



Health and Safety Representative

Training Guide

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Health & Safety Representative Summary

What is a Health & Safety Representative?

A Health & Safety Representative:

A Health & Safety Representative is your “Go-to” person for all things Health and Safety Related.

- Is a worker who has been chosen to perform this role by fellow workers
- Represents the health & safety interests of the workers
- Helps to identify potential or actual dangers
- Has powers and duties under the Occupational Health & Safety Act
- CAN NOT be a Manager or Supervisor of any kind

When is a Health & Safety Representative needed?

A Health and Safety Representative is required in all workplaces where 6 to 19 workers are regularly employed.

What does a Health & Safety Representative do?

The main function of the Health & Safety Representative is to inspect the workplace once a month.

- 1. Monthly Inspections** - To be completed by the 7th of each month. If the Health & Safety Representative is away they must communicate this to their manager to ensure the inspection is completed by someone else. Please print 1 file in your Health & Safety Binder- Head office will be emailed a copy automatically.
- 2. Help other Associates**- Who may have questions about Health and Safety or to voice their concerns by submitting a Representative Recommendation Form
- 3. Reports immediate hazards to Stitch It**- by calling or emailing HR
- 4. Can be consulted about workplace testing**- If any testing is required to measure the Health and Safety of the workplace the H&S rep will receive a copy of the results
- 5. Can investigate work refusals and serious accidents**- H&S Rep may be asked to help find the cause and solution for work refusal and serious accidents
- 6. Check First Aid Kit for supplies**- Complete First Aid Kit Contents Checklist



Workplace Inspections for Health & Safety Representatives

Purpose

Regular planned workplace inspections help to identify hazards and prevent accidents. The following procedure has been developed to assist the Health & Safety Representative/JHSC in conducting workplace inspections.

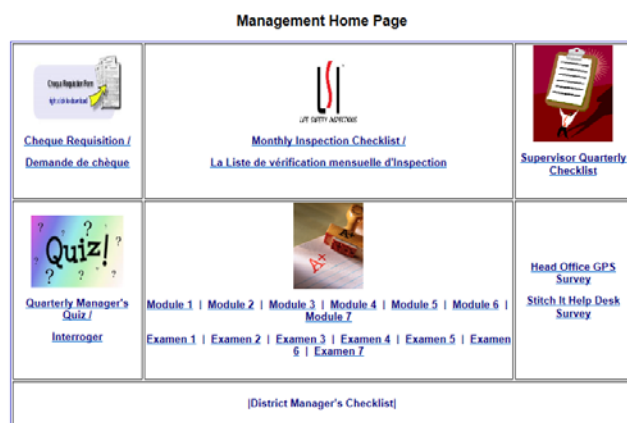
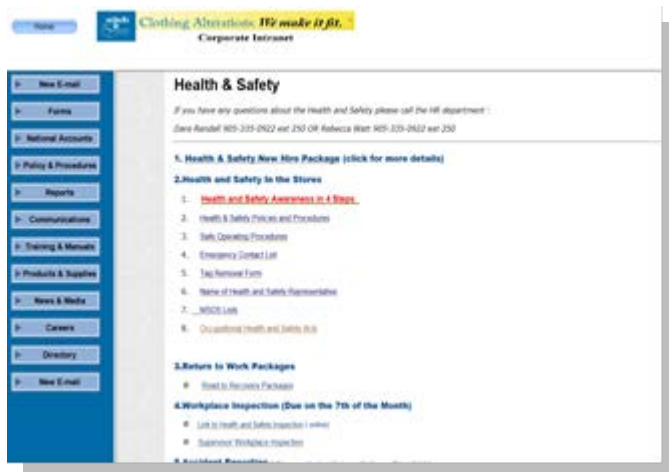
Frequency

Planned inspections of the workplace must be carried out monthly. Checklists are to be submitted online by the 7th of every month.

Standard Recording System

The *Monthly Inspection Checklist* is a checklist of potential hazards specific to the workplace that is used during an inspection. The *Monthly Inspection Checklist* can be found on the Intranet:

Forms-> Health & Safety->Link to Health and Safety Inspection->*log in*-> Monthly Inspection Checklist



All health and safety concerns raised during the physical inspection should be recorded on Section 12 of the Monthly Inspection.

Note: Any significant health and safety concerns should be reported immediately in accordance with the *Hazard Reporting Policy*.



Conducting an Inspection

The object of the inspection is to conduct a systematic examination of anything or procedure that might pose a hazard to the health or safety of any person in the workplace. Inspections should also include a follow-up review of recently installed controls to see if they are working appropriately.

The Store Manager is available but not present during the inspection, s/he should be notified of problems/deficiencies as soon as reasonably practicable.

Reporting

A copy of the *Inspection Report* must be provided to the Area Supervisors as they are responsible for corrective action. In addition, the *Inspection Report* must be distributed to the Health & Safety Specialist and Director of Operations.

The Area Supervisor is responsible for informing the Health & Safety Specialist of the status of all items before the next inspection.

Follow Up

Unresolved issues should be addressed through written recommendations prepared by the Health & Safety Representative/JHSC and provided to Senior Management. Senior Management must respond to recommendations within 21 days as per the OH&SA. A written response must include a timetable for implementing recommendations or reasons for any disagreement on recommendations.

Unresolved recommendations should be submitted to the Director of Human Resources.

Monitoring

- Determine whether the corrective action adequately controlled the hazard.
- Evaluate whether the corrective action created a new hazard
- If a new hazard has been created, you should address the following:
 - Rating of hazard (major, moderate, minor)
 - Recommendations for corrective action
 - Assignment of responsibility for corrective action with time frames
 - Action taken (who, what, when)



Procedure for Representative Recommendations to Employer

Purpose

- Provide guidance to Joint Health and Safety Committee/ Representative in creating effective recommendations;
- Assist senior management in appropriately responding to health and safety recommendations; and
- Enhance the Internal Responsibility System by establishing guidelines for creating and responding to health and safety recommendations.

Legal Authority

Ontario's Occupational Health and Safety Act provides Joint Health and Safety Committees/ Representatives the power to make recommendations to the employer and requires the employer to respond to those recommendations within 21 calendar days.

Section 9(18)(b)(c) states:

It is the function of a Joint Health and Safety Committee/ Representative and they have the power to,

- Make recommendations to the employer and the workers for the improvement of the health and safety of workers.

Sections 9(20)(21) states:

- An employer who receives written recommendations from a committee shall respond in writing within 21 calendar days.
- A response of an employer shall contain a timetable for implementing the recommendations the employer agrees with and give reasons why the employer disagrees with any recommendations that the employer does not accept.

What is a Joint Health and Safety Committee/ Representative Recommendation?

Making recommendations to improve health and safety is the single most important function of the Joint Health and Safety Committee/ Representative.

A recommendation is a suggestion to the employer to take a course of action to remedy a health and safety hazard or concern. Recommendations must be clear and in writing.



In order to ensure all parties recognize the document as a Joint Health and Safety Committee/ Representative recommendation, the recommendations must appear on one of the **Joint Health and Safety Committee/ Representative Recommendation Form**.

Recommendations should be practical and logical, and should address the root cause of the hazard or concern.

Note: Generally, it is accepted that the Committee/ Representative need not make formal recommendations covering every health and safety concern it identifies in the workplace. It is important that Committee/ Representative do not bypass normal channels of supervision or control.

The primary purpose of this document is to provide guidance in creating and responding to recommendations from a Joint Health and Safety Committee/ Representative. It is recognized that most concerns can be resolved in a more timely fashion by being immediately communicated to the manager in charge. The employer may be notified of health and safety hazards or concerns through the following methods:

Workplace Inspection Checklists:

Under the Act, the worker members of a Joint Health and Safety Committee/ Representative have a legal duty to inspect the physical condition of the workplace once a month. Employees making these inspections will normally use a Workplace Inspection Checklist to record the hazards they have identified. The form is to be reviewed and signed by their manager and a copy of this form is to be given to the Human Resources Department who has the responsibility ensuring that corrective action is taken. *The Joint Health and Safety Committee/ Representative, are to make formal recommendations to address outstanding hazards or concerns.*

Individual worker concerns:

Sections 28(1)(c) and (d) of the Act state:

- (c) A worker shall report to his/her employer or manager the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
- (d) A worker shall report to his/her employer or manager any contravention of the Act or the regulations or the existence of any hazard of which he/she is aware.

Creating a Recommendation (Joint Health & Safety Committee/ Representative Obligation) Clearly identify the hazard, problem or concern.



Responding to a Recommendation (Senior Management Obligation)

Under the Act, senior management must respond to the Committee/ Representative recommendations within 21 calendar days, whether they agree with it or not. For those recommendations that senior management agrees with, they must provide a timetable for implementing it. For those recommendations they do not agree with, they must provide reasons why they don't.

If senior management fails to provide a written response with 21 calendar days, the Committee/Representative is to escalate the situation to the Human Resources Department. The Human Resources Department is then under obligation to notify the Ministry of Labour who will assist in resolving the issue.

"No Budget" Response

Should senior management agree there is a health and safety hazard, a response that there is no budget to correct it is not acceptable. This response places senior management in a position of significant liability including orders, fines and charges under numerous provincial and/or federal statutes including but not limited to:

- Occupational Health and Safety Act
- Workplace Safety and Insurance Act
- Criminal Code

When a hazard has been clearly identified, the immediate action of the employer must be to assess and control it. When funds are a problem, the goal should be to address immediate hazards with short-term solutions while budgeting for long-term ones.



Joint Health & Safety Committee/ Representative Recommendation Form

Store #: _____

Date Submitted: _____

Submitted to: _____

*The Joint H&S Committee Member/Representative give written notice in compliance with Occupational Health & Safety Act in regards to written recommendations under section 9(18)(b)(c). The employer, in compliance with section 9(20)(21) of the Act, must give a written response within **21 calendar days** of receiving this recommendation. The response must include an implementation timetable for the recommendations agreed with and reasons for disagreeing with any recommendation, if any, on the following item:*

Health & Safety Issue:

Recommendation:

This recommendation was submitted by: _____

Senior Management's Response to Recommendation:

Date: _____

Verified as resolved by Joint H&S Committee Member/Representative (please sign):

Please send form to the Human Resources Department



Accident/Incident Investigation Procedure

Purpose

The purpose of this procedure is to identify the duties, roles and responsibilities of workplace parties so that an effective and immediate accident/incident investigation and reporting process is in place. This will include identifying all contributing factors of the accident/ incidents and hazardous situations and making the necessary recommendations to prevent the accident/incident from recurring.____

Scope

Regularly review reports of the following injury/incident types to determine any investigation needs:

- First Aid
- Health Care
- Near Miss

Definitions

First Aid - When an employee, as a result of an accident in the workplace receives on-site first aid assistance. Includes cleaning minor cuts, scrapes or scratches; treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, and splints.

Health Care – An injury that results in attention received from a recognized health care provider but that does not result in time away from scheduled work or a wage loss

Near Miss – An event that under different circumstances could have resulted in physical harm to an individual or damage to the environment, equipment, property and/or material

The following categories of accident/incidents require an immediate investigation as they may produce a loss to people, equipment, material and environment:

Fatality – An injury that results in loss of life

Critical Injury – As defined in the Ontario Regulation 834/90 it is a critical injury if the injury places life in jeopardy; produces unconsciousness; results in substantial loss of blood; involves the fracture of a leg, or arm but not a finger or toe; involves the amputation of a leg, arm, hand, or foot but not a finger or toe; consists of burns to a major portion of the body; or causes the loss of sight in an eye.

Lost Time – A work related injury that results in the injured employee missing scheduled time from work resulting in a wage loss



Property Damage - When there is significant property damage, a value of \$250 is suggested as a general guideline to be used by a supervisor, although other factors could impact on the need and level of investigation and reporting

Occupational Illness – A condition that results from exposure in a workplace to a physical, chemical or biological agent that normal physiological mechanisms are affected and the health of the worker is impaired

Environmental Release – An accidental discharge of a physical, biological or chemical substance into the workplace and/or community

Fire/Explosion – An event where undesired combustion occurs

Communication

The results and corrective action taken for the accident/incidents will be communicated to the employees in a number of ways:

- Minutes of the health and safety committee meetings
- Follow up on Action Plan completed by the supervisor/leader to affected individuals

Notification requirements are the responsibility of the Health & Safety Specialist (as outlined below) to notify the following:

External

- Ministry of Labour (MoL) - must be notified immediately by phone, of any fatalities or critical injuries, with this to be followed by a written investigation report within 48 hours.
- Ministry of Labour (MoL) - Fire and Explosion – immediately if it results in an injury.
- Ministry of Environment (MoE) – Chemical releases – immediately.
- Workplace Safety & Insurance Board (WSIB) – within 3 days or upon first becoming aware of, any accident that causes injury which results in Health Care or Lost Time

Internal

- Joint Occupational Health and Safety Committee/ Representative
- Corporate Insurance Administrator, Human Resources – property, vehicle and/or equipment damage

Roles and Responsibilities



A. Manager (Investigator) Responsibilities:

- The store manager investigates the accident/incident and completes the Workplace Accident/Incident Report within 24 hours of the accident/incident or hazardous situation. Fax the completed *Associate Workplace Accident/Incident Report* to Corporate Office. As well, the supervisor will ensure that the employee receives the *Workplace Injury/Illness Package* which contains the Functional Abilities Form if the employee is seeking medical aid and/or losing time from work.
- In the case of personal injury the manager ensures that the injured employee receives immediate and appropriate first aid and/or health care.
- Reports those injuries that result in critical injury to the Health & Safety Specialist immediately by telephone. During non-business hours the manager should call 911
- In conducting the accident/incident investigation and completing the *Associate Workplace Accident/Incident Report*, the manager must ensure the following has been completed:
 - *Assessment of the Scene :*
 - i) Inspection of the site, equipment, material that were involved in the accident/incident
 - ii) Site must be secured especially in the case of a critical injury
 - iii) Use of photographs, sketches, drawings of the accident/incident scene indicating sizes, distances, and weights of objects as appropriate
 - *Interviewing*
 - i) Interview employee(s) involved
 - ii) Interview any eyewitnesses (witness statement must be recorded)
 - iii) Interview outside experts if applicable i.e. suppliers, equipment designers
 - iv) Interviews must be documented
 - v) Interviews should be conducted as soon as possible
 - vi) Interviews should be conducted one-on-one in a quiet place
 - *Identifying the contributing factors*
 - i) People
 - ii) Equipment
 - iii) Material
 - iv) Environment
 - v) Process
 - *Write the report*



i) Record all findings of the accident/incident investigation on the *Associate Workplace Accident/Incident Report* ensuring that all requirements of the written investigation procedure are captured

ii) The *Associate Workplace Accident/Incident Report* is available online under:
HR Files/ Canada/ Health & Safety

o *Make recommendations for corrective action*

i) Responsibilities must be assigned (investigators, management, technical personnel) for completion of the Action Plan

ii) Record on *Associate Workplace Accident/Incident Report* under Action Plan

iii) Recommendations should focus on the corrective action(s) to all the contributing factors identified

iv) Recommendations should specify What, Why and How the corrective actions will be completed

o *Ensure recommendations are acted upon*

i) Assign responsibility for the follow-up of the corrective action(s)

ii) Record on Action Plan section of the *Associate Workplace Accident/Incident Report*

iii) Detail what has been done, who has completed the actions and when the actions were completed

o *Ensure the recommendations are communicated to employees*

• Please note that when a store fails to report the accident/incident within the required time, any fines levied by the WSIB will be charged to that store.

• The manager may involve others and is encouraged to seek advice on corrective measures and other input as needed from Health & Safety Specialist.

B. Area Supervisors Responsibilities

- Ensures that completed *Associate Workplace Accident/Incident Report* are faxed to Corporate within one working day
- Reviews all *Associate Workplace Accident/Incident Report* for his/her region and identifies the causes or contributing factors. Ensures all corrective actions have been taken to prevent recurrence and have been communicated to all employees in the work area.
- Assists or works in cooperation with the Health & Safety Specialist to correct or address identified matters of health and safety within his/her region.



C. Joint Health & Safety Committee/Representative

- Reviews and analyzes accident/incident, details identifying areas of concern and makes recommendations as necessary on matters of health and safety.
- The certified worker member will participate in the investigation of all "critical injury" accidents
- Assists as needed in the implementation of corrective actions.

D. Health & Safety Specialist Responsibilities

- Reviews all *Associate Workplace Accident/Incident Report* and follows up as appropriate/required. Ensures that recommendations are appropriate and that preventative and corrective actions have been taken. Assists or provide direction as needed for the implementation of corrective actions.
- Ensures reports are distributed to any areas requiring information for subsequent follow up of additional corrective action or for injury treatment and rehabilitation and/or accommodation purposes.
- If an accident results in a "critical injury", the Health & Safety Specialist will immediately notify the following:
 - Ministry of Labour (MoL) - Within 48 hours, will send a written report to the Ministry of Labour.
 - Joint Occupational Health and Safety Committee certified worker member or the worker representative
- Director Human Resources will take part in the investigation of critical incidents or fatality and provides necessary support and assistance as required.

E. Employee Responsibilities

- Immediately reports to manager any work related injury/illness. This includes accidents such as cuts, sprains and burns as well as those that are of a gradual onset (chronic) i.e. back pain, repetitive strain.
- Immediately reports to manager any "near miss" events and/or unsafe work situations and provide necessary details to the supervisor.



If an employee has to leave the workplace due to a work related injury or illness, he/she is take a *Workplace Injury/Illness Package* with them for their health care practitioner to complete. In the case of an emergency, the employee or person providing assistance must contact the manager as soon as possible following the treatment of the injury.

- If an employee has restrictions in performing regular job duties and requires workplace accommodation, he/she must provide the Health & Safety Specialist with documentation indicating the nature and duration of the restrictions. Further documentation may also be requested by the Health & Safety Specialist.



Health & Safety Representative Training Quiz

Associate Signature

Associate ID Number

Date

Store Number

1. Health & Safety Representative Roles/Responsibilities - A Health and Safety Representative is required in all workplaces where _____ workers are regularly employed.

- a) 1 to 5
- b) 6 to 9
- c) 6 to 19
- d) Over 20

2. Planned Health & Safety Inspections - Planned inspections of the workplace must be carried out:

- a) Monthly
- b) Daily
- c) Weekly

3. Recommendations to Employer - Under the Act, Senior Management must respond to the Health & Safety Representative recommendations within 21 calendar days.

- a) True
- b) False

4. Injury/Incident Investigation -The following require immediate investigation:

- a) An injury that results in loss of life
- b) A critical injury that places life in jeopardy; produces unconsciousness; results in substantial loss of blood; involves the fracture of a leg, or arm, involves the amputation of a leg, arm, hand, or foot consists of burns to a major portion of the body; or causes the loss of sight in an eye.
- c) Both A & B are correct

5. What does a Health and Safety Representative do if there is a Health and Safety Problem that needs to be fixed immediately?

- a) Report the problem to the Human Resources Department right away
- b) Wait until the Monthly Inspection to report the problem



- c) Do not report the problem

Record of Training: Health & Safety Representative

What is a Health & Safety Representative?

A Health & Safety Representative:

- is a worker who has been chosen to perform this role by fellow workers
- represents the health & safety interests of the workers
- helps to identify potential or actual dangers
- has powers and duties under the Occupational Health & Safety Act

When is a Health & Safety Representative needed?

A Health and Safety Representative is required in all workplaces where 6 to 19 workers are regularly employed.

What does a Health & Safety Representative do?

The main function of the Health & Safety Representative is to inspect the workplace once a month.

- Monthly Inspection Checklists are to be completed by the 7th of each month.
- Identify workplace hazards
- Reports hazards to employer
- Consult about workplace testing
- Investigates work refusals and serious accidents

I acknowledge that I have read and understand the following policies:

- What is a Health & Safety Representative? (Roles/Responsibilities)
- Monthly Workplace Inspections
- Procedure for Recommendations to Employer
- Accident/Incident Investigation Procedure

Name: _____

Signature: _____

Date: _____

Store: _____

Send Copy of this sign off to HR Department