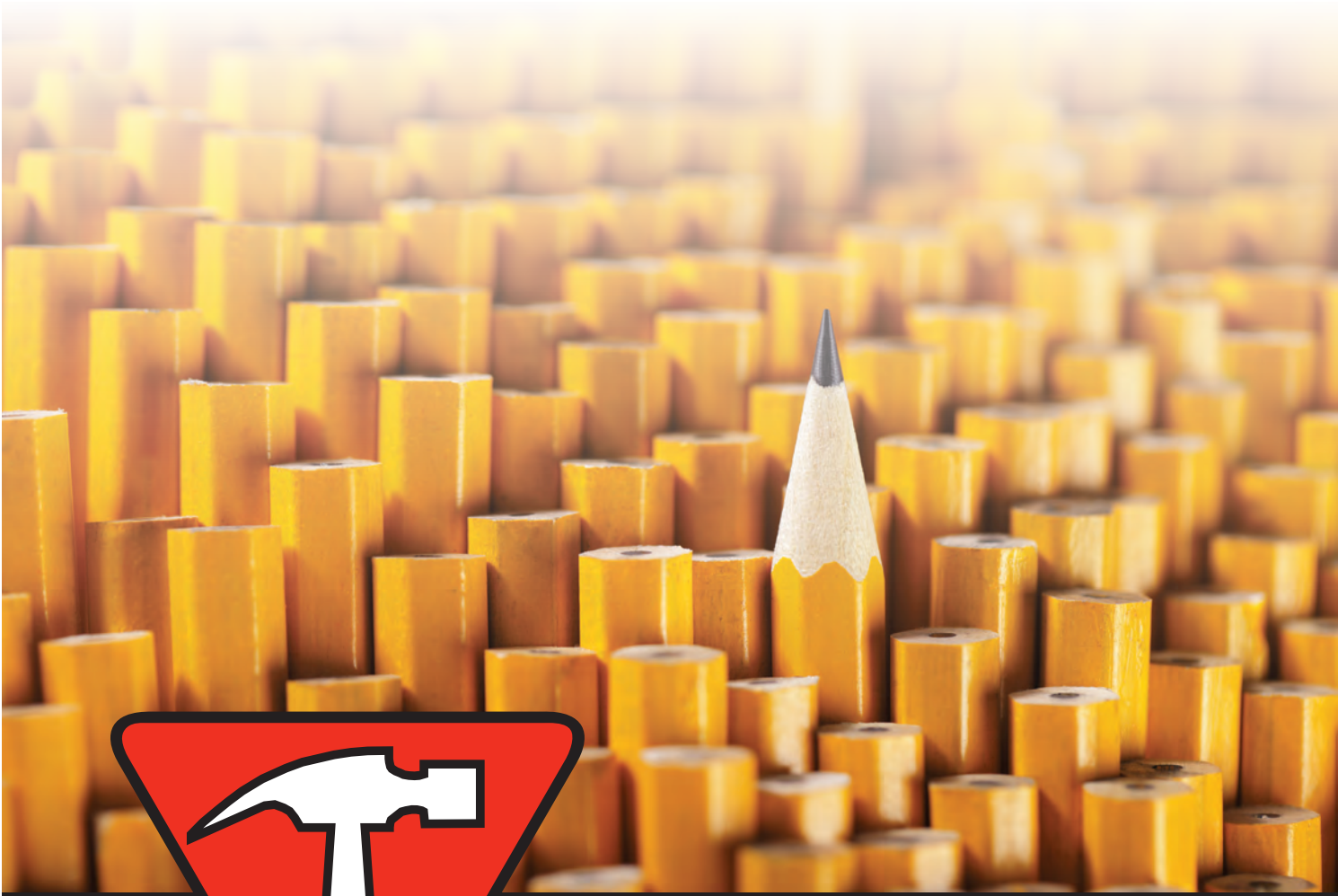
As part of the SAFE Work strategy, SAFE Work Manitoba has developed this manual to assist workplaces in understanding the importance of safety and the basic strategies necessary to prevent injury and illness in the workplace. Our workshop, Building a Safer Workplace, provides an overview of:

- safety and health concepts
- the core components required to spot the hazard, assess the risk, find a safer way, everyday
- the 11 elements required to build a safety and health program
- legal, financial and moral responsibilities for safety
- the key principles of building a culture of safety.

It is our hope the information contained in this manual will assist in enhancing your workplace safety and health systems as we continue to reduce workplace injuries and together create our vision of SAFE Work – A Way of Life.



# PRE-WORKSHOP ASSESSMENT



# PRE-WORKSHOP ASSESSMENT

Before completing the workshop, rate your level of knowledge in the following areas. At the end of the workshop, you will complete the same quiz to assess your learning today.

What is your level of knowledge of:	Level of knowledge				
	Low			High	
1. Safety as a personal value and a reflection of culture	1	2	3	4	5
2. Legal requirements to prevent injuries	1	2	3	4	5
3. Workers' rights and responsibilities	1	2	3	4	5
4. The financial benefits of a safe workplace	1	2	3	4	5
5. The 11 minimum elements required for a safety program	1	2	3	4	5
6. How to use the SAFE injury prevention model	1	2	3	4	5
7. How to prevent musculoskeletal injuries (MSIs)	1	2	3	4	5
8. How to respond to workplace injuries	1	2	3	4	5
9. Principles required to build a safety culture	1	2	3	4	5
10. How to access other SAFE Work Manitoba resources	1	2	3	4	5
<b>Total Score</b>					

# SECTION 1: INTRODUCTION TO PREVENTION

## In this section

- [Prevention at a Glance](#)
- [Changing Perspectives on Prevention: Historical Perspectives](#)

## Learning objectives

Upon completion of this section, participants should:

- Understand why workplace safety and health is an important issue
- Know the most common type of workplace injury
- Understand why injury prevention strategies should be integrated into all aspects of workplace operations
- Be able to explain how varying perspectives, beliefs, values and cultures affect safety culture
- Have an idea of how perspectives on workplace safety and health have changed
- Understand that safety myths such as “accidents are inevitable” continue to pose barriers to injury prevention





## PREVENTION AT A GLANCE

Tragically, hundreds of workers have been killed on the job and hundreds have lost their lives due to occupational disease. The human and financial costs of an injury are far too high for the worker, for their family, for the workplace and for Manitoba.

Injury prevention is about creating safe workplaces. This requires a proactive, systematic and organized approach to spot workplace hazards, assess risks and find safer ways to do the work every day. Prevention needs to be incorporated into all aspects of workplace operations and daily activities.

Safety isn't optional. The law sets out the **minimum** safety requirements required by all workplaces. The Canada Labour Code outlines the requirements for all federal workplaces and the *Manitoba Workplace Safety and Health Act and Regulation* outlines the requirements for all other workplaces in Manitoba.

Safety relies on a strong internal responsibility system where everyone plays a role in preventing injuries. The law outlines duties and responsibilities for employers, supervisors and workers.

Because employers have the greatest degree of authority and control over the operations of the workplace, they also carry the greatest responsibility for workplace safety and health. They must be able to demonstrate due diligence by taking every reasonable precaution to prevent work-related injury and illness. They must train workers and control hazards. They must provide a safe workplace for workers.

Workers have important rights and responsibilities. They are entitled to a clean, safe working environment. They must be trained to work safely. They must be informed of hazards in the workplace and know they can refuse dangerous work. Workers must be able to participate in creating safe workplaces by providing critical feedback in identifying hazards and making suggestions for safety improvements through safety and health worker representatives and/or through workplace safety and health committees.

Every workplace is unique and will require an injury prevention strategy tailored to meet those specific needs; however, there are common key elements and principles fundamental to injury and illness prevention. Adhering to your legislated requirements and following these key principles will ensure a solid foundation on which to build an effective safety and health program specific to your workplace.

Injury prevention requires leadership commitment from owners and senior management. This means committing resources and including safety as a core value and an equal partner to production and operations. Having an injury prevention system in your workplace demonstrates that worker safety and health is important and valued.

Injury prevention programs need to be proactive and precautionary. They rely on strategies to communicate with and educate workers. If incidents do occur, there needs to be a system in place to identify the root causes and strategies to deal with those hazards. If workers are hurt, they will require resources to support them in their recovery and safe transition back to work.

Workplaces change. An effective prevention program must be continually evaluated and modified to meet these changes.





The model below helps describe various elements of an overall system to make the workplace safe. This hub is workplace culture. **Culture** is comprised of the values, attitudes and shared beliefs present in your workplace. A workplace culture that places workplace safety as an organizational value will help make the workplace safe.



There are multiple benefits to preventing injury and illness. Safe workplaces are good for business; principles of safety and health can be applied to production and operations, legal obligations are met and costs associated with injuries (fines, hiring a replacement worker, Workers Compensation Board [WCB] rates, etc.) are avoided. Most importantly, workers can go home safely to their families and their communities.

Studies show that injuries and illnesses are greatly reduced in workplaces with prevention systems in place. Injuries and occupational illnesses are preventable. We all benefit from injury prevention and we all share in this responsibility.

## SAFETY: THE SIZE OF THE PROBLEM

It is the mandate of SAFE Work Manitoba to work with our partners to reduce the number of Manitobans that are injured in the workplace. All workplace injuries are preventable.

### Statistics – injuries by the numbers

Worldwide, occupational diseases and injuries impose enormous costs. They impoverish workers and their families, reduce work capacity and dramatically increase healthcare expenditures. The International Association of Labour (ILO) estimates that 2.34 million occupational fatalities occur every year. Of those 2.34 million occupational fatalities 321,000 are due to acute workplace accidents. The remaining 2.02 million deaths are caused by various types of work-related diseases, which correspond to a daily average of more than 5,500 deaths.

#### Worldwide estimates

Annual work-related deaths: >2.3 million

Annual deaths caused by work accidents: 350,000

Annual deaths attributed to work-related diseases: 2 million

Annual non-fatal work-related accidents: 313 million

Percentage of annual GDP lost to accidents and work-related diseases: 4 per cent

Source: International Labour Organization (ILO)

#### Canada

264,438 accepted time loss injuries

1027 workplace fatalities

Source: Association of Workers' Compensation Boards of Canada (AWCBC), 2018



## Number of accepted time loss injuries by jurisdiction

Source: Association of Workers' Compensation Boards of Canada (AWCBC), 2018



### Manitoba

27,495 accepted injuries

12,755 accepted time loss injuries

2.5 time loss injuries per 100 full-time equivalent workers

25 workplace fatalities

- 8 acute hazard fatalities (includes uncovered workplaces)

- 11 occupational disease fatalities

4,943 time loss and no time loss hand/finger injuries

1,140 time loss occupational diseases

4,809 time loss musculoskeletal injuries

3,054 time loss back injuries

2,567 time loss slip trip and fall injuries

Source: The Manitoba Workplace Injury and Illness Statistics Report, 2019

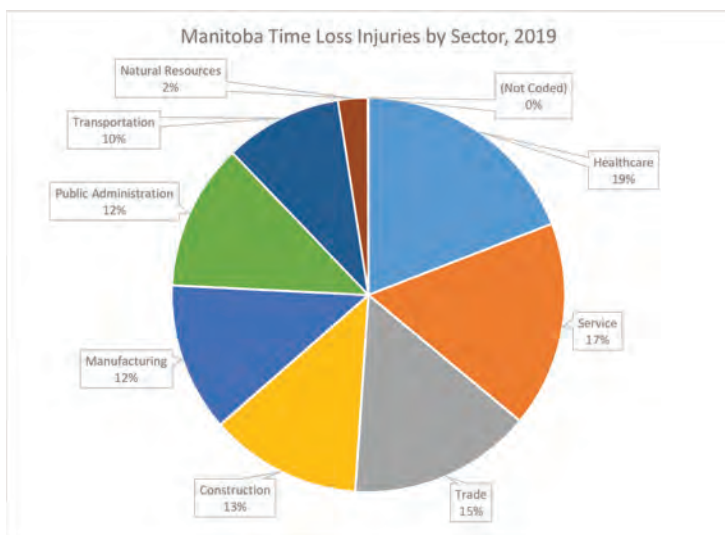
## Manitoba injury statistics

Of the injuries that happened to Manitoba workers, approximately half of those injuries were time loss injuries. A time loss injury is defined as a claim that has been accepted by the Workers Compensation Board (WCB) of Manitoba for wage loss payments due to time missed from work beyond the day of the workplace injury.

A no time loss claim is a claim that has been accepted by the WCB for which healthcare costs are paid only. This type of injury also includes claims involving payments for permanent impairment only.

An accepted claim is a claim that the WCB has determined that the worker has suffered a work-related injury or illness.

Below is a graph that illustrates the distribution of time loss versus no time loss injuries in Manitoba. The WCB covers 75% of workplaces in Manitoba. The graph below illustrates the distribution of time loss injuries by sector. Every workplace in Manitoba that is covered by the WCB is assigned to an industry sector.



### Time Loss Injuries Manitoba

Sector	2019
Healthcare	2,439
Service	2,155
Trade	1,920
Construction	1,596
Manufacturing	1,555
Public Administration	1,538
Transportation	1,234
Natural Resources	312
(Not Coded)	6
<b>Grand Total</b>	<b>12,755</b>

Source: Manitoba Workplace Injury and Illness Statistics



## Group Learning Activity

Answer the following questions either on your own or in your group. Be prepared to report your responses back to the larger group.

Question	Response
How many Manitoba workers were injured on the job?	
How many of those injuries resulted in time loss from work?	
What was the overall time loss injury rate in Manitoba? Time loss injury rate is the number of time loss injuries per 100 full-time equivalent workers.	
What sector has the highest number of time loss injuries?	
What is the body part most commonly injured? Hint: time loss and no time loss	
What is an MSI? How many Manitoba workers missed work due to an MSI?	
How many Manitoba workers were killed on the job as a result of a workplace injury or illness?	
How many workplace fatalities were acute vs. occupational disease?	
What are some examples of occupational diseases?	



## Group Learning Activity

In the list below, connect the definitions with the best example. Refer to the glossary if required.

A. WHMIS		Gerry is driving his forklift in the warehouse and exits an aisle too quickly, almost hitting a courier walking by.
B. Housekeeping		Mary has developed a sore wrist as her keyboard at work is not adjustable and her wrists are always bent.
C. Personal protective equipment		John is about to clean tables at the restaurant, but cannot find the usual cleaner. He picks up an unmarked container and begins work.
D. Near miss		Jane is working at a sandwich stop at 10:30 p.m. and she is the only person on duty.
E. Musculoskeletal injury (MSI)		Dan checks the on/off switch on a machine before he changes a part but forgets to unplug the machine.
F. Confined space		Mike enters a construction site and notices debris scattered across the area including loose material and equipment.
G. Working alone		A tool falls in a crawl space where they are installing telephone cable. Bob enters the crawl space to retrieve the tool.
H. Lock out/tag out		Once a month, the employer and one of the workers walk through the workplace to identify hazards and potential hazards.
I. Inspections		The manager enters the job site but is not wearing any protective clothing.
J. <i>Manitoba's Workplace Safety and Health Act and Regulations</i>		Bonnie knows that since her workplace has eight employees, they need a designated worker safety representative. To start this conversation, Bonnie brings some legal documents with her



# CHANGING PERSPECTIVES ON PREVENTION: HISTORICAL PERSPECTIVES

What does safety mean to you? Does it mean preventing injury and illness? What percentage of injuries can be prevented:

Ten per cent, 50 per cent, 100 per cent? Would your parents' perspectives on these questions be the same as yours?

What if you asked your grandparents? What about 20 years ago: have your perspectives changed?

Our beliefs and values regarding workplace injury, safety and prevention have evolved over time. Our understanding of risk, hazards and what we consider acceptable is affected by culture, our context and our place in history. It is directly influenced by how we value people, enterprise and production.

Injury prevention and safety have been around as long as humans have worked. It didn't take long to realize that preventing injuries ensured workers remained healthy enough to work. It was also good for families and communities. Whether people were hunting and gathering, farming or building aqueducts, there has always been some level of appreciation for the concept of staying safe at work.

## Industrial Revolution: 1700-1800

The Industrial Revolution ushered in a new type of work involving production and machinery that was based on paid labour, where hours and working conditions were set by owners. Innovations in steam power and iron founding set the stage for urbanization and the birth of factories which sprang up across Europe. The Industrial Revolution was marked by people working long hours, with dangerous machinery. By and large, workers were seen as expendable and it took almost two centuries before safety was seen as an employer issue.



**c. 1915 Canadian Northern  
Railway group loading  
gravel**

- N 2571 Foote 971

The first real laws around worker safety didn't appear until the 1800s. Reports documenting the abuses of child labour and deplorable working conditions, particularly in the textile and coal mining industries, paved the way for some of the first safety and health laws. In 1833, the British Factory Acts outlawed:

- employing children younger than nine years of age
- children working at night
- children under 18 working longer than 12 hours a day.

## The Canadian Story

One hundred years ago across Canada and in Manitoba, factories were rapidly emerging. Conditions in workplaces would be considered deplorable compared to today's standards. Buildings lacked ventilation; they were overcrowded, noisy, dark and too hot or too cold. There were little or no emergency response systems for fire or injuries. School was not compulsory and children under 16 were regularly employed in shops and factories.

## Assumption of Risk in the 1800s

Prior to the twentieth century, the dominant perspective regarding safety and prevention was enshrined in legal

doctrine referred to as the “assumption of risk.” Inherent in this doctrine was the belief that workers must accept the risks of their occupation as a condition of accepting employment. This doctrine places the emphasis on worker “carelessness” and worker behaviour. The employer or company, under this perspective, had little or no reason to create a safe and healthy work environment.

### **Mining Industry: 1800s**

Large scale industrial exploitation of mineral resources commenced in the 1800s and continued into the 1900s. As the Canadian Railway system expanded new mining territories, the mining industry introduced new risks to workers and the work was dangerous. Mines lacked ventilation systems, lighting, proper shoring and basic personal protective equipment (PPE). Cave-ins, evacuations and respiratory disease were commonplace. The mining industry historically goes hand in hand with workplace tragedy; one of Canada’s most tragic incidents occurred in 1891 when an explosion caused by built-up coal dust killed 125 workers in Springhill, Nova Scotia.



The logo of the canary in the cage is used to commemorate workers who have died or been injured on the job. The canary, sensitive to methane and carbon monoxide, was used by miners to detect the buildup of dangerous gases. Have you ever heard the expression “a canary in a coal mine” to mean advanced warning of danger? This is a common expression because the canary accompanied miners into their workplace – if it died that was a signal to evacuate.

### **Railways: 1800s to Early 1900s**

Railways were instrumental to Canada’s industrialization but came at a high price to workers. The railways in Manitoba were also built at a high price. Doug Smith cites in *An injury to all: a history of the occupational safety and health movement in Manitoba* that the conditions in the rail camps were primitive and without healthcare. “Men who died were simply buried by the side of the road,” Smith writes. “The Mounted Police detachment at The Pas counted 50 such graves in a single mile-long stretch of the track.”

### **Manitoba’s Factory Acts: 1894**

The emergence of Manitoba’s safety and health laws was incremental and came with setbacks. As with other jurisdictions, Manitoba workers were expected to assume risks as a condition of employment. The *Master and Servant Act* of 1894 defined the role of employer and worker; workers were expected to obey their master’s command and were subject to a fine or jail if they refused.

Manitoba’s first *Factory Act* arose following the tragic death of a laundry company worker. A public outcry ensued when the courts ruled the company could not be held criminally liable. The first *Factory Act* in Manitoba limited the hours of work for children under the age of 16 to 48 hours a week and up to 60 hours a week with special exemption. The *Factory Act* also stated it was illegal to run a factory where the safety of any person employed therein is endangered so that the health of any person employed there is likely to be permanently injured. The *Factory Act* called for proper ventilation, sanitation, fire exits and restrictions on the cleaning and maintenance of machinery in motion.

Manitoba’s first factory safety inspector worked from 1899 to 1912. The inspector carried out his role while concurrently working full-time in another position, which led to public criticism over whether the *Factory Act* was actively enforced or monitored.





In 1914, the government announced the creation of a Bureau of Labour to oversee the *Factory Act*. A full-time committed female factory inspector, Ida Bauslaugh, was appointed to improve safety facilities in Winnipeg factories. Bauslaugh noted in one of her first reports that “to speak of rest rooms and emergency rooms or even first aid equipment, the inspector is often credited with having ‘faddist ideas,’ and trying to turn industrial plants into sanatoriums.”

### Emergence of the Worker Compensation System: 1910

At the turn of the century, workers were without relief if they were injured on the job and had to rely on the benevolence of their families and communities. The only option for workers was to take the company to court to sue for damages. This resulted in little satisfaction for either the worker or the employer. Workers were at a disadvantage, as they were expected to assume risk as a condition of their employment and employers were able to absolve their responsibility if they could show the worker contributed in any way to the incident. The court process was lengthy and costly to both the worker and the employer and in the vast majority of cases, workers were left destitute.

In 1910, Sir William Meredith was commissioned by the Government of Canada to study workers’ compensation. Meredith outlined a trade-off in which workers relinquished their right to sue in exchange for compensation benefits. Known as the “Historic Compromise” between employers and workers, The Meredith Principles advocated for:

- collective liability – employers all pay into the system
- no-fault system – the worker is paid regardless of whether there is fault
- income replacement – the worker is paid for lost wages regardless of the company’s financial status
- independent administration – the system is governed by a neutral body
- exclusive jurisdiction – worker compensation authorities make the decisions about claims and operate at arm’s length from the government.



**Sir William Meredith**  
1840 - 1923

His report resulted in the creation of workers compensation insurance systems across Canada.

The first *Workers Compensation Act* was passed in Ontario in 1914. In Manitoba, the *Workers Compensation Act* was passed in 1916 and the Workers Compensation Board of Manitoba opened in 1917. Each province administers its own compensation system based on the province/territory’s legislation. Workplaces under the jurisdiction of the federal government are covered by the Government Employee Compensation Act of Canada. Regardless, all provinces follow the principles set out by Meredith.

The emergence of the workers compensation system was a giant step in injury prevention by providing protection for workers. As an insurance system, workplaces paid higher or lower premiums based on industry risk and costs of injuries. However, over the next several decades, there was little advancement in workplace safety and health while the focus continued to be placed on worker behaviour and immediate risks.

## Bringing Health into Occupational Safety: The 1960s and Onward

The 1960s, '70s and '80s ushered in important advancements in safety and health. Some of the most important legislation during this time includes:

- 1968 – The Canada Labour Safety Code comes into effect, mandating minimum safety requirements in federally regulated workplaces.
- 1976 – Manitoba passes the Workplace Safety and Health Act, mandating minimum safety requirements in provincially regulated workplaces.
- 1978 – The Canadian Centre for Occupational Health and Safety (CCOHS) is established. CCOHS is mandated to promote safe and healthy workplaces to help prevent work-related injuries and illnesses.
- 1982 – Workers' rights and working alone legislation is enacted, and safety and health committees are mandated.
- 1988 – Workplace Hazardous Material Information System (WHMIS) laws are enacted mandating workplaces to identify, inform and train workers on how to deal with hazardous materials.

### Environmental Risks

The 1970s saw the focus of safety and prevention move from immediate risks to include environmental risks. As incidents of lung cancers, asbestosis and silicosis became increasingly frequent, there was a growing appreciation of the relationship between work and health. In the 1970s, as these diseases increasingly appeared in workers across Canada, the definition of safety in the workplace was no longer limited to physical hazards and increasingly included occupational illnesses.

During this time, there was also a growing understanding that workplace design and process were important considerations, rather than focusing on worker error. Likewise, there was a growing recognition that workers needed to understand workplace design and processes and needed to participate in creating safe workplaces. Safety and health increasingly became about job process and job change. The response to the lead poisoning of many Manitoba foundry workers helped move the onus of safety away from workers and onto workplaces. Lead poisoning initially involved testing workers for lead levels and treating the condition with medication and time-limited absences from the workplace. With this approach, workers continued to suffer occupational illnesses while the root causes of the lead poisoning remained unaddressed. After much pressure, safety and health standards were revised to include workplace monitoring systems, ventilation, air quality standards and the elimination of lead-producing equipment and products.

### Occupational Health – Psychological Conditions

Our definition of safety and health has expanded to include occupational-related psychological conditions. Our understanding of conditions such as critical incident stress and post-traumatic stress disorder has increased. We now understand that all workers who experience critical incidents such as robberies, assaults or witnessing a traumatic incident may have serious stress response, which can negatively impact health. Can you think of workers who might be vulnerable to critical incident stress?

### *The Workplace Safety and Health Act (WSH Act)*

In Manitoba, the *WSH Act* was passed in 1976. In addition to outlining minimum standards for safety and health in the workplace, the *WSH Act* gave the government the power to mandate workplaces to establish workplace safety and health committees composed of both worker and management representatives. The *WSH Act* also provided workers with the right to refuse dangerous work without fear of being discriminated against.



Since 1976, Manitoba's *WSH Act* has seen numerous updates which have enhanced worker protection, increased employer responsibilities and strengthened Manitoba Workplace Safety and Health.

Worker rights were enhanced in 1982 with amendments to the *WSH Act* which mandated joint safety and health committees for all workplaces employing more than 20 persons, as well as two working days (a minimum of 16 hours) of annual paid education leave for committee members. The three rights – the right to participate, the right to know (training) and the right to refuse dangerous work – marked a significant departure from past perspectives.

In 1983, the *WSH Act* mandated workplaces to safeguard workers working alone.

In 1988, the Workplace Hazardous Material Identification System (WHMIS) law were enacted, mandating workplaces to identify, inform and train workers on how to deal with hazardous materials.

In 2002, Workplace Safety and Health was given the power to levy administrative penalties to employers who do not comply with improvement orders. Duties of employers and supervisors were expanded with an expectation that workers be trained before they begin working and when their job changes. Workplaces where 20 or more workers are regularly employed were mandated to have a written workplace safety and health program which includes specific components such as a process to identify and control risks, conduct inspections, train workers and investigate incidents. A fourth worker right to protect workers from discriminatory action became legislation.

Legislation in 2006 was passed as a result of an extensive review, and several important amendments to the *WSH Act* came into effect, bringing Manitoba in line with other Canadian jurisdictions. Important changes included:

- mandating the prevention of harassment and violence in the workplace
- mandating a strategy to control musculoskeletal injuries.

In 2010, the government increased the maximum fines for workplace safety violations from \$150,000 to \$250,000 for the first offence and from \$300,000 to \$500,000 for the second offence, re-enforcing the message that safety is expected in the workplace.

In 2014, key changes to the *WSH Act* were made to clarify existing requirements to provide stronger protection for workers in Manitoba. These changes include:

- enabling a stop work order to apply to all Manitoba workplaces of an employer when similar activities at multiple workplaces involve, or are likely to involve, an imminent risk of serious physical or health injury
- providing for the appointment of a Chief Prevention Officer and setting out the officer's mandate
- strengthening provisions for a worker exercising their right to refuse unsafe work
- requiring a worker safety and health representative in every workplace with five or more workers, rather than 10 or more
- requiring a workplace safety and health committee in seasonal workplace, if there are at least 20 workers and the work is expected to continue for at least 90 days
- clarifying provisions for paid training and other activities of worker safety and health representatives and committee members
- expanding the list of activities or contraventions for which administrative penalties may be imposed, and strengthening the enforcement of those penalties.

## Wellness and Other Emerging Issues

Our perspectives on safety have changed over time and undoubtedly will continue to evolve along with technology, changing environments and with new research and information. New conditions and concerns are identified as our workplaces and our worker demographics change.

People recognize that exposure to stressful working conditions over a long period of time can have negative effects on life outside of work. Research is emerging that confirms the relationship between physical health and stress. Work-life balance and managing workplace stress are beneficial to workers' mental and emotional well-being. Respectful workplaces are a growing expectation.

Bullying is a form of harassment. Bullying which takes place in the workplace is a safety and health issue which adversely affects a worker's psychological or physical well-being. A single occurrence may have lasting, harmful effects for a worker. Enacted February 2011, the *WSH Regulation* changed to include new requirements to protect workers from psychological harassment in the workplace, which includes intimidation, bullying and humiliation. Normal and reasonable management actions, including discipline, are not defined as psychological harassment.

## Safety Around the World

Perspectives on safety and health have changed substantially over time. We also see very different perspectives regarding safety around the world.

Every country has different injury prevention standards and practices. In many countries, safety is not a consideration at all. Countries such as Sweden and Germany are considered world leaders in safety. Child labour, sweat shop labour and the conditions in many of the free-trade maquiladoras (manufacturing operations in Mexico) exemplify these extremes. Working without safety rights and under hazardous conditions is the reality in much of the world. The International Labour Organization reports that fatality rates in parts of the Middle East and Asia are four times as high as some of the European countries and that job hazards are 10 to 100 times higher. Insurance coverage varies greatly. Nordic countries have 100 per cent coverage for occupational injuries while only 10 per cent of the workforce has similar coverage in many developing countries.

The more vulnerable and least protected workers tend to be women, displaced or migrant persons, children and those in the informal work sectors. A recent example that received international attention is the 2013 garment factory collapse in Dhaka, Bangladesh.







## Remembering Workers – Day of Mourning

Some contend the Workplace Safety and Health Legislation has been written in the blood of injured and disabled workers. The message “an injury to one is an injury to all” is a reminder of the high costs paid by workers, their families, workplaces and our communities. On April 28, 1984, the Canadian Labour Congress first launched the Day of Mourning, a day to commemorate workers who have lost their lives or have been injured on the job. April 28 was officially recognized by the Canadian Government as a Day of Mourning in 1991. Over 80 countries around the world mark this important date. Every year on April 28, the Canadian flag on Parliament Hill flies at half-mast and events and gatherings take place across Canada to observe and honour workers who have lost their lives or have been injured on the job. We remember the millions whose lives will forever be changed because of workplace incidents.

## Modern Day Safety Myths

While we may look back incredulously at the conditions under which people worked, and even though significant gains have been made, there are still many underlying beliefs present in our culture which hinder injury prevention. Review the three following phrases.

*“It wouldn’t have happened if he had just used common sense.”*

*“John is accident prone; I’m not surprised he tripped over the boxes. He’s so careless.”*

*“Cheryl was unlucky; the guard was off the machine she used.”*

It is not uncommon to hear these types of comments. Perhaps they are commonly used in your workplace. If we look at these comments more closely we can see underlying beliefs which persist – beliefs which are not that different from those that were commonly held centuries ago.

## Common Sense

Common sense (or lack of) is often cited as the cause of an injury. Too often incident causation reports read: “worker didn’t use common sense.” Webster’s Dictionary defines common sense as sound practical judgment. Common sense is based on life experiences, but life experience is different for everyone. One cannot apply judgment to a task or to an environment they are unfamiliar with. In pointing the finger at “common sense” as the cause of injury, the implication is someone SHOULD HAVE known. If safety were just common sense, then everyone would have it. We know safety is learned.

Safety and health professionals like to use the term “good sense” versus “common sense.” Good sense is made up of three things: training, knowledge and awareness. Good sense and judgment are applied when workers are trained, know their jobs and are aware of the hazards and how to control them.

## Careless/Accident Prone

What are the underlying beliefs when we say injuries occur due to an individual being “careless” or “accident prone?” Using these terms implies an individual’s personality traits and their inherent dispositions are responsible for injuries. Using these terms implies a person’s genetic makeup will determine whether or not injuries will occur. But what does it really mean to be “careless” and “accident prone.” Careless means a person is unconcerned of the consequences of their actions. This is considered negligent and reckless. Being attentive, mindful and methodical is a conscious decision and learned behaviour.

## Unlucky

Associating injuries with luck implies events or circumstances are beyond an individual’s control. It implies that events are operating for or against an individual and that chance, which is random and arbitrary, is the determining factor for an injury occurring. Comments such as "it could happen to anyone" or "it was unpredictable" reveal underlying beliefs.

Like gambling, there is only one rule for taking chances for injury prevention: “Don’t bet anything you can’t afford to lose.”

If we keep using terms such as unlucky, careless and common sense, we are in essence saying that injuries are beyond our control. We are continuing to accept the “assumption of risk.”

Even the word “accident” implies inevitability or a lack of control. Most associations and safety co-ordinators prefer to use the word incident. An incident can be defined as an unplanned, unwanted event that under slightly different circumstances and/or conditions could have resulted in:

- harm to people
- damage to property
- loss to process and/or environment.

## Debunking Myths – Injuries: Predictable and Preventable

Accidents are actually incidents which have a cause. Incidents can be prevented if the causes are eliminated. If the causes continue to exist, the incidents will occur over and over again. We need to eliminate the belief that “accidents just happen” and acknowledge that all injuries can be prevented.

Every small incident has the potential to lead to a major incident. Injuries are both predicable and preventable. For every “near miss” in the workplace there is a predictable and preventable workplace injury. A near miss is an incident that had the potential to result in an injury. An example of a near miss is a worker stumbling over a box of materials left open on the manufacturing floor. The worker trips and is not injured. If the boxes of materials are not removed or relocated the next worker might be injured.

Every near miss is a warning of a hazard and an opportunity to prevent an injury. For every workplace fatality or serious injury there are 10 minor injuries, 30 incidents involving property damage and 600 near misses. Understanding this helps us appreciate that incidents don’t just happen.

Safety and injury prevention efforts reflect our perspectives, beliefs and cultures. How we value safety will certainly impact on whether we have strong workplace safety and health programs and whether we will be successful in preventing injuries and workplace illness.



### 1700—1800

- Industrial revolution
- Child labour
- British Factory Acts

### 1800s

- Assumption of risk
- Mining industry
- Railways
- Manitoba Factory Acts

### Early 1900s

- Workers Compensation System
- No fault system

### 1960

- Canada Labour Safety Code

### 1976

- Manitoba Workplace Safety and Health Act

### 1978

- The Canadian Centre for Occupational Health and Safety (CCOHS) is established

### 1982

- Worker rights added to safety and health legislation
- Safety and health committee mandated for workplaces with more than 20 workers
- Working alone legislation enacted

### 1988

- WHMIS legislation enacted

### 2002

- Workplace safety and health programs mandated for workplaces with 20 or more workers
- Fourth right to protect workers from discriminatory action 22

### 2004

- Bill C-45 amended *Canadian Criminal Code* added section 217.1

### 2007

- Harassment and violence legislation
- MSI legislation

### 2010

- Fines increased from \$150,000 maximum to \$250,000 maximum for a first offence
- Fines increased from \$300,000 maximum to \$500,000 maximum for second offence

### 2013

- CSA Standard Z1003 - Psychological Health and Safety in the Workplace

### 2014

- Worker representative mandated for workplaces with 5-19 workers
- Clarification on paid training for safety and health committee members
- Creation of SAFE Work Manitoba

### 2015

- WHMIS 2015

### 2017

- SAFE Work Manitoba certification



- Prevention rebate

### 2018

- SAFE Work Manitoba prevention rebate







## SUMMARY

- Workplace safety and health is an important issue.
- The majority of workplace injuries in Manitoba are musculoskeletal: sprains, strains and tears.
- Creating SAFE workplaces will help prevent injuries.
- Injury prevention strategies should be integrated into all aspects of workplace operations.
- Safety and prevention efforts reflect varying perspectives, beliefs, values and cultures.
- Historically, workers were expected to “assume risk’ as a condition of employment.
- Laws and regulations have emerged in response to worker injuries and growing awareness of the employer’s responsibility to manage workplace safety and health.
- Injury prevention takes into account environmental risks and occupational health.
- Safety myths such as “accidents are inevitable” continue to pose barriers to injury prevention.



# SECTION 2: THE THREE PILLARS OF SAFETY

## In this section

- Moral reasons
- Financial reasons
- Legal reasons

## Learning objectives

Upon completion of this section, participants should:

- Be able to identify the moral, financial and legal reasons for safety
- Be able to differentiate between overt and hidden financial costs associated with unsafe and unhealthy workplaces
- Be able to differentiate between legislation, regulations, standards, codes, policies and guidelines.



The reasons to perform safe work come from three streams of motivation: moral, financial and legal.

## MORAL

Injuries, illnesses and workplace fatalities have immeasurable life-altering consequences for workers and their families. Recovery can be a long and painful journey, and a life lost can never be compensated.

There is growing expectation for safety at work due to a shift in ethics at the societal level. At the same time, there are shifts in individual morals – someone’s innate sense of what is right and wrong – for both workers and employers. These expectations of safety are reinforced by law.

The moral imperative for safety is based on the belief that workers and their safety and health is paramount; we expect our loved ones to return home from work the same way as when they left. Having a good injury prevention program promotes inclusiveness and mutual respect. Workplace morale is improved when workers feel secure and valued, which in turn leads to productive and healthy workplaces.



### Group Learning Activity

Consider Tom’s story below. Within your group, discuss the personal and social impact of the injury for Tom and his family, as well as for his workplace and his community.

#### Tom's Story

Tom is a 28-year-old supervisor with a small flooring company. The work is hard, but Tom's sense of humour and camaraderie is appreciated by his co-workers. Tom is married and has two children ages 2 and 4. His wife works opposite hours in a part-time position so that they do not need child care. Tom is active in the community as a hockey coach and skating teacher to young kids. Tom is taking evening courses to further his education in hopes of becoming a paramedic. Tom has worked hard since he graduated from high school. He takes pride in being able to support his family.

While running the flooring polisher, Tom slips and falls, striking his head on the edge of a concrete border. The incident causes a brain injury. He suffers from headaches, nausea, dizziness and short-term memory issues. He cannot stand for very long, has decreased patience when dealing with people and loud noises and spends a significant portion of his day lying in a dark room. His wife no longer feels comfortable leaving their children under his care.



Tom and his family	Tom's workplace	Tom's community
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# FINANCIAL

Safety and health is cost-effective and makes financial sense. The initial costs to implementing prevention programming will be well rewarded with financial savings. SAFE Work Manitoba's prevention rebate is one example of a financial benefit for workplaces who invest in workplace injury prevention, achieve SAFE Work Manitoba certification and create a genuine culture of workplace safety and health.

## The Iceberg Effect

The actual and hidden cost of workplace injuries.

Injury costs can be differentiated between actual (insured costs) and hidden costs (uninsured costs). **Insured costs** are costs paid out by one or more insurance systems such as the WCB, property and fire insurance.

**Uninsured costs** are costs associated with an incident that are paid by a firm or the injured worker.



## Mitigating Costs

Mitigating the costs of injuries and illnesses is just one of the ways to ensure that safety pays. For every dollar paid to cover the actual cost of injury or illness, there is an estimated five dollars of hidden costs. Some have estimated this ratio is closer to 1:20 and it may be much higher depending on the situation. Of course, no dollar amount can truly reflect the human and social costs. Consider the costs when a worker can no longer perform their duties. In addition to lost productivity there may be overtime expenses required to meet workplace demands. There may be training costs associated with bringing in a replacement worker. Customer service may be impacted resulting in reduced business. There may be a shutdown or partial shutdown while the incident is investigated.

## Cost: safety record – a prerequisite to contracts

Increasingly, businesses are asked to confirm their injury record as part of the tendering process and as a condition of contract. Firms with good safety records are more likely to be awarded contracts, resulting in increased profit. Likewise, companies are often asked to provide copies of their safety program, training certificates and confirmation of methods used to ensure the safety of their workplaces.



## SAFE Work Manitoba Certification



SAFE Work Manitoba Certification – SAFE Work Certified – is a standard for occupational safety and health in the province. The goal is to help reduce workplace injuries and illnesses and promote a culture of safety in Manitoba by working with industry-based safety programs to offer safety and health certification to Manitoba employers that meet this standard. Workplaces that achieve SAFE Work Certification may be eligible for a 15% prevention rebate.

### **Cost: stop work orders, administrative penalties and prosecutions**

What is the cost to a business if a Workplace Safety and Health Officer issues a stop work order? What if a piece of equipment is shut down following a serious incident to preserve the scene of the incident for an investigation?

Costs associated with fines and charges include lawyer fees and the time and effort that come with drawn-out court trials. Criminal charges will have long-lasting ramifications.

Manitoba Workplace Safety and Health (WSH) can issue stop work orders, administrative penalties and can convict workplaces that are non-compliant with safety legislation. WSH publishes these convictions to inform and educate both employers and workers of their legal responsibilities in the hope that some may learn from the experiences of others. These contraventions are published on the Government of Manitoba's website ([www.gov.mb.ca](http://www.gov.mb.ca)) under "Stop Work Orders, Penalties & Convictions" and include the name of the company, the contravention, date issued and sector. In addition to the direct costs of a financial penalty, consider the impact of negative publicity to a business's reputation. WSH enforces provincially regulated workplaces.

#### **Convictions**

**Amount: \$187,500**

**Date: June 18**

A worker operating heavy equipment to place a portable steel bumper near the edge of an opening. The equipment went over the edge of the opening, falling approximately 120 feet to the ground below. The employer plead guilty to a charge of failing to ensure that work performed in the placement of a bumper by a worker was performed in a safe manner.

**Amount: \$75,000**

**Date: June 1**

Workers were tasked with operating an all-terrain vehicle without possessing the required training or certification as per the employer's safe work procedures. The employer plead guilty to two charges for failing to ensure that a worker, as required by the employer's safe work procedures, possessed certification prior to performing assigned tasks requiring the worker to operate all-terrain vehicles.

**Amount: \$20,000**

**Date: June 22**

While removing product that had jammed a processing machine, a worker suffered serious injuries to his right arm. On June 22, 2016 the employer plead guilty under Section 16.5 (1)(a) of the Manitoba Workplace Safety and Health Act and Regulation M.R. 217/2006 to the charge of failing to ensure that the machine involved was equipped with a safeguard to prevent workers from coming into contact with moving parts.

Workplace Safety and Health regularly updates its website with information on stop work orders, administrative penalties and convictions; visit [www.gov.mb.ca/labour/safety/compliance.html](http://www.gov.mb.ca/labour/safety/compliance.html) for current information.

### **Cost: public image**

A business's positive public image is important regardless of company size. Demonstrating a commitment to safe operations and the health and well-being of workers sends a positive message into the community by workers, suppliers and customers. It helps attract and retain higher calibre workers. It may help improve the image of the quality of the products. It also creates a positive image when the company needs to influence local government or the surrounding community.

Incidents put a "cloud" over a business and have a negative effect on its reputation. A poor safety record may result in lower customer trust. It can reflect on how well a business is managed, leading to questions about how well other fundamentals are managed, such as quality, reliability and the ability to plan, schedule and meet deadlines.

### **Cost: building organizational capacity**

Injuries, occupational illnesses and incidents causing losses are often symptoms of defects in workplace systems. Superior performing companies have realized that the underlying cause which led to an injury, illness or incident is probably also affecting one or more other aspects of the operation's reliability, productivity or product quality.

Industry leaders have recognized the essential contributions of an effective safety and health management system to a safe operation. A system integrated with operational efficiencies will ultimately lead to improved employee relations, enhanced public trust and improved organizational capacity, which in turn will have a profound financial advantage in today's competitive global marketplace.

### **Cost: workplace morale – employee relations and retention**

Demonstrating management concern and commitment to ensuring safe operation is a critical component in building better employee relations. Safety and health management systems improve a company's bottom line, including productivity and employee morale.

A proactive commitment to safe operation will help attract and retain quality people. Increasingly, quality applicants look for and are motivated to work for a company that values safety and health. Safety and health is part of their decision to join or stay with an organization.

### **WCB Premiums**

WCB insurance is protection in the event of a workplace injury or illness. The funds needed to cover the cost of WCB benefits and services are collected from employers in the form of premiums.





In Manitoba, approximately 75% of workplaces are required by law to have WCB coverage. Some workplaces not covered by the WCB include banks, insurance companies, churches and reserves; along with business owners and teachers. Any workplace that is not covered by the WCB can voluntarily apply for coverage.

WCB premiums are based on a combination of the risk of incurring claims costs and the value of what is insured. Risk is defined as the potential cost of future workplace injuries (based on the costs of past claims) and determines value using the assessable payroll of your workforce.

### Premiums and Risk

WCB premiums are based on risk, just like home or vehicle insurance:

- If your workplace's risk (potential injury costs) is higher than that of other employers, you will pay higher premiums.
- Risk is assessed on past claims costs or experience with the WCB. If a business is new, risk is assessed based on the past claims costs of other companies with similar business activities. New businesses are put into a grouping of similar businesses called an **industry classification**. **Within each classification, employers pay more or less than the classification base rate based on their past claims costs.**
- The range - how much more or less than the classification base rate it is possible to pay - is based on employer size. Small and medium employers have a narrower rate range than large employers.
- WCB premiums are a blend of collective and individual liability. This means premiums are based on a combination of the risk of potential injury costs at a workplace and the risk of workplaces with similar business activities.
- There are steps workplaces can take to reduce your WCB risk and potentially reduce your WCB premium.

### Four Activities to Reduce WCB Premiums

1. Reduce workplace injury and illness costs by investing in a safety and health program
2. Reduce the impact and cost of workplace injuries by having a proactive return to work program
3. Reduce the cost of workplace injuries and illnesses in your industry by being involved in an industry-based safety program
4. Work with your industry based safety program to achieve SAFE Work Certification and be eligible for the 15% prevention rebate

### Premiums and Rates

Your risk is expressed in your WCB rate which is multiplied by every \$100 of your payroll to determine your premium.

$$\text{RATE} \times \frac{\text{PAYROLL}}{\$100} = \text{PREMIUM}$$

### Average Assessment Rate

The average assessment rate, or average rate is what you would pay if every employer paid the same WCB rate. The total expected costs for the coming year (claims costs in the current year, potential future costs of current claims, and administrative costs) are divided among all covered employers in Manitoba. The average rate is a baseline – we use it to set rates for each industry classification.

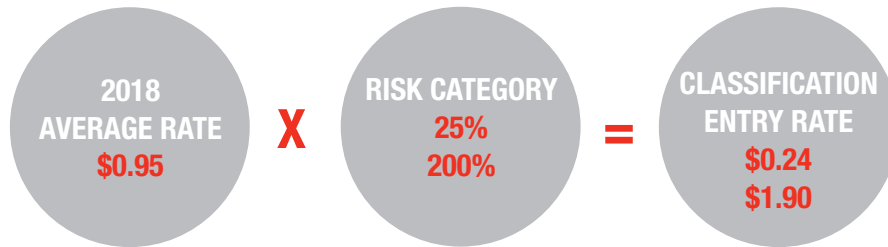
When the total cost of injuries for all covered employers in Manitoba decreases, the average rate decreases, and this decreases the baseline rate for all employers. If the average rate increases, the baseline for all employers increases.

The WCB Manitoba rate is currently \$0.95.

## Industry Classification and Risk Category Ranges

All employers are assigned to an industry classification. Each classification is assigned a risk category based on how much we expect each classification group to cost the WCB system in future years. Each classification risk category is assigned a base rate that is the starting point to establish a rate range for the classification.

### HOW TO CLASSIFICATION RATES ARE CALCULATED



## Employer Size and Rate Range

Within each classification, employers pay more or less than the classification entry rate based on their past claims costs. The range –how much more or less than the classification entry rate is based on employer size. Small and medium employers have a narrower rate range than large employers. Small and medium businesses tend to have bigger changes in claims costs from year to year than larger employers (for instance, a small or medium employer could have several years claims free followed by a year with a single high-cost claim). A narrower rate range protects small and medium employers against sharp changes in their rate reflecting sharp changes in their claims costs.

Risk category ranges provide flexibility for employers to move above or below their classification base rate based on the claims costs in their workplace and payroll size.

Employer Size Based on Payroll	Risk Category Range
Small – payroll less than \$750,000	10% below to 30% above their risk category base rate
Medium – payroll of more than \$750,000 and less than \$7.5 million	20% below to 60% above their risk category base rate
Large – payroll of \$7.5 million or more	40% below to 120% above their risk category base rate



## Example

Using the 200% risk category with an average rate of \$0.95

<b>Small employer</b>			
<b>Risk Category</b>	<b>Average Rate</b>	<b>Range Parameters</b>	
200%x	\$.95=\$1.90	x30% above	\$2.47
200%x	\$.95=\$1.90	x10% below	\$1.71

<b>Medium Employer</b>			
<b>Risk Category</b>	<b>Average Rate</b>	<b>Range Parameters</b>	
200%x	\$.95=\$1.90	x60% above	\$3.04
200%x	\$.95=\$1.90	x20% below	\$1.52

<b>Large employer</b>			
<b>Risk Category</b>	<b>Average Rate</b>	<b>Range Parameters</b>	
200%x	\$.95=\$1.90	x120% above	\$4.18
200%x	\$.95=\$1.90	x40% below	\$1.14

It should be noted that a large employer can move away from their classification risk category and have a different range of rate than other employers in the same classification if they show consistently different experience from their classification group. Depending on their size, a large employer could move up or down from two to six risk categories. An employer will move a risk category if their experience is equal to or greater than the next adjacent category for four consecutive years. If an employer is safe work certified they can move if they have three consecutive years of experience equal to or greater than the adjacent category.

## Rate Increase and Decrease Limits

We have limits built into the rate model to protect employers from too much fluctuation in any given year. Rates cannot generally move up or down more than 15 per cent from year to year. In most cases, an employer's rate cannot go below the lower or above the upper end of the range.

## Balancing Adjustment

Because there are many factors involved when premiums are calculated it can be difficult to ensure revenue raised by premiums matches the revenue we require to cover workplace injuries and illnesses. Once rates have been determined, we apply a balancing adjustment evenly to all employers to ensure we are able to meet our required revenue.

## Industry Based Safety Programs

Manitoba has many industry based safety programs designed to help keep workers safe on the job, in partnership with SAFE Work Manitoba. Industry based safety programs bring employers together to work collaboratively to reduce both their industry risk and corresponding classification as well as their individual risks and resulting injuries.

Industry Based Safety Programs are funded by all employers within the corresponding classification. Most often the WCB collects and distributes these program fees through employer premiums.

## SAFE Work Manitoba Prevention Rebate

Employers that achieve SAFE Work Certification are eligible to receive a Prevention Rebate on their WCB assessed premiums of 15 per cent, while smaller employers will receive up to a maximum of \$3,000.

More information about WCB Premiums can be found in the “employer” section of the WCB website: [www.wcb.mb.ca](http://www.wcb.mb.ca)

More information about SAFE Work Manitoba and SAFE Work Certification can be found by visiting [www.safemanitoba.com](http://www.safemanitoba.com)

## LEGAL

There are a number of legal and best practice documents that guide safe work in Canada and Manitoba.

### Legislation, Regulations, Standards, Codes, Policies and Guidelines: What’s the Difference?

There are many different guiding documents when it comes to safe work – some are legally binding and some are industry best practices.

#### Legislation

Legislation refers to written laws, often called Acts, which are enacted by Parliament, the legislative arm of government. The Act that governs safe work is The *Workplace Safety and Health Act* W210 (the WSH Act) and *Workplace Safety and Health Regulation* 217/2006, collectively known as The *Workplace Safety and Health Act and Regulation*.

All workplaces and workers in Manitoba are covered by either provincial or federal workplace safety and health legislation regardless of whether they are paid or not and whether they work full-time or part-time. Self-employed persons who are working in provincially regulated industries are also covered by workplace safety and health legislation. Safety and health legislation applies to all workplaces and workers. There are provincially regulated workplaces and federally regulated workplaces. Legislation references in this workbook and workshop are all provincial, under the *Manitoba Workplace Safety and Health Act and Regulation*, unless otherwise noted.

#### The Canada Labour Code

The *Canada Labour Code (the Code)* applies to employees who work under federal jurisdiction, which encompasses about 10 per cent of the Canadian workforce. Sectors that fall under federal jurisdiction include air, rail and inter-jurisdictional highway transport, pipelines, banks, broadcasting and telecommunications, marine transport, crown corporations, reserves and the federal public service. The *Code* contains similar enforcement provisions as the *WSH Act*. Their safety officers may enter workplaces and conduct inspections.

Workplaces may be asked to sign an Assurance of Voluntary Compliance: a promise to correct minor safety and health violations. Or they can issue directions for serious infractions or in instances where the workplace has not followed through on the corrective actions.

The potential fines for contravention of the Labour Code are: up to \$100,000 if the Crown proceeds by way of summary conviction; and up to \$1,000,000 if the Crown proceeds by way of indictment. In addition, if the person convicted of an indictable offence is an individual, they can be sentenced to a term of imprisonment of not more than two years.



Whether the Crown proceeds by way of summary conviction or by way of indictment is up to the Crown and will depend upon the seriousness of the incident. For more information visit [www.labour.gc.ca](http://www.labour.gc.ca).

There are a number of pieces of legislation and regulations – both federal and provincial – that outline a workplace’s legal obligations relative to safety and health. Federally, the Canada Labour Code, Part II and Regulations and provincially the Manitoba Workplace Safety and Health Act and Regulation are the most comprehensive in outlining the details of workplace safety and health legal obligations.

The purpose of the law and ancillary documents is to create safe and healthy workplaces and to avoid work-related injury, illness and death. This is a significant priority for Canadian governments and citizens alike.

### *The Workplace Safety and Health Act (WSH Act)*

*The Workplace Safety and Health Act* sets out its broad purpose as follows:

“Section 2(1) The objects and purposes of this Act are

(a) to secure workers and self-employed persons from risks to their safety, health and welfare arising out of, or in connection with, activities in their workplaces.”

The *WSH Act* is legislation that asserts that every worker is entitled to a safe and healthy workplace. It serves to:

- outline the rights, responsibilities and duties of everyone in the workplace
- establish a framework for all workplace parties to share responsibility in identifying and controlling hazards
- provide an enforcement mechanism and penalty for non-compliance.

Jurisdiction	Legislation	Website
Federal	<i>Canada Labour Code, Part II</i>	<a href="http://www.labour.gc.ca/eng/health_safety/index.shtml">http://www.labour.gc.ca/eng/health_safety/index.shtml</a>
Provincial	<i>The Workplace Safety and Health Act W210, Workplace Safety and Health Regulation 217/2006</i>	<a href="https://web2.gov.mb.ca/laws/statutes/ccsm/w210e.php">https://web2.gov.mb.ca/laws/statutes/ccsm/w210e.php</a>

### *The Criminal Code of Canada*

Workplace safety and health is primarily a regulatory matter, not a criminal matter. However, there are circumstances when the behaviour of an employer in relation to workplace safety and health is so egregious that it becomes a criminal matter. Those circumstances are governed by *the Criminal Code of Canada (the Criminal Code)*. The *Criminal Code* is federal legislation that applies to both provincial and federally regulated workplaces.

Until recently, workplace safety and health has always been considered a regulatory offence; however, in 2004, Parliament introduced and passed Bill C-45 to amend the *Criminal Code*. This amendment is sometimes called the “Westray Bill” because it was introduced by the federal government following a particularly egregious workplace incident that occurred in 1992 in the Westray mine in Nova Scotia. Bill C-45 added Section 217.1 to the *Criminal Code* which reads:

*217.1 Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task.*

Bill C-45 also added Section 22.1 and 22.2 to the *Criminal Code* imposing criminal liability on organizations and its representatives for negligence (22.1) and other offences (22.2).

In that case, 26 coal miners were killed after methane gas ignited, causing an explosion. Serious safety concerns had been raised by the miners, union officials and by government inspectors, but Westray had not followed through on any recommended changes or taken any other steps to avoid the disaster.

With this amendment, the *Criminal Code* now imposes a criminal law duty on employers and management to maintain a safe workplace. There are no maximum fines established for offences created by the amendment. Individuals who are convicted can be sentenced to a term of imprisonment up to 10 years if the incident results in bodily harm and for life if the incident results in death.

On December 24, 2009, four workers were killed and one was seriously injured at a Toronto construction site when the swing stage scaffolding they were on collapsed. Metron Construction and three corporate officers were charged with criminal negligence and fined \$200,000, plus a victim surcharge of \$30,000. Metron's owner was personally fined \$90,000, plus a victim surcharge of \$22,500 under the Ontario Occupational Health and Safety Act. A total of 62 charges were laid by the Ministry of Labour. The fine against the company was appealed and in September 2013, the Appeal court tripled the fine against Metron, raising it to \$750,000 for Criminal Negligence. An additional victim surcharge of \$112,500 was levied against the company. The appeals court judge found that the original fine of \$250,000 was "manifestly unfit."

In June 2015, the Ontario Superior Court found the construction project management guilty of four counts of criminal negligence causing death and one count of criminal negligence causing bodily harm sentencing him to three and a half years in prison.

The project manager had decided that the interests of the company outweighed the risks to the workers' safety in allowing them to work 30 meters above the ground without safety harnesses. Court heard that repairing balconies was behind schedule as Christmas Eve approached and that the company would get a \$50,000 bonus by finishing the project by December 31.

## Regulations

Regulations are a form of law, sometimes called subordinate legislation, which define how legislation is applied and enforced.

### *The Workplace Safety and Health Regulation (WSH Regulation)*

*The Workplace Safety and Health Regulation* tells employers and workers how to comply with the *WSH Act*.

There are 44 parts to the *WSH Regulation*. The first 11 have some relevance to most workplaces while the rest are more specialized. For example, Part 23 is specific to operation of cranes and hoists.



## Codes of Practice

A code of practice provides practical guidance for the requirements of the regulations. When a workplace fails to comply with the regulations, these codes of practice may be admissible as evidence.

There are four codes available at [safemanitoba.com](http://safemanitoba.com):

- Code of Practice for Confined Space Entry Work
- Code of Practice for Safe Operation of Powered Lift Trucks
- Code of Practice for Working Alone and in Isolation
- Code of Practice for Working with Explosives

## Standards

Standards are developed by different organizations or agencies with the relevant technical expertise. Examples of these types of agencies are the Canadian Standards Association (CSA) and the American National Standards Institute (ANSI). The standards developed by these and other agencies are not, themselves, law; however, if referenced in legislation they are law. For example, if wearing a certain piece of PPE is required to comply with one of these standards, the failure to ensure this equipment is worn will be a breach of the law. In this way, standards can have the force of law.

## Guidelines and Policies

Guidelines are issued to provide practical guidance and further details to help all workplace parties comply with the regulations. Although guidelines come from legislation and are often used to outline compliance with a regulation, they are not law.

For example, Workplace Safety and Health has published a number of guidelines such as Fall Protection, Thermal Stress and Preventing Harassment in the Workplace Guidelines, to name a few. They are available at [safemanitoba.com](http://safemanitoba.com).

Following these guidelines is likely to result in compliance with the relevant legislation; however, the guidelines and policies are not, themselves, law. They are based on best practices and are not admissible as evidence, but would be an expected part of effective due diligence for safety and health.

# SUMMARY

The rationale for injury prevention can be organized on three pillars. These are:

1. Moral – keeping workers safe is a moral obligation
2. Financial – safety makes good financial sense
3. Legal – the law sets out legal requirements to prevent injury and illness

## Moral Obligations

- The moral imperative for injury prevention is founded in values of worker safety and health.
- The human impact of an injury extends from the worker and their family to the workplace and community.
- As a society, we all benefit from safe workplaces.

## Financial Considerations

- Preventing injuries mitigates hidden costs of replacing workers, business interruption and lost productivity.
- SAFE workplaces are good for public image, employee retention and workplace morale.
- A good safety record may be a condition for tendering.
- Preventing injuries helps you manage your WCB premiums.

## Legal Requirements

- The *WSH Act*, which covers provincially regulated workplaces and the *Canada Labour Code*, Part II, which governs federally regulated workplaces, outline the minimum legal requirements for safety and health in the workplace.
- To support the *WSH Act and Canada Labour Code*, there are workplace safety and health regulations, policies and guidelines.



# SECTION 3: WORKPLACE SAFETY AND HEALTH LEGISLATION

## In this section

- Enforcement
- Due diligence and reasonably practicable
- Right and responsibilities
- Safety and health program

## Learning objectives

Upon completion of this section participants should:

- understand the role of Workplace Safety and Health in enforcement of workplace safety and health legislation
- understand key concepts in workplace safety and health legislation such as the Internal Responsibility System (IRS) and due diligence
- know the four worker rights.



# ENFORCEMENT

In addition to outlining the rights of workers and the duties of supervisors and employers, the *WSH Act* and the Labour Code also contain enforcement mechanisms.

## Manitoba Workplace Safety and Health (WSH)

Manitoba WSH is an important partner in prevention. Under *The Workplace Safety and Health Act*, WSH has the authority to inspect workplaces and, if necessary, levy an administrative penalty, recommend prosecution of individuals or firms who are in contravention of the *WSH Act*, or issue a stop work order where work activities are likely to cause imminent risk to the safety and health of persons in or near the workplace.

Workplace Safety and Health information, including stop work orders, administrative penalties and convictions may be published to inform and educate employers and workers of their legal responsibilities under Manitoba's Workplace Safety and Health Act and Regulation. The public can access information including the names of the companies that have been issued stop work orders, administrative penalties and convictions by visiting [www.gov.mb.ca](http://www.gov.mb.ca) "Stop Work Orders, Penalties and Convictions." This web page is updated regularly.

### Stop Work Order Examples

**Date: October 14**

Contravention type: Demolition work/asbestos

**October 13**

Contravention type: Scaffolds and other elevated platforms

**October 12**

Contravention type: Work in the vicinity of electrical lines

### Administrative Penalty Examples

**Date: September 14**

**Amount: \$2,500**

Contravention type: New Worker Orientation

**Date: September 14**

**Amount \$2,500**

Contravention type: Fall protection

**Date: August 11**

**Amount: \$2,500**

Contravention type: Safe Work Procedures



Document	Examples	Purpose	Legally Binding
Legislation	<i>The Workplace Safety and Health Act</i> <i>Criminal Code of Canada</i> <i>Canada Labour Code Part II</i> <i>Employment Standards Act</i>	Broad overarching laws	Yes
Regulations	<i>The Workplace Safety and Health Act</i> <i>Canada Labour Code Regulations</i>	More practical explanations of how the laws are applied in real life	Yes
Codes of practice	Code of Practice for Confined Space Entry Work Code of Practice for Safe Operation of Powered Lift Trucks Code of Practice for Working Alone and in Isolation Code of Practice for Working with Explosives	Developed by WSH to provide practical guidance on the requirements of Manitoba regulations and how to meet those legislated requirements	No*
Standards	CSA ANSI	Best practices usually tied to accreditation	No*
Guidelines and policies	Fall Protection Guideline	Published by the authority responsible for enforcing legislation, or other agencies, to assist in complying with the law	No*

\*If referenced by legislation, then they are legally binding

### Prosecution Examples

**Date: August 25**

**Amount: \$7,806**

While washing exterior windows at an apartment complex in Winnipeg a rope attached to a boatswain chair the worker was suspended from snapped, resulting in the worker falling seven stories, crashing through a glass atrium to the ground below. The employer plead guilty to charges of failing to ensure that a worker executed his duties as a window washer with adequate equipment, failing to develop and implement safe work procedures for workers working alone while window cleaning and failing to ensure that a fall protection system being used at the work site was inspected prior to use by the worker or another competent person.

**Date: July 14**

**Amount: \$13,050**

A spray foam insulation worker was tasked with applying spray foam insulation to the ceiling of a commercial business. Prior to applying the insulation, the worker was directed by the company owner to remove pre-existing insulation. While removing the material a significant amount became airborne, which led to the worker experiencing difficulties breathing. The worker expressed his concerns to the company owner but was not satisfied with the owner's response. Workplace Safety Health was contacted, an officer attended and immediately issued a stop work order. Analysis of the pre-existing insulation determined that it contained a significant concentration of asbestos. On July 14, 2016 the employer plead guilty under section 37.5 (a) of the Manitoba Workplace Safety and Health Act and Regulation M.R. 217/2006 to the charge of failing to ensure that an asbestos control plan was developed to prevent asbestos containing material from becoming airborne in the workplace.

## Provincial Workplace Safety and Health

Workplace Safety and Health in Manitoba is responsible for ensuring compliance with the *WSH Act* and *WSH Regulation*. To do this, there are a number of enforcement mechanisms in place; WSH Officers are able to:

- enter any provincially regulated workplace at any time (except the residence of a self-employed person, which requires a warrant)
- inspect workplaces
- issue improvement orders
- issue stop work orders
- investigate serious incidents, fatalities, work refusals and cases of discriminatory actions
- issue administrative penalties
- recommend prosecutions and fines.



## DUE DILIGENCE AND REASONABLY PRACTICABLE

Both the *WSH Act* and the *Labour Code* impose a duty on employers to provide safe and healthy work environments. However, neither the *WSH Act* nor the *Labour Code* require that the employer be a guarantor of worker safety. Rather, both pieces of legislation require that employers take “reasonable steps” or do that which is “reasonably practicable” or exercise “due diligence.” Terms like these are used in many legislative regimes, not just safety and health.

None of these terms can be precisely defined; however, more than a minimum amount of effort is required to comply with any of these terms.

Due diligence essentially means that proactive efforts have been made to consider what hazards might be present and how to mitigate them.

As a matter of legal analysis, terms using the word “reasonable” (or some variation of it) refer to the hypothetical “reasonable person,” who is fully advised of all of the facts to determine whether a particular course of action meets the standard. By way of example, the hypothetical reasonable person would not expect a construction site to be fully landscaped at all times to prevent twisted ankles. That same hypothetical reasonable person would, however, expect there to be barricades and/or warning signs around open holes.

## RIGHTS AND RESPONSIBILITIES

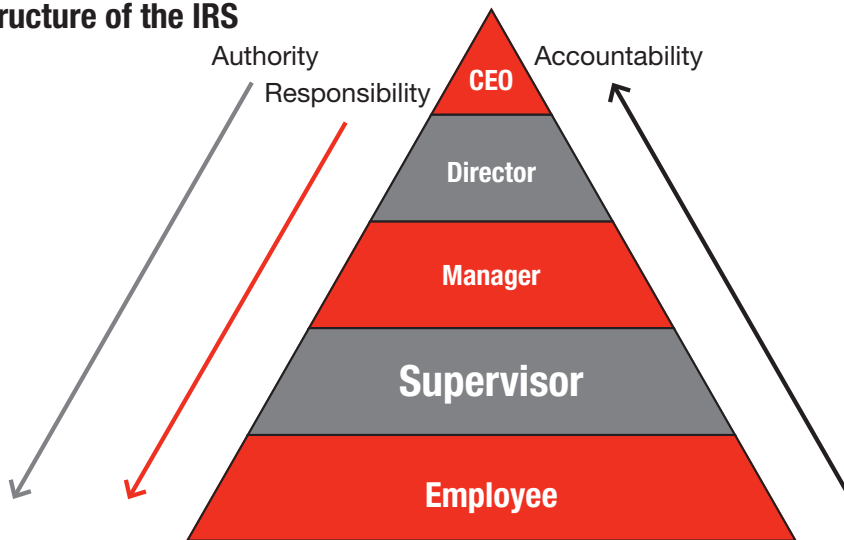
### **The Internal Responsibility System (IRS)**

Under the law everyone in the workplace has a role in creating a safe workplace. This includes workers, supervisors, employers, safety and health committee representatives and worker representatives. This is called the internal responsibility system (IRS). The IRS is based on the principle that everyone has a personal and shared responsibility to work together co-operatively to prevent workplace injuries and illness. A properly functioning IRS ensures that employers, supervisors and workers function together to make workplaces safer.

The *WSH Act* assigns responsibility to each person in the workplace for creating and maintaining a safe and healthy workplace, to the extent that they have the authority and ability to do so. An IRS relies on each person carrying out their assigned responsibilities. An IRS is based on the philosophy that all individuals in the workplace are empowered to take initiative in improving workplace safety on an ongoing basis.

## Basic structure of the IRS

Delegate:



## Employer Responsibilities

Employers have the greatest degree of responsibility because of the authority and control they have over the operations of the workplace. Many people say safety starts at the top. This means workplace safety requires employer commitment, leadership and resources. Employers need to lead by example and they need to demonstrate the value of safety by investing and committing to injury prevention.

## Supervisor Responsibilities

A supervisor is a person who instructs, directs and controls workers in their day-to-day work performance. Workers look to supervisors as role models and expect them to provide training and supervision to do their jobs safely. Supervisors play a very important role in safety. Their regular contact with workers means they have a special responsibility to ensure workers are working safely and following safety rules. They must also inform workers of any risks associated with their work and how to manage those risks. While it is the employer's duty to ensure workers are trained, it is often the supervisor who conducts the actual training.

Supervisors should be familiar with the *WSH Act* and *WSH Regulation* that apply to your workplace. It is important to know your responsibilities, to have the authority to carry them out and to have the ability to do so competently. A supervisor has the same rights as a worker: to refuse dangerous work, to participate in safety committees and to know the risks of their work and the training to work safely.

## Worker Responsibilities

Workers have unique perspectives on workplace safety and health – they are the eyes and ears of the workplace and are well positioned to help support ongoing improvements. Workers also have important responsibilities with regards to safety and health matters including those listed on the following page. They must take care to protect themselves and others who may be affected by their actions. They must follow safety rules and wear their personal protective clothing and safety equipment. They must report hazards and incidents. And they must co-operate with other persons on workplace safety and health matters.



Employer	Supervisor	Worker
Take necessary precautions to ensure the safety, health and welfare of workers	Take all precautions to protect the safety and health of workers	Take reasonable care to protect themselves and others who may be affected by their actions or omissions
Provide and maintain a safe workplace, including equipment, tools and systems	Ensure workers perform their duties in accordance with procedures, as well as with safety and health laws	Use safety equipment, clothing and devices properly
Ensure all workers and supervisors are aware of hazards and appropriate precautions	Ensure workers use all safety devices and wear all PPE	Co-operate with safety and health committee or representative
Provide workers with competent supervision	Advise workers of safety and health risks in the work area	Co-operate with other persons regarding workplaces safety and health matters
Provide the necessary training to protect workers' safety and health before they begin a new job		
Take precautions to ensure that others are not exposed to workplace safety and health risks	If workers move to different areas or duties, train them before they begin the new work	Report hazards
Consult and co-operate with the safety and health committee or representative		
Co-operate with other people on workplace safety and health matters		



## Group Learning Activity

Read the scenarios one to three. Within your group discuss the worker's and employer's responsibilities in scenarios four and five. Be prepared to report back to the larger group.

### Scenario #1

A worker noticed the oven mitts she is using to remove hot trays from the oven have huge holes in them. When she tells her supervisor about them, she is told to put plastic bags inside the mitts.

Worker's Responsibilities	Employer's Responsibilities
<ul style="list-style-type: none"> <li>do not wear protective gloves if there are holes</li> <li>report unsafe conditions</li> <li>follow safety rules and procedures</li> </ul>	<ul style="list-style-type: none"> <li>correct hazards promptly by providing oven mitts without holes</li> <li>ensure worker follows proper work procedures</li> <li>ensure workers do not take risks with their safety</li> </ul>

### Scenario #2

A warehouse helper is asked to move a pallet using the forklift. The helper has never operated a forklift before and asks for training. The supervisor quickly explains how to operate the forklift and then tells the helper that he has to leave and will be back in an hour.

Worker's Responsibilities	Employer's Responsibilities
<ul style="list-style-type: none"> <li>ask for assistance if required</li> <li>do not operate equipment without adequate training and certification</li> <li>follow safe work procedures</li> </ul>	<ul style="list-style-type: none"> <li>provide proper training and supervision</li> <li>ensure equipment is operated safely</li> <li>ensure operator is certified</li> </ul>





### Scenario #3

A sales clerk is trying to enforce the no-return policy of the store where he is working. The customer becomes more and more angry. There is no supervisor around to provide assistance so the clerk finally refunds the customer his money.

Worker's Responsibilities	Employer's Responsibilities
<ul style="list-style-type: none"><li>• follow the safe work procedures for violence in the workplace</li><li>• do not argue with customers</li><li>• report violent situations</li></ul>	<ul style="list-style-type: none"><li>• ensure workers do not provoke arguments</li><li>• provide violence in the workplace training for workers</li><li>• ensure workers are treated with respect</li><li>• adhere to regulations</li></ul>

### Scenario #4

A fast food worker finds that there is often not enough time to clean the work area. Where he works, the garbage piles up in front of the fire exit, and once there was a spill in the work area and there was no time to clean it up.

Worker's Responsibilities	Employer's Responsibilities

### Scenario #5

A warehouse worker uses an old ladder in order to reach supplies that are stacked up high on a shelving unit. The worker is afraid that the ladder will break each time he steps on it but it is the only ladder in the warehouse.

Worker's Responsibilities	Employer's Responsibilities



## Worker Rights

*The Workplace Safety and Health Act* supports every worker's right to a safe and healthy workplace. Every worker in Manitoba has basic rights, protected by law, when it comes to safety and health at the workplace.

Every worker has the following four basic rights:

- **The right to know** about hazards in the workplace and what precautions must be taken to prevent injuries or illness from these hazards. The employer must provide the training, supervision and hazard information for workers to perform their job safely.
- **The right to participate** in safety and health activities at the workplace, including involvement in the joint workplace safety and health committee or as a worker representative.
- **The right to refuse** any task the worker has reasonable grounds to believe is dangerous to their safety and health or the safety and health of other persons.
- **The right to protection** from discriminatory action when carrying out duties or exercising safety and health rights, as set out under the *WSH Act*.

## The Right to Know

All workers have the right to know about workplace hazards and how to control associated risks.

This includes the right to be:

- informed about the hazards at work
- trained to recognize those hazards
- trained to protect themselves
- informed about their rights under the law.



## Training

Knowing about the hazards in the workplace and how to protect themselves is fundamental to preventing injuries. Providing workers with training helps ensure employers are meeting their legal rights.

The right to know gives workers the right to ask questions. Workers must be encouraged to ask questions, to request training and to speak up if they feel they are unsure of any tasks. Workers must be taken seriously whenever they express uncertainty or doubt about work processes.

Both the employer and supervisor are responsible for ensuring workers have safety training. A method to inform and train workers is necessary to ensure workers know the hazards in the workplace and how to control them. Workers must be aware of their basic rights and responsibilities and be empowered to participate in making every day safe.

Training must be provided before workers start their job. It must occur when a new worker begins employment. It must occur when jobs, tasks or work areas are reassigned or when new equipment or procedures are introduced. It must also occur if a worker is returning to work following an extended period away from the job.

Safety training needs to be incorporated into every aspect of the workplace for all jobs and for all tasks. It must not be limited to specific tasks. Safety training is required for all workers, including supervisors. There are two types of training for workers:

- general training which applies to everyone
- job-specific training.

## Committee Members Entitled Education Leave

Safety and health committee members require special training so they understand their roles and responsibilities and so they are equipped to develop and implement your workplace safety and health program. Section 44(1.1) of the *WSH Act* indicates that committee members are entitled to take educational leave each year for the number of hours the worker normally works during two shifts or up to sixteen (16) hours, whichever is greater.

## The Right to Participate

Workers have the right to participate in safety and health activities at the workplace. This means having the ability to take part in keeping the workplace safe and healthy. Workers are the eyes and ears of the workplace. As they are performing the day-to-day tasks, they are well positioned to identify issues and concerns, making their input into the safety program essential.

## Committees

A safety and health committee is one of the key ways workers can participate in safety. Committees and worker safety representatives are part of the overall internal responsibility system. The purpose of a representative and/or committee member is to ensure worker concerns are raised and addressed.

## Committee Composition

All workplaces should have a worker safety representative and/or a safety and health committee. The *WSH Act* requires workplaces with five to 19 workers to have a worker safety and health representative. Workplaces with 20 or more workers must have a workplace safety and health committee. It is the employer's legal requirement to support the establishment of a workplace committee and, in smaller workplaces, to ensure a worker representative is chosen and trained in their duties.

The size of the committee should be at least four but no larger than 12 members. At least one-half of the members of the committee must be workers elected by other workers. The committee requires two chairs – one for the employer and one for the workers – and they must take turns chairing the meetings.

Section 40 of the *WSH Act* outlines specific rules for seasonal worksites and construction project sites.

### Committee Duties

Committees must meet on a quarterly basis. The agenda should be circulated prior to the meeting and minutes must be sent to Workplace Safety and Health and posted on the safety and health bulletin board.

Representatives and committee members play an important role by providing input and advice to employers on safety and health matters. Workplace safety and health committees and representatives can speak to management about workers' safety and health concerns. Some of their duties include:

- trying to help solve safety and health issues
- making safety and health recommendations to the employer
- completing regular inspections of the workplace and outline inspection processes and procedures
- recommending changes to make the workplace safer
- participating in safety and health investigations (co-chairs)
- investigating all incidents or right to refuse incidents.

### Safety Bulletin Boards

Safety bulletin boards provide an avenue for the committee or representative to share information with workers. Employers must provide a bulletin board in a prominent place in the workplace that is exclusively for the use of committee members. The following information should be posted:

- the name of each committee member (or the worker representative)
- scheduled dates of committee meetings
- the agenda and minutes of each meeting (see Appendix A)
- any report issued by WSH, such as improvement orders, compliance reports, inspection reports and others.

Other items commonly posted on safety bulletin boards include:

- list of first-aiders
- inspections
- the employer commitment to safety policy
- company safety statistics

In all cases, there should be a strategy to include workers in creating a safe workplace. Your injury prevention strategies rely on worker participation. They may be the first to identify hazards and may have the greatest insight into solutions. Involving workers ensures you have buy-in. Your worker participation is essential to seeing safety lived every day.

Appendix A contains important information on Safety and Health Committee Agendas and Minutes.



## The Right to Refuse

### James' Story

Eighteen-year-old James Williams never dreamed how his life would change so much that day. He had just started a new part-time job at a popular restaurant where he worked in the kitchen. James was asked to pour cooking oil through a filter in order to clean it, something he hadn't done before. Before starting to pour the oil, he asked for a safety apron and gloves but was told they weren't necessary.

Unfortunately, the boiling oil spilled and splashed all over him. He suffered third-degree burns on his neck, chest, hands, stomach and groin. He still suffers pain today as a result of this incident.

James's injury was completely preventable. He didn't know at the time that he had the right to refuse unsafe work. It is James's hope that all young workers know their rights and that no one ever has to learn this in the painful way that he has.

Workers have the right to refuse work they feel is dangerous to themselves or to others.

Dangerous work is defined as work involving safety and health hazards that are not normal for the job. Workers should always be encouraged to share any safety concerns and to immediately report their concerns to their supervisor. In most cases, arrangements can be made to address workers' concern.

An employer or supervisor cannot insist a worker perform work they feel is dangerous. The employer may assign alternate temporary work while the situation is being remedied. The worker should remain at work unless they have permission to leave.

A worker cannot be disciplined for exercising their right to refuse dangerous work and they are entitled to the same wages and benefits they would have received had the refusal not taken place.

Right to refuse incidents need to be investigated. If the concerns are not addressed, WSH should be contacted and a WSH officer will investigate and help correct the problem.

### **The following are the steps to follow when work is refused:**

**Step 1** – Report the dangerous condition immediately to your employer, supervisor or to any other person in charge at the workplace, giving your reasons for refusing to work. If the employer does not correct the dangerous condition, go to Step 2.

**Step 2** – Involve the safety and health committee, worker co-chair or designate. If the employer does not correct the dangerous condition immediately, the person who received the report of refusal to work (or a person designated by them) must inspect the dangerous condition in the presence of a safety and health committee member or safety representative, or another worker selected by the worker refusing the work if a committee member or representative is not available. If the dangerous condition is still not remedied, go to Step 3. A worker cannot be assigned to perform work that has been refused for safety and health concerns until:

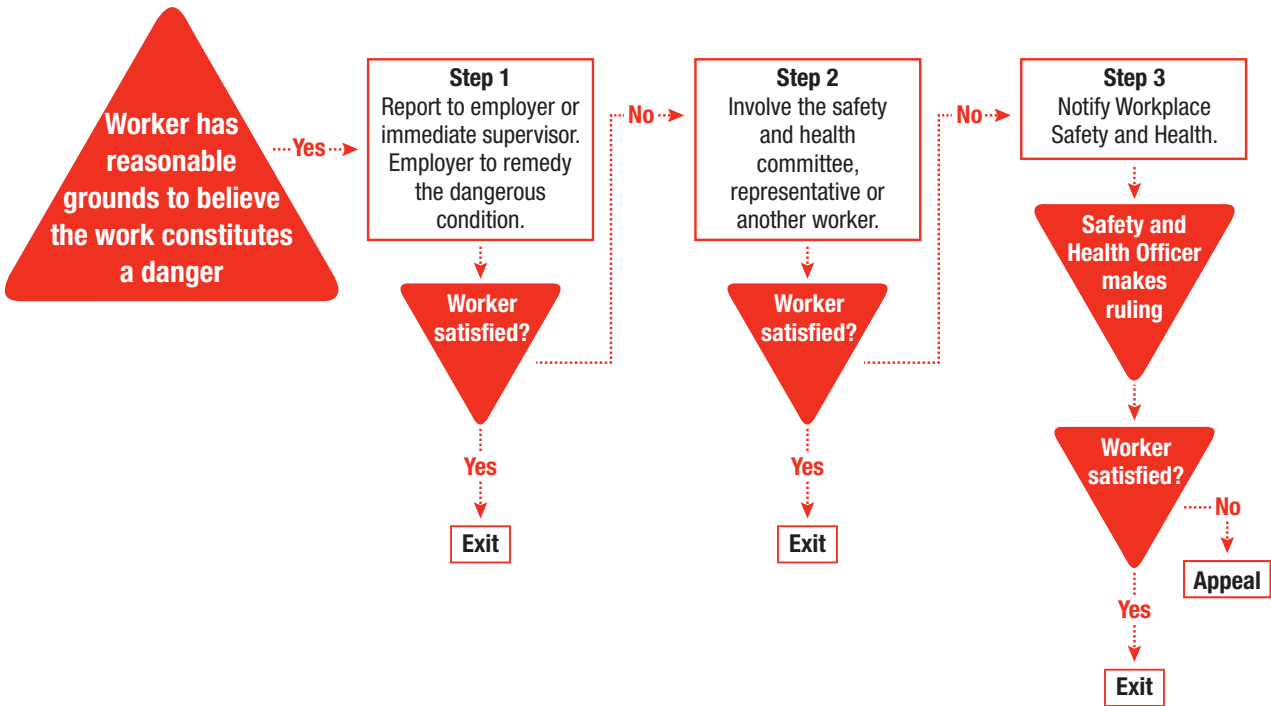
- the employer has advised the alternate worker in writing of the first worker’s refusal, the reasons for the refusal, the right to refuse and why the task does not present a safety and health risk
- where practicable, the first worker advises the alternate worker of the right to refuse and the reasons for the refusal
- an inspection of the dangerous condition and remedial action taken to correct any dangerous condition under subsection 43(3) and 43(4) of the *WSH Act* has occurred.

**Step 3** – Involve Workplace Safety and Health. If the dangerous condition has not been removed, any of the persons present during the inspection may notify a WSH officer of the refusal to work and the reasons for it.

The WSH officer will investigate the matter and decide whether the job situation or task the worker has refused is dangerous and will provide a written report with their findings. They will issue improvement orders or stop work orders to the employer as necessary to correct the dangerous condition. If the officer decides that the work being refused is not dangerous, they will inform the employer and the refusing worker of that decision and inform the worker that they are no longer entitled to refuse to do the work.

**Procedure summary for investigating right to refuse situations**

Reference: *The Workplace Safety and Health Act* Section 43





## The Right to Protection from Discriminatory Action

Workers have the right not to be penalized for exercising any of their other rights under the *WSH Act*. For example, workers cannot be penalized for exercising their right to refuse or for raising a safety and health concern. In addition, an employer is deemed to commit a discriminatory action if they do not pay a worker for items specified in the *WSH Act*, including participating on a safety and health committee.

Protection from discriminatory action is a fundamental right and is the cornerstone of developing and maintaining a positive safety culture. It is critically important for workers to feel safe raising safety and health issues or when exercising a safety and health right. For this reason, Workplace Safety and Health takes discriminatory action complaints very seriously. Once a complaint is received, a WSH officer responds right away to determine whether or not a worker has been penalized for exercising one of their safety and health rights. If the officer determines that discriminatory action has taken place, the employer can be ordered to do one or more of the following:

- stop the discriminatory action
- reinstate the worker to their former employment, under the same terms and conditions
- pay lost wages and benefits
- remove any reprimand or other reference to the matter from the worker's employment record.

In addition to the above order, the employer may also be fined an administrative penalty for having taken discriminatory action against a worker.

## SAFETY AND HEALTH PROGRAM

Section 7.4 (a-l) of the *WSH Act* outlines the requirements of a workplace safety and health program. These 11 elements will be discussed in detail in the next section.

# SUMMARY

## **Enforcement**

- WSH officers ensure workplaces comply with workplace safety and health requirements.
- Workplaces and individuals may face administrative penalties and/or fines for non-compliance.

## **The law spells out the responsibilities of employers and workers.**

- Everyone shares in the responsibility for preventing injuries.
- Employers have the greatest degree of responsibility; they must ensure the safety and health of workers and provide a safe workplace, protective equipment, training and competent supervision.
- Supervisors must ensure workers perform their work safely.
- Workers must follow safety rules and report hazards.

## **Workers have four specific rights under the law.**

1. The right to know about hazards in the workplace and how to protect themselves from those hazards.
2. The right to participate in workplace safety and health activities, including participation on the safety and health committee or as a safety and health representative.
3. The right to refuse work they feel is dangerous to themselves or others.
4. The right to protection from discriminatory action when carrying out duties or exercise safety and health rights.



# SECTION 4: SAFETY PROGRAMS

## In this section

- The 11 required elements of a safety program
- Tools to implement the 11 elements in your workplace

## Learning objectives

Upon completion of this section participants should:

- Know the 11 elements of a safety and health program
- Understand how to put the 11 elements into practice to either create a new safety and health program or enhance an existing safety and health program.



# A SAFETY PROGRAM FOR EVERYDAY

Having an effective system in place at your workplace to be SAFE – spot the hazard, assess the risk and find a safer way, every day – will ensure you are preventing injuries from occurring. In order to create a safe and healthy workplace you will need a sustainable safety program that allows you to implement the risk management strategies inherent in the SAFE acronym on a daily basis.

Implementing a safety and health program is the best way to ensure injuries are prevented. A program is a definite plan of action designed to prevent injuries and occupational disease by identifying and controlling hazards before injuries or illness occur and respond to emergencies. Effective workplace safety and health programs have been proven to reduce injuries and illnesses in the workplace.

Under the law, workplaces with 20 or more workers are required to have a safety and health program that includes 11 basic elements. Regardless of the size of your workplace, these elements will help ensure you have an effective injury prevention system.





While these elements should be part of every workplace safety and health program, workplaces need to tailor the program to meet their unique needs. All workplace safety and health programs need to be workplace-specific.

Having a well-functioning program requires the commitment of senior management. The program must be developed in consultation with workers. An injury prevention program must involve workers, and everyone from senior management to workers must be accountable for carrying out their responsibilities. The safety program will not be static; it will need to change along with the workers and the workplace. The safety program is not meant to sit on a shelf. It needs to be actively employed and practised on a daily basis.

Injury prevention programs must be:

- in writing
- available to workers
- communicated to all workers
- kept current and continually evolve.



### **Group Learning Activity**

Review the eleven minimum required safety program elements.

- 1) Identify one element that you feel requires improvement at your workplace

# THE 11 REQUIRED ELEMENTS OF A SAFETY PROGRAM



## 1. Policy

A formal policy statement outlining the employer's commitment to a safe and healthy workplace sends a clear message that safety is a priority and is expected every day.

The workplace policy statement should communicate a commitment to prevent injuries and illness. It should set out the overall objectives of the safety and health program and include general principles or philosophies such as “safety is an equal partner to production and quality control” or “workplace injuries are unacceptable and every effort will be made to eliminate and reduce hazards.”

The safety policy statement should be signed by the owner or most senior manager, dated and posted in a visible location. Workers should be made aware of the commitment. For example, a workplace may want to review the policy with new workers and update it annually.

Most importantly, the policy must be communicated and put into action.

Appendix B contains two sample safety and health policies.



## 2. Identifying and Controlling Hazards



Group discussion

What does SAFE in SAFE Work stand for?

S \_\_\_\_\_

A \_\_\_\_\_

F \_\_\_\_\_

E \_\_\_\_\_





## 1. Spot the hazard

### What are hazards?

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

To prevent injuries and illnesses from occurring, it is necessary to identify the hazards that may be present. Once the hazard is identified, it may be eliminated or controlled.

Workplace hazards can come from a wide range of sources. General examples include any substance, material, process, practice, etc. that has the ability to cause harm or adverse health effect to a person under certain conditions.

Some workers work in an environment where some of the hazards are considered obvious. Working at heights might be an example. Not all hazards are readily apparent. Hazards exist in many forms; they can be visible or hidden. Many workplace injuries can be attributed to hazards and risks within tasks or environments people have come to consider routine.

To spot hazards, it is helpful to examine work tasks. Every aspect of each task should be considered, including the long term effects of performance, to ensure a complete understanding of any associated hazards and what types of incidents might occur. This includes considering: what is the purpose of the work task, what does it involve?

In addition to examining work tasks, you can consider hazards by various categories. Hazards can be grouped in a number of different categories. These categories can help to identify all the possible dangers in the workplace and in the work performed.



	<b>People</b>	What processes are the workers using that pose a risk? What resources and demands are provided by management (supervisors, PPE, training, quotas, production, safety, etc?)
	<b>Equipment</b>	What tools, machines, vehicles are present? What equipment emergencies might occur?
	<b>Material</b>	What harmful exposures do chemicals, products and/or raw materials pose? How might materials cause loss of safety, productivity or quality? Are there chemical or biological materials or substances being handled?
	<b>Environment</b>	What are the potential problems with housekeeping? What are the potential problems of sound, lighting, heat, cold, ventilation or radiations? Is there anything in the general area that would be seriously affected if there are problems with the tasks? Has the external as well as the work and surrounding environment been considered?

### Hazard categories

*Physical Hazards:* These types of hazards tend to be the most obvious and are most likely to have acute effects. Contact with a physical agent that may cause harm to the human body. Examples include machinery with moving parts, blocked doorways, unguarded saws, slippery floors and live wires are all examples of mechanical hazards.

Produced by energy sources and/or the work environment, physical hazards include conditions that may pose risks. Examples include air quality, temperature and noise.

*Musculoskeletal Injury (MSI) Hazards:* MSI hazards exist when physical work demands cause stress to a worker's body. These hazards may stem from the physical activities required of the job such as heavy lifting, manually handling materials and prolonged sitting. They may also be due to the design of the tools and equipment such as low work stations, poor fitting handles or vibration. Short term exposure may result in periods of sore muscles or aches and pains, but continued exposure may result in serious long term injuries. Ergonomic interventions can help reduce the risk for these hazards.

*Chemical and Mineral Hazards:* Chemical hazards are present in the form of solids, liquids or gases. There can be acute and chronic effects of chemical and mineral hazards. Examples include gas vapors, ammonia, asbestos and welding fumes and may include cleaning solutions, floor strippers, paint or drywall dust.

*Biological Hazards:* Sources of biological hazards may include bacteria, viruses, insects, plants, birds, animals,

### Musculoskeletal Injuries (MSIs)

Each year in Manitoba, MSIs are the leading cause of time loss injuries. **MSIs** are defined as a soft tissue damage or aggravation in the musculoskeletal system caused when demands exceed the tolerance of connective or related soft tissues such as muscles, tendons, ligaments, nerves, discs and joints. Damage can result from a single event or develop over time. Forceful effort, repetitive motions, awkward or sustained postures, vibrations, contract stresses and inadequate recovery times are common factors that can injure or aggravate tissues.

MSI risks are an important consideration in ensuring your workplace is safe. It is likely that MSIs are the leading cause of time loss injuries in your workplace. The WSH Act outlines the workplaces responsibilities to identify, control and communicate risks associated with MSIs.



**SAFE Work Manitoba has a number of MSI prevention tools including a full day MSI Prevention workshop visit [www.safemanitoba.com](http://www.safemanitoba.com)**

Common hazards that can cause an MSI or make an existing MSI worse include:

- Awkward or sustained postures: a joint or group of joints that are not in their neutral or natural positions which forces muscles, tendons and ligaments to work harder and can place increased pressure on the spinal discs. E.g. bending, twisting or reaching
- Forceful exertions: actions that have the potential to overload the tissues of the body. E.g. lifting, carrying, pushing pulling gripping
- Repetitive motions: actions that are performed over and over with little or no change or little or no rest for the muscles used. E.g. long periods of data entry, laundry folding, working at the same work station
- Mechanical compression: when hard objects are pressed into the skin, compressing the nerves, blood vessels and other tissues beneath the skin which can decrease circulation and cause damage over time. E.g. resting forearms on the edge of a desk when typing, using an unpadded tool, using your hand as a hammer
- Vibration: when a tool or heaving machine shakes repetitively and these forces are transferred to the body which causes muscles to tighten, circulation to decrease and can damage tissues over time. E.g. operating a vibrating hand tool, using a jack hammer, working near large machines
- Limitation on motion or action: when a worker is unable to use safe body mechanics (body movements) due to the physical design of the workspace which leads to increased stress on the body and increased risk of injury. E.g. making a bed that is against a wall, reaching around a barrier, working around obstacles

Appendix E contains SAFE Work Manitoba Bulletin 247: Recognizing MSI Hazards

Appendix F contains an Ergonomics Risk Factor Checklist





and humans. Biological hazards can cause a variety of health effects ranging from skin irritation and allergies to infections such as tuberculosis, AIDS, Ebola, or H1N1.

*Psychosocial Hazards:* Social hazards are linked to workplace stressors and human behavior. The impact of these hazards can be acute such as violence in the workplace or chronic such as burnout. Hazards may include workload demand, social relations at work, harassment and bullying.

#### How can hazards be identified?

Hazard identification should be done proactively so that hazards in the workplace can be identified and either eliminated or the risk posed mitigated. There are several different ways to identify hazards in a workplace. A job hazard analysis (JHA) is one assessment tool to identify potential hazards. It is done by reviewing each step of a job and recommending the safest way to do the job. Other terms used to describe this procedure are job safety analysis (JSA) and job hazard breakdown.

When performing JHAs it helps to work as a team and include workers familiar with the work area, as well as people who are not – this way you have both the experienced and fresh eyes to help with the identification. Even the most routine tasks may carry an element of risk.

#### Four basic steps to JHAs

1. Select the job to be analyzed.
2. Break down the job into a sequence of steps.
3. Identify potential hazards for each step.
4. Determine preventative measures and controls to overcome these hazards.

Appendix C contains SAFE Work Manitoba Bulletin 249 Part 1: Job Hazard Analysis.

Appendix D contains a sample JHA form.



## 2. Assess the Risk

Once you have identified a hazard you must assess the risk of injury or illness associated with it. **Risk** is the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard.

Risk also applies to situations with property or equipment loss. Keep in mind not only workers may be exposed to risk; customers, visitors, contractors and the general public may also be at risk.

Workplace safety and health legislation states that when there is a risk to the safety or health of a worker, the goal for an employer must be to eliminate the risk.

Assessing risk also protects businesses from potential damage to property, material, equipment, tools and the environment caused by uncontrolled hazards in the workplace.

Factors to consider when assessing risk:

- manufacturer product information
- legislated requirements and applicable standards
- safety data sheets (SDS)
- work environment (layout of workspace, physical demands to perform tasks)
- information from incident reports
- workers' discussion about the task or situation
- environmental conditions such as weather.

Assessing the risk includes considering:

**Severity of Consequence** – can the hazard result in minor medical treatment, an injury that requires time off work and medical treatment, a permanent disability or fatality?

**Probability** – what is the likelihood of an injury occurring; is it remote, possible, probable or very likely?

**Frequency** – how often is the particular work or task completed



### Hazard vs. Risk

Hazard = Vehicle Traffic

When doing construction on a road, traffic is a hazard.

Let's assume the vehicles are traveling at the same speed in each scenario so the severity of the incident remains constant.

If only 10 cars travel on the road each day, the risk in this scenario might be considered low because there is very low probability and low frequency of being exposed to the traffic hazard.

If the work was being done on a busy freeway with thousands of cars passing by every hour the risk would be much higher because of the greater traffic volume. Since the frequency and probability increase, the risk of this scenario is much higher.

### Prioritizing Risk

Ranking or prioritizing hazards helps determine which hazard is the most serious and should be controlled first.

Priority is usually established by taking into account employee exposure and the potential for accident, injury or illness. Assigning a priority to hazards creates a ranking or an action list. The following factors can play an important role:

- percentage of workforce exposed
- frequency of exposure (how often)
- duration of exposure (how long)
- degree of harm likely to result from the exposure
- probability of occurrence

There is no one simple or single way to determine the level of risk. Ranking hazards requires knowledge of the workplace activities, urgency of situations and, most importantly, objective judgment.

A risk assessment matrix is one method of prioritizing workplace hazards should be mitigated or eliminated first. There are many different versions of risk assessment matrices, some more complex than others. Some workplaces will have a matrix for this purpose. The example provided is based on materials from the Canadian Centre for Occupational Health and Safety (CCOHS)

Once you have identified and ranked the hazards, a communication process should be put in place to ensure follow through to minimize or control the hazard.

## Risk Assessment Table

		Frequency			
		Very Likely	Likely	Possible	Unlikely
Consequence Severity	Catastrophic	1	1	2	3
	Critical	1	1	2	3
	Marginal	2	2	3	4
	Negligible	3	3	4	4

### Severity of Consequence Categories

**Catastrophic**=Death or fatal injury.

**Critical**=Permanent disability, severe injury or illness.

**Marginal**=Injury or illness that requires medical attention and time loss from work.

**Negligible**=Treatable first aid injury no time loss from work.

### Frequency Categories

**Very Likely**=The hazard is very probable or observed daily

**Likely**=The hazard is probable or observed weekly.

**Possible**=The hazard is possible or observed monthly.

**Unlikely**=The hazard is likely to be observed on a yearly basis.

#### Priority levels

1	High	Extremely important immediate action
2	Medium High	Receive top planning priority
3	Medium	Receive planning priority
4	Low	Receive low planning priority



### 3. Find a safer way

Once hazards have been identified and their level of risk has been assessed supervisors are often responsible for or involved in the process of finding a safer way to eliminate or reduce the risk of the hazard.

The best prevention plan is to eliminate hazards completely. When this is not possible a principle in safety is that investment will be made to reduce the risk to the lowest possible level. Generally speaking there are three main types of control measures:

#### 1. Remove or control the hazard at the source

These are measures in the work environment designed to prevent contact with a hazard through elimination, automation, substitution, redesign or isolation. This is the ideal method to correct a hazard because it provides a permanent solution.

Examples:

- roofing companies now have shingles delivered directly onto the roof of a home using a mechanical lift to eliminate the need for workers to physically carry the shingles up ladders
- replacing a toxic cleaning solution with a non-toxic cleaner
- having standing desks to reduce MSIs

#### 2. Control the hazard along the path

When a hazard cannot be eliminated, automated, substituted, redesigned or isolated we look to minimize the risk of the hazard before it reaches a worker.

Examples:

- moving machinery to a dry area
- guarding machinery and using screens to block welding flash
- providing workers with ergonomic assessments and ergonomic office furniture
- using a paint booth

### 3. Limit harm at the level of the worker

Sometimes it is not possible to remove risk or control it along the path. The next level of control is at the worker.

These controls involve education, training, controlling the degree or amount of exposure a worker has to a hazard.

They may be administrative or may involve personal protective equipment (PPE).

Examples:

- a working alone policy which includes a form, emergency contact information and check-in times for the worker
- safe work procedures that clearly outline safe work practices to operate a machine or perform a specific task
- sharp instrument disposal containers
- handwashing
- steel-toed boots, Kevlar gloves, fall arrest systems, hearing protection, eye protection.

### Remember!

**It is always best to eliminate hazards completely.  
PPE should be the last resort to protect against a hazard.**

### Safe Work Procedures

**A safe work procedure (SWP)** is a document that outlines a sequence of steps that describe how to do a specific task safely.

SWPs are an example of an administrative control measure at the worker level. SWPs are required when the risk of a hazard cannot be eliminated or substituted by:

- a) design of the workplace;
- b) the design of the work process; or
- c) the use of engineering controls.

The *WSH Regulation* outlines important requirements for safe work procedures:

2.1.1. An employer who is required to implement safe work procedures must

- Develop the safe work procedures for the work that is done at the workplace;
- Train workers in the safe work procedures in a manner that ensures workers are able to apply the training provided to protect the safety and health of themselves and others; and
- Ensure that workers comply with those safe work procedures.

### SAFE Work Procedure Key Words

**DEVELOP      TRAIN      COMPLY**



## Creating SWPs

Though the employer carries the ultimate responsibility to approve and make resources available to develop SWPs, everyone in the workplace carries some responsibility for SWPs.

Development of a SWP requires consultation with the safety and health committee, worker representative and workers at the workplace. Consultation in the development of SWPs is a legislated requirement of the WSH Regulation.

There is no single format required for SWPs and workplaces should choose a format that works best for its circumstances. The following are suggested items to include in a SWP which can be applied to the employer's SWP layout.

- Name or description of the work or task
- Department where the task is performed
- Who approved the SWP; this should be a person in senior management
- Date SWP was created
- Date SWP was reviewed/revised
- Hazards that pose risk while performing the work or task
- Personal protective equipment (PPE) that is required to perform the work or task safely
- Applicable legislation, standards, guidelines to do the work or task safely
- Any other material or equipment required to do the work or task safely
- Training that must be completed before performing the work or task
- Summarize steps to perform the work safely; pictures may be helpful along with specific instructions including steps to follow in case of an emergency

### **SAFE Work Procedures must be reviewed at minimum every 3 years!**

Visit [safemanitoba.com](http://safemanitoba.com) for more SWP examples including blank templates in Microsoft Word format to help you customize SWP to your workplace.

Appendix G contains two blank SWP templates.

Appendix H contains a completed SWP on the use of ladders - extension, single straight.

Appendix I contains SAFE Work Manitoba Bulletin 249 Part 2: SAFE Work Procedures.



## Hazard Control Worksheet

### 1. How would you control the hazard at the source (most effective)?

Elimination – First, try getting rid of the hazard.

Substitution – If elimination is not practical, try replacing hazardous substances with something less dangerous.

Redesign – Engineering can sometimes redesign the layout of the workplace, workstations, work processes and jobs to eliminate or control hazards.

Isolation – Isolating, containing or enclosing the hazard is often used to control chemical hazards and biohazards.

Automation – Dangerous processes can sometimes be automated.

### 2. How would you control the hazard along the path (between the hazard and the worker)?

Relocation – Relocation can include moving the hazardous process, tools, machinery, or equipment somewhere safer.

Blocking the hazard – Barriers, control rooms, etc. can block the hazard.

Absorbing the hazard – Absorbing could be using local ventilation to remove the hazard where it is generated.

Dilution – General ventilation in the entire work area can be used for dilution.

### 3. How would you control the hazard at the worker's level (least effective)?

Administrative controls – These include introducing new policies, safe work procedures and training and supervision.

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

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

Hygiene practices and facilities – These can reduce the risk of toxic materials being absorbed by workers or carried home to families.

PPE and clothing – These are used when other controls aren't feasible, additional protection is needed or the task or process is temporary. The employer must require workers to use PPE wherever the Regulations or organizational work procedures prescribe its use. Workers must be trained to use, store and maintain their PPE properly. The employer, supervisor and workers must be informed about the limitations of their PPE.





## Group Learning Activity

Review your assigned industry photos and complete the questions below. Be prepared to share your answers with the larger group.

- Spot the hazard: identify 3-5 hazards in the photos. Use the photos to help you think about the types of activities and tasks the workers might perform in this type of workplace. Include at least one MSI hazard.

1.

2.

3.

4.

5.

- Assess the risk – which hazard will you attend to first and why? Refer to the risk matrix on page 72.
- Find a safer way – how will you control the hazard? Think about eliminating or finding substitutes for the hazard.

Tip: refer to the hierarchy of controls worksheet on page 76.



### 3. Emergencies

Some of the most tragic workplace injuries and fatalities have occurred because workplaces are not prepared for emergencies. Emergencies can include fire/explosion, hazardous material release, medical emergency, fatalities, structural failure, confined space, threats, inclement weather, major service failure and evacuations.

Following the SAFE model will help you to respond to emergencies.

#### Spot the Hazard

- Anticipate what types of emergencies may arise
- Conduct workplace inspections to confirm hazards

#### Assess the Risk

- Identify primary and secondary evacuation routes and emergency exits
- Designate evacuation wardens to help others and to account for workers
- Have specific emergency and evacuation procedures that include:
  - plans for persons with disabilities
  - a designated meeting spot
  - a system to account for evacuated employees (e.g., roll call systems and personal information, next of kin, contact and medical records).



### **Find a Safer Way**

- Have an alarm system
- Mark evacuation routes, install emergency lighting and make sure evacuation routes and emergency exits are large enough and unobstructed
- Post evacuation procedures/maps where employees can read them
- Co-ordinate your plan with the local emergency management office
- Have the required equipment: first aid kits, fire extinguishers, chemical spill kit, etc.

### **Every Day**

- Train workers on their roles and responsibilities
- Designate and train required first aiders
- Train workers in using fire extinguishers
- Train all workers on emergency hazards and procedures and update training regularly and as new hazards arise

### **Conduct Drills**

As part of your emergency response program, your workplace should have first aid kits and designated first aiders. The names of your first aiders should be posted in a visible location and your kits must be accessible. If your workplace has more than 100 workers, you will also require a first aid room that includes a bed, stretcher and sink among other first aid materials. Providing first aid care will help ensure you provide an immediate and effective response when injuries or incidents occur.

The number of kits you have and the number of persons trained in first aid will depend on the size of your workplace, the type of work you do and the distance your workplace is from a medical facility. Requirements for First Aid are outlined in Part 5 of the *WSH Regulations*.



## **SCHEDULE B FIRST AID KITS**

### **Content of first aid kit**

1. A first aid kit must contain the following items:

(a) general:

- (i) a recent edition of a first aid manual,
- (ii) a pair of impervious disposable gloves,
- (iii) a disposable resuscitation mask with a one-way valve,
- (iv) a disposable cold compress,
- (v) 12 safety pins,
- (vi) splinter forceps,
- (vii) one pair of 12 cm bandage scissors,
- (viii) 25 antiseptic swabs,
- (ix) waterless hand cleaner,
- (x) waterproof waste bag;

(b) dressings - each of the following items must be sterile and individually wrapped in order to maintain sterility:

- (i) 16 surgical gauze pads (7.5 cm squares),
- (ii) 4 pads (7.5 cm X 10 cm, non-adhesive),
- (iii) 32 adhesive dressings (2.5 cm wide),
- (iv) 2 large pressure dressings,

(c) bandages:

- (i) 3 triangular bandages (1 m each),
- (ii) 2 conforming bandages (10 cm each),
- (iii) 2 rolls of 2.5 cm adhesive tape,
- (iv) 1 roll of 7.5 cm elastic adhesive bandage,
- (v) 2 rolls of 7.5 cm tensor bandage.

### **Content of personal first aid kit**

2. A personal first aid kit must contain the following items:

- (a) 10 sterile adhesive dressings, assorted sizes, individually packaged;
- (b) 5 10 cm X 10 cm sterile gauze pads, individually packaged;
- (c) a 10 cm X 10 cm sterile compress dressing, with ties;
- (d) 5 antiseptic cleansing towelettes, individually packaged;
- (e) a cotton triangular bandage;
- (f) a waterproof waste bag;
- (g) a pair of impervious disposable gloves;
- (h) a roll of 2.5 cm adhesive bandage tape.

## Contents

1. Every first aid room must contain the following items:
  - (a) a first aid record book;
  - (b) a space blanket;
  - (c) hot and cold packs;
  - (d) a spine board and straps;
  - (e) an adjustable cervical collar or set of different sized cervical collars;
  - (f) a stretcher;
  - (g) a splint set;
  - (h) a sphygmomanometer (blood pressure cuff);
  - (i) a stethoscope;
  - (j) a thermometer;
  - (k) dressing forceps;
  - (l) tongue depressors;
  - (m) paper towels;
  - (n) single use, sanitary drinking cups;
  - (o) a flashlight;
  - (p) two washbasins, preferably stainless steel;
  - (q) 1 kidney basin;
  - (r) 1 instrument sterilizer;
  - (s) 1 cabinet for dressings;
  - (t) 1 magnifying loop with built-in lamp;
  - (u) 1 sanitary receptacle with lid and disposable plastic liners;
  - (v) hospital grade disinfectant;
  - (w) the contents of the first aid kits required under subsection S.12(1)

## First Aid Kits

**The employer must also provide first aid kits for the workplace.** An employer must provide and keep readily accessible the type, size, and number of first aid kits meeting the requirements set out in CSAZ1220-17, First Aid Kits for the Workplace.



**Transporting Injured Worker** – If a worker needs emergency medical treatment it is the employer's responsibility to ensure the worker is transported to a medical facility. This may require calling an ambulance.

## Emergency Response Plan Sample

Company name:

Location:

Date completed:

Signed:

### Emergency operations coordinator (EOC)

The emergency operation coordinator (EOC) is the person who serves as the main contact person for the company in an emergency. The EOC is responsible for making decisions and following the steps described in this emergency response plan. In the event of an emergency occurring within or affecting the worksite, the primary contact will serve as the EOC. If the primary contact is unable to fulfill the EOC duties, the secondary contact will take on this role.

#### Primary contact

Name:

Telephone number:

Other phone number:

E-mail:

#### Secondary contact

Name:

Telephone number:

Other phone number:

E-mail:

#### Emergency contact numbers

Fire station:

Ambulance:

Police:

Hospital:

Other:

#### Potential emergencies

The following potential emergencies have been identified in hazard assessments:

1.

2.

3.

4.



### **Location of emergency equipment**

Fire alarm:

Fire extinguisher:

Fire hose:

Panic alarm button:

Personal protective equipment (PPE):

Emergency communication equipment:

Other:

### **Training requirements for emergency response**

Type of training:

How often:

### **Employees trained in the use of emergency equipment**

The following employees have received emergency equipment training:

1.

2.

3.

4.

### **First aid**

Type of first aid kit:

Location of first aid kit:

Other supplies:

Transportation for ill or injured employees:

### **First aid attendant (employee trained in first aid)**

Name:

Location:

Shift or hours of work:



## Communications

We will communicate our emergency plans to employees in the following way:

In the event of a disaster, we will communicate with employees in the following way:

### Procedures for rescue and evacuation

Evacuation plan for \_\_\_\_\_ location  
(address)

- We have developed these plans in collaboration with neighbouring businesses and building owners to avoid confusion or gridlock.
- We have located, copied and posted building and site maps.
- We have ensured that exits are clearly marked.
- We will practice evacuation procedures \_\_\_\_\_ times a year.

If we must leave the workplace quickly, we will follow this evacuation procedures:

### Warning system:

The warning system will be tested \_\_\_\_\_ times a year.

### Assembly site:

Person responsible for issuing all-clear:

Shelter-in-place for \_\_\_\_\_ location  
(address)

We have talked to co-workers about which emergency supplies, if any, the company will provide in the shelter location and which supplies individuals should consider keeping in a portable kit personalized for individual needs.



### Employee emergency contact information

Employee name	Contact Person and Number	Alternate contact person

### Annual review

We will review and update this emergency response plan in \_\_\_\_\_.  
(date)



#### **4. Roles and Responsibilities**

Who owns safety in your workplace? What are the supervisor's responsibilities? Who will ensure injuries are investigated? Who will train new workers? Who will arrange and monitor emergency drills? Who will order safety equipment?



No. 201

## Your Responsibilities For Safety and Health in the Workplace

*The Workplace Safety and Health Act* supports every worker's right to a safe and healthy workplace. It assigns responsibility to each person in the workplace for creating and maintaining a safe and healthy workplace, to the extent he or she has the authority and ability to do so. Everyone has a personal and shared responsibility to work together to prevent workplace injuries and illness. The main duties of the various types of people in the workplace are listed below.

### Employers

Since they have the greatest degree of authority and control over the operations of the workplace, employers have the greatest degree of responsibility for workplace safety and health. Employers' legal safety and health responsibilities include:

- Taking necessary precautions to ensure the safety, health and welfare of workers
- Providing and maintaining a safe workplace, equipment, tools and systems
- Ensuring all workers and supervisors are aware of hazards in the workplace as well as the precautions necessary for their protection
- Providing workers with competent supervision
- Providing all new workers with a safety and health orientation
- Providing the training necessary to protect workers' safety and health before they begin a new job
- Taking necessary precautions to ensure that other people are not exposed to safety or health risks due to the activities of the workplace
- Consulting and co-operating with the workplace safety and health committee or representative
- Co-operating with other people on workplace safety and health matters.

### Supervisors

Supervisors have the responsibility and authority to oversee a group of workers within a workplace. The legal safety and health duties of supervisors include:

- Taking necessary precautions to protect the safety and health of workers under their supervision
- Ensuring that workers comply with safety and health procedures and use safety equipment, clothing and devices
- Advising workers of safety and health hazards in the work area
- Co-operating with the workplace safety and health committee or representative
- Co-operating with other people on workplace safety and health matters.

### Workers

Workers are responsible for their own actions or inaction. Workers' legal safety and health responsibilities include:

- Taking reasonable care to protect themselves and others who may be affected by their actions or omissions
- Proper use of safety equipment, clothing and devices
- Co-operating with the workplace safety and health committee or representative
- Co-operating with other people on workplace safety and health matters.

(see over)

**SAFE Work Manitoba contact information:**  
Winnipeg: 204-957-SAFE (7233)  
Toll-Free: 1-855-957-SAFE (7233)  
Publications and resources available at: [safemanitoba.com](http://safemanitoba.com)





### Contractors

Contractors are described under the *WSH Act* as persons who hire an employer or self-employed person on contract and direct their activities. Contractors' legal safety and health duties include:

- taking necessary precautions to ensure that activities and hazards within their control do not create a safety and health risk
- co-operating with other people on workplace safety and health matters.

### Prime Contractors

Prime contractors are required on construction projects where more than one employer or self-employed person is involved. The legal safety and health responsibilities of prime contractors include:

- co-ordinating, organizing and overseeing work on the project to ensure the safety and health of workers and others who may be affected by activities on the project (including co-ordinating the safety and health programs of employers working on the project)
- setting up an effective system to ensure everyone working on the project fulfils their legal safety and health responsibilities
- co-operating with other people on workplace safety and health matters.

### Self-Employed Persons

Self-employed persons are responsible for their own actions or inaction. Their legal safety and health duties include:

- taking necessary precautions to ensure their activities do not create a safety and health risk to themselves or others who may be affected by their activities
- co-operating with other people on workplace safety and health matters.

### Owners

The owners of buildings or land used as a workplace have legal safety and health responsibilities that include:

- taking necessary precautions to ensure that property under their control does not create a risk to safety and health
- co-operating with other people on workplace safety and health matters.

### Suppliers

The legal safety and health duties of suppliers include:

- taking necessary precautions to ensure that tools, equipment and other materials supplied to a workplace are safe when used according to instructions provided
- co-operating with other people on workplace safety and health matters.

### Workplace Safety & Health Committees and Representatives

Committees and representatives play an important role by providing input and advice to employers on safety and health matters. However, they are not responsible for managing safety and health in the workplace.

- Employers are required to establish a safety and health committee in workplaces with 20 or more workers.
- In workplaces with 5 to 19 workers, employers are required to designate a worker as the safety and health representative.

(see next page)

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- Prime contractors are required to establish a project safety and health committee on construction projects expected to last more than 90 days where 20 or more workers are expected to work.
- All seasonal workplaces where 20 or more workers are expected to work for at least 90 days must have a safety and health committee.

The legal responsibilities of committees and representatives include:

- making safety and health recommendations to the employer
- dealing with the safety and health concerns of workers
- participating in the development and promotion of safety and health precautions, as well as safety and health education and training programs
- conducting regular workplace inspections
- conduct safety and health investigations
- co-operating with other people on workplace safety and health matters.

**Reference to legal requirements under workplace safety and health legislation:**

- Duties of Workplace Parties: Workplace Safety and Health Act W210 Parts 4, 5, 6 and 7

**Additional workplace safety and health information available at: [safemanitoba.com](http://safemanitoba.com)**

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Clearly defined roles and responsibilities and accountability for these responsibilities are essential to ensuring the safety and health program runs smoothly. These will also help create a strong internal responsibility system where everyone knows their rights, responsibilities and their role in keeping the workplace safe.

With responsibility comes accountability. Safety responsibilities need to be clearly assigned. There should be good accountability mechanisms for those assignments. A responsibility is accountability for carrying out duties properly. Authority is the right to make decisions and direct the work of others.

While authority can be delegated, it is important to remember the employer ultimately remains responsible for ensuring duties are carried out.

To carry out responsibilities, a worker must:

- know their responsibilities
- have the authority, resources and time to carry them out
- have the required knowledge to do the assigned tasks.

For example, a worker representative who is required to conduct daily job hazard assessments (JHA) must be advised of this expectation, trained to perform the JHA and provided time at the beginning of each day to conduct the work.

Safety duties should not be an “add-on” to jobs – they should be integrated into job descriptions and job performance. This includes having clear expectations, rules and, where necessary, consequences in the event that rules are ignored or disobeyed. Roles and responsibilities should be reviewed with workers when they begin their employment.



## 5. Inspections

*What is an inspection?*

An **inspection** is a walkthrough of the workplace, selected areas or locations. Inspections examine anything that might cause injury or illness and determine:

- what hazards are present
- what risks those hazards pose
- what controls should be in place
- what controls are working
- what improvements are needed.

Inspections are important as they allow management/supervisors to:

- listen to the concerns of workers and supervisors
- gain further understanding of jobs and tasks
- identify existing and potential hazards
- determine underlying causes of hazards
- monitor hazard controls (elimination, engineering controls, policies, procedures, personal protective equipment)
- recommend corrective action
- demonstrates due diligence
- ensure compliance with legislation.

There are a number of different types of inspections: informal, formal workplace and formal committee.

### **Informal inspections**

**Informal inspections** do not follow a regular schedule; rather, they are a more general and spontaneous or spot inspection. They can be conducted at any time. In fact, many workers perform a spot inspection every time they start their shift or initiate a task. These inspections may or may not be documented. Typical hazards identified could include spills and housekeeping and can be corrected immediately.





## Formal inspections

Formal inspections are a documented, planned and scheduled process. They should be done by a team trained in performing inspections. The team may consist of committee members, managers and workers.

There are two types of formal inspection:

- committee inspections
- workplace inspections.

## Committee inspections

Inspecting the entire workplace at regular intervals is one of the key duties of the committee or representative as outlined in the Manitoba Workplace Safety and Health Act and Regulation.

### *WSH Act*

Section 7.4(5) A workplace safety and health program must include

- (e) a schedule for the regular inspection of the workplace and of work processes and procedures at the workplace;

Section 40(10) The duties of a committee include

- (h) the inspection of the workplace at regular intervals;

### *WSH Regulation*

2.4(1) An employer must

- ensure that regular inspections of the workplace and of work processes and procedures at the workplace are conducted to identify any risk to the safety or health of any person at the workplace; and
- if a risk is identified, correct any unsafe condition as soon as is reasonably practicable and, in the interim, take immediate steps to protect the safety and health of any person who may be at risk.

2.4(2) A prime contractor must

- (a) ensure that regular inspections of the construction project site and the work processes and procedures at the site are conducted to identify any risk to the safety or health of any person at the site; and
- (b) if a risk is identified, ensure that any unsafe condition is corrected as soon as is reasonably practicable, and in the interim, ensure that immediate steps are taken to protect the safety and health of any person who may be at risk.

3.2.2 The members of a committee must inspect the workplace and the work processes and procedures at the workplace at least once before each regularly scheduled meeting of the committee.

For committee members, this means the entire workplace must be inspected at least once every 90 days jointly by an employer and worker. For representatives, this means the entire workplace must be inspected at regular intervals, as determined by a risk assessment. The size of the workplace, type of activities, number of workers, etc. would be some of the factors that would be taken into consideration by the employer and the representative when determining the frequency of inspections.

## Workplace inspections

Additional inspections may be required of a workplace depending on the level of risk in the work done there. The frequency with which they are required to take place is determined by the amount of risk involved in the work.

Workplace inspections are planned and often specialized or tailored to the work, task or equipment being inspected. This means that the checklists used for workplace inspections may be different from committee inspections checklists because they are looking for specific and imminent risk. Workplace inspections are required in addition to committee inspections.

Workplace inspections may be performed by:

1. Employers/Management
  - a. Management should, whenever possible, show their commitment to the program by being involved in the inspection process. When management becomes part of the regular inspection team, it will show commitment to the safety program.
2. Supervisors
  - a. Supervisors are accountable for the safety of the workers under their control; therefore, they should be constantly on the lookout for hazards in their work areas.
3. Workers (including but not necessarily committee members)
  - a. Workers have a knowledge and understanding of their work area and flow. There is a responsibility for workers to identify hazards in their workplace.
4. Specialists/experts
  - a. Difficult hazards may have to be handled by experts. Professional associations, consultants, maintenance departments and the government can help. Inspections conducted by specialists who are qualified in a particular area (e.g., boiler or electrical inspections). These inspections would also include specific systems that would have serious consequences should there be a failure (e.g., mechanical or ventilation systems).



## Formal Safety Inspection Flow Chart

1. Develop Standards	→	Who will inspect? How often? What needs to be inspected?
2. Inspect	→	Are regular and special inspections done? Are inspectors looking for hazardous acts and conditions? Are committee members involved? Are regular and special inspections done? Are inspectors looking for hazardous acts and conditions? Are committee members involved?
3. Correct Unsafe Conditions or Acts	→	What needs to be corrected? Who is responsible? When will it be done?
4. Document	→	Are inspection reports filled out?
5. Follow Up	→	Are all items in the inspection report corrected as required? Are inspection reports and corrective actions communicated back to the safety and health committee?

Appendix J contains three samples of worksite safety inspection sheets.



## 6. Chemicals and Biological Hazards

Just like other workplace hazards, the starting point to control chemical and biological hazards is a risk assessment: spot the hazard, assess the risk and find a safer way, every day.

Every day we are exposed to or work with chemical or biological substances that pose a risk to our health. It is essential that workers know what products they are working with, how to handle and store them, what the risks are and how to control them and what to do in case of an emergency. Workplaces must have an inventory of all hazardous substances, specific rules about where these substances will be stored as well as by who and how these should be handled, first aid and emergency procedures and training for any workers who may be exposed.

The program known as Workplace Hazardous Materials Information System (WHMIS) establishes the requirements for working with controlled substances. WHMIS is administered by the federal government under the Hazardous Products Act and the associated Controlled Products Regulation in conjunction with the related regulations and enforcement through Workplace Safety and Health. The goal of WHMIS is to make sure workers have the information they need to work safely with these products.

In 2015, provincial workplace safety and health legislation was updated to align with the new federal WHMIS legislation: the Globally Harmonized System of Classification and Labeling of Chemicals (GHS).



## WHMIS 2015

### Hazard Classes

The classification criteria have changed. There are some new hazard classes, such as “Aspiration Hazard.”

#### Physical hazards:

- Combustible dusts
- Corrosive to metals
- Flammable gases
- Flammable liquids
- Substances and mixtures which, in contact with water, emit flammable gases
- Flammable solids
- Gases under pressure
- Organic peroxides
- Oxidizing liquids
- Oxidizing solids
- Physical hazards not otherwise classified
- Pyrophoric liquid
- Pyrophoric gases
- Pyrophoric solids
- Self-heating substances and mixtures
- Self-reactive substances and mixtures
- Simple asphyxiants











### Health hazards:

- Acute toxicity
- Aspiration hazard
- Biohazardous infection materials
- Carcinogenicity
- Germ cell mutagenicity
- Health hazards not otherwise classified
- Reproductive toxicity
- Respiratory or skin sensitization
- Serious eye damage/eye irritation
- Skin corrosion/irritation
- Specific target organ toxicity – repeated exposure
- Specific target organ toxicity – single exposure

Note: GHS also defines an Explosive class and the Environmental Hazards group (not mandatory). The WHMIS regulations do not currently include the Explosives hazards class. Explosives are covered by other legislation in Canada.

### WHMIS 2015 Hazard Symbols and Pictograms

The graphic below shows a hazard pictogram. The bold type is the name given to the pictogram; the words in the brackets describe the hazard.

	<b>Exploding bomb</b> (for explosion or reactivity hazards)		<b>Flame</b> (for fire hazards)		<b>Flame over circle</b> (for oxidizing hazards)
	<b>Gas cylinder</b> (for gases under pressure)		<b>Corrosion</b> (for corrosive damage to metals, as well as skin, eyes)		<b>Skull and Crossbones</b> (can cause death or toxicity with short exposure to small amounts)
	<b>Health hazard</b> (may cause or suspected of causing serious health effects)		<b>Exclamation mark</b> (may cause less serious health effects or damage the ozone layer*)		<b>Environment*</b> (may cause damage to the aquatic environment)
	<b>Biohazardous Infectious Materials</b> (for organisms or toxins that can cause diseases in people or animals)				

\* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

### Label Requirements

The most notable change was the removal of the hatched border.

The supplier label must include the following information:

- Product identifier – the brand name, chemical name, common name, generic name or trade name of the hazardous product.
- Initial supplier identifier – the name, address and telephone number of either the Canadian manufacturer or the Canadian importer.





- Pictogram(s) – hazard symbol within a red “square set on one of its points.”
- Signal word – a word used to alert the reader to a potential hazard and to indicate the severity of the hazard.
- Hazard statement(s) – standardized phrases which describe the nature of the hazard posed by a hazardous product.
- Precautionary statement(s) – standardized phrases that describe measures to be taken to minimize or prevent adverse effects resulting from exposure to or improper handling/storage of a hazardous product.
- Supplemental label information – some supplemental label information is required based on the classification with unknown toxicity in amounts higher than 1 per cent must include a statement indicating the percentage of the ingredient or ingredients with unknown toxicity. Labels may also include supplementary information about precautionary actions, hazards not yet included in the GHS, physical state or route of exposure. This information must not contradict or detract from the standardized information.

### Safety Data Sheet(s)

SDSs have replaced material safety data sheets (MSDS) and have a standard 16-section format. Some new information is required.

SDS Section and Heading		Specific Information Elements
1	Identification	<ul style="list-style-type: none"><li>• Product identifier (e.g., product name)</li><li>• Other means of identification (e.g., product family, synonyms)</li><li>• Recommended us</li><li>• Restrictions on us</li><li>• Canadian supplier identifier , plus:<ul style="list-style-type: none"><li>- - name, full address and phone number(s)</li></ul></li><li>• Emergency telephone number and any restriction on the use of that number, if applicable</li></ul>
2	Hazard identification	<ul style="list-style-type: none"><li>• Hazard classification (class, category) of substance or mixture or a description of the identified hazard for physical or health hazards not otherwise classified</li><li>• Label elements:<ul style="list-style-type: none"><li>- symbol (image) or the name of the symbol (e.g., flame, skull and crossbones)</li><li>- signal word</li><li>- hazard statement(s)</li><li>- precautionary statement(s)</li></ul></li><li>• Other hazards which do not result in classification (e.g., molten metal hazard)</li></ul>
3	Composition/information on ingredients	<ul style="list-style-type: none"><li>• When a hazardous product is a material or substance:<ul style="list-style-type: none"><li>- chemical name</li><li>- common name and synonyms</li><li>- Chemical Abstract Service (CAS) registry number and any unique identifiers</li><li>- chemical name of impurities, stabilizing solvents and/or additives</li></ul></li><li>• For each material or substance in a mixture that is classified in a health hazard class:<ul style="list-style-type: none"><li>- chemical name</li><li>- common name and synonyms</li><li>- CAS registry number and any unique identifiers</li><li>- concentration</li></ul></li></ul>



4 First aid measures

- First aid measure by route of exposure:
  - inhalation
  - skin contact
  - eye contact
  - ingestion
- Most important symptoms and effects (acute or delayed)
- Immediate medical attention and special treatment, if necessary
- Personal precautions, protective equipment and emergency procedures
- Methods and materials for containment and cleaning up

5 Fire-fighting measure

- Suitable extinguisher media
- Unsuitable extinguishing media
- Specific hazards arising from the hazardous product (e.g., hazardous combustion products)
- Special protective equipment and precautions for firefighters

6 Accidental release measures

- Personal precautions, protective equipment and emergency procedures
- Methods and materials for containment and cleaning up



- |   |                      |  |
|---|----------------------|--|
| 7 | Handling and storage | <ul style="list-style-type: none"><li>• Precautions for safe handling</li><li>• Conditions for safe storage (including incompatible materials)</li></ul> |
|---|----------------------|--|

- |   |   |  |
|---|---|--|
| 8 | Exposure controls/<br>personal protection | <ul style="list-style-type: none"><li>• Control parameters, including occupational exposure guidelines or biological exposure limits and the source of those values</li><li>• Appropriate engineering controls</li><li>• Individual protection measure (e.g., PPE)</li></ul> |
|---|---|--|

- |   |                                     |   |
|---|-------------------------------------|---|
| 9 | Physical and chemical<br>properties | <ul style="list-style-type: none"><li>• Appearance (physical state, colour, etc.)</li><li>• Odour</li><li>• Odour threshold</li></ul> |
|---|-------------------------------------|---|

- |  |  |   |
|--|--|---|
|  |  | <ul style="list-style-type: none"><li>• pH level</li><li>• Melting point/freezing point</li><li>• Initial boiling point/boiling range</li><li>• Flash point</li><li>• Evaporation rate</li><li>• Flammability (solid, gas)</li><li>• Lower flammable/explosive limit</li><li>• Upper flammable/explosive limit</li><li>• Vapour pressure</li><li>• Vapour density</li><li>• Relative density</li><li>• Solubility</li><li>• Partition coefficient – n-octanol/water</li><li>• Auto-ignition temperature</li><li>• Decomposition temperature</li><li>• Viscosity</li></ul> |
|--|--|---|

10	Stability and reactivity	<ul style="list-style-type: none"> <li>• Reactivity</li> <li>• Chemical stability</li> <li>• Possibility of hazardous reactions</li> <li>• Conditions to avoid (e.g., static discharge, shock or vibration)</li> <li>• Incompatible materials</li> <li>• Hazardous decomposition products</li> </ul>
11	Toxicological information	<ul style="list-style-type: none"> <li>• Concise but complete description of the various toxic health effects and data used to identify those effects, including:             <ul style="list-style-type: none"> <li>- Information on the likely routes of exposure (inhalation, ingestion, skin and eye contact)</li> <li>- Symptoms related to the physical, chemical and toxicological characteristics</li> <li>- Delayed and immediate effects and chronic effects from short-terms and long-term exposure</li> <li>- Numerical measures of toxicity</li> </ul> </li> </ul>
12	Ecological information	<ul style="list-style-type: none"> <li>• Eco toxicity</li> <li>• Persistence and degradability</li> <li>• Bioaccumulative potential</li> <li>• Mobility in soil</li> <li>• Other adverse effects</li> </ul>
13	Disposal considerations	<ul style="list-style-type: none"> <li>• Information on safe handling for disposal and methods of disposal, including any contaminated packaging</li> </ul>
14	Transport information	<ul style="list-style-type: none"> <li>• United Nations (UN) number</li> <li>• UN proper shipping name</li> <li>• Transport hazard class(es)</li> <li>• Packing slip</li> <li>• Environmental hazards</li> <li>• Transport in bulk, if applicable</li> <li>• Special precautions</li> </ul>
15	Regulatory information	<ul style="list-style-type: none"> <li>• Safety, health and environmental regulations specific to the product</li> </ul>
16	Other information	<ul style="list-style-type: none"> <li>• Date of the latest revisions of the SDS</li> </ul>



## Responsibilities

Employers must develop, implement and maintain a workplace WHMIS education and training program. Education and training is required for hazardous products workers work with, or for products that workers may be exposed to at work. Employers are also required to consult with the safety and health committee or worker representative when developing, implementing or reviewing the education and training programs.

Refresher education and training is generally required:

- as needed to protect the worker's safety and health
- if conditions of the workplace have changed
- if new products are introduced

Although WHMIS has been updated, the roles and responsibilities of suppliers, employers and workers remain the same:

## Education and Training for WHMIS 2015

Education and training can be thought of as two separate parts of WHMIS 2015. Employers are required to provide both education and training to workers as part of their WHMIS program.

- **Education** refers to general or portable information such as how WHMIS works and the hazards of the products. For example, workers will learn about the hazard classes (e.g., why a product is called a corrosive, and what information you can find on labels and SDSs). The WHMIS e-learning course on the SAFE Work Manitoba website is an example of general WHMIS education.
- Training refers to the site- and job-specific information to employees that will cover the workplace's procedures for storage, handling, use, disposal, emergencies, spills and what to do in unusual situations.

### More Information on WHMIS 2015

- SAFE Work Manitoba website: [www.safemanitoba.ca](http://www.safemanitoba.ca)
- Workplace Safety and Health website: [www.manitoba.ca/labour/safety/](http://www.manitoba.ca/labour/safety/)
- Canadian Society for Occupational Health Centre (CCOSH) website: [www.ccohs.ca](http://www.ccohs.ca)
- Health Canada website: [www.WHMIS.gc.ca](http://www.WHMIS.gc.ca)

### FREE WHMIS E-LEARNING

Workplaces and workers in Manitoba can access free WHMIS 1988 and WHMIS 2015 e-learning by visiting [www.safemanitoba.com](http://www.safemanitoba.com)

## Biological Hazards

Sources of biological hazards may include bacteria, viruses, insects, plants, birds, animals and humans. These sources can cause a variety of health effects ranging from skin irritation and allergies to infections such as tuberculosis, cancer, Ebola, Influenza A (H1N1) and so on. The safety and health program is required to address the risk of biological hazards in the workplace.

Exposure to chemical and biological hazards in the workplace can cause injury, illness or other adverse health effects.

To get a better understanding of possible effects, it is important to find the answers to these questions:

- What materials/chemicals/hazards are present?
- How is a person exposed (route of exposure)?
- How often and how much exposure is occurring?
- What kind of effect could result from the specific exposure a person experienced?
- What is the risk or likelihood that exposure to a hazard or condition would cause an injury or disease or some incidence causing damage?
- How severe would the damage, injury or harm (adverse health effect) be from the exposure?

Effects of exposure can be acute and may occur as soon as a person comes in contact with the hazardous agent (e.g., a splash of acid in a person's eyes). Other effects may be chronic or delayed (e.g., mesothelioma, a type of cancer in the lining of the lung cavity, can develop over 20 years or more after exposure to asbestos).



## **Group Learning Activity**

Discuss the following two questions:

1. What requirements must an employer provide to workers that work with controlled substances under WHMIS legislation?

2. Can you identify at least one biological hazard in your workplace?



## 7. Contractors

Some workplaces use contracted employers or self-employed persons who come into their work sites on a temporary basis. Many workplaces serve the public and/or have the public on their premises.

Injury prevention applies to all workers and includes the public where they are potentially exposed to the risks of the workplace. A safe workplace includes all people who may be affected by the workplace's safety and health strategies. This includes ensuring any new hazards or risks are identified and controlled (e.g., protecting pedestrians by cordoning off the area below work being done above ground), ensuring safety information is exchanged as required (e.g., letting contractors know about the safety requirements in the workplace) and providing a regular monitoring (e.g., checking to see the contractor is following safety rules).

In construction, there may be several companies working together. In this case, there should be a designated prime contractor who oversees the safety on the project.

### Contracted Employers, Self-Employed Persons, Suppliers and Owners

Contracted employers, self-employed persons, suppliers and owners all must abide by workplace safety and health legislation and co-operate with others on workplace safety and health matters.

Contracted employers and self-employed persons must work in a safe manner so that they or other persons are





not exposed to risks nor create risks associated with their work and workplace.

Suppliers must ensure the tools, products, equipment and machines are safe when used in accordance with instructions and are in keeping with legislation. Where required by legislation they must provide written instructions.

Owners must abide by workplace safety and health legislation, co-operate with persons carrying out safety responsibilities and ensure the land or premises used as a workplace and under their control are maintained in a manner that does not create risks to the safety and health of anyone.

#### **Prime Contractors, Project Managers and Project Site Supervisors**

Construction sites are unique workplaces as there may be several companies, contracted employers and/or self-employed persons working at the same worksite. Each of these employers may be directing the activities of other employers. It is important for a single party to co-ordinate the activities for the entire project. Every construction project that involves more than one employer or self-employed person must have a prime contractor. The owner of the construction project is considered the prime contractor unless other arrangements are made. There can only be one prime contractor designated for a construction project.

## Sample Contracted Employer Agreement Form

### ABC Workplace

In consideration of the awarding of work to the contractor by ABC, the Contracted Employer agrees as follows:

1. The Contracted Employer will provide ABC with a copy of its (the Contractor's) WCB Clearance Certificate and proof of liability insurance.
2. The Contracted Employer has attended to the ABC's Contractor Safety Orientation. For one-time contracted employers, the "Contracted Employer's Pre-Work Assessment and Review" checklist, "Plant Safety Rules for Contracted Employers and Visitors" and the "Good Manufacturing Practices" must be reviewed with the Contracted Employer before commencing work.
3. The Contracted Employer acknowledges receiving the following documents from ABC:
  - a. a copy of the Plant Safety Rules to be followed by the contracted employer
  - b. a copy of the Contractor Safety Orientation
  - c. a copy of the Contractor Contract
  - d. a copy of ABC Good Manufacturing Practices
4. The Contracted Employer shall fully review the materials referred to in paragraph 2 with its employers before it commences working on the contract and answer any questions its employees have.
5. The Contracted Employer acknowledges that it is a condition of its contract with ABC that it MUST comply with all the provisions referred to in paragraph 2. The Contracted Employer acknowledges that if it fails to comply with all of the above, ABC may ask the Contracted Employer to leave the worksite immediately and the Contracted Employer shall immediately comply. If this occurs, the Contracted Employer acknowledges that ABC shall not, under any circumstances, be liable for any cost incurred as a result of stopping work and/or leaving the work site incomplete.
6. The Contracted Employer further acknowledges that the fact that ABC has provided the Contracted Employer with a copy of the materials referred to in paragraph 2 in no way transfers responsibilities or liabilities from the Contracted Employers to ABC or that by furnishing these documents to the Contracted Employer, the Contracted Employer is in any way absolved of its responsibilities in all respects with said provisions.
7. The following is a list of equipment, which the Contracted Employer shall provide and ensure is used by its employees:
  - a. hard hat, respiratory protection, first aid kit, hearing protection, fire extinguisher, safety glasses, CSA footwear, gloves, harness/lifeline
8. The Contracted Employer shall, in addition to complying with the WSH Act and its regulations, at all times ensure that:
  - a. All equipment is protected from all sources of potential danger when work is being carried out on it.
  - b. Hard hats, safety boots, hearing protection, hair nets and any other safety equipment required by ABC to his employees are worn at all times by the Contractors' employees.
  - c. Safety harnesses are worn and used properly when there is a risk of falling a vertical distance of 3 metres or more.
  - d. Oxyacetylene cylinders are secured and tied off at all times and fire extinguishers are kept nearby at all times.
  - e. Plant traffic is blocked off with yellow caution tape. Screen and signs are placed when any hazard is created – included, but not limited to, overhead work, lifting, welding, cutting – and that the area where the work is



underway is roped off at all times.

f. Good housekeeping practices are maintained at all times and unsafe working conditions are corrected immediately.

g. Job sites are left tidy at the end of the day as to present no hazard to off-shift personnel.

h. No vehicles travel on ABC property in excess of 15 kilometers per hour.

i. All equipment used by the Contracted Employer to perform work under this contract shall, when not in use, be kept in a location designated by ABC.

j. All employees of the Contracted Employer must have been trained and understand WHMIS and procedures.

k. Ladders safety is followed at all times:

- i. Keep three points contact at all times
- ii. No aluminum or other metallic ladder allowed in the plant
- iii. Never stand on the top two steps of a step ladder
- iv. Extension ladders must be secured.

l. Any and all incidents (no matter how minor) are reported to an ABC Supervisor.

m. The Contractors employees shall abide by all ABC rules and regulations.

n. Never operate ABC Powered Lift Trucks. If you require moving a load, ask your project co-ordinator so our drivers move the load.

o. Lock-out procedures are followed

p. Confined space entry procedures are followed.

q. Ensure that any waste generated as part of the Contractor’s work is properly identified, stored, transported and disposed of in accordance with all applicable legislations.

r. Confined space entry procedures are followed.

s. Ensure that any waste generated as part of the Contractor’s work is properly identified, stored, transported and disposed of in accordance with all applicable legislations.

t. The Contractor’s employees, when working in ABC production areas, must follow ABC Good Manufacturing Practices outlined in paragraph 2.

**CONTRACTED EMPLOYER**

Per: \_\_\_\_\_

Authorized signing officer

**ABC WORKPLACE**

Per: \_\_\_\_\_

Authorized signing officer

**Sample Workplace Monitoring of Contracted Employers/Self-Employed Persons**

Type of Project or Activities: Service, Repair, Maintenance, Construction

**Monitoring Activities**

Date: \_\_\_\_\_

Monitoring Person: \_\_\_\_\_

Phone #: \_\_\_\_\_

Describe the activity to be carried out at the workplace	Comments/observation/discussion
--	---------------------------------

Equipment to be used during the project activities

Chemical – SDS available	
--------------------------	--

Safe work procedures for use of chemicals/machinery/  
tools, etc. available

Monitoring schedule – frequency	
---------------------------------	--

Start date for the project activities

Monitoring debriefing with whom/follow up where required:

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Sign off by Monitoring Person

Contracted Employer

Print Name



## 8. Training

Employers are responsible for developing a safety and health program and making sure workers understand and abide by workplace safety and health training. A well-developed plan for training workers is an essential component of a workplace safety and health program.

A method to inform and train workers is necessary to ensure they are aware of their basic rights and responsibilities, know the hazards and how to control them and are empowered to participate in making every day safe. Training must be provided by a competent person and should include methods to evaluate training needs, checks for understanding and a mechanism to ensure training is implemented and updated as required. Safety training must be incorporated into all aspects of the work for all jobs and all tasks. Safety training is required for workers, supervisors and for safety and health committee members. Training should take place when new workers start, when jobs, tasks or work areas are reassigned and when new equipment or procedures are introduced.

### **Plan for training, Section 7.4 (5)(h)**

Section 7.4 (5)(h) of the *WSH Act* requires that a workplace safety and health program must include a plan for training workers and supervisors in safe work practices and procedures.

The *WSH Act* also outlines specific requirements on an employer's duty to provide training. Section 4.4-4.6 outlines an employer's legal responsibilities to provide training in the workplace.

### Employer's duty re: training, Section 4(4)

Every employer shall provide information, instruction and training to a worker to ensure, so far as reasonably practicable, the safety and health of the worker, before the worker:

- begins performing a work activity at a workplace
- performs a different work activity than the worker was originally trained to perform
- is moved to another area of the workplace or a different workplace that has different facilities procedures or hazards.

### Performing work activity during training, Section 4(5)

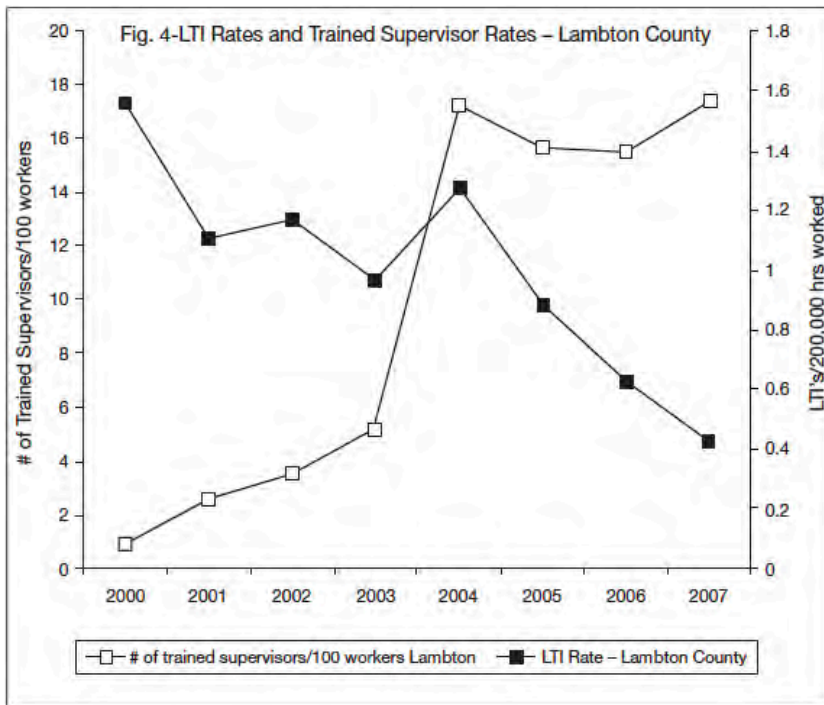
A worker may perform a work activity while being trained under the direction of a supervisor or other fully trained person who has enough experience to ensure that the safety or health of the worker, and any other person, is not at risk.

### Wages and benefits during training, Section 4(6)

A worker is entitled to the same wages and benefits for any time spent in training that they would be entitled to had they been performing their regular work duties during that time.

## Supervisor Training

The workplace safety and health program must outline a plan for training workers and a specific plan for ensuring supervisors are properly trained. Supervisors must be familiar with and knowledgeable about the Workplace Safety and Health Act and Regulation, particularly the sections that apply to their workplace.



Training is an important aspect of a supervisor's job. Supervisors must receive training in order to be able to properly perform their role. They are also responsible for training workers they supervise, or ensuring that the workers they supervise have been properly trained by someone else.

Supervisors are arguably in the most influential role to their organization or department's safety culture. For supervisors to "walk the talk" while facilitating and enabling training for their staff, they must also be supported to make their own safety training a priority.



## Worker Training and New Worker Orientation

Workplaces must have a method to inform and train workers. Training is necessary to ensure workers are aware of their basic rights and responsibilities, know the hazards and how to control them and are empowered to participate in making every day safe.

Training must be provided by a competent person and should include methods to evaluate training needs, checks for understanding and a mechanism to ensure training is implemented and updated as required. Safety training is required for all people in an organization. Workers must be trained prior to being exposed to risk on the job. Training must take place when new workers start their roles, when jobs, tasks or work areas are reassigned and when new or updated equipment or procedures are introduced. Training is linked to continuous improvement in an organization.

General training and new worker orientation is an opportunity for a workplace to let workers know before they begin work that safety is a priority. There are certain topics and safety issues that apply to all workers regardless of their job or where they work. When a new worker begins at a workplace, or when a worker is starting in a new position, they will require a general introduction to safety and health. Workers new to a workplace or starting a new job are more vulnerable or at risk to workplace incidents and injury. Studies show that workers on the job for less than a month have four times as many claims as those who have held their position for more than a year.

*WSH Regulation 2.2.1(1)-2.2.1(3)* define new works and the requirements for new worker orientations.

According to Section 2.2.1(1) "new workers" are defined as:

- workers that are new to the workplace, e.g., workers starting employment, temporary or seasonal workers, new immigrants
- workers that have moved to one area of the workplace to another area of the workplace that has different facilities, procedures or hazards, e.g., workers who are reassigned or transferred to a new job, or workers being introduced to new equipment, processes or procedures
- workers that area being relocated to a different workplace with different facilities, procedures or hazards, e.g., workers with a change in their career path
- workers returning to the same workplace, but the processes or hazards in the workplace changed while the worker was a away, e.g., workers returning from a leave of absence.

When a new worker begins work at a workplace, the employer is required to provide a safety and health orientation to that workplace. The following topics must be included in the new worker's orientation:

- the employer's and worker's rights and responsibilities under *The Workplace Safety and Health Act* and applicable regulations
- the name and contact information of the new worker's supervisor
- the procedure for reporting unsafe conditions at the workplace
- the procedure for exercising the right to refuse dangerous work at the workplace
- contact information for the safety and health committee or representative (as applicable)
- any policies, programs and safe work procedures that the employer is required to develop pursuant to the *WSH Act* and applicable regulations that apply to the work to be done by the worker
- the hazards to which the worker may be exposed and the control measures undertaken to protect the worker
- the location of first aid facilities, means of summoning first aid and procedures for reporting illnesses and injuries
- emergency procedures, e.g., first aid, fire, evacuation, etc.
- the identification of prohibited or restricted areas or activities
- any other matters necessary to ensure the safety and health of the worker at the workplace.

Employers must keep a record of all safety and health orientations provided to new workers.



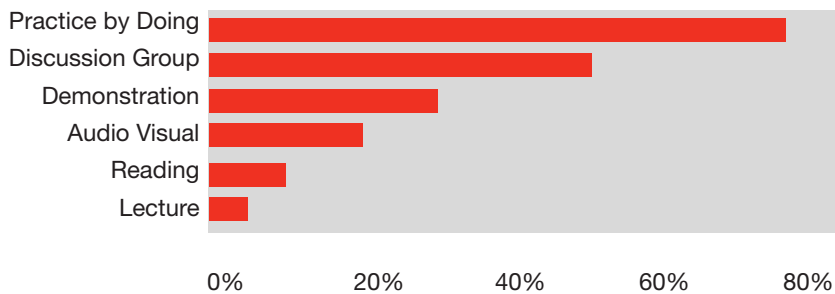
### Job-Specific Training

Employers and supervisors must never assume a worker is able to safely perform work until they have demonstrated their abilities. Workers need to be able to practise and model their training in a controlled environment. This might occur in a classroom, in a practical training area or in the workplace under close supervision. Workers need the opportunity to demonstrate their learning.

### Job Prerequisites

Employers can require, as a condition of employment, that applicants have certain prerequisites or qualifications before they are considered for employment. The onus is on the employer to demonstrate due diligence that a worker does in fact have the stated qualifications prior to hiring. An employer is still required to provide workers with an orientation and task-specific training and must make sure that a worker has the stated prerequisites.

### Top Learning Techniques



\*Source: Knox, A.B. Helping Adults

Examples include:

- journeyman electrician
- first aid level 2 certificate
- certified healthcare aide
- forklift operator certificate
- valid driver's license

### Hands-on Training

Hands-on training occurs within the workplace. Employers have a responsibility to ensure that the person providing training is competent and that the worker understands what is being demonstrated. Once task-specific training is provided, the trainee should demonstrate or confirm their knowledge with testing. Task-specific training should also include a review of the safe work procedures and job hazard information.

Examples include:

- ladder training specific to the equipment and surroundings of your workplace



- training cleaning staff on how to empty the mop pail specific to the set up at your workplace.

### External Consultant Training

When a company does not have the resources or expertise to provide safety training in-house, often they will hire external consultants. External consultants will provide training at the workplace or off-site. If an organization is hiring an external consultant to provide safety training to their staff, they must ensure that the organization has the appropriate qualifications to provide training. It is suggested that an organization seek out references and have the opportunity to review the training materials to ensure that the training will be appropriate. If hiring external consultants, employers still must ensure workers receive workplace-specific training and certification where required.

There are times when, as part of an equipment purchase agreement, the manufacturer will also provide technical training on the purchased equipment. This is often negotiated during the purchasing process.

Examples of training provided by external consultants include:

- first aid/CPR training
- WHMIS train the trainer
- lift and transfer training
- flagperson training
- lockout/tag out
- fire extinguisher
- MSIs and ergonomics
- confined space entry

SAFE Work Manitoba offers an *Occupational Safety and Health Resource Guide* which lists providers of safety and health services in Manitoba.

### In-House Technical Safety Training

To ensure that internal staff are competent to provide safety training, an employer may send worker to a “train the trainer” program. The most common example is WHMIS train the trainer workshops. Internal staff members learn the importance of WHMIS and the legislative requirements and they are then provided with training techniques to take back to their workplace. The training provided at a workplace must be specific to the chemicals used in that particular workplace. WHMIS training must be provided to all staff at minimum of once per year.

Examples of technical safety training provided in-house include:

- WHMIS training
- lift and transfer training
- N95 respirator fit testing
- fire extinguisher training

### Trainers Must be Competent

Training must be provided by a competent person. Supervisors often have special responsibilities and require specific training so they can instruct workers and explain why safe work procedures must be followed. Supervisors

need all the training given to workers, plus training to enable them to become competent to ensure work is performed safely.

### Checking for Understanding

Finally, it is important to include methods to evaluate training needs, ways to check for understanding and mechanisms to ensure training is implemented and updated as required. This may include written and oral tests. It should always include practical demonstration. When checking for understanding it is vital to consider language and literacy issues. People learn in different ways; therefore, different training styles are helpful. Workers need to feel confident in their learning.

### Workplace Safety and Health Committee Training

Diligent employers take the lead in supporting the committee or representative to function effectively. Competently trained committee members demonstrate an employer's commitment to workplace safety and health and provide guidance to workers and employers on safety and health matters. Both worker and employer safety and health committee members must be competently trained to perform their duties. The *WSH Act* outlines some specific requirements for committee educational leave in section 44(1). The employer must provide:

- Workplace safety and health training for each member of the committee or worker representative – The employer must allow each member of the committee or worker representative to attend workplace safety and health training programs, seminars or courses of instructions. Training may take the number of hours the worker normally works during two shifts or 16 hours, whichever is greater. During training, the employer must also ensure committee members or worker representative are paid at the regular rate of pay for the greater of the course hours or the number of hours the worker normally works during two shifts.
- Training to fulfill their duties – The employer or prime contractor must ensure that committee members and worker representatives are trained to competently fulfill their duties as members of the committee or as a representative.

#### Remember!

The workplace safety and health committee has special responsibilities and rights relative to safety training. One of the duties of the committee is the development and promotion of programs for education and information concerning safety and health in the workplace. Committee members require special training so that they understand their roles and responsibilities and are equipped to develop and implement the workplace safety and health program. Under legislation, committee members are entitled to take two days of educational leave to attend safety and health training.



Sample Orientation Form

<b>Date hired:</b>		<b>Date of orientation:</b>	
<b>Reason for orientation:</b>			
<p>Worker is new to the workplace          Worker has moved to another area of the workplace with different processes/hazards          Worker is relocated by an employer to a different workplace/location with different processes/hazards          Worker is returning to the workplace, and processes/hazards have changed while the worker was away</p>			
<b>Person providing orientation (name and position):</b>			
<b>Company name:</b>			
<b>TOPIC</b>	<b>Initials (trainer)</b>	<b>Initials (worker)</b>	<b>Comments</b>
<b>Rights and responsibilities</b>			
General safety and health duties and responsibilities of employers, workers and supervisors			
Worker right to know, participate and refuse unsafe work and right to protection from discrimination			
<b>Supervisor name and contact number provided</b>			
<b>Procedure for reporting unsafe conditions/hazards in the workplace provided</b>			
<b>Procedure for exercising the Right to Refuse Dangerous Work provided</b>			
<b>Safety and Health Committee or the Worker Safety and Health Representative name(s) and contact numbers provided</b>			
<b>Policies, programs and safe work procedures</b>			
<b>Policies and programs</b> Ex: Safety and health policy, training plan, working alone or in isolation, violence and harassment prevention, incident investigation, Workplace Health and Safety program (if 20 or more employees), etc.			
<b>Documented safe work procedures (job/task specific)</b> Ex: machinery, equipment, tools, ladders, chemicals, lockout, musculoskeletal injuries, personal protective equipment, etc.			
<b>Hazards and control measures</b>			
Hazards to which the worker may be exposed in the workplace, and any control measures undertaken to protect the worker			

<b>First aid</b>			
Location(s) of first aid kit(s) and eye wash facilities			
Means to summon first aid Ex: First aid attendant name and contact information, etc.			
Procedure for reporting injuries and illnesses			
(including near-miss and dangerous occurrences)			
<b>Emergency procedures</b>			
Locations of emergency exits and meeting points			
Locations of fire extinguishers and fire alarms			
How to use fire extinguishers			
What to do in an emergency situation			
Emergency contact (numbers)			
Other: Ex: Procedures for an emergency involving hazardous materials, including clean-up of spills			
<b>Prohibited or restricted area or activities</b>			
<b>Other matters necessary to ensure safety and health of workers</b>			

### Employee Orientation: Site-/Task-Specific Training

Company Safe Work Procedures	Date Trained	Trainer (Print Name)	Trainer Initials	Employee Initials
E.g., use of step ladder				
E.g., lockout procedures				
E.g., guarding requirements				
E.g., equipment operation				



Last Name	Smith	Hancock	Barker	Jones	Johnson	
First Name	John	Charles	Bob	Janet	Don	
Department	Maintenance	Maintenance	Bearing Shop	Office	Bearing Shop	
Shift	Day	Evening	Day	Day	Evening	
Safety Orientation	01/03/2016	15/05/2016	08/15/2017	02/18/2018	08/15/2017	
Hearing Test	27/05/2016	05/20/2016			10/14/2017	
First Aid L1		26/11/2016		08/25/2018	12/03/2017	
First Aid L2						
WHIMS	18/11/2016		03/16/2016	11/13/2018		
Lockout training			04/25/2016			
Respirator Fit Test						
Ladder Safety	02/06/2016	02/06/2016				
Supervisor Safety			04/18/2016			





## 9. Investigations

Investigations of near misses, incidents and right to refuse occurrences help ensure corrective actions are taken to prevent injuries from occurring and from reoccurring.

The objective of an investigation is to determine the root cause(s) of an incident in order to take corrective actions to prevent similar incidents. The purpose of an investigation is to find out why the incident or near miss occurred. It is not to find fault or lay personal blame. While investigations take place after an incident, the intent remains preventative.

A near miss is an event where an incident occurs that had the potential to hurt someone but did not. Other terms for near misses are close calls or near collisions. An example of a near miss is a worker tripping on an extension cord without being harmed. Every near miss is an indicator of an uncontrolled or uncorrected hazard and is an injury waiting to occur.





*The "safety triangle" was developed in 1969 following research by Frank E. Bird Jr., who was then Director of Engineering Services for the Insurance Company of North America.*

Following an incident, the worksite location should be secured and an investigation should take place as soon as possible. Investigations may involve observing the site where an incident has occurred, interviewing workers and/or re-enacting the incident. It may involve taking photographs, measuring, drawing and checking past records to identify trends or trouble areas. Investigations should always include a report and corrective actions. Investigations should be conducted with employer and worker representation.

Serious incidents must be reported to WSH which may conduct a formal investigation. Proper investigations into work refusals help resolve the refusal and correct the matters of concern.

### **Remember**

A worker has the right to refuse work that they believe constitutes a danger to their safety and health or that of another worker or person. Workers should be encouraged to report concerns, ask for training and refuse work they feel is unsafe.

## Sample Incident Investigation Report

Company Name	Workplace Safety and Health	Accident/incident Investigation Reports
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**Accident/incident investigation Report**

Company Name \_\_\_\_\_  
Address \_\_\_\_\_

**PART I - PARTICULARS**

**Name of injured:** \_\_\_\_\_  
First Name                  Middle                  Last Name

---

**Date of incident:** \_\_\_\_\_ **Time of incident:** \_\_\_\_\_  
dd/mm/yy    a.m. or p.m.

Injured Worker's Occupation / Job Title: \_\_\_\_\_

Person the injury was first reported to: \_\_\_\_\_

Location of incident/accident: \_\_\_\_\_

Department \_\_\_\_\_ Area \_\_\_\_\_

Did the incident involve injury? YES/ NO If yes, nature of injury? \_\_\_\_\_

Was first aid rendered? YES/ NO  
If yes, by whom? (if outside emergency assistance was required, provide details) \_\_\_\_\_

Treated by health care provider? YES/ NO

Did the incident require time loss? YES/NO \_\_\_\_\_

\_\_\_\_\_

**PART II - DESCRIPTION OF INCIDENT (by worker and others)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PART III - EVIDENCE**

Sketch of incident scene (use another piece of paper if necessary)

\_\_\_\_\_

Prepared By :	Issue Date :
Revised By:	Revision Date:

*Page # 1*



Company Name	Workplace Safety and Health	Accident/incident Investigation Reports
--------------	-----------------------------	---

**PART IV - INCIDENT CAUSATION**

What was the CAUSE of the incident? (indirect and direct)

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**PART V - Corrective actions (short term and long term )**

Steps to be taken to prevent a similar incident	By Whom	When	Date of completion

**Signature of Investigator(s) and Management**

\_\_\_\_\_  
Worker Co-Chair, Safety and Health Committee

\_\_\_\_\_  
Management Co-Chair, Safety & Health Committee

\_\_\_\_\_  
Injured Worker

Distribute Report to  
Safety and Health Committee \_\_\_\_\_  
Workplace Safety and Health Branch, Manitoba Labour (serious incidents) \_\_\_\_\_

Prepared By :	Issue Date :
Revised By:	Revision Date:

## Sample Right to Refuse Dangerous Work Investigation Form

Date of Investigation and Report: \_\_\_\_\_

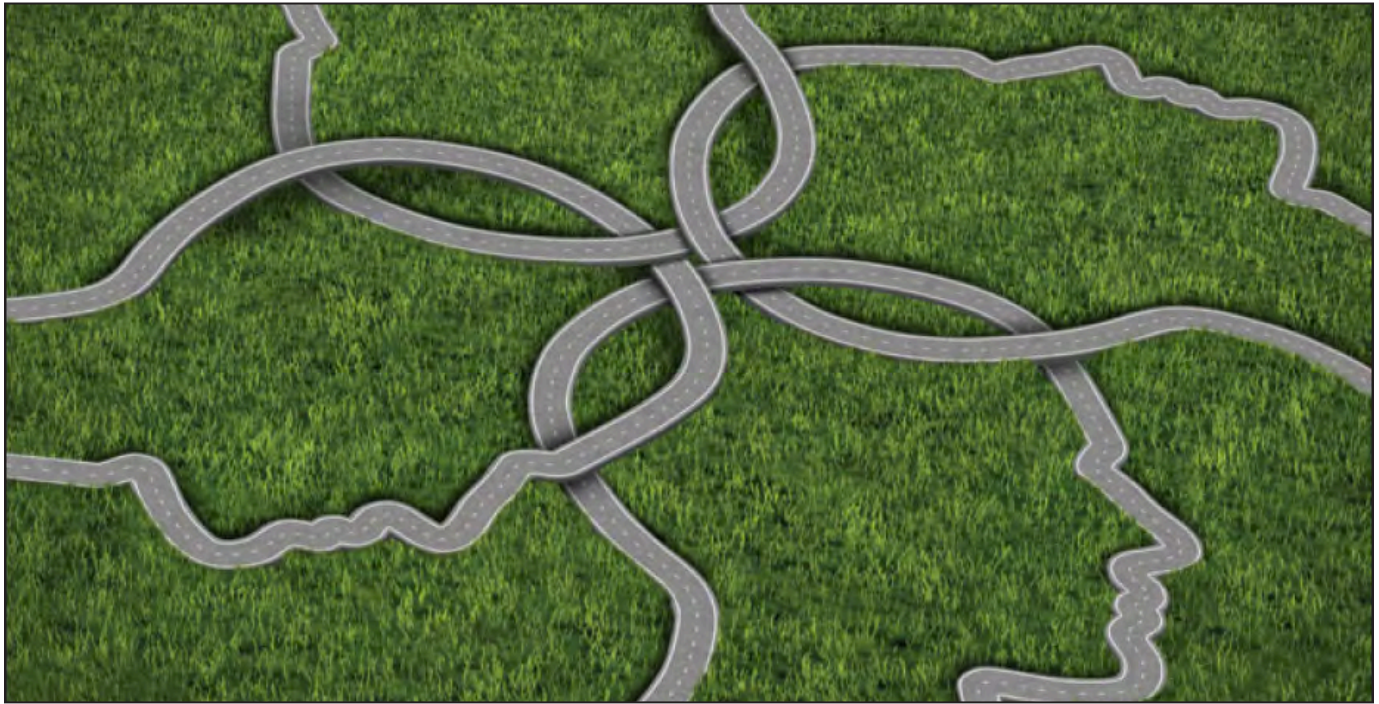
Refusing worker:	Location:	Supervisor:
Reason worker refused:		
Describe job being performed:		
Describe supervisor's first		
Was worker temporarily reassigned to alternative work while situation is remedied?		
Describe work environments at time of refusal:	Temperature levels	
	Noise levels	
	Lighting levels	
	Housekeeping	
	Dust level present	
	Gas fume present	
	Vapours present	
Describe any unusual conditions:		



Has the worker performed this task before?	Yes	No
If yes, for how long?		
Describe the work procedure used:		
How long has this procedure been followed?		
Had conditions changed to make the normal procedure unsafe?	Yes	No
Describe any identified hazards:		
Were tools, materials or PPE available to do the task?	Yes	No
If yes, describe them:		
Were the tools, materials or PPE appropriate to do the task?	Yes	No
Were the tools, materials or PPE used?	Yes	No
Who instructed the person to perform the task?		
Describe the training provided to perform this job:		
Describe the evaluation measures taken to ensure the worker is working as instructed:		
Describe the measures taken to protect the worker against this particular hazard:		
What corrective actions are to be taken?		
What is the target date for the corrective actions?		
Who is responsible to complete the corrective action?		

Completed by: \_\_\_\_\_ Date: \_\_\_\_\_





## 10. Participation – A Method to Involve Workers

In order to prevent injuries, all workers need to be involved and committed. Workers need to be encouraged to report concerns and see that actions are taken to correct hazards each time.

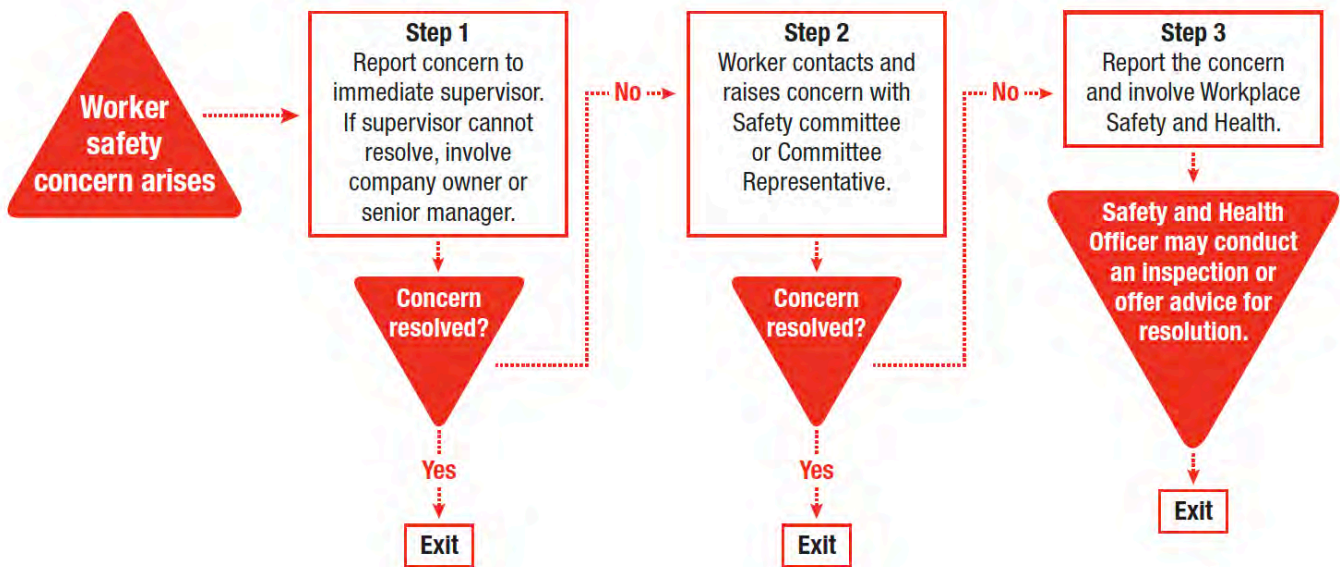
As we mentioned earlier, workers have the right to participate in safety and health activities and workplaces with over 20 employees must have a joint (employer and worker) safety and health committee. Smaller workplaces with five to 19 workers should have a worker representative.

In all cases, there should be a strategy to include workers in creating a safe workplace. Workplace injury prevention strategies rely on worker participation. They may be the first to identify hazards and may have the greatest insight into solutions.

Involving workers ensures buy-in for the program. Worker participation is essential to seeing safety lived every day.

There are numerous ways to seek worker input and participation. Common methods include:

- tool box talks
- engaging in committees
- acting as a safety representative
- reporting incidents
- conducting inspections
- helping with hazard assessments
- assisting in developing safe work practices and safety programming
- asking questions, raising concerns and challenging the status quo
- offering suggestions
- taking training.



### Group Learning Activity

Within your group discuss the following question. Be prepared to report back to the larger group.

- What are some ways that your workplace encourages worker participation?



## Sample Safety and Health Concern Form

**Worker Name:** \_\_\_\_\_

**Work Site:** \_\_\_\_\_

**Supervisor's Name:** \_\_\_\_\_

### The Worker's Concern

Describe the concern, its background and suggestions for resolution. Retain a copy of this page before submitting it to the supervisor.

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Date the concern form was submitted to the Supervisor: \_\_\_\_\_

### The Supervisor's Response

The supervisor shall respond with action taken in the space below within 5 days of receipt of this Concern Form.

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Date of supervisor's response: \_\_\_\_\_ Supervisor's signature \_\_\_\_\_

Date of receipt of response by worker: \_\_\_\_\_



## 11. Evaluation

Workplaces are dynamic. Work routines change, staff leave and new workers come in. Often, the nature of the business operations change over time and businesses expand and contract. Locations can change. Workplace products, equipment and technologies all evolve. These are some of the reasons why it is important to evaluate the workplace safety systems at regular intervals.

It is necessary to address who will evaluate the program, how they will do this and when.

Regular evaluations allow workplaces to look at all their strategies and compare these to the statistics and records they should be maintaining.

- Are there trends in near miss or incident reports that may indicate an area of the safety and health program which needs to be improved?
- Are regular inspections conducted?
- Is the safety committee meeting regularly?
- Are workers following safe work procedures?
- Does everyone understand their responsibilities?

Record keeping is an important component of safety programming. Ideally, safety records are maintained in a central repository that allows for easy access and the ability to cross-reference information. Keep copies of all safety records, training, inspections, investigation reports, committee minutes, etc. Good record keeping allows to the workplace to evaluate overall safety performance and the efficiency of the injury prevention program and also provides proof of due diligence.

While a formal evaluation should occur at least once every three years, employers may choose, or need to, evaluate components of the program on a more frequent basis. The entire program does not have to be evaluated at once but rather may be evaluated one element at a time.

### Retention of Records

Record keeping is necessary. At minimum, records should be maintained for at least five years.

Workplace Safety and Health Committee Minutes	Regulation 217/06 Part 3.7(1)	To be kept at the workplace for <b>10 years</b> following the date of the meeting.
Safety Data Sheets (SDS)	Regulation 217/06 Part 35.24	To be kept for at least <b>30 years</b> after the SDS was received from the supplier or produced at the workplace.
Illness or Injury Records	Regulation 217/06 Part 5.7	To be retained in the workplace for <b>5 years</b> from the date the record was made.
Inventory and the Annual Inspection of Asbestos-Containing Material	Regulation 217/05 Part 37.3	To be kept for <b>30 years</b> from the date the records are made and made available for reference by a worker at the workplace.
Log Books for Cranes Records under this Legislation	Regulation 217/06 Part 23.8 Regulation 217/06 Part 2.10	To be kept for the life of the crane. If it is not addressed elsewhere in the Regulation, all records are to be retained for <b>5 years</b> .
Hearing Conservation and Noise Control	Regulation 107/2011 Part 12.5	The physician or audiologist who prepares the report under Subsection (5) must retain the last record and the report for a period of at least <b>10 years</b> from the date the report is prepared.



## Leading versus Lagging Indicators

A key pillar of an effective safety management system is program evaluation. There are many ways to evaluate an organization's safety and health program. How does a company measure their safety and health program's success? If a company has a low time loss injury rate does that mean that they are truly safe?

**Management consultant Peter Drucker famously said: "what gets measured gets improved."**



Leading indicators measure factors that drive improvements in safety performance. Leading indicators focus on future safety and health performance with the intent of continuous improvement. The Institute for Work and Health defines leading indicators of work injury and illness as "characteristics of workplaces that precede occupational safety and health outcomes and if changed, lead to changes in these outcomes."

In hazard identification, risk control inspections and safe work procedures are two examples of leading indicators. By identifying weaknesses in leading indicators an organization can direct resources and attention where needed most to help prevent workplace injury and illnesses before they occur.



**Lagging indicators** are the opposite of leading indicators and measure safety and health outcomes that have already happened. Traditionally, safety and health programs are measured by loss metrics such as number of incidents, lost work days, injury rates and dollar costs. These metrics establish baselines and monitor trends in past performance; however, they provide information after the fact and measure an organization's safety and health performance in terms of past incidents. They do not indicate how well (or poorly) the company is managing safety and health risks to prevent injuries from occurring in the first place. Furthermore, companies with relatively few incidents may not have enough statistical information for it to be meaningful, causing them to become complacent in terms of safety and health. There may be serious safety and health risks in the workplace that go unnoticed until it is too late.



### Group Learning Activity

Keeping in mind the definitions of leading and lagging indicators, categorize the following statements into either leading or lagging.

Leading	Lagging

**Statements:**

- Fatalities
- Frequency of safety meetings
- Injury costs
- Injury rate
- Number of injuries
- Number of lost work days
- Percentage of ergonomic evaluations completed
- Percentage of maintenance items completed on time in the past year
- Percentage of safe work procedures and training provided in a worker's first language
- Percentage of staff receiving safety training
- Safety culture measure
- Improvement or stop work orders
- Size of safety budget
- WCB assessment rate

# SUMMARY

SAFE is an injury prevention model which can be used in a step-by-step manner to help any workplace:

- Spot the hazard
- Assess the risk
- Find a safer way
- Every day

Injury prevention needs to be integrated into workplace operations.

Implement a safety program that includes 11 basic elements, such as: strategies to control hazards; training for workers; workplace inspections; and a plan to deal with emergencies.

These elements are key to ensuring injury prevention occurs every day. The law requires workplaces with 20 or more workers to have a written safety program with all 11 elements.

According to *The Manitoba WSH Act and Regulation*, in the section on Workplace Safety and Health Program Content of the Program 7.4(5)(a-k), a workplace safety and health program must include:

## 1. A safety policy

- Confirm workplace commitment to safety in a policy signed by a top executive or owner.
- Post a commitment to the safety policy in a place where all workers can see it.

## 2. Identify and control hazards

- Follow the SAFE Injury Prevention Model: spot the hazard, assess the risk, find a safer way, every day.
- Safe work procedures outline step-by-step how to perform work safely.
- The workplace must have specific hazard control policies for controlling MSIs, working alone, harassment and violence in the workplace and for other hazards particular to the workplace.

## 3. Plans for emergencies

- Know what emergencies may occur.
- Have an emergency response plan that identifies persons and resources.
- Ensure you have the proper resources (e.g., fire extinguishers, marked exits, alarm system, worker emergency contact information, etc.).
- Train workers and conduct practice drills.

## 4. Roles and responsibilities

- Employers, supervisors and workers are all legally responsible for safety.
- Ensure safety duties are clearly outlined and incorporated into job descriptions.
- Ensure everyone is accountable for carrying out their responsibilities.

## 5. Regular workplace inspections

- Carry out, document and file regularly scheduled inspections of the workplace and work processes to identify hazards.
- The type of work performed determines what requires inspections and when inspections should be conducted





- Ensure the actions to correct hazards are assigned with due dates for completion.
- Inspections can occur informally on a daily basis by all workers.

## **6. Controls for chemicals and biological hazards**

- Label and store all hazardous chemicals properly.
- Train workers on the hazardous substances: what they are, how to safely use them and how to respond in an emergency.
- Safety data sheets (SDS) provide detailed information about the hazardous products. SDS must be available to all workers.

## **7. Safeguarding contracted employers, self-employed persons and others at the workplace**

- Injury prevention applies to all workers.
- Safeguard all workers in the workplace including self-employed and contracted employers.

## **8. Training for workers and supervisors**

- Workers should be provided with safety orientation and job-specific training.
- All workers must be provided with an orientation to safety at the workplace when they begin working, change positions or work with new equipment.
- Safety orientation should include workers' rights and responsibilities, emergencies, WHMIS and an overview of the safety and health issues in the workplace.
- Job-specific training always involves showing a worker how to perform the task or job, having them demonstrate (under supervision) that they can perform the task and following up regularly to ensure their safety.
- Supervisors should receive all the training workers are provided, plus specific training in their roles and responsibilities to ensure they are competent to oversee the safety and health of workers under their direction.

## **9. Investigating incidents, injuries and work refusals**

- The objective of investigating incidents is to identify hazards that are not adequately controlled and to take steps to prevent similar incidents in the future.
- Investigations should identify the root cause of an incident/injury.
- Work refusals need to be investigated.

## **10. Involvement of workers**

- Encourage workers to suggest ways to make the workplace safer.
- Establish a safety and health committee and/or identify a safety representative.

## **11. Evaluation**

- Workplaces change; therefore, the safety and health program needs to be evaluated regularly.
- The program should be reviewed once every three years.
- In order to measure safety and health performance, indicators must be used. Leading Indicators measure factors that drive improvements in safety performance.
- Lagging indicators measure safety and health outcomes that have already happened.



# SECTION 5: RESPONDING TO INJURIES

## In this section

- Injury response
- Control the scene
- Report
- Investigate the incident
- Recommend corrective actions
- Follow up

## Learning objectives

Upon completion of this section participants should:

- Be comfortable with the steps to take when responding to an injury
- Know how to control a scene
- Know when they need to report an incident and who to report it to
- Have a general idea of what is involved in an incident investigation
- Understand the hierarchy of controls
- Understand the importance of following up on recommendations



# INJURY RESPONSE

A safety and health program ensures that accountability and systems are in place to manage and prevent workplace injuries from occurring. As we have covered, there are many reasons to have a safety and health program which fall under three pillars: legal, moral and financial. In spite of precautions, sometimes injuries and illnesses occur. Having an effective system in place to respond to incidents and injuries in the workplace is an essential component of a safety program. The process for responding to injuries should include:





## 1. Injury Response

First aid or medical attendants should be called to care for the injured worker immediately. Make sure that the injured person is properly cared for and transported to a medical facility. If chemicals are involved, make certain that Safety Data Sheets (SDS) are available for first responders and sent with the injured person to the healthcare facility.

As part of the emergency response program, a workplace must have first aid kits and designated first aiders. First aiders and kits must be easy to locate, visible and accessible in all areas and cover all shifts and work locations. *WSH Regulation Part 5* has specific provisions for first aid requirements in workplaces.





## 2. Control the Scene

When an incident occurs, people have a tendency to panic, gather and watch. Identify the investigation team when arriving on the scene. Secure the scene to minimize the risk of any further injury. While approaching the scene, analyze the situation and take suitable action to prevent further deterioration.

Be aware of the risk of secondary incidents such as fires, equipment or structural failures may result from the initial incident. These hazards must be identified and controlled before the investigation begins to ensure the safety of the investigation team.

### Secure the area

Keep the scene as undisturbed as possible. *WSH Regulation 2.8* provides that the scene of an incident must not be disturbed except to the extent necessary to free a trapped person or to avoid the creation of an additional hazard, and subject to the directive issued by a WSH officer. An employer must ensure that nothing involved in a serious incident is altered or moved until at least 24 hours after the notice of serious incident is provided.

To protect evidence and to avoid further injuries or damage, bystanders should be kept out of the incident scene. One method is to use caution/do not enter tape or rope to close off the area and notify management that the incident scene is non-accessible.



### **3. Report**

Workplaces must establish a procedure to notify the appropriate individuals. Often, the first on the scene is the witness to the incident which is often a supervisor or co-worker. It is important that all parties in the workplace are trained on how to call for help and report incidents that occur in the workplace. When reporting an incident, it is important to notify the person responsible for safety and health and they notify human resources, management and emergency contacts for the injured worker. It is important to proactively identify who needs to be notified within the organization. There are also specific legal requirements for reporting to both WSH and WCB.

#### **Incidents**

All incidents must be recorded at the workplace, even those which do not require medical treatment or time off work. If a worker sustains a minor injury, it needs to be reported and recorded in the workplace. Both the worker and the employer should be provided a copy of this record. Recording near miss and minor injuries need to be tracked as part of the prevention program. Tracking and reporting will also help protect the worker and provide important documentation should a minor incident develop into a more serious condition later on. Some workplaces use WCB Notice of Injury forms (green cards) to help them track and record minor injuries or incidents. These forms can be requested directly from the WCB and are available online. Another option is for workplaces to develop their own incident report form.



# NOTICE OF INJURY TO EMPLOYER



Injured Worker Name \_\_\_\_\_

Injured Worker Address \_\_\_\_\_

Date of Injury \_\_\_\_\_ Time \_\_\_\_\_  a.m.  p.m.

Location of Incident \_\_\_\_\_  
(site address and location on site)

Description of Incident \_\_\_\_\_

\_\_\_\_\_

Description of Injury \_\_\_\_\_

\_\_\_\_\_

Time Off Work Due to Injury  Yes  No

Names of Witnesses (if any) \_\_\_\_\_

Supervisor Signature \_\_\_\_\_

Injured Worker Signature \_\_\_\_\_

Date \_\_\_\_\_

**IMPORTANT: Do not send this form to the WCB.** Keep one copy for yourself and provide a copy to your employer.

If the workplace incident has resulted in an injury requiring healthcare attention or time off from work, please report the injury to the WCB by calling:

204-954-4100 or toll free 1-855-954-4321 (8:00 a.m. – 7:00 p.m., Monday – Friday)

WCB 4106-25/11/2014



## Reporting Serious Incidents to WSH

Bulletin 119 outlines when WSH needs to be contacted. If in doubt, call WSH for direction.



No. 119

# Reporting serious incidents

When a serious incident occurs at a workplace, the employer is required to notify the Workplace Safety and Health Branch **immediately**, by the fastest means of communication available.

### What is a serious incident?

A serious incident is defined as one:

- in which a worker is killed
- in which a worker suffers:
  - an injury resulting from electrical contact
  - unconsciousness as the result of a concussion
  - a fracture of his or her skull, spine, pelvis, arm, leg, hand or foot
  - amputation of an arm, leg, hand, foot, finger or toe
  - third degree burns
  - permanent or temporary loss of sight
  - a cut or laceration that requires medical treatment at a hospital (as defined in *The Health Services Insurance Act*)
  - asphyxiation or poisoning
- that involves:
  - the collapse or structural failure of a building, structure, crane, hoist, lift, temporary support system or excavation,
  - an explosion, fire or flood, an uncontrolled spill or escape of a hazardous substance, or
  - the failure of an atmosphere-supplying respirator.

### What information needs to be provided?

When reporting an incident, the following information should be provided:

- (a) the name and address of each person involved in the incident
- (b) the name and address of the employer, or any other employers involved
- (c) the name and address of each person who witnessed the incident
- (d) the date, time and location of the incident
- (e) the apparent cause of the incident and the circumstances that gave rise to it.

If you realize that any of the above information you provided was incorrect or incomplete, you must immediately contact the Workplace Safety and Health Branch again with the new information.

**The scene of the incident must not be disturbed:**

The scene of an incident must be preserved for at least 24 hours after the Workplace Safety and Health Branch has been notified. No equipment or materials that were involved in an incident may be altered or moved, unless it is necessary to free an injured or trapped person or to avoid creating additional hazards.

**Reporting serious incidents contact information:**

Phone: 204-957-SAFE (7233)  
Toll-free in Manitoba: 1-855-957-SAFE (7233)

**A safety and health officer is available 24 hours a day, 7 days a week to respond to your emergency calls.**

**Reference to legal requirements under workplace safety and health legislation:**

- General Duties: Workplace Safety and Health Regulation, M.R. 217/2006, Part 2

**Additional workplace safety and health information available at: [safemanitoba.com](http://safemanitoba.com)**

**Revised:** May 2017

**Last Reviewed/Revised:** December 2014

## **Reporting to WCB**

Workplaces have a responsibility to report all workplace injuries to the WCB within five business days of the day of the injury or the day the employer becomes aware of the injury. Failure to do so will result in a \$500 administrative penalty. Employers benefit when they report workplace to the injuries to the WCB in a timely manner. The sooner the WCB knows about an injury, the quicker the claim can be adjudicated and processed; this ultimately helps get employees back to work sooner. Reporting workplace incidents early also helps employers avoid administrative penalties for late reporting. Currently the WCB issues hundreds of administrative penalties each year.

Appendix K contains information from the WCB about reporting an injury.



#### **4. Investigate the Incident**

Workplaces must have an investigation process in place in the event that an incident occurs. The purpose of a workplace investigation is to prevent the incident from occurring again. To ensure buy-in and active participation from all parties in the workplace, the focus of the workplace investigation process should be prevention – not blame.

An incident investigation can be defined as the analysis and account of an incident based on information gathered by a thorough examination of all factors involved. Incident investigations are a disciplined activity. Workplaces with 20 or more workers are required to have procedures in place to investigate incidents, dangerous occurrences and refusals to work. This requirement is outlined in section 7.4(5) of the *WSH Act*.

The investigation process is a reactionary (lagging) process that takes place after a workplace incident has occurred. Incident investigation gives the workplace an opportunity to identify hazards in their operations and shortcomings in their safety and health programs.

##### **Why Investigate?**

- Find out what happened (and address the root cause) to prevent similar incidents from occurring in the future
- Fulfill legal requirements to be in compliance with applicable safety legislation
- Ensure due diligence
- Demonstrate workplace commitment to preventing workplace incidents, which in turn improves morale and increases productivity
- Reduce costs associated with workplace incidents by preventing recurrences



## 5. Recommend Corrective Actions

Once the root cause of the incident is identified, a set of well-planned recommendations should be developed as a means of preventing a similar event in the future. To be effective, corrective action must be applied to indirect, direct and root causes and should be very specific. Recommendations should be clearly written and avoid using vague statements such as “be careful” or “use caution.” Specifically phrase what must be done and how it is to be done.

### **Hierarchy of controls**

The recommendations for corrective action should be based on the hierarchy of controls principles which offer a systematic approach of controlling risk. This system provides a structure to select the most effective control measure to eliminate or reduce the risk of certain hazards that have been identified in the investigation.







## 6. Follow Up

Implementing corrective action and following up are the final and very important steps of the incident investigation process. Employers must take all actions reasonable to prevent a recurrence of the incident. If there is no implementation of the recommendations, the contributing factors could surface in another incident. Once the full investigation is completed, the employer must identify and implement the corrective action necessary to prevent the recurrence of similar incidents. At a suitable point after the full corrective actions have been implemented, the employer should review these actions to determine if they are effective.

Keep these points in mind for the follow up of an incident investigation:

- Delegate the recommendations for corrective action
- Establish a system of follow up to ensure corrective action has been implemented
- Communicate the results of the investigation
- Ensure that copies of the investigation were sent to Workplace Safety and Health as required
- Post or distribute the corrective action reports as required
- Confirm that the action taken has resolved the problem

Remember that results are based on action.





## **Group Learning Activity**

Each group will have an envelope with photos that represent the six steps to responding to an injury. When the facilitator says “begin,” stand up and work as a group to arrange the photos in the correct order. The first group to finish will “win.”

Be prepared to present your answer to the larger group.

## SUMMARY

- When responding to a workplace injury:
  - 1) Injury response
  - 2) Control the scene
  - 3) Report
  - 4) Investigate the incident
  - 5) Recommend corrective actions
  - 6) Follow up
- Workplaces must have first aid kits and designated first aiders to respond to incidents and injuries in the workplace.
- All incidents and injuries should be investigated to prevent injuries from recurring.
- Minor incidents and near misses should be recorded.
- When injuries require medical attention or time off work, a report must be filed with the WCB by both the worker and employer. Serious incidents must also be reported to WSH.
- Employers should remain in contact with workers who have been injured to support their recovery and return to work.

# SECTION 6: SAFETY CONSIDERATIONS

## In this section

- Worker considerations
- Safety culture
- Case studies

## Learning objectives

Upon completion of this section participants should:

- Understand vulnerable workers may require special considerations when it comes to safety and health
- Know what safety culture is and how to enhance it
- Be able to put learnings from this course into practice





## Worker Considerations

Research has shown that some workers may be at greater risk of injury than other workers. In occupational safety and health, these workers have been termed "vulnerable workers." Several groups have been placed into the vulnerable workers definition over the years. Some of these groups include:

- young workers (15 to 24 years old)
- workers new to Canada
- workers new to the job
- workers with limited literacy
- older workers
- workers in temporary jobs
- individuals with developmental disabilities
- workers in small business

Defining groups in this way does little to enable a better understanding of the broader factors that place workers at increased risk of injury. This approach to categorizing workers can also lead to risk of injury being seen as something inherent to an individual or a particular population group.

Young workers are one of the groups that have been placed in the vulnerable worker category. There are stereotypes that have been used with this group including that they think they are invincible and they are risk takers. Research has shown that it's not just age that plays a factor in risk for injury. We need to move away from stereotyping and focus on the broader factors that can play a role.

Research assesses vulnerability through four dimensions:

- The hazards workers face (hazard exposure)
- The workplace or organizational level protection workers are offered in the form of policies and practices (occupational safety and health policies and procedures)
- Their awareness of worker safety and health rights and responsibility (occupational safety and health awareness)
- The extent to which workers are empowered to take part in work-related injury prevention and to refuse unsafe work (empowerment)

For example, workers in small businesses are more likely to be exposed to workplace hazards and inadequate workplace policies and procedures, but they are no more likely to be exposed to cultures that discourage worker participation.



### What can you do?

- Every worker receives an orientation when starting a job or a new position
- Follow up
- Have a mentor/supervisor who is always accessible
- Provide training that is hands-on
- Reinforce training by having workers show their understanding
- Supervisors are the key – have right supervisor for the job and train them to fulfill the role
- Have training/materials available in workers' first language
- Promote open communication
- Ensure all workers are aware of their rights and responsibilities
- Perform reviews of all jobs to find safer ways
- Implement ergonomic changes to benefit all employees
- Communicate the ability to accommodate restrictions for work and non-worker related injuries



### Group Learning Activity

Each group will select a worker group listed on page 154. Groups will answer the following questions on a flipchart and should be prepared to share their responses with the larger group.

1. What makes this group of workers more vulnerable to sustain workplace injuries?
  
  
  
  
  
  
  
  
  
  
2. How can a workplace better support this group of workers and ensure their safety?

## Safety Culture



The culture of each workplace is complex and is influenced by society, leadership, workers and others who interact with the workplace. Culture is important because it shapes what organizations prioritize, how problems are solved, how decisions are made and how people in the workplace interact with each other. Even though two workplaces may be engaged in the same work, their workplace cultures may be very different from each other. An organization will have many cultures within itself such as in different departments, shifts, locations, etc.



### What is Safety Culture?

**Safety culture** is a set of shared values and beliefs that influence actions and practices regarding workplace safety and health, shaping how decisions are made, how the organization operates and how peers and leadership build safe and health workplaces.

Safety culture is part of the organization's culture. It does not exist in isolation. Safety culture cannot be managed but it can be supported and influenced.

### What does a workplace with a strong safety culture look like?

Underpinning safety culture are values (what we consider important) and beliefs (how we achieve our values). A workplace with a strong safety culture shares common values and beliefs which include:

Values:

- People expect safety and health in the workplace
- People in the workplace are our most valuable resource
- Safety and health is valued with productivity, quality and pay

Beliefs:

- Workplace injuries and illnesses can be prevented
- Leaders drive improvement
- We all play a part in building healthy and safe workplaces.

Research tells us that there are six interrelated safety culture dimensions that characterize workplaces with strong safety cultures. A strong safety culture is typically present when all six dimensions exist. Together they represent how values and beliefs are enacted in the workplace. They are:

- A workplace where safety and health hazards are addressed - keeping workers safe from hazards is a prerequisite to a positive safety culture.
- A workplace where leaders are committed to safety and health - good leaders allocate resources, communicate and make decisions that demonstrate safety is a priority along with all other business operations.

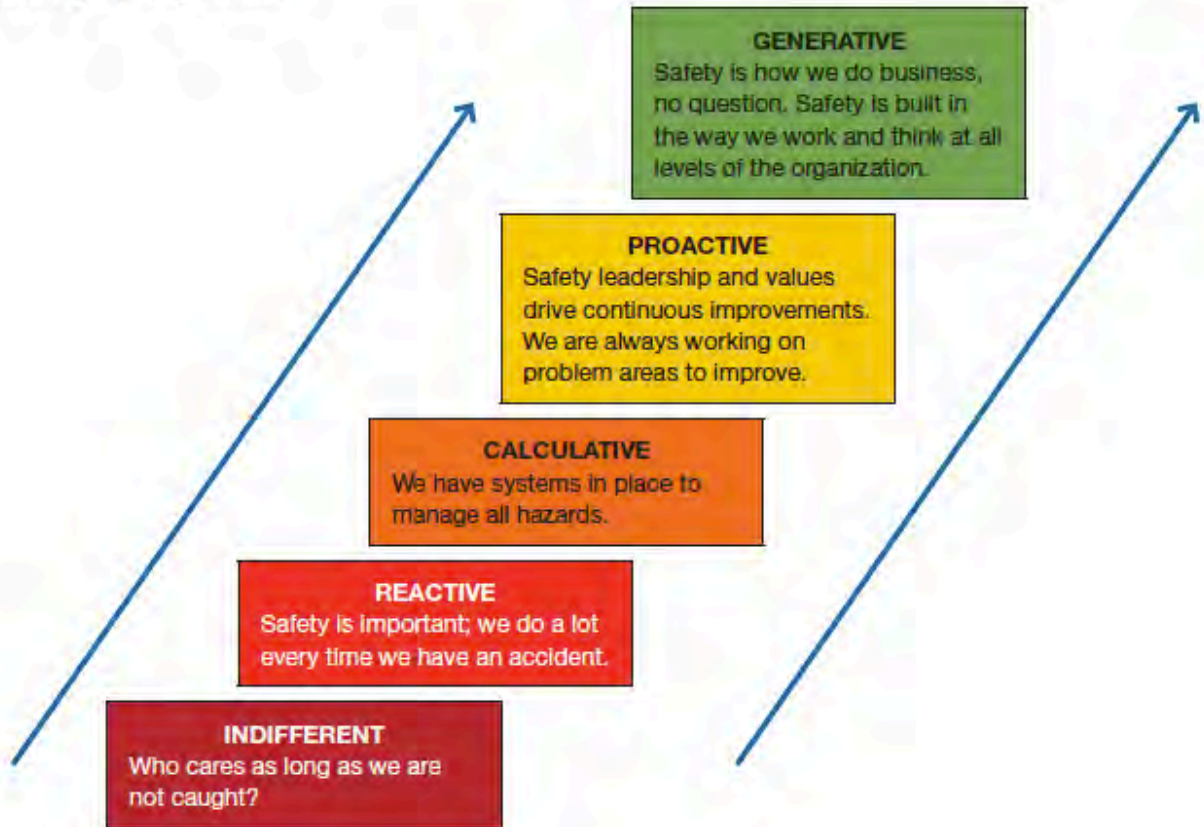


- A workplace permeated by trust and respect - workers feel safe to raise concerns and trust interactions and problem solving will be fair and respectful.
- A workplace where everyone in the organization is accountable for and personally committed to safety and health - roles and responsibilities are assigned and clear, and individuals in the workplace feel both personally accountable and committed to their own safety and the safety and health of their peers.
- A workplace that is inclusive - all workers matter! Contract, temporary and other non-traditional workers are respected equally. There is a commitment to reach out to all workers and to consider factors which may leave some workers particularly vulnerable to injury (language, disabilities, precarious work, etc)
- A workplace that is committed to continuous learning - an inquiring attitude permeates the workplace. The workplace strives towards maintaining and improving best practices.

SAFE Work Manitoba is always updating resources on our website [www.safemanitoba.com](http://www.safemanitoba.com) for up to date resources on safety culture resources available to Manitoba workplaces.



## Building a safety culture



### Group Learning Activity

Take a moment to reflect on the safety culture in your workplace. When you are ready, come up to the front of the room and mark on the poster where you feel the safety culture in your organization falls on the Building a Safety Culture ladder.

## Case Studies



### Group Learning Activity

Each group will be assigned a case study below. Read the case study and as a group answer the questions that follow. Be prepared to report back to the larger group.

#### Case Study 1: Conrad's Construction

John has just been hired with Conrad's Construction as a safety consultant to help develop and implement a safety program. John calls a site meeting to share a vision for safety which will include a process for training new workers and new safety rules to ensure compliance.

There is little response from the meeting participants until an older staff member says, "I've been working here for 12 years and never been hurt." Another worker adds, "There's only so much you can do in this type of work, injuries are a given." And then a third worker says, "That's true, if you don't have common sense you're not going to make it here."

The owner, Conrad, shows up late for the meeting, without his hard hat or steel-toed boots. The workers continue to complain about the new safety initiatives. The owner shakes his head and says he doesn't like some of this either, but they have no choice but to comply with the law. He tells the workers to get along with John as best they can and reminds them he's the new guy and needs to feel welcome. He throws his hands up in the air and calls the site supervisor out of the safety meeting so they can discuss some important changes to a pending job tender.

Questions:

- What does this story say about the safety culture at Conrad's Construction?
  
  
  
  
  
  
  
  
  
  
- What suggestions do you have for this workplace?



## Case Study 2: Barry's Bearings

Barry's Bearings is a small manufacturing plant. Following a serious injury to one of its workers, the company's WCB rates increased dramatically. The owner wants to bring his costs down by preventing future injuries.

Barry writes a company safety policy and posts it on the entryway of the building. He designates the company accountant as safety manager and tasks him to review safety rules with any new workers and to discipline any workers not wearing safety equipment. Barry has supported the creation of a safety and health committee. Unfortunately, the committee meeting and inspections are frequently postponed due to unexpected production demands.

To promote safety, Barry sets up a rewards system; workers who have not experienced a workplace injury are allowed to enter into a monthly draw for prizes.

The day before the safety draw, one of the workers, Mike, cuts his arm on a sharp edge of his machine press. The cut requires first aid but Mike dismisses a co-worker's suggestion that he may require a stitch.

The following day, Mike wins the safety draw.

Questions:

- What does the story say about the safety culture at Barry's Bearings?

- What suggestions do you have for the workplace?

### **Case Study 3: Gill's Cleaning**

Gill runs a successful cleaning company.

The workers attend various worksites ranging from office buildings to construction sites. Gill has a safety program that includes training in WHMIS. Gill always takes time to train his new workers on the polishers and floor strippers. He provides his workers with proper PPE and teaches them how to use this. Workers are encouraged to bring any concerns to his attention.

Because many of his workers are alone at worksites, Gill has a working alone policy. Workers need to call in to the office once every two hours and whenever they are arriving or leaving their work locations. He is very strict about the policy. Gill attends the job sites to conduct regular workplace inspections. Gill would like to have a safety committee, but he has not found any workers willing to participate. It is difficult because workers only meet together briefly at the shop at the start of each day.

Business is brisk and his business is expanding rapidly. Gill hires 10 new workers. Two workers are young (17 and 18 years old) and six of the others are new immigrants to Canada.

Questions:

- What does the story say about the safety culture at Gill's Cleaning?
  
  
  
  
  
  
  
  
  
  
- What issues does Gill need to consider as his business expands and he hires new workers?



### Case Study 4: Kelly's Restaurant

Kelly runs a large restaurant with about 50 staff. Most of the staff are young adults who work part time as servers, cooks and cleaners. There is a high staff turnover with new workers beginning almost weekly.

Last week, the workplace had a visit from a Workplace Safety and Health officer. The business was issued an improvement order mandating them to form a safety and health committee and develop a workplace safety and health program.

Kelly called a meeting with her general manager and supervisors to develop an action plan. The supervisors took the opportunity to express safety concerns about the lack of training, slippery floors, hostile customers and safety concerns about the staff parking lot particularly late at night.

Kelly made light of the concerns and commented that issues like these are just part of the type of business they're in. She then pushed forward and asked that they keep the discussion focused on complying with the improvement order.

Questions:

- What does the scenario say about the safety culture at Kelly's Restaurant?

- What suggestions do you have for the workplace?

### **Case Study 5: Allison's Personal Care Home**

Allison runs a personal care home with 40 residents and 60 staff. The residents require extensive care and support. The staff have all attended training related to the Protection for Persons in Care Act. They have weekly meetings related to proper care and treatment of their residents.

One of their healthcare aides is attacked by a resident with dementia and receives significant bruising to her arms. A few months later, they have a safety and health meeting. During the course of the meeting they review injuries that have occurred in the last quarter. The injured worker has returned to work and continues to work her regular duties including caring for the patient who attacked her. No services have been put in place to prevent further injuries. The committee doesn't feel there is anything that can be done as this is just one of the risks of the job. They feel the worker should work harder at understanding the resident's condition and figure out how to communicate better with the resident.

Questions:

- What does the story say about the safety culture at Allison's Personal Care Home?

- What suggestions do you have for the workplace?





# SUMMARY

Special considerations may be required for workers at greater risk of injury than other workers

A safety culture consists of shared beliefs, practises and attitudes about safety within an organization. Safety culture is influenced by several factors including:

- leadership
- supervisors
- communication
- worker involvement
- co-worker behaviour
- safety systems
- safety equipment
- training



# RESOURCES



## Resources

The SAFE Work Manitoba site also features hazard alerts and prosecution information designed to help members of the workforce learn from past incidents and near misses, sample procedures for developing health and safety policies and regulatory information to ensure that all Manitobans understand their rights and responsibilities. This site also includes **A Guide to Service Providers: Occupational Safety and Health Resource Guide**.

### SAFE Work Manitoba

363 Broadway, Winnipeg, MB R3C 3N9

T: 204-957-SAFE (7233) in Winnipeg • 1-855-957-SAFE (7233) Outside Winnipeg

• F: 204-954-4175 • [info@safeworkmanitoba.com](mailto:info@safeworkmanitoba.com)

[safemanitoba.com](http://safemanitoba.com)

### Construction Safety Association of Manitoba

1447 Waverley St

Winnipeg, MB R3T 0P7

T: 204-775-3171

F: 204-779-3505

[safety@constructionsafety.ca](mailto:safety@constructionsafety.ca)

[constructionsafety.ca](http://constructionsafety.ca)

### Manitoba Trucking Safety Association

25 Bunting St

Winnipeg, MB R2X 2P5

T: 204-632-6600

F: 204-697-7134

[rpmsafety.ca](http://rpmsafety.ca)

### Incident Prevention Association of Manitoba

P.O. Box 1709

Winnipeg, MB R3C 2Z6

T: 204-275-3727

F: 204-897-8094

[info@preventaccidents.ca](mailto:info@preventaccidents.ca)

[preventaccidents.ca](http://preventaccidents.ca)

### MFL Occupational Health Centre

102-275 Broadway

Winnipeg, MB R3C 4M6

T: 204-949-0811

F: 204-956-0848

[mflohc@mflohc.mb.ca](mailto:mflohc@mflohc.mb.ca)

[mflohc.mb.ca](http://mflohc.mb.ca)

### Manitoba Farm Safety Program

203-1700 Ellice Avenue

Winnipeg, MB R3H 0B1

T: 204-697-1140

F: 204-697-1109

[kap.mb.ca](http://kap.mb.ca)

### Made Safe – Manufacturing Safety for Manitoba

67B Scurfield Blvd

Winnipeg, MB R3Y 1G4

T: 204-949-1451

[madesafe.ca](http://madesafe.ca)

### S2 Safety

112 - 1790 Wellington Ave

Winnipeg, MB R3H 1B2

T: 204-779-8296

### Manitoba Heavy Construction Association (MHCA) WorkSafely

3-1680 Ellice Ave

Winnipeg, MB R3H 0Z2

T: 204-947-1379

F: 204-943-2279

[mhca.mb.ca](http://mhca.mb.ca)



### **Mining Accident Prevention Association of Manitoba**

700-305 Broadway  
Winnipeg, MB R3C 3J7  
T: 204-989-1890  
F: 204-989-1899  
[mines.ca/safety](http://mines.ca/safety)

### **SAFE Workers of Tomorrow**

Suite 1 - 884 Portage Ave  
Winnipeg, MB R3G 0P1  
T: 204-992-2988  
F: 204-956-4864  
[presentations@workersoftomorrow.com](mailto:presentations@workersoftomorrow.com)  
[workersoftomorrow.com](http://workersoftomorrow.com)

### **Safety Services Manitoba**

3-1680 Notre Dame  
Winnipeg, MB R3H 1H6  
T: 204-949-1085  
F: 204-956-2897  
[registrar@safetyservicesmanitoba.ca](mailto:registrar@safetyservicesmanitoba.ca)  
[safetyservicesmanitoba.ca](http://safetyservicesmanitoba.ca)

### **Workers Compensation Board of Manitoba (WCB)**

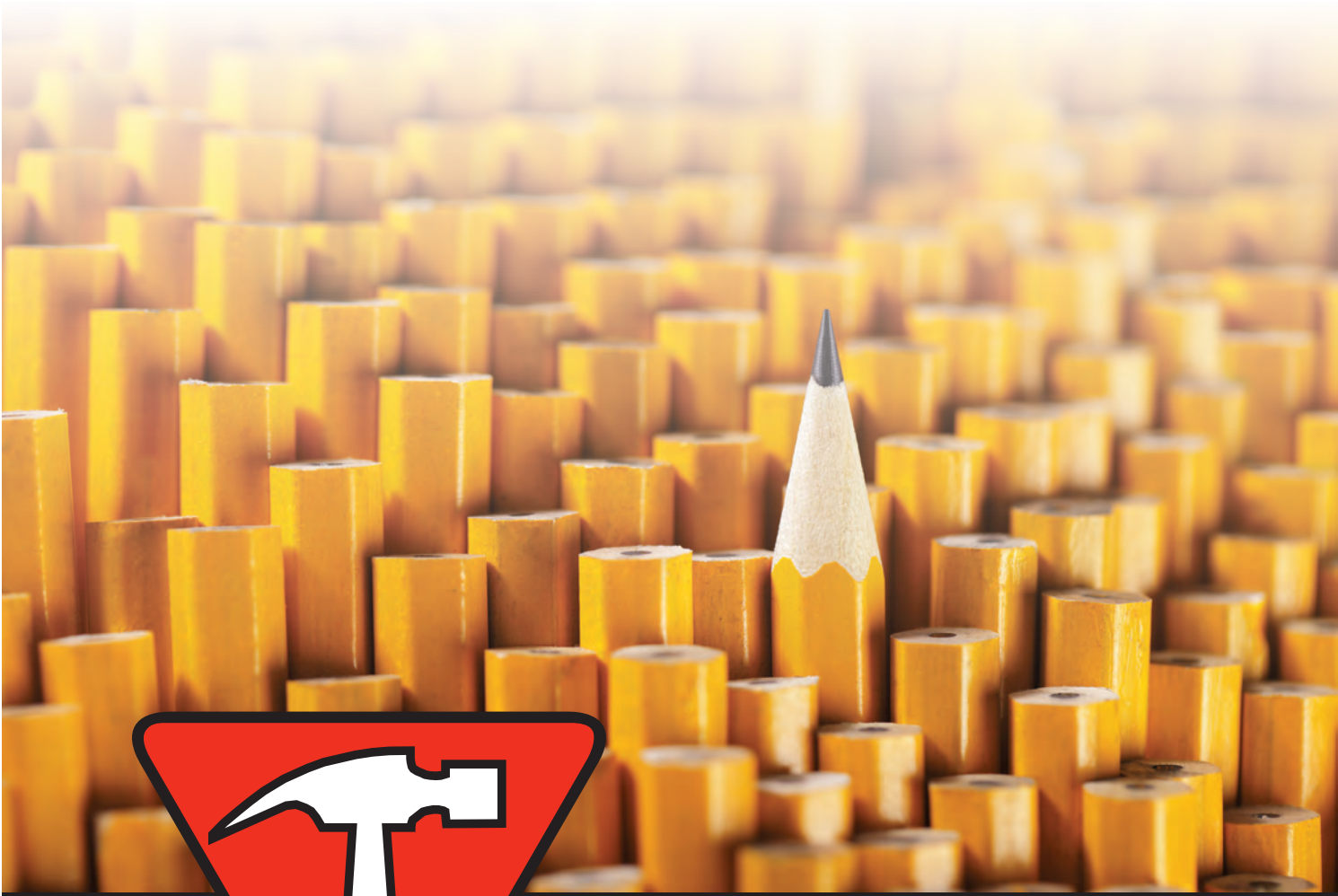
333 Broadway  
Winnipeg, MB R3C 4W3  
T: 204-954-4321  
1-855-954-4321 Outside Winnipeg  
[wcb.mb.ca](http://wcb.mb.ca)

### **Workplace Safety and Health (WSH)**

200-401 York Avenue  
Winnipeg, MB R3C 0P8  
T: 204-954-SAFE (7233) Winnipeg  
1-855-954-SAFE (7233) Outside Winnipeg  
[gov.mb.ca/labour/safety](http://gov.mb.ca/labour/safety)  
You can also report unsafe work by email:  
[wshcompl@gov.mb.ca](mailto:wshcompl@gov.mb.ca)



# POST-WORKSHOP ASSESSMENT





# POST-WORKSHOP ASSESSMENT

Now that you've completed the workshop, rate your level of knowledge on the following and compare it to your pre-workshop scores.

What is your level of knowledge of:	Level of knowledge				
	Low				High
1. Safety as a personal value and a reflection of culture	1	2	3	4	5
2. Legal requirements to prevent injuries	1	2	3	4	5
3. Workers' right and responsibilities	1	2	3	4	5
4. The financial benefits of a safe workplace	1	2	3	4	5
5. The 11 minimum elements required for a safety program	1	2	3	4	5
6. How to use the SAFE injury prevention model	1	2	3	4	5
7. How to prevent musculoskeletal injuries (MSIs)	1	2	3	4	5
8. How to respond to workplace injuries	1	2	3	4	5
9. Principles required to build a safety culture	1	2	3	4	5
10. How to access other SAFE Work Manitoba resources	1	2	3	4	5
<b>Total Score</b>					

# ACTION PLAN

My learning here today inspired me to...

WHAT	HOW	WHEN

# GLOSSARY



# GLOSSARY

## A

**Access/Egress** – Refers to entrance and exits from a workplace. There must be a safe means to enter and exit a workplace particularly in case of an emergency.

**Acute Effect** – A change that occurs in the body within a relatively short time (minutes, hours, days) following exposure to a substance.

**Acute Exposure** – A single exposure to a hazardous agent.

**Administrative Controls** – Controls that alter the way that work is done, including timing of work, policies and other rules, and work practices such as standards and operating procedures, including training, housekeeping, equipment maintenance and personal hygiene practices.

## B

**Biological Agent** – Any living organism (for example, virus or bacteria) that affects the body, a part of the body or any of its functions. The effects may be beneficial or harmful.

## C

**Carcinogen** – A chemical, physical or biological agent that can cause cancer in humans or animals.

**Competent** – Possessing knowledge, experience and training to perform a specific duty.

**Compliance** – Following the rules and regulations associated with *The Workplace Safety & Health Act* and with the rules in a particular workplace.

**Confined Space** – A space in which a hazardous gas, vapour, dust or fume may collect or in which oxygen may be used up because of the construction of the space, its location, contents or the work activity carried out in it. It is an area which is not designed for continuous human occupancy and has limited opening for entry, exits or ventilation.

**Controlled Product** – Any product or ingredient that meets the criteria for one or more of the classes of hazards established by the Workplace Hazardous Materials Information System (WHMIS). The classes are:

- compressed gas
- flammable and combustible materials
- oxidizing materials
- poisonous and infectious materials
- corrosive materials
- dangerously reactive materials

Use of these materials in the workplace is regulated under provincial workplace health and safety laws.



**Controls** – Measures designed to eliminate or reduce hazards or hazardous exposures. Examples include: engineering controls, administrative controls, personal protective equipment. Hazards can be controlled at the source, along the path to the worker or at the worker.

**Culture** – A set of shared attitudes, values, goals and practises that characterize an organization or group.

## D

**Disabling Injury** – An injury that prevents a person from coming to work or doing his or her usual job duties.

**Due Diligence** – The taking of every precaution reasonable in the circumstances for the protection of the health and safety of workers.

## E

**Engineering Controls** – A category of hazard control that uses physical/engineering methods to eliminate or minimize the hazard. Examples of engineering controls include: ventilation, isolation, elimination, enclosure, substitution and design of the workplace or equipment.

**Equipment/Property Damage** – Incidents that result only in damage to tools, equipment, machinery, vehicle, building or facility.

**Ergonomics** – The study of how a workplace and the equipment used there can be best designed for comfort, efficiency, safety and productivity. Ergonomics includes: job design, tools and equipment, the management of physical environments and worker capabilities and limitations.

## F

**Formal inspection** – A documented, planned and scheduled inspection.

**Frequency** – How often an event occurs.

## G

**Globally Harmonized System (GHS)** – Is a system that defines and classifies the hazards of chemical products and communicates health and safety information on labels and material safety data sheets (called Safety Data Sheets, or SDSs, in GHS). The goal is that the same set of rules for classifying hazards and the same format and content for labels and safety data sheets (SDS) will be adopted and used around the world. An international team of hazard communication experts developed GHS.

**Guarding** – Use of any device or combination of devices designed to keep any part of a worker's body out of the danger zone of a machine during its operating cycle. This usually involves guarding the point of operation, guarding power transmission components by fixed enclosures and/or protecting the operator and nearby workers from flying fragments.

## H

**Hazard** – The potential of any machine, equipment, process, material (including biological and chemical) or physical factor to cause harm to people or damage to property or the environment.

**Hazardous Material** – Any substance that may produce adverse health and/or safety effects to people or the environment.

**Housekeeping** – A way of controlling hazards along the path between the source and the worker. Good housekeeping means having no unnecessary items in the workplace and keeping all necessary items in their proper places. It includes proper cleaning, control of dust, disposal of wastes, clean-up of spills and maintaining clear aisles, exits and work areas.

I

**Improvement Order** – Where a safety and health officer is of the opinion that a person:

- a) is contravening any provision of the *Manitoba Workplace Safety and Health Act and Regulation*; or
- b) has contravened any provision of the *Manitoba Workplace Safety and Health Act and Regulation* in circumstances which make it likely that contravention will continue or be repeated.

**Incident** – Any unplanned event that causes injury.

**Incident Investigation** – The process of systematically gathering and analyzing information about an incident. This is done for the purposes of identifying causes and making recommendations to prevent the incident from happening again.

**Informal inspection** – A walkthrough that does not follow a regular schedule; rather, it is a more general and spontaneous or spot inspection.

**Inspection** – A walkthrough of the workplace, selected areas or locations.

**Insured costs** – Costs paid out by one or more insurance schemes such as the WCB, property, and fire insurance.

**Internal Responsibility System** – Puts in place an employee-employer partnership in ensuring a safe and disease-free workplace. A safety and health committee is a joint forum for employers and employees working together to improve workplace safety and health.

**Isolated Workplace** – A workplace:

- a) that is normally accessible only by air; or
- b) from which, under normal travel conditions and using the means of transportation used at the workplace in an emergency, an ill or injured worker cannot be transported from the workplace to a medical facility within two hours or less.



## J

**Job Rotation** – Moving an employee to one or more related jobs during a work shift.

## L

**Lagging indicator** — Lagging indicators measure safety outcomes that have already happened.

**Leading indicator** — Leading indicators measure factors that drive improvements in safety performance.

**Lockout** – A specific set of procedures for ensuring that a machine, once shut down for maintenance, repair or other reason, is secured against accidental start-up or movement of any of its parts for the length of the shutdown.

## M

**Manitoba Workplace Safety and Health Act and Regulation** — The Manitoba *WSH Act* and Regulation sets the minimum standard for safety in provincially regulated workplaces.

**Minor Injury** – An employment injury or occupational illness where medical treatment is given, but there is no lost time from work other than on the day of occurrence.

**Musculoskeletal Injuries (MSIs)** – Injuries to the system of muscles, tendons, ligaments, joints, bones and related structures of the human body.

## N

**Near Miss** – An unplanned event that causes little or no personal or property damage, but had the potential to cause major damage and/or injury.

## O

**Occupational Disease** – A harmful condition or sickness that results from exposure in the workplace to a biological, chemical or physical agent or an ergonomic hazard.

## P

**Personal Protective Equipment (PPE)** – Any device worn by a worker to protect against hazards. Some examples are: respirators, gloves, ear plugs, hard hats, safety goggles and safety shoes.

**Prevention** – The systematic application of recognized principles to reduce incidents or the potential for incidents in a system or organization.

**Preventive Maintenance** – A system for preventing machinery and equipment failure through:

- scheduled regular maintenance
- knowledge of reliability of parts
- maintenance of service records
- scheduled replacement of parts
- maintenance of inventories of the least reliable parts and parts scheduled for replacement.

## R

**Reasonably Practicable** – Taking precautions that are not only possible, but that are also suitable or rational given the particular situation.

**Repetitive Strain Injury** – A problem with the muscles, tendons or nerves that happens over time due to overuse. Examples of repetitive strain injuries include: carpal tunnel syndrome and tendonitis.

**Risk** – The chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard.

**Root Cause** – The real or underlying cause(s) of an event. Distinguished from immediate cause(s) which are usually quite apparent.

## S

**Safety and Health Committee** – A committee established under provisions of *The Workplace Safety and Health Act*. Safety and health committees are generally required in workplaces with 20 or more workers. At least half the members of the committee must be workers who do not exercise managerial functions; the worker members must be selected by the workers or, where there is one, the union. Management must appoint the remaining members from among persons who exercise managerial functions. The responsibilities and powers of joint committees include: obtaining information on workplace hazards, identifying workplace hazards and recommending how to make the workplace safer and healthier.

**Safety culture** is a set of shared values and beliefs that influence actions and practices regarding workplace safety and health, shaping how decisions are made, how the organization operates and how peers and leadership build safe and health workplaces

**Safety and Health Program** – A plan of action designed to prevent injury and occupational diseases. Some form of a program is required under occupational safety and health legislation in most Canadian jurisdictions. A safety and health program must include the elements required by the safety and health legislation as a minimum. In Manitoba, there are 11 required elements of a safety and health program.

**Safe Work Procedure (SWP)** – A document that outlines a precise sequence of steps that describe how to do a specific task safely.

**Serious Injury** – Fracture of a major bone; amputation; loss of sight; internal hemorrhage; third degree burns; unconsciousness resulting from asphyxiation, electrical contact; poisoning; cuts, injuries or other work related illnesses resulting in hospitalization or time off work; an injury resulting in paralysis; any other injury likely to endanger life or cause permanent disability.

**Severity** – How severe the effect of a hazard can be.

**Supervisor** – A person who has charge over a workplace or authority over a worker





## U

**Uninsured costs** – Costs associated with an incident that are paid by a firm or the injured worker.

## V

**Vibration** – The back and forth motion of an object (for example, tool, machinery or other piece of equipment) that occurs in a predictable pattern or manner. Over-exposure to vibration can harm a part of the body (for example, the fingers) or it can affect the whole body.

## W

**Wellness Program** – Workplace programs aimed at reducing all injuries and illness including non-occupational injuries and illness by promoting and encouraging positive and healthy lifestyle choices. Wellness programs are voluntary in nature. Examples of wellness programs may include a workout room on site for staff use, smoking cessation programs, lunch hour walking teams, etc.

**Working Alone** – Means the performance of any work function by a worker who:

- a) is the only worker for that employer at that workplace at any time, and;
- b) is not directly supervised by the employer, or another person designated as a supervisor by the employer, at any time.

**Working in Isolation** – Working in circumstances where assistance is not readily available in the event of injury, ill health or emergency.

**Workplace** – Any building, site, workshop, structure, mine, mobile vehicle or any other premise or location whether indoors or outdoors in which one or more workers, or self-employed persons, are engaged in work or have worked.

**Workplace Hazardous Materials Information System (WHMIS)** – An information system implemented under the federal *Hazardous Products Act* and provincial occupational health and safety laws to ensure communication of information on hazardous materials. The information delivery system under WHMIS requires 1) labels, 2) Safety Data Sheets (SDSs) and 3) worker education and training programs.

**Workplace Inspection** – A regular and careful check of a workplace or part of a workplace in order to identify health and safety hazards and to recommend corrective action. Workplace factors that have the potential to cause injury or illness to employees include equipment, materials, processes or work activities and the environment.

**Work Refusal** – The right of a worker to refuse to work when the worker has reason to believe that he or she would be endangered by performing that work.



# APPENDICES



# APPENDIX A: SAMPLE SAFETY AND HEALTH COMMITTEE AGENDA AND MINUTES

## AGENDA

### Top Weld Safety & Health Committee

Tuesday, November 9, 2017

Conference Room

**Members:** Workers - John Fitter, Mary Spark, Nick Forge, Josie Caste  
Management - Mike Cook, Steve Steel, Stella Mag

CC: Terry Forbes (President), Tom Shield (Safety Administrator)

### ITEMS

---

1. Review minutes of last meeting - August 13, 2017.
2. Review resolved issues.
3. Review illness, injuries and accidents since last meeting
4. Review inspection report.
5. Review inspection report.
6. Table new concerns or problems.
7. Review training needs for committee members.
8. Identify safety talk topics for the next three months December/January/February.
9. Round table.



**COMMITTEE MINUTE FORM**  
See instructions

PAGE \_\_\_ OF \_\_\_



Labour and Immigration  
Workplace Safety & Health  
401 York Avenue, Winnipeg, Manitoba R3C 0P8  
T 204 957-SAFE(7233) or  
toll-free 1 855 957-SAFE(7233) F 204 948-2209

Complete Name and Address of Workplace  Phone: Fax: Which Committee (if more than one): Meeting date: Date of next meeting: Number of employees at the workplace:	Employer Members (list all)	Occupation	Present	Absent
	Worker Members (list all)			
	Guests (list any)			

Date of Origin	Concern or Problem (See reverse for completion instructions)	Recommendation or Action To Be Taken	Action By (who & when)

Other Business:

**Co-Chairpersons' Signatures** Please indicate by (X) in the brackets below who chaired this meeting.

BOTH management and worker co-chairs must sign each page of the minutes when they agree that the minutes are complete and accurate.

If one, or both co-chairs do not agree with the minute record, please attach concerns on a separate page.

In my opinion, the above is an accurate record of this meeting.

( ) Print name of Employer Co-Chair \_\_\_\_\_ ( ) Print Name of Worker Co-Chair \_\_\_\_\_

Signature \_\_\_\_\_ Signature \_\_\_\_\_

**COMMITTEE MINUTE FORM**  
See instructions

PAGE \_\_\_ OF \_\_\_

Within 7 days, copy to: ❶ Committee members; ❷ Committee files; ❸ Workplace Safety and Health; ❹ Post on S&H Bulletin Board

## Safety and Health Committee Minutes



Labour and Immigration  
Workplace Safety & Health  
401 York Avenue, Winnipeg, Manitoba R3C 0P8  
T 204 957-SAFE(7233) or  
toll-free 1 855 957-SAFE(7233) F 204 948-2209

Home page: <http://www.safemanitoba.com>. Click on “Minute Form” in PDF format to print and fill your meeting information outlined below (Instructions for Completion of Minute Forms) for faxing or mailing. If you prefer to email your completed minutes form, use the Word format and forward to [cominutes@gov.mb.ca](mailto:cominutes@gov.mb.ca).  
**FAX for Committee Minutes: (204) 948-2209**

Your committee must meet four or more times per year. Completed minutes of each meeting of the safety and health committee at your workplace must be faxed, mailed to the Workplace Safety and Health Branch or emailed to [cominutes@gov.mb.ca](mailto:cominutes@gov.mb.ca). You can use the Workplace Safety and Health Committee Minutes Form or set up your own containing all the information in our form.

The minutes form is intended for your use to record briefly and clearly the safety and health concerns at your workplace and steps taken by the committee or others to resolve them. They are designed to provide everyone at your workplace and the Workplace Safety and Health Branch with information on your committee’s activities and progress to date.

If you are unable to resolve an issue yourselves, call the Workplace Safety and Health Branch for assistance at 204-957-SAFE (7233) or toll free in Canada at 1-855-957-SAFE (7233) for assistance.

### Instructions For Completion of Minute Forms

1. **You must complete all information in top boxes:**

**Full Name & Full Address of Workplace** - must include Department & Branch, where applicable.

**Which Committee** - needs to be completed only if you have more than one committee at the same address

**Number of Employees at the Workplace** - the number at the workplace, not the number on the committee.

2. In the first column “**Origin**” indicate the date an issue is first raised at the safety and health committee meeting. Continue to note this date in future minutes until the committee agree the issue is resolved.
3. In the second column “**Concern or Problem**” list the detail of items discussed. Draw a line across the page to separate each issue.
4. In the third column “**Recommendation or Action Taken**” indicate what has been done or the steps being taken or the committee’s recommendation as to what should be done to resolve the issue.





5. In the last column “**Action By**” fill in who is responsible for carrying out each interim step or action and the date it will be completed or, if the issue is resolved, fill in the date it was resolved.
6. In the bottom section “**Other Business**” record any point not covered such as upcoming elections or date of next meeting.
7. **Both** management and worker co-chairs must sign each page of the minutes when they are satisfied that the record is complete and accurate. Please indicate by an (X) in the brackets who chaired that particular meeting. NOTE: If you are emailing your minutes then you are only required to provide the names of the two co-chairs.
8. Distribution of copies must be done within one week following the committee meeting:
  - i. Distribute copies to committee members, alternates, and relevant managers
  - ii. Keep one copy at the workplace for a period of at least 10 years from the date of the meeting.
  - iii. Send one copy to the Workplace Safety and Health Branch - by mail to the address above, fax minutes to (204) 948-2209, email to [cominutes@gov.mb.ca](mailto:cominutes@gov.mb.ca)
  - iv. Post one copy on the safety and health committee bulletin board(s).

**SETTING AGENDAS:** It is recommended that the co-chairs get together to set the agenda for each meeting. This must be posted on the safety and health committee bulletin board prior to each meeting and distributed to committee members at least three clear days ahead of the meeting. Following is a generic agenda outline that could be used in creating your own agendas.

1. **Review minutes of last meeting.** You will need to determine if all issues have been resolved or if action have been taken as indicated and next steps agreed to and noted.
2. **Review issues resolved by individual committee members or supervisors.**
3. **Review illness, injuries and accidents since last meeting.** This could also include a brief review of working procedures, rules and policies related to the illness, injuries or accidents and recommendations for changes to same.
4. **Consider new concerns or problems.** These may arise out of inspection tours, surveys, investigations by committee or concerns brought to the committee’s attention by employees or management.
5. **Review of educational material and availability of safety and health training programs.**



## APPENDIX B: SAMPLE SAFETY AND HEALTH POLICIES

ABC Company is committed to ensuring that employees, customers, contractors and the public are informed and protected from risks to their safety and health arising out of or in connection with our business operations. ABC Company is committed to providing the appropriate resources to ensure safety and health.

Injuries and occupational illnesses are preventable, and ABC Company, in co-operation with the workplace safety and health committee, is committed to ensure that an effective workplace safety and health program is in place and monitored throughout the organization. Safety is the direct responsibility of all managers, supervisors and workers. Full participation is expected by all parties.

The workplace safety and health program assists ABC Company to identify and control safety and health hazards. Participation in the safety and health committee, regular workplace inspections and training will be conducted and all reported incidents, injuries and illnesses will be investigated.

Safety is essential to all our business functions and is never compromised under any circumstance. Every employee has a responsibility to comply with procedures and safe work practices to maintain a healthy and safe work environment, including reporting hazards and working towards preventing incidents.

Safety and health measures will be reported to Senior Management and the Board of Directors regularly. Management is committed to continuously review procedures and make continuous improvements to our organization's safety and health systems.

ABC Company, in consultation with the safety and health committee, will ensure that all workplace safety and health policies are updated at minimum every three years and/or in the event of any immediate changes to business operations, whichever comes first.

---

CEO

---

Date



---

## Sample Policy Statement for OHS Program

Include a policy statement in your OHS program that reflects your company's commitment to health and safety in the workplace.

### Health and Safety Policy

\_\_\_\_\_ wants its workplace  
(name of business)

to be a healthy and safe environment. To achieve this, our company will establish and maintain an occupational health and safety program designed to prevent injuries and disease. Our employer is responsible for providing workers with adequate instruction in health and safety and for addressing unsafe situations in a timely, effective manner. All workers and service contractors are required to work safely and to know and follow our company guidelines for safe work procedures.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

#### Employer's responsibilities include:

- Establishing the health and safety program
- Conducting an annual review in \_\_\_\_\_ of each year  
(month)
- Training supervisors
- Providing a safe and healthy work environment

#### Supervisors' responsibilities include:

- Providing a health and safety orientation to new workers
- Providing ongoing training to workers
- Taking part in inspections and investigations
- Reporting any safety or health hazards
- Correcting unsafe acts and conditions

#### Workers' responsibilities include:

- Learning and following safe work procedures
- Correcting hazards or reporting them to supervisors
- Participating in inspections and investigations where appropriate
- Using personal protective equipment where required
- Helping to create a safe workplace by recommending ways to improve the health and safety program

# APPENDIX C: BULLETIN 249 PART 1 JOB HAZARD ANALYSIS

No. 249, 1 of 2

## Job hazard analysis

Under *The Workplace Safety and Health Act*, employers must provide and maintain a workplace, necessary equipment, systems and tools that are safe and without risks to health, so far as is reasonably practicable. The identification of hazards and the development of safe work procedures are the responsibility of the employer in consultation with the workers at the workplace and/or their representatives.

This bulletin is the first in a two-part series that shows how to (1) conduct a job hazard analysis and (2) develop and implement safe work procedures.

### Conducting a job hazard analysis

A job hazard analysis (JHA) is a method to perform an assessment of a job task by breaking the job task into steps to help identify hazards and measures to control workers' exposure to them.

To conduct a JHA:

1. Break the job task into its basic steps;
2. Identify and consider workers' exposure to the hazards at each of the steps; and
3. Determine controls for the hazards that you have identified which will reduce or eliminate the risk.

The following table is intended to illustrate some of the factors that should be considered when conducting a JHA. See page 2 for a sample of what an actual JHA could look like.

JOB HAZARD ANALYSIS FORM – DESCRIPTION		
Job steps	Hazards	Controls
<p>Break the job task into steps.</p> <p>Identify and analyze how the work is performed at each step. This is essential for an accurate assessment.</p> <p>Ensure you write down everything the worker does. Later, you can go back and combine things or eliminate unnecessary detail.</p>	<p>Identify the hazards present in each of the job steps.</p> <p><b>Material hazards</b></p> <ul style="list-style-type: none"> <li>• Electrical</li> <li>• Sharp points or edges</li> <li>• Pinch points</li> <li>• Material falling</li> <li>• Surfaces causing falls</li> <li>• Working at heights</li> <li>• Moving machinery</li> <li>• Fire and explosion</li> </ul> <p><b>Musculoskeletal hazards</b></p> <ul style="list-style-type: none"> <li>• Awkward or sustained posture</li> <li>• Forceful exertion</li> <li>• Repetitive motions</li> <li>• Vibration</li> <li>• Skin compression</li> </ul>	<p>What controls can be implemented for each of the hazards that you identified?</p> <p>At the source</p> <ul style="list-style-type: none"> <li>• Elimination</li> <li>• Substitution</li> <li>• Redesign</li> <li>• Isolation</li> <li>• Automation</li> </ul> <p>Along the path</p> <ul style="list-style-type: none"> <li>• Relocation</li> <li>• Barriers</li> <li>• Absorption</li> <li>• Dilution</li> </ul> <p style="text-align: right;"><b>(see next page)</b></p>





<p>Always identify if the tool or equipment is appropriate before beginning a job task.</p> <p><b>Workers may take an active role in this process.</b></p>	<p><b>Hygiene/health hazards</b></p> <ul style="list-style-type: none"> <li>• Chemical hazards (acids, solvents, fumes)</li> <li>• Biological hazards (bacteria, viruses)</li> <li>• Physical agents (heat, noise, radiation)</li> <li>• Psycho-social hazards (harassment, time constraints, violence)</li> </ul>	<p>At the worker's level</p> <ul style="list-style-type: none"> <li>• Administrative controls</li> <li>• Orientation, training and supervision</li> <li>• Emergency planning</li> <li>• Housekeeping</li> <li>• Hygiene practices</li> <li>• Personal protective equipment (PPE)</li> </ul>
--	--	---

**EXAMPLE: JOB HAZARD ANALYSIS (SAMPLE ONLY)**

Company Name: ABC Carpentry Date: April 16, 2015

<b>Job name:</b> Woodworking band saw	<b>Facility:</b> Shop 1	<b>Conducted by:</b> J. Carpenter
Job steps	Hazards	Control measure
1. Place material in front of blade on work platform	<ul style="list-style-type: none"> <li>a) Debris on platform</li> <li>b) Accidentally start saw while preparing</li> <li>c) Awkward posture - lifting and twisting (material handling)</li> <li>d) Forceful exertion lifting heavier pieces of wood</li> </ul>	<ul style="list-style-type: none"> <li>a) Inspect to ensure clean work platform and equipment</li> <li>b) Electrically isolate before starting anything else</li> <li>c) Describe safe lifting/materials handling (Also cover in lift/materials handling training)</li> <li>d) Identify proper hand positioning and safe zones.</li> <li>e) Locate and train on use of emergency shut off button/ procedures</li> </ul>
2. Turn on saw	<ul style="list-style-type: none"> <li>a) Electrical shock</li> <li>b) Exposed blade</li> <li>c) Noise</li> <li>d) Blade break</li> </ul>	<ul style="list-style-type: none"> <li>a) Inspect electrical cord and switch</li> <li>b) Adjust guard to 1/8" above wood to be cut</li> <li>c) Hearing protection</li> <li>d) Inspect blade and wear eye protection</li> </ul>
3. Push piece of material through blade	<ul style="list-style-type: none"> <li>a) Knots/nails in wood – kickback</li> <li>b) Amputation or cuts – hands contact with blade</li> <li>c) Saw dust in eyes</li> <li>d) Saw dust inhaled (toxic – hardwoods)</li> <li>e) Awkward postures due to leaning and reaching</li> </ul>	<ul style="list-style-type: none"> <li>a) Inspect wood and push through slowly</li> <li>b) Ensure safe zone is identified and jigs or push sticks are used if hand would leave the safe zone</li> <li>c) Eye protection</li> <li>d) Engage dust collection system and ensure it is included in exposure / maintenance program</li> <li>e) Position body to avoid exposure to awkward and sustained postures (Also cover in body posture training)</li> </ul>
4. Remove material from platform	<ul style="list-style-type: none"> <li>a) Exposed blade – cuts</li> <li>b) Material fall and strike feet</li> </ul>	<ul style="list-style-type: none"> <li>a) Use proper hand positioning, shut off saw, use a push stick to remove pieces close to blade</li> <li>b) Wear safety footwear</li> </ul>
5. Clean off saw	<ul style="list-style-type: none"> <li>a) Saw dust in eyes</li> <li>b) Saw dust inhaled</li> </ul>	<ul style="list-style-type: none"> <li>a) Eye protection</li> <li>b) Disposable respirator (N95)</li> </ul>

Once you have determined the steps, hazards, and controls for the task, summarize the information and create a safe work procedure.

## APPENDIX D: SAMPLE JHA FORM

Company Name: \_\_\_\_\_ Date: \_\_\_\_\_

<b>Job Name:</b>	<b>Facility:</b>	<b>Conducted By:</b>
------------------	------------------	----------------------

Job Steps	Hazards	Corrective Actions



# APPENDIX E: BULLETIN 247 RECOGNIZING MSI HAZARDS

No. 247

## Ergonomics - Recognizing MSI Hazards

This bulletin can assist you in identifying hazards for Musculoskeletal Injury (MSI) in a particular task.

### How to use this form:

Step 1: Read the MSI hazards explanations below.

Step 2: Choose a task that you suspect contains MSI hazards. Record the name and description of the task.

Step 3: Observe workers performing the task.

Step 4: For each hazard that is observed, indicate which aspect of the task creates the hazard and which body part(s) are affected.

Step 5: Assess the degree of risk for each hazard by circling (L) Low, (M) Medium, or (H) High. Consider both the intensity (how much) and duration (how long) the worker is exposed to each hazard.

Step 6: Rank and develop controls for each hazard. Begin with the highest risk hazards.

### MSI Hazards:

**Repetitive Motion:** Performing the same sequence of actions for an extended period of time with little or no change in the muscles used (i.e. working the same station on an assembly line).

**Forceful Exertion:** Performing an action that has the potential to overload the body tissues (e.g. moving a heavy object or gripping tightly).

**Sustained or Awkward Posture:** Working in non neutral body positions that increase stress on the joints or soft tissues of the body (e.g. twisting the upper body, over-reaching, bending forward at the waist, bending the wrist, and slouched sitting).

**Vibration:** The direct transfer of repeating, back and forth movements of a machine or tool to the body. Vibration occurs as hand-arm (e.g. using a vibrating hand tool for prolonged periods) or whole-body vibration (e.g. vibration transmitted through a vehicle cab to the operator's body).






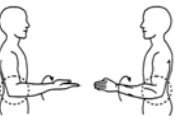
**Mechanical Compression:** Pressure against skin, either at high forces and/or for prolonged periods of time (e.g. a tool or the edge of a workstation pressing into a part of the body; using the hand as a hammer).

# APPENDIX F: ERGONOMICS RISK FACTOR CHECKLIST

## ERGONOMICS RISK FACTOR CHECKLIST

### UPPER EXTREMITY RISK FACTOR CHECKLIST

Date: \_\_\_\_\_ Analyst: \_\_\_\_\_ Job: \_\_\_\_\_ Location: \_\_\_\_\_

RISK FACTOR CATEGORY	RISK FACTORS	EXPOSURE Is the risk factor present within the job or task? <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME				SCORE
			0% to 25% of total job time	25% to 50% of time	50% to 100% of time	If total time for job is > 8hrs, add 0.5 per hour	
<b>Upper Limb Movements</b>	1. Moderate: Steady motion with regular pauses	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	2. Intensive: Rapid steady motion without regular pauses	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3		
<b>Keyboard Use</b> 	3. Intermittent Keying	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	0	1		
	4. Intensive Keying	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	3		
<b>Hand Force (Repetitive or Static)</b>  	5. Squeezing Hard with the Hand in a Power Grip	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	3		
	6. Pinch More than 2 pounds	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3		
<b>Awkward Postures</b>   	7. Neck: Twist/Bend (twisting neck > 20°, bending neck forward > 20° or back < 5°)	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	8. Shoulder: Unsupported arm or elbow above mid-torso height	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3		
	9. Rapid Forearm Rotation	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		

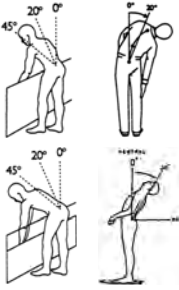

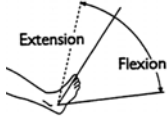





RISK FACTOR CATEGORY	RISK FACTORS	EXPOSURE Is the risk factor present within the job or task?  <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME				SCORE	
			0% to 25% of total job time	25% to 50% of time	50% to 100% of time	If total time for job is > 8hrs, add 0.5 per hour		
	10. Wrist: Bend or Deviate	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3			
	11. Hard/Sharp objects Press into Skin	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2			
		12. Using the Palm of the Hand or Wrist as a Hammer	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3		
		13. Localized Vibration (without dampening)	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	14. Whole-body Vibration (without dampening)	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2			
	15. Lighting (poor illumination or glare)	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	0	1			
Environment	16. Adverse Temperatures	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	0	1			
	17. One control factor present = 1 Two or more control factors present = 2	<input type="checkbox"/> YES <input type="checkbox"/> NO						

**TOTAL UPPER EXTREMITY SCORE**

## BACK AND LOWER EXTREMITY RISK FACTOR CHECKLIST

RISK FACTOR CATEGORY	RISK FACTORS	EXPOSURE Is the risk factor present within the job or task?	TIME				SCORE
			0% to 25% of total job time	25% to 50% of time	50% to 100% of time	If total time for job is > 8hrs, add 0.5 per hour	
<b>Awkward Postures</b> 	18. Mild Forward or Side Bending of Torso More than 20° but Less than 45°	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	19. Severe Forward Bending of Torso More than 45°	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3		
	20. Backward Bending of Torso	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	21. Twisting of Torso	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3		
	22. Prolonged Sitting Without Adequate Back Support	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	23. Standing Stationary or Inadequate Foot Support While Seated	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	0	1		
	24. Foot action (pedal), Standing Stationary with Inadequate Foot Support, Balancing	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	25. Kneeling/Squatting	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3		
	26. Hip Abduction (Repetitive/Prolonged)	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	27. Repetitive Ankle Extension/Flexion	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	<b>Contact Stress</b>						
	28. Hard/Sharp objects Press into Skin	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	29. Using the Knee as a Hammer or Kicker	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3		




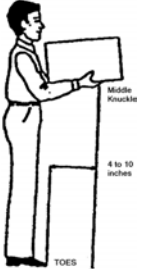
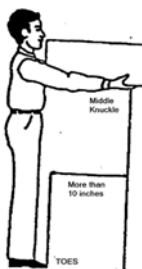
RISK FACTOR CATEGORY	RISK FACTORS	EXPOSURE Is the risk factor present within the job or task?	TIME				SCORE
			0% to 25% of total job time	25% to 50% of time	50% to 100% of time	If total time for job is > 8hrs, add 0.5 per hour	
<b>Vibration</b> 	30. Whole-Body Vibration (without dampening)	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
<b>Push/Pull</b>	31. Moderate Load	<input type="checkbox"/> YES <input type="checkbox"/> NO	0	1	2		
	32. Heavy Load	<input type="checkbox"/> YES <input type="checkbox"/> NO	1	2	3		
<b>Control Over Work Pace</b>	33. One control factor present = 1 Two or more control factors present = 2	<input type="checkbox"/> YES <input type="checkbox"/> NO					

**MANUAL HANDLING CHECKLIST SCORE**

(Add scores 2 & 3 from page 3 and insert total here)

**TOTAL BACK AND LOWER EXTREMITY SCORE**

## MANUAL HANDLING CHECKLIST

34(a). STEP I:	NEAR LIFT	MIDDLE LIFT	FAR LIFT
<p><b>Determine If the Lift is Near, Middle, or Far (Body to Hands)</b></p> <ul style="list-style-type: none"> <li>Use an average horizontal distance if a lift is made every 10 minutes or less.</li> <li>Use the largest horizontal distance if more than 10 minutes pass between lifts.</li> </ul>			

34(b). STEP II:	NEAR LIFT		MIDDLE LIFT		FAR LIFT	
<p><b>Estimate the Weight Lifted (Pounds)</b></p> <ul style="list-style-type: none"> <li>Use an average weight if a lift is made every 10 minutes or less.</li> <li>Use the heaviest weight if more than 10 min. pass between lifts.</li> <li>Enter 0 in the total score if the weight is 10 lb or less.</li> </ul>	<b>DANGER ZONE</b>	More than 51 lb 5+ points	<b>DANGER ZONE</b>	More than 35 lb 6 points	<b>DANGER ZONE</b>	More than 28 lb 6 points
	<b>CAUTION ZONE</b>	17 to 51 lb 3 points	<b>CAUTION ZONE</b>	12 to 35 lb 3 points	<b>CAUTION ZONE</b>	10 to 28 lb 3 points
	<b>SAFE ZONE</b>	Less than 17 lb 0 points	<b>SAFE ZONE</b>	Less than 12 lb 0 points	<b>SAFE ZONE</b>	Less than 10 lb 0 points

\*If lifts are performed more than 15 times per shift, use 6 points. **STEP II SCORE:** \_\_\_\_\_

STEP III:	Factor	Occasional lifts (<1 hr/shift)	Frequent lifts (>1 hr/shift)	
<p><b>Determine the Points for Other Risk Factors</b></p> <ul style="list-style-type: none"> <li>Use occasional lifts if more than 10 minutes pass between lifts</li> <li>Use the more than 1 hour points if the risk factor occurs with most lifts and lifting is performed for more than 1 hour</li> </ul>	35. Twist torso during lift	1	1	
	36. Lift one-handed	1	2	
	37. Lift unexpected loads	1	2	
	38. Lift 1-5 times/minute	1	1	
	39. Lift > 5 times/minute	2	3	
	40. Lift above the shoulder	1	2	
	41. Lift below the knuckle	1	2	
	42. Carry objects 10 - 30 feet	1	2	
	43. Carry objects > 30 feet	2	3	
	44. Lift while seated or kneeling	1	2	
<b>STEP III SCORE:</b>				



# APPENDIX G: SWP TEMPLATES

## SAFE Work Procedure

Job Title or Task:

Department/Area:	Approved By:	Date Created:	Review/Revised date:
------------------	--------------	---------------	----------------------

Potential Hazards: Fill in those that apply	Personal protective equipment/devices required/ other safety considerations
<p><b>H M L risk for injury</b></p> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Awkward/sustained postures <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Forceful exertions <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Repetitive movements <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Vibration <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Skin Compression <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Sharp points/edges <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Pinch points <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Material falling <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Surfaces causing falls <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Moving machinery <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Chemicals <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Biological pathogens <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Electrical <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Extreme heat/cold <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Noise <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Combustibles/flammables <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Other _____	
	Training/Reference information

**Note:** Signs and symptoms of a musculoskeletal injury (MSI) can include pain, burning, swelling, stiffness, numbness/tingling, and/or loss of movement or strength in a body part. Report these to your supervisor

**Employers must ensure that workers are trained and follow this safe work procedure  
Steps to perform this task safely:**

## Safe Work Procedure

<b>Name of Task:</b>	
<b>Position/Job:</b>	<b>Department/Area:</b>
<b>Hazards:</b>  <b>Note:</b> This task may expose workers to musculoskeletal injury (MSI) risks. Signs and symptoms include pain, burning, numbness, tingling, swelling, loss of movement or strength in a body part.	
<b>Personal Protective Equipment or other required equipment or other safety considerations:</b>	
<b>Education and training prerequisites:</b> e.g., instructions or other SWPs	
<b>Steps to be taken to complete task safely:</b>	
1	
2	
3	
4	
5	
6	
7	
<b>Responsibilities, Completion and Review</b>	
<i>Management and workers to ensure all duties performed in accordance to training, established health and safety regulations/ guidelines, policies and procedures (e.g. utilizing personal, protective equipment as per safe work procedures). Notify Manager or designates (f.e. supervisors) of all occurrences, injuries illnesses or safety and health concerns which are likely to harm themselves, co-workers, or any others who enter the premises.</i>	
<b>Completed by and Date:</b>	<b>Approved by:</b>
<b>Last Reviewed/Revised by and Date:</b>	<b>Note:</b> This task will be monitored periodically to ensure compliance and effectiveness





## Safe Work Procedure

Enter Name of Procedure

Department:

Date Approved: YYYY/MM/DD

Date Reviewed:

Approved By:

Signature: \_\_\_\_\_

*This Safe Work Procedure must be reviewed any time the task, equipment, or materials change and at a minimum every three years.*

















**DO NOT perform this procedure until you have been appropriately trained and authorized to do so by your supervisor.**

### Required Training

Delete this text and list all training that is required prior to completing this procedure.

### Required Personal Protective Equipment and Devices

Delete this text and the Pictograms that do not apply. Add any additional personal protective equipment required and devices such as; Dust Collection System, Fume Hood, Push Stick or Jig etc.

- |   |   |
|---|---|
|  Eye Protection Required                 |  Approved Dust Mask Required                             |
|  Face-Shield Required                   |  Protective Apron Required                              |
|  CSA Approved Safety Footwear Required |  Long or loose hair must be tied back or contained     |
|  Hearing Protection Required           |  No jewelry, watches, rings, necklaces etc.            |
|  Define type Gloves Required           |  Gloves must not be worn when operating this equipment |
|  Protective Clothing Required          |  Laboratory Coat Required                              |
|  NIOSH Approved Respirator Required    |  Fume Hood Required                                    |
|  Fall Protection Required              |  No loose fitting clothing                             |

### Potential Hazards

- Delete this text and enter all potential hazards associated with this procedure

### Pre-Operational Safety Checks

- Delete this text and enter Pre-Operational checks that must be completed prior to completing this procedure. If there are no pre-operational checks to be performed, Delete this table.



**Prohibited Activities**

Delete this text and enter any acts that are prohibited while completing this procedure. For example;

- Do not Smoke (Fire Hazard)
- Do not cut tree branches with this equipment
- Do not cut pieces of wood with nails in them
- Do not leave this equipment unattended while running

**Safe Work Procedure**

1. Inspect required personal protective equipment and replace if required.
2. Put on all required personal protective equipment.
3. Delete this text and continue writing procedure.

**REPORT ANY HAZARDOUS SITUATION TO YOUR SUPERVISOR IMMEDIATELY**

**Housekeeping**

Delete this text and enter any housekeeping items that are required after completing the job.

For Example:

- Ensure equipment is off.
- Place all materials in their proper storage areas.
- Ensure the equipment is safe, clean and tidy before you leave it.

**Guidance Documents/Standards/Applicable Legislation/Other:**

Enter all documents that apply to this Procedure/Task.

**Guidance Documents:**

- Operator's Manual

**CSA Standards:**

-

**Manitoba Regulation 217/06:**

- 2.1 Safe Work Procedures
- 6.1 Personal Protective Equipment



# APPENDIX H: SWP LADDERS

## SAFE Work Procedure Job Title or Task: Ladders – Extension, Single Straight

<b>Department / Area:</b> Maintenance	<b>Approved By:</b> J. President	<b>Date Created:</b>	<b>Review / Revised date:</b>
--	-------------------------------------	----------------------	-------------------------------

			Potential Hazards: Fill in those that apply	Personal protective equipment / devices required / other safety considerations
<b>H</b>	<b>M</b>	<b>L</b>	<b>risk for injury</b> Awkward / sustained work postures Forceful exertions – carrying ladder Repetitive movements Vibration Compression Sharp points / edges Pinch points – fingers caught Material falling Surfaces causing falls Moving machinery Chemicals Biological pathogens Electrical Extreme heat / cold Noise Combustibles / flammables Risk of falling	-If ladder exceeds 20 feet (6 meters) another worker must hold the ladder in place when in use for short duration work. -Safety footwear -Keep away from electrical wires/equipment -Do not set ladder against conduit or edges that could make it unstable
				<b>Training / Reference information</b>
				- Injury prevention orientation - Ladders must comply with requirements outlined in MR 217/2006 Part 13

**Note:** Signs and symptoms of a musculoskeletal injury (MSI) can include pain, burning, swelling, stiffness, numbness/tingling, and/or loss of movement or strength in a body part. Report these to your supervisor.

**Employers must ensure that workers are trained and follow this SAFE Work Procedure  
Steps to perform this task safely:**

- A single ladder or a section of an extension ladder cannot exceed 9 m in length
- A 2 section extension ladder must not exceed 14.6 m in length or 20 m if it has more than 2 sections
- the extended section of a ladder must overlap at least 1 m for ladders less than 11 m, 1.25 m for ladders between 11 and 15 m, and 1.5 m for a ladder over 15 m in length

- Inspect the ladder for integrity, excessive wear / damage and if damage is apparent, remove from service
- Get help to carry a long or heavy ladder and do not carry and move a ladder when it is vertical
- Place the ladder feet on a level, solid surface, ensuring the feet grip
- Use the “4 to 1” rule. Ladders should be placed 1 foot away from the base for every 4 feet in height
- Do not lean a ladder on or against pipes, unstable surfaces or electrical equipment and do not set up in front of doors unless measures or barrier are in place to temporarily stop traffic
- When a ladder is used to access a roof or platform, the top must extend at least 1 m above the landing
- Go up and down a ladder facing it, 1 step at a time. Hold the side rails with both hands
- Do not extend any part of your body, except for arms, beyond the side rails and maintain 3 point contact at all times
- Do not stand on top 2 rungs and never over reach when working on a ladder
- Never try to “walk” or “shift” a ladder while on it
- Do not leave ladders unattended. Return to designated storage area

Weight capacities are attached to all step, extension and multi position ladders. Below are guidelines but check your ladder manufacturer for the ratings for your ladder.

- Type IAA: Special Heavy duty. Up to 375 lbs
- Type IA: Industrial, Up to 300 lbs
- Type I: Industrial. Up to 250 lbs
- Type II: Medium duty. Up to 225 lbs
- Type III: Home use only, light duty. Up to 200 lbs

# APPENDIX I: BULLETIN 249 PART 2 SAFE WORK PROCEDURES

## Hazards/Issues

When workers are exposed to an uncontrolled risk, safe work procedures (SWPs) are required. Uncontrolled risk exists where the risk of injury to workers performing a job task cannot be reasonably eliminated by effective work design, work processes or equipment.

SWPs are:

- Based on information gathered by a risk assessment.
- Developed in consultation with the safety and health committee or representative.
- Approved by management.
- Understood by workers through training.
- Readily available for workers to reference.

Supervisors are responsible to ensure:

- Workers perform tasks safely, consistent with training and SWPs.

## Formatting SWPs

There is no single required format for SWPs. However, SWPs should include the following information:

1. Name or description of the work task.
2. Department.
3. Management approval.
4. Date of creation.
5. Date of review or revision.
6. Any hazards that may cause harm to a worker.
7. Equipment/devices, personal protective equipment (PPE), or other considerations necessary to perform the task safely
8. Required training and/or relevant documentation needed to perform the task.
9. Common signs and symptoms of a musculoskeletal injury (MSI), if MSI risk is present  
**Note:** Injuries affecting the muscles, ligaments and joints (MSIs) account for a large percentage of workplace injuries.
10. A statement indicating that workers must be trained on the SWPs and employers must ensure that workers follow the procedures.
11. Steps to perform the task safely.



## Sample SWP

The following is intended to serve as a sample template for developing SWPs. Safe Work Procedure job title or task: (1)

### SAFE Work Procedure Job Title or Task: (1)

<b>Department / Area:</b> (2)	<b>Approved By:</b> (3)	<b>Date Created:</b> (4)	<b>Review / Revised date:</b> (5)
----------------------------------	----------------------------	-----------------------------	--------------------------------------

			<b>Potential Hazards:</b> Fill in those that apply	<b>Personal protective equipment / devices required / other safety considerations</b>
<b>H</b>	<b>M</b>	<b>L</b>	<b>risk for injury</b> Awkward / sustained work postures Forceful exertions – carrying ladder Repetitive movements Vibration (6) Compression Sharp points / edges Pinch points – fingers caught Material falling Surfaces causing falls Moving machinery Chemicals Biological pathogens Electrical Extreme heat / cold Noise Combustibles / flammables Risk of falling	(7)
				<b>Training / Reference information</b>
				(8)

(9) Common signs and symptoms of a musculoskeletal injury (MSI) can include pain, burning, swelling, stiffness, numbness/tingling, and/or loss of movement or strength in a body part. Report these to your supervisor.

**(10) Employers must ensure that workers are trained and follow this safe work procedure  
Steps to perform this task safely:**

(11)

## Filling out SWPs

1. Name or description of the work task.
2. Department or area where the work task is performed.
3. Authority approving the SWP. A senior person in management should approve the SWP to acknowledge the employer's commitment to safety.
4. Date SWP was created.
5. Date the SWP was reviewed or revised. Review SWPs at least every 3 years to ensure they are accurate and effective. SWPs must be updated when changes to the task or equipment are introduced. If a SWP has been reviewed and no changes are required, enter the date of review. Workers and management must be made aware of any changes to the SWP and workers retrained, as necessary.
6. Document the hazards for the task by identifying those hazards that could cause harm to a worker (see below: hazard descriptions).

**Note:** It may be helpful to describe the cause(s) of each hazard in this box. For example: Forceful exertion - **lifting pallets** or Noise - **impact chisel on metal**. You may add to the list of hazards, or delete hazards that do not apply.

It is important to estimate the level of risk for injury by selecting the H "High", M "Medium" or L "Low" box listed before each hazard.

7. Note any personal protective equipment (PPE) or other equipment that must be used to perform the task safely. Other considerations (e.g. requiring assistance from another worker, removing jewelry, containing loose hair/clothing, or specifying a safe body position/movement) may also be noted in this section.
8. List any training, documentation, videos, or competency tests required to perform this task. Training must be provided in a way that workers can understand and apply. Reference or support information may also be listed in this section, including: manuals, policies, related SWPs, CSA standards, or legislative references.
9. List common signs and symptoms of a musculoskeletal injury (MSI). This informs workers what they might see or feel if a task may lead to or aggravate a MSI. If a task has no risks for developing a MSI, this section may be deleted.
10. Include a statement about requirements for employers to train workers on the SWP and ensure workers follow it. Spot-check observations by supervisors will help ensure that workers are following SWPs.
11. Summarize the steps to perform the task safely. Pictures may help to make the steps more clear. Describe how to eliminate or control hazards that could lead to injuries. Be specific when describing safe body positions or movements; instructions such as, "always lift safely" do not describe how to perform a task safely.



## Hazard descriptions

**Note:** This list does not include all hazards that may be associated with a job. A job task may expose workers to more than one hazard at a time.

**Electrical:** Electrical energy that could be transferred to a worker through contact with a power source, carrier or conductor.

**Sharp points or edges:** Surfaces, tools or materials adjacent to or used by a worker which are able to cause punctures or cuts (e.g. blades, needles).

**Pinch points:** Equipment, devices or practices that could catch, squeeze, or crush part of a worker's body (e.g. rollers, moving machinery).

**Material falling:** Goods or other materials that could fall into or onto a worker due to insufficient bracing, shoring or securing.

**Surfaces causing falls:** Uneven, broken, cluttered or slippery surfaces that could cause a worker to lose their balance and trip, slip or fall.

**Working at heights:** Working above the ground (e.g. on ladders, platforms, or roofs etc.) where a worker is at risk of injury from falls.

**Moving machinery:** Equipment being used by a worker or in operation nearby that could trap, catch, hit, cut or crush the whole or part of a worker's body.

**Awkward or sustained posture:** A working or static position which increases stress on the joints or soft tissues of the body (e.g. twisting, over-reaching, bending at the waist, prolonged sitting) can lead to or aggravate a MSI.

**Forceful exertion:** Performing a task requiring much physical effort (e.g. moving a heavy object or forceful gripping) can overload body tissues, and lead to or aggravate a MSI.

**Repetitive motions:** Performing the same action(s) for an extended period with little or no rest for the muscles being used (e.g. working the same station on an assembly line). Over time, repetitive movements can fatigue muscles, increasing the risk for a MSI.

**Vibration:** The direct transfer of shaking or rapid back and forth movement from a machine or tool to the body. Vibration can occur from hand-arm (e.g. using a vibrating hand tool) or through whole body vibration (e.g. vibrating equipment causing the whole body to move) can lead to or aggravate a MSI.

**Skin compression:** External pressure against the outside of the body, at high force or for prolonged periods of time (i.e., using your hand as a hammer, resting knees on a concrete floor for long periods, or the edge of a workstation pressing into the body). Mechanical compression can damage soft tissues of the body, leading to or aggravating a MSI.

**Chemicals:** Exposure to gases, liquids, solids, aerosols, vapors, dusts, fumes, mists or smokes that can cause an injury to a worker.

**Biological pathogens:** Exposure to bacteria, fungi, viruses, dusts or moulds, blood or body fluids that can cause ill effects or injury to a worker.

**Noise:** Exposure to sounds at excessive levels that could lead to noise induced hearing loss. **Combustibles or flammables:** Substances naturally more susceptible to fire or explosion. **Psycho-social:** Hazards affecting mental well-being (e.g. harassment, risk of violence).





# APPENDIX J: WORKSITE SAFETY INSPECTION SHEETS

Inspectors:	Date:		
	(O) Satisfactory		
	(X) Requires Action		
	Location	Condition	Comments
<b>Bulletin Boards and Signs</b>			
Are they clean and readable?			
Is the material changed frequently?			
<b>Floors</b>			
Is there loose material, debris, worn carpeting?			
Are the floors slippery, oily or wet?			
<b>Stairways and Aisles</b>			
Are they clear and unblocked?			
Are stairways well lighted?			
Are handrails, handholds in place?			
Are the aisles marked and visible?			
<b>Equipment</b>			
Are guards, screens and sound-dampening devices in place and effective?			
Is the furniture safe?			
- worn or badly designed chairs			
- sharp edges on desks and cabinets			
- poor ergonomics (keyboard elevation, chair adjustment)			
- crowding			
Are ladders safe, and well maintained?			
<b>Emergency Equipment</b>			
Is all fire control equipment regularly tested and certified?			
Is fire control equipment appropriate for the type of fire it must control?			
Is emergency lighting in place and regularly tested?			
<b>Building</b>			
Do buildings conform to standards with respect to use, occupancy, building services, and plumbing facilities?			
Check the following structures to ensure safety:			
- swinging doors			
- floor and wall openings			
- ladders, stairways and ramps			
- guardrails			
Are materials stored safely?			
<b>Air Handling System</b>			
Does air exchange rate meet standard requirements?			
Is the system free of sources of contamination (asbestos, microorganisms, dust, fumes)?			
Is humidity within standard range?			
<b>Dangerous Substances</b>			
Are there any controlled substances (e.g. WHMIS controlled products)?			
- If yes, are the products properly labelled?			
- If yes, is there a corresponding material safety data sheet (MSDS) for each product?			
- If yes, are workers trained in how to use these products safely?			

<b>Sanitation</b>			
Are washrooms and food preparation areas clean?			
Are the following provided adequately?			
- toilets			
- showers			
- potable water			
- clothing storage			
- change rooms			
- field accommodations			
- lunchrooms			
Are measures in place to prevent the spread of disease?			
<b>Security</b>			
Do entry and exit procedures provide workers personal security at night?			
Are emergency (evacuation, fire, bomb threat, hostile person) procedures in place?			
<b>Lighting</b>			
Are lamp reflectors clean?			
Are bulbs missing?			
Are any areas dark?			
<b>Material Storage</b>			
Are materials neatly and safely piled?			
Are there stepladders or stools to get to materials on higher shelves?			
Are storage shelves overloaded or beyond their rated capacity?			
Are large and heavy objects stored on lower shelves?			
Are passageways and work areas clear of obstructions?			
<b>General</b>			
Are extension cords used extensively?			
Are electrical or telephone cords exposed in areas where employees walk?			
Are machines properly guarded?			
Is electrical wiring properly concealed?			
Does any equipment have sharp metal projections?			
Are wall and ceiling fixtures fastened securely?			
Are paper and waste properly disposed of?			
Are desk and file drawers kept closed when not in use?			
Are office accessories in secure places?			
Are materials stacked on desks or cabinets?			
Are file cabinet drawers overloaded?			
Are file cabinets loaded with the heaviest items in the bottom drawers?			
Are filing stools or wastebaskets placed where they might be tripping hazards?			



### Sample work site safety inspection

### ABC Company

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Inspected by: \_\_\_\_\_

Items to watch for:

- buildings and structures, windows, floors, doors, stairs
- elevators, escalators, man-lifts
- aisles, work surfaces
- lighting
- electrical wiring, cords
- exits, alarms, emergency lighting, drills
- fire protection equipment
- heating and cooling
- sanitation
- storage facilities, areas
- bulletin board
- atmospheric condition, ventilation
- toxic material storage, labels
- flammable liquid, gas, labels, storage containers
- pressure vessel, inspection
- materials handling equipment
- containers
- production equipment, guarding controls
- hand and power tools
- ladders, scaffolds
- vehicles
- first aid, contents, training
- personal protective equipment
- operator authorization
- warning signs, labels
- safe work practices
- proper lifting
- housekeeping
- maintenance
- safety training
- smoking
- locker and lunch room
- job procedures

Item#	Unsafe Act/Condition	Corrective Action By	Completed By



# APPENDIX K: REPORTING WORKPLACE INJURY CLAIMS BROCHURE



**If you're hurt at work, we're here to help.**

**Important**

- You have a right to make a WCB claim if you are hurt at work. It is illegal for your supervisor to ask you not to file a claim.
- If you get into trouble by reporting an injury to the WCB, our Compliance Services staff are here to help. Call **204-888-8081**, toll free **1-844-888-8081** or email [Compliance@wcb.mb.ca](mailto:Compliance@wcb.mb.ca).

**wcb.mb.ca**

This publication is provided for general information only. The Workers Compensation Act of Manitoba and Regulations, and WCB policies are the final authority for coverage and claim administration.



**WCB**  
Workers Compensation Board of Manitoba

**Reporting an Injury**

**If you're hurt at work, we're here to help.**



# Reporting an Injury

No one expects to get hurt at work, but all too often workplace injuries do happen. When they do, the Workers Compensation Board (WCB) is here to help.

At the WCB we understand workplace injuries and their effects on workers and their families. As a result, we strive to make the process of reporting an injury as easy as possible.



When you call, please have the following information:

- your social insurance number
- your nine-digit personal health identification number
- the name of the healthcare provider you saw as a result of your injury
- your wage information, such as your pay stub.

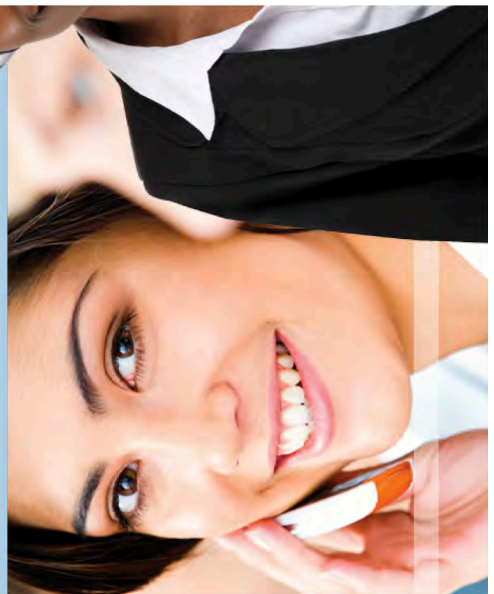
After you provide the details of your injury, you will be given a claim number and the name and telephone number of the adjudicator who will handle your claim. The adjudicator is the WCB staff person who will work with you on your claim and the person you should call if you have any questions.

If you have to pay for any medication or other expenses related to your injury, keep your original receipts and advise your adjudicator. These expenses may be covered by the WCB.



## What you need to do...

- 1 Tell your supervisor as soon as possible.** If you are unable to perform your usual duties at work, ask your supervisor if your company has a return to work program that you can be involved in while recovering.
- 2 Get healthcare attention** as soon as possible and be sure to **tell your healthcare provider you were injured at work.** Your healthcare provider should also be made aware of your employer's return to work program.
- 3 If you miss time from work as a result of your injury, call the WCB as soon as possible.** Call **204-954-4100**, or toll free **1-855-954-4321** (8:00 a.m. to 7:00 p.m., Monday to Friday) and provide the details of the injury to a Claim Services Representative.





## What your supervisor needs to do...

Your supervisor has a responsibility to report workplace injuries to the WCB within five working days after learning of the injury. Your supervisor must also pay you for the full shift you were scheduled to work on the day you were injured, not just up to the time of your injury.

Your supervisor has several options for reporting workplace injuries to the WCB.

- 1 They can report electronically using WCB's Online Incident Reporting application.
- 2 They can call WCB's Claim Services Centre at **204-954-4100** or toll free **1-855-954-4321**.
- 3 They can complete a *WCB Employer's Incident Report* form and either fax it to the WCB at **204-954-4999** or toll free **1-877-872-3804**, or mail to 333 Broadway, Winnipeg, MB R3C 4W3.

## What your healthcare provider needs to do...

When you see a healthcare provider as a result of a workplace injury or illness, the healthcare provider will:

- fill out a *WCB Healthcare Report*, and
- fax it to the WCB at **204-954-4999**, or toll free at **1-877-872-3804**.

Healthcare provider reports may also be mailed to the WCB at 333 Broadway, Winnipeg, MB R3C 4W3.



[wcb.mb.ca](http://wcb.mb.ca)



## What the **WCB** will do...

Once the WCB receives information concerning your injury at work, a claim will be opened and assigned to an adjudicator.

### **The WCB will then:**

- ensure the injury occurred as a result of your employment and confirm the extent of your injury with your healthcare provider
- determine your benefit entitlement
- contact you to tell you what the decision is on your claim and when you can expect to receive benefits and services.





## What you should do while you are recovering from your injury at work...

- 1 Follow your healthcare provider's treatment plan and go to all appointments.
- 2 Stay in touch with your supervisor on a regular basis to ensure they are aware of your progress and when you may be able to return to modified/alternate work or your regular job duties.
- 3 Stay in touch with your adjudicator and let them know of any changes to your injury, recovery, and ability to return to your regular job.

## General information about the WCB

- Your workplace pays for all WCB insurance benefits – they are not deducted from your pay nor are they funded by tax dollars.
- The WCB is governed by a Board of Directors comprised of a neutral Board Chairperson, three representatives of workers, three representatives of employers and three representatives of the public interest.
- The WCB is committed to providing service that is fast, easy, caring, right and clear.



A trusted partner, insuring today and building a safer tomorrow.

**If you're hurt at work, we're here to help.**

### How to Reach Us

The Workers Compensation Board of Manitoba  
333 Broadway, Winnipeg, MB R3C 4W3

Email us at  
**wcb@wcb.mb.ca**  
For more information, visit  
**www.wcb.mb.ca**

or call us at  
**204-954-4321**  
or toll free  
**1-855-954-4321**

**Report fraud and non-compliance**  
Call 204-888-8081 or toll free 1-844-888-8081  
Email **Compliance@wcb.mb.ca**

SAFE Work is everyone's responsibility. Preventing injuries is good for employers and workers. To learn more, go to:

**safemanitoba.com**  
or call 204-957-SAFE (7233) in Winnipeg  
or 1-855-957-SAFE (7233) outside Winnipeg



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