Occupational Health and Safety Committees, Worker Health and Safety Representatives and Workplace Health and Safety Designates

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LEGISLATIVE REQUIREMENTS

The legislation is a minimum guide for developing Occupational Health and Safety (OH&S) policies and procedures in workplaces. In addition to the legislation, best practices should be incorporated into all areas of workplaces to increase the effectiveness of the OH&S program.

The majority of employers in Newfoundland and Labrador must follow provincial legislation for OH&S:

- *Occupational Health and Safety Act*
- Occupational Health and Safety Regulations
- Other associated legislation

For official copies of the *Occupational Health and Safety Act* and the Occupational Health and Safety Regulations please contact the following:

Office of the Queen's Printer  
Ground Floor  
Confederation Building, East Block  
St. John’s, NL A1B 4J6  
Telephone: (709) 729-3649

Unofficial copies are available online at: [http://www.gs.gov.nl.ca/ohs/legislation.stm](http://www.gs.gov.nl.ca/ohs/legislation.stm)

Some employers fall under federal jurisdiction and must follow the Canada Labour Code-Part II (Code). The Code applies to the following inter-provincial and international industries:

- railways  
- highway transport  
- telephone and telegraph systems  
- pipelines  
- canals  
- ferries, tunnels and bridges  
- shipping and shipping services  
- radio and television broadcasting and cable systems  
- airports  
- banks  
- grain elevators licensed by the Canadian Grain Commission, and certain feed mills and feed  
- warehouses, flour mills, and grain seed cleaning plants  
- the federal public service and persons employed by the public service and about 40 Crown corporations and agencies  
- employment in the operation of ships, trains and aircraft and  
- the exploration and development of petroleum on lands subject to federal jurisdiction

Note: Part II of the Canada Labour Code does not apply to certain undertakings regulated by the Nuclear Safety and Control Act.
For an official copy of the Canada Labour Code please contact:

Canadian Government Publishing, Communication Canada
Ottawa, ON K1A 0S9
Telephone: (613) 941-5995 or 1-800-635-7943
Fax: (613) 654-5779 or 1-800-565-7757
Internet: http://publications.gc.ca

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Summary
Employers, workers and Occupational Health and Safety Committees/Worker Health and Safety Representatives/Workplace Health and Safety Designates play major roles in developing a health and safety culture in the workplace. Employers must communicate their commitment to health and safety to all workers and ensure the development and implementation of an Occupational Health and Safety program. Workers need to make a commitment to health and safety for themselves, other workers and the employer by integrating health and safety into each working day. Occupational Health and Safety Committees/Worker Health and Safety Representatives/Workplace Health and Safety Designates promote health and safety awareness in the workplace thereby helping to create a health and safety culture through their involvement with Occupational Health and Safety programs and policies.

Taking responsibility for creating this kind of health and safety culture is part of an “Internal Responsibility System.” The Internal Responsibility System, which remains the foundation of Newfoundland and Labrador’s approach to workplace health and safety, is built on the principle of self-reliance of workplace parties. In addition to the above, employers and workers must be responsible for eliminating hazards within the workplace and for achieving optimum health and safety performance. This manual was developed as a resource for Occupational Health and Safety Committees/Worker Health and Safety Representatives/Workplace Health and Safety Designates to assist them in becoming aware of the roles they play in the Internal Responsibility System.

The text is divided into eight modules which include the objectives to be covered in the Occupational Health and Safety Committee/Worker Health and Safety Representative/Workplace Health and Safety Designate Certification Training.

In order to make this manual more “reader friendly”, Occupational Health and Safety Committee(s) will be referred to as Committee(s), Worker Health and Safety Representative(s) will be referred to as Representative(s) and Workplace Health and Safety Designate(s) will be referred to as Designate(s).
INTRODUCTION

Objective of the training:

- To enable you to take a pro-active role in workplace health and safety and become a good ambassador, role model and mentor of health and safety in your workplace
- To enable you to effectively monitor OH&S in your workplace

There will be no test at the end of this training. However, you will have a chance to answer questions in this manual and participate in group discussions throughout the training.

By the end of this course, you will be able to:

- Discuss the need for Committee/Representative/Designate training
- Understand what OH&S is
- Distinguish between a Committee/Representative/Designate
- Identify the duties of Committees/Representatives/Designates
- Become aware of how your role supports OH&S in the workplace
- Conduct an OH&S meeting
1. INTRODUCTION TO OCCUPATIONAL HEALTH & SAFETY

By the end of Module 1 you will be able to:

1.1 Define OH&S
1.2 Define OH&S Committee/WH&S Representative/WH&S Designate
1.3 Discuss the purpose of the OH&S Act and Regulations
1.4 Identify the legislative duties of the OH&S Committee/WH&S Representative/WH&S Designate
1.5 List the elements associated with an effective OH&S program
1.6 Discuss the benefits of implementing an OH&S program in the workplace

Write down at least 5 words you think of when you hear the term Occupational Health & Safety

_____________  ____________  ____________  ____________  ____________

1.1 Define Occupational Health and Safety (OH&S)

Occupational Health and Safety is:

- the discipline concerned with preserving and protecting human and property resources in the workplace
- with the goal to prevent injuries and illness by eliminating accidents and incidents in the workplace

Activity 1 (a) “Occupational Health and Safety Terms” (page 13).

Why is health and safety important?

- ensures the health and safety of all workplace parties
- creates a safety culture in the workplace
- prevents incidents from occurring
- provides financial benefits for employers
- increases productivity and employee morale
- a legal requirement
- promotes goodwill and off-the-job safety

1.2 Define OH&S Committee/WH&S Representative/WH&S Designate

An Occupational Health and Safety Committee is an advisory group made up of employer and worker representatives of a workplace.

- In Newfoundland and Labrador, the OH&S legislation requires an OH&S Committee to be established in workplaces with 10 or more workers at the worksite
- An OH&S Committee is established to MONITOR health and safety and to SUPPORT the OH&S program at the workplace
- The employer is RESPONSIBLE to establish the OH&S Committee at the workplace
The WH&S Representative/WH&S Designate monitors the health, safety and welfare of the workers employed at the workplace.

- In Newfoundland and Labrador, the OH&S legislation requires a WH&S Representative in workplaces with 9 or less workers at the worksite
- In workplaces with 6 or less workers, a WH&S Designate can be use where a representative is impracticable
- Established to MONITOR and SUPPORT health and safety at the workplace
- The employer is RESPONSIBLE to ensure a WH&S Representative/WH&S Designate is established

1.3 Discuss the purpose of the OH&S Act & Regulations

OH&S Legislation

- Laws that govern workplaces and outline the general rights, duties and responsibilities of the employer, the supervisor and the worker to ensure working environments are healthy and safe
- The Act is a statute (law) that prescribes all responsibilities and duties of workplace parties
- The rules to follow for these laws are the Regulations

NOTE: The OH&S Act and Regulations set minimum standards for health and safety in the workplaces of Newfoundland and Labrador. Acts and regulations do not always impose or prescribe the specific steps to take for compliance. Instead, it holds employers responsible for determining such steps to ensure health and safety of all employees.

Important:
The OH&S Act and Regulations are available online at: www.assembly.nl.ca/legislation

1.4 Identify the legislative duties of the OH&S Committee/WH&S Representative/WH&S Designate

The legislative duties of the OH&S Committee/WH&S Representative/WH&S Designate include:

- seek to identify unhealthy or unsafe conditions
- participate in workplace inspections
- make recommendations
- receive complaints
- establish and promote OH&S educational programs
- maintain records of OH&S committee activity
- cooperate with Assistant Deputy Minister or OH&S officer
- perform duties and follow procedures under the regulations

See Section 39 and 44 of the OH&S Act.
Although duties are not written in the *OH&S Act* for WH&S Representative/WH&S Designate, Section 44 of the *OH&S Act* gives them the same duties as the OH&S Committees when reasonably practicable.

### 1.5 List the elements associated with an effective OH&S program

Refer to Section 36.1 of the *OH&S Act* to determine when an OH&S program is required

- Workplaces that have 10 or more workers must have an OH&S program in place
- The employer is responsible for ensure the OH&S program is established and implemented in the workplace
- The program must be in writing and developed in consultation with the OH&S Committee

Legislatively, a workplace with a WH&S Representative/WH&S Designate does not require a **written** OH&S program. Section 5 of the *OH&S Act* does outline specific duties of the employer that are similar to those elements of an OH&S program, such as training, hazards and workplace inspections. Section 5 (f) indicates that “an employer shall consult and co-operate with the occupational health and safety committee, the worker health and safety representative or the workplace health and safety designate, where the employer is not the workplace health and safety designate, on all matters respecting occupational health and safety at the workplace”.

WorkplaceNL has identified ten elements of an OH&S Program. A program may include more elements than those listed or may combine elements:

1. Leadership and Administration
2. OH&S Committee/WH&S Representative/WH&S Designate
3. Education and Training
4. Communication
5. Hazard Recognition, Evaluation and Control
7. Workplace Inspections
8. Incident Investigations
9. Emergency Preparedness and Response
10. Disability Management

**NOTE:** Musculoskeletal Injury (MSI) Prevention/Ergonomics should be incorporated into each program element.

**NOTE:** An OH&S program is a living document that should continuously be monitored. The OH&S Committee has an important role to play to ensure that necessary updates are made. An OH&S program is required to be reviewed every three (3) years; if one element is reviewed every three (3) months, then in three (3) years, all 10 elements will have been reviewed. Best practices and industry standards can also be incorporated into all areas of the workplace to increase the effectiveness of the OH&S program. Best practices exceed minimum legislative requirements and are aimed at doing work in the safest possible way. Industry standards are generally accepted requirements followed by the members of an industry.
1.6 Discuss the benefits of implementing an OH&S program in the workplace

Benefits of an OH&S program:

- prevents injuries
- meets legal requirements
- ensures preparation for an emergency
- improves the bottom line
- improves a company’s safety performance
- promotes goodwill and off-the-job safety
- maintains customer satisfaction
- increases competitiveness

Match the definitions with the correct term.

A. ergonomics  
B. OH&S policy  
C. basic (root) cause  
D. no loss  
E. risk  
F. unsafe condition  
G. OH&S Committee  
H. incident  
I. hazard  
J. audit  
K. OH&S Program  
L. Canada Labour Code

1. The real cause of an incident and the reasons why it occurred; for example, inadequate design, lack of knowledge or skill, or physical and physiological stress.

2. A regular and comprehensive examination of a function and/or an organization to verify and assure adequacy (usually conducted to ensure compliance with minimum standards required by the OH&S Act and Regulations).

3. An event that could or does result in unintended harm or damage.

4. Legislation applicable to workplaces where operations fall within federal jurisdiction.

5. A written statement which demonstrates management’s commitment to maintaining a healthy and safe work environment.

6. A science that seeks to adapt work or working conditions to suit the worker.

7. A dangerous object, event, behaviour or condition which has the potential to cause injury, illness or property damage.

8. Those incidents that could have caused harm or damage but did not.

9. A physical state which results in a departure from accepted safety standards.

10. Committee of workers and management required in almost all jurisdictions in Canada to promote safe workplace attitudes and practices, and reduce hazards and incidents.

11. Chance of loss based on the probability of an injury and the possible severity of that injury.

12. It includes a written document of health and safety policies and procedures and can be tailored to meet the needs of individual workplaces.
MODULE 1 REVIEW

1. What does OH&S stand for?
   a. Occupational Help & Safety
   b. Occupational Health & Safety
   c. Organization Health & Safety
   d. Organization Help & Supervisors

2. What is the primary goal of OH&S?
   a. Prevent workplace injuries and illnesses
   b. Eliminate incidents
   c. Both (a) & (b)
   d. Neither (a) or (b)

3. A Committee is required in Newfoundland and Labrador when there is how many workers employed in a worksite?
   a. 1 or more workers
   b. 5 or more workers
   c. 10 or more workers
   d. 15 or more workers

4. A legislative duty of a Committee is:
   a. Establish and promote educational programs
   b. Participate in workplace inspections
   c. Receive complaints from workers and maintain records
   d. All of above

5. Who is responsible for making sure there is an OH&S program established and implemented in the workplace?
   a. Employer
   b. Worker
   c. Supervisor
   d. Neither

6. Which is not a benefit of an OH&S program?
   a. Prevents injuries
   b. Maintains customer satisfaction
   c. Increases the amount of incidents
   d. Promotes goodwill and off-the-job safety
7. An OH&S program must be in ______ and developed in consultation with the Committee/Representative/Designate.
   a. Writing
   b. A power point presentation
   c. A published book
   d. Order

8. A WH&S Representative is required when there are how many workers at a worksite?
   a. 1 or less workers
   b. 3 or less workers
   c. 5 or less workers
   d. 9 or less workers

9. The OH&S Act & Regulations:
   a. Are Laws that govern the workplaces
   b. Outline the general rights, duties & responsibilities of the employer and the worker
   c. Ensure the working environment is healthy and safe
   d. All of above

10. How often should an OH&S program be reviewed?
    a. Every 2 years
    b. Every 3 years
    c. Every 4 years
    d. Does not have to be reviewed
2. THE INTERNAL RESPONSIBILITY SYSTEM (IRS)

By the end of Module 2 you will be able to:

2.1 Examine the IRS
2.2 Discuss the three rights of workers
2.3 Outline when workers have the right to refuse work
2.4 Locate the legislative duties of key people involved in OH&S
2.5 Explain what is meant by due diligence
2.6 Describe how the employer and OH&S Committee/WH&S Representative/WH&S Designate work together within the IRS

2.1 Examine the IRS

The Internal Responsibility System is:

- a health and safety philosophy where every individual and job position within an organization (employer to worker) has a role and personal responsibility in OH&S

The objective of the IRS is to:

- ensure everyone in the workplace is involved in identifying hazards
- promote cooperation and communication among all parties regarding their duties and responsibilities in the workplace
- give workers three basic rights: the right to know, the right to participate and the right to refuse work

![Basic Structures of the IRS: Authority, Responsibility, Accountability]

- Delegate: Responsibility Authority
- Director
- President
- V-P
- Manager
- Supervisor
- Worker
OH&S Committee/Worker H&S Representative/Workplace H&S Designate & the IRS

Committees/Representatives/Designates are not responsible for managing and/or enforcing OH&S in the workplace, that is the role of the employer.

They do play a critical role in the IRS by:

- bringing unresolved occupational health and safety issues to the forefront
- focusing attention on the issues until resolved
- promoting and encouraging a safety culture
- creating the workplace partnership that is needed to protect workers’ health and safety

Principles of Internal Responsibility System

An IRS culture is based on two principals:

1. Personal and individual responsibility

   - Individuals take responsibility for their own safety and the safety of co-workers
   - OH&S responsibilities in the workplace refer to the personal duties of each person while they are working
   - Everyone has personal responsibilities, including:
     - legislated OH&S responsibilities – employer, supervisor, worker and Committee/Representative/Designate
     - job description requirements
     - a moral duty to do the right thing

2. Co-operation and communication

   - Workers and employers must work together and communicate with each other to identify and resolve OH&S issues
   - Open communication and co-operation from all workplace parties is key to a strong and effective IRS
   - The Committee/Representative/Designate is an important link to communication in the workplace between all parties

2.2 Discuss the three rights of workers

The OH&S legislation and the IRS give workers (managers and supervisors included) three important basic rights. It is critical that workers know they have these rights under OH&S legislation. They are:

1. Right to know – workers have the right to know about the hazards in their workplace and the manner in which these hazards are controlled. Workers are informed of these hazards and ways of protecting themselves through training and education programs.

2. Right to participate – workers have the right to participate in OH&S initiatives, programs and decision-making activities, an effective way is to serve as Committee/Representative/Designate. Another important way to participate in OH&S is in hazard reporting and discussing OH&S concerns with supervisors, co-workers and the Committee/Representative/Designate.

3. Right to refuse work – see below.
2.3 Right to Refuse Work Process

In a right to refuse work situation, the worker should always report to the supervisor first. If a worker approaches the Committee/Representative/Designate, they should first ask if the worker reported to the supervisor. If they have not, they should direct the worker back to the supervisor. If it was already reported to the supervisor but unresolved to the worker’s satisfaction, the Committee/Representative/Designate should obtain information from the supervisor and have a special meeting to discuss.

Activity 2 (a) “Right to Refuse Work” (page 21)

2.4 Locate the legislative duties of key people involved in OH&S

The key people involved in OH&S are:

- employer
- supervisor
- worker
- self-Employed Person
- principal Contractor
- supplier
- Committee/Representative/Designate
- Service NL, OH&S Division
- WorkplaceNL

Activity 2 (b) “Legislative Duties” (pages 22 -23), use the following legislation:

- Employers – Section 4 and 5 and Section 36.1 of the OH&S Act and Part III Section 14 of the OH&S Regulations
- Supervisor – Section 5.1 and 5.2 of the OH&S Act
- Workers – Section 6, 7 and 8 of the OH&S Act
- Self-employed persons – Section 9 of the OH&S Act
- Principal Contractors – Section 10 of the OH&S Act and Part III Sections 20 and 21 of the OH&S Regulations
- Supplier – Section 11 of the OH&S Act
• **Committee/Representative/Designate** – Sections 39 and 44 of the *OH&S Act*
• **Service NL, OH&S Division** – Section 25 of the *OH&S Act*
• **WorkplaceNL** – Section 20.2 of the *Workplace Health, Safety and Compensation (WHSC) Act*

Section 20.2 of the WHSC Act indicates the Commission’s role in OH&S:

In order to promote health and safety in workplaces and to prevent and reduce the occurrence of workplace injuries and diseases, WorkplaceNL shall:

- promote public awareness of workplace health and safety
- educate employers, workers and other persons about workplace health and safety
- provide services to occupational health and safety committees, worker health and safety representatives and workplace health and safety designates established or appointed under the *Occupational Health and Safety Act*
- promote and provide funding for workplace health and safety research
- develop standards for the certification of persons required to be certified under the *Occupational Health and Safety Act*
- certify persons who meet the certification training standards
- foster commitment to workplace health and safety among employers, workers and other persons
- make recommendations to the department respecting workplace health and safety

2.5 **Explain what is meant by due diligence**

Due diligence:

- should be an everyday part of “doing business”
- all workers, regardless of their position within a business/organization, have an obligation to practice due diligence
- used as a defense under the law

Activity 2 (c) “Due Diligence” (page 24)

**Your role in due diligence**

The Committee’s/Representative’s/Designate’s role in due diligence is to:

- support the employer, supervisors and workers by carrying out legislated roles and duties as written in Section 39 of the *OH&S Act*

The legislative duties of Committees (Section 39) of the **OH&S Act** include:

- seek to identify unhealthy or unsafe conditions
- participate in workplace inspections
- make recommendations
- receive complaints
- establish and promote OH&S educational programs
- maintain records of OH&S Committee activity
- cooperate with Assistant Deputy Minister or OH&S Officer
- perform duties and follow procedures under the regulations
2.6 Describe how the employer and OH&S Committee/WH&S Representative/WH&S Designate work together within the IRS

You and your employer must work together within the IRS. The Committee/Representative/Designate is critical to the overall functioning of the IRS, and health and safety concerns should be brought to them for discussion and review to ensure concerns are addressed. Therefore, the effectiveness of the Committee/Representative/Designate is dependent on how all workplace parties work together.

Review “The Internal Responsibility System” (pages 25 – 26)
RIGHT TO REFUSE
ACTIVITY 2 (a)

In groups, review a right to refuse work scenario and discuss. Choose a spokesperson for your group to read the scenario aloud to the rest of the participants in the room and then advise whether the group felt the right to refuse process was correctly followed or not. If not, what should have been done?

Work Refusal #1
A worker refused to do a task as he felt it was unsafe; he went to his supervisor exercising his right to refuse work. The supervisor told the worker he would investigate the task and then assigned another worker to the job, advising him of the right to refuse situation. The previous worker was then dismissed from his job. The supervisor had the right to dismiss the employee based on the right to refuse.

Notes:

Work Refusal #2
A worker felt a specific job task was unsafe, so she went to a Committee member to exercise her right to refuse work and asked the Committee to follow up. The worker followed the proper process of the right to refuse.

Notes:

Work Refusal #3
A worker was assigned a new job task to complete, but when he started the task he realized he did not have the proper training. He went to his supervisor to exercise his right to refuse work. The supervisor completed an investigation and deemed the worker was indeed trained properly and advised him to complete the task. The worker still felt he did not have adequate training so he brought the issue to the Committee. The Committee reviewed the situation and felt that it was safe for him to complete the task. The worker then called the provincial OH&S Regulator for review. The worker followed the correct process of the right to refuse.

Notes:

Work Refusal #4
A worker refused to complete an assigned job task as he felt it had the potential to cause harm. He felt it was a health hazard (noise). He brought the concern to a Committee member (management co-chair) who is also his immediate supervisor and asked for an investigation. The supervisor deemed it was safe to go back to work. As the supervisor is the management co-chair, the worker does not need to bring his refusal to the Committee’s attention.

Notes:
IDENTIFY THE FOLLOWING LEGISLATIVE DUTIES AS BEING A RESPONSIBILITY OF EITHER THE EMPLOYER,
CONTRACTOR, WORKER, COMMITTEE/REPRESENTATIVE/DESIGNATE, WORKPLACENL OR OH&S BRANCH OF
SERVICE NL BY USING THE FOLLOWING ABBREVIATIONS:

W - Worker
C - Contractor
E - Employer
WH - WORKPLACENL
C/R/D - Committee/Representative/Designate
OHS – OHS Division, Service NL

1. Shall ensure, where it is reasonably practicable, the health and welfare of his or her
workers.

2. Shall take reasonable care to protect his or her own health and safety and that of workers
and other persons at or near the workplace.

3. Shall ensure, where it is reasonably practicable for him or her to do so, that employers,
workers, and self-employed persons performing work in respect of that project comply with
the OH&S Act and Regulations.

4. May, at a reasonable hour and without prior notification, enter and inspect a workplace,
with or without the help of other persons, where he or she has reasonable grounds to
believe that workers or self-employed persons work or have worked.

5. Promote public awareness of workplace health and safety.

6. Shall seek to identify aspects of the workplace that may be unhealthy or unsafe.

7. Shall, where it is reasonably practicable, conduct his or her undertaking so that persons
not employed in his or her employ are not exposed to health and safety hazards as a
result of the undertaking.

8. Shall receive complaints from workers as to their concerns about health and safety of the
workplace and their welfare.

9. May conduct tests and take photographs or recordings of the workplace and an activity
taking place at the workplace.

10. Shall cooperate with a person exercising a duty imposed by the OH&S Regulations.

11. Educate employers, workers and other persons about workplace health and safety.

12. Shall consult and cooperate with the Committee/Representative/Designate at the
workplace.

13. Foster commitment to workplace health and safety among employers, workers and other
persons.
14. Shall establish and promote occupational health and safety educational programs for workers.

15. May inspect and take samples of a material, product, tool, appliance or equipment being produced, used or found in or upon a workplace.

16. Shall establish and maintain an occupational health and safety program in accordance with the regulations.

17. Shall maintain records as to the receipt and disposition of complaints received from workers.

18. Shall ensure that his or her workers, and particularly his or her supervisors, are made familiar with health and safety hazards that may be met by them in the workplace.

19. May require the production of records, books, plans or other documents that relate to the health and safety of workers or self-employed persons, examine them and remove them temporarily for the purpose of making copies.

20. Shall participate in a workplace inspection that an employer is required by the OH&S Regulations to conduct.
DUE DILIGENCE
ACTIVITY 2 (c)

Your trainer will read the three scenarios below aloud. Please identify if the people involved would have a due diligence defense if changed under the *OH&S Act*.

**Due Diligence #1**
The workers at ABC business have been using a chemical in their workplace. They were not told what the chemical was or the hazards associated with it. A year after workers started to use the chemical, many of them became sick. When investigated, it was found that the chemical causes cancer. The employer was charged under the OH&S Act.

Does the employer have a due diligence defense?

**Due Diligence #2**
In ABC organization, the employer has ensured safe practices and procedures are in place through education and training. All supervisors are trained in safe work procedures and are responsible to see that all workers are trained. Joe Smith is a welder. He has been trained in the hazards associated with welding and the importance of using a welding screen. Joe does not use the screen and, as a result, a worker who is passing by is injured. Joe is charged in connection the incident.

Does he have a due diligence defense?

**Due Diligence #3**
The supervisor in ABC business is responsible for training all new staff in the use of equipment. There is a written policy which states that no worker is to handle equipment without receiving specific training regarding the hazards associated with using that equipment. The business is very strict about enforcing this policy. All supervisors are aware of the policy and their responsibility to enforce it.

Jane is a new employee. David, the supervisor, is busy and does not have time to train Jane. David asks a senior worker to take Jane “under his wing” for a week until he has some free time to train Jane. Two days later, the senior worker leaves the worksite due to a family emergency. Jane is asked by another worker to assist with a procedure. During the course of this work, Jane’s hand becomes caught in a piece of equipment and is mangled. Jane is taken to the hospital where she undergoes emergency surgery. Her forearm and hand are amputated. The supervisor is charged in connection with the accident.

Does the supervisor have a due diligence defense?
INTERNAL RESPONSIBILITY SYSTEM
MODULE 2 REVIEW

1. What does IRS stand for?
   a. Internal Responsibility Syndrome
   b. Internal Reasonability System
   c. Initial Responsibility Standard
   d. Internal Responsibility System

2. Workers have 3 rights; the right to __________, the right to participate and the right to refuse work.
   a. Speak
   b. Know
   c. Quit
   d. Tell

3. When exercising your right to refuse work, you shall immediately notify:
   a. An OH&S Officer
   b. The Committee/Representative/Designate
   c. Your Supervisor
   d. A co-worker

4. You have the right to refuse work if:
   a. You believe it is dangerous to your health and safety
   b. You are tired
   c. You do not want to do it
   d. It is not in your job description

5. Part of the IRS culture is based on:
   a. Personal and individual responsibility
   b. Personal and internal responsibility
   c. Personal and internal reasonability
   d. Prevention and individual responsibility

6. Which statement is not correct:
   The Committee/Representative/Designate plays a critical role in the IRS by:
   a. Resolving occupational health and safety issues in the workplace
   b. Focusing attention on the issues until resolved
   c. Promoting and encouraging a safety culture
   d. Creating the workplace partnership that is needed to protect workers’ health and safety
7. In “Basic Structures of the IRS”, responsibility is delegated from the top down while ______ increases from the worker to upper management.
   a. Authority
   b. Accountability
   c. Accuracy
   d. Administration

8. Due diligence:
   a. Should be an everyday part of “doing business”
   b. Can be used as a defense under the law
   c. Both (a) and (b)
   d. Neither (a) or (b)

9. The ___________ shall respond in writing within 30 days to a recommendation from the Committee/Representative/Designate
   a. Supervisor
   b. OH&S Officer
   c. Worker
   d. Employer

10. The role of the Committee/Representative/Designate in due diligence is:
    a. to support employers, supervisors and workers in carrying out their legislated roles and duties
    b. to shred all documents involving health and safety
    c. to demand employers, supervisors and workers to carry out their legislated roles and duties
    d. to ignore all health and safety concerns
3. ESSENTIALS OF OH&S COMMITTEES/WORKER H&S REPRESENTATIVES /WORKPLACE H&S DESIGNATES

By the end of Module 3 you will be able to:

3.1 Locate key legislation directly related to OH&S Committees/Worker H&S Representatives/Workplace H&S Designates responsibilities and functions
3.2 Outline the legislative requirements for establishing OH&S Committees/Worker H&S Representatives/Workplace H&S Designates
3.3 Discuss the structure and membership of the OH&S Committee
3.4 Identify the legislative training requirements
3.5 Identify the legislative meeting requirements
3.6 Examine the duties and responsibilities of the OH&S Committee and individual members
3.7 Discuss the terms of reference for an OH&S Committee
3.8 Outline the activities of OH&S Committee meetings
3.9 Discuss the importance of providing education and training to OH&S Committees/Worker H&S Representatives/Workplace H&S Designates

3.1 Locate key legislation directly related OH&S Committee/WH&S Representative/WH&S Designate responsibilities and functions

The legislation directly related to the responsibilities and functions of Committee/Representative/Designates is:

- section 37 of the *OH&S Act* – review when OH&S Committees are required in workplaces
- section 41 of the *OH&S Act* - review when WH&S Representatives are required in workplaces
- section 42.1 of the *OH&S Act* - review when WH&S Designates are required in workplaces

3.2 Outline the legislative requirements for establishing the OH&S Committee/Worker H&S Representative/Workplace H&S Designate

You determine when to establish a Committee/Representative/Designate depending on the number of workers:

- **Provincial (OH&S Act):**
  - 10+ workers = OH&S Committee
  - 6-9 workers = Worker H&S Representative
  - 2-5 workers = Worker H&S Representative/Workplace H&S Designate (where a Worker H&S Representative is impracticable)

- **Federal (Canada Labour Code Part II):**
  - < 20 workers = H&S Representative
  - 20+ workers = OH&S Committee
  - 300+ workers = Policy H&S Committee
Federal workplaces include, but are not limited to:

- railways
- highway transport
- telephone and telegraph systems
- pipelines
- canals
- ferries, tunnels and bridges
- shipping and shipping services
- radio and television broadcasting and cable systems
- airports
- banks
- grain elevators licensed by the Canadian Grain Commission, and certain feed mills and feed warehouses, flour mills, and grain seed cleaning plants
- the federal public service and persons employed by the public service and about 40 Crown corporations and agencies
- employment in the operation of ships, trains and aircraft
- exploration and development of petroleum on lands subject to federal jurisdiction

Note: The Committee/Representative/Designate certification training standard is regulated by the Newfoundland and Labrador OH&S legislation and is required in provincial workplaces. Federal OH&S legislation does not have a specific training standard; however, it does require the OH&S Committee or Representative to receive training.

3.3 Discuss the structure and membership of the OH&S Committee

Refer to Section 38 of the OH&S Act

When establishing an OH&S Committee, the employer is to follow the provisions of Section 38 of the OH&S Act. Each committee must have a minimum of two (2) co-chairs (one (1) representing management and one (1) representing workers) up to a maximum of 12 members. You can have an equal number of management and worker members, or you can have less management than worker members. Management representatives cannot exceed worker representatives.

Every OH&S Committee also requires a secretary to take notes of the meeting and to complete the Minutes Report Form prescribed by WorkplaceNL (for provincial workplaces).

Federally regulated workplaces are also required to keep minutes of meetings. There is a form available but it is not required to be used.

Questions

1. What should an employer do if an OH&S Committee of 12 does not represent all areas/departments in the workplace?

2. What should an employer do when there is more than one (1) workplace or location as part of their operation?

3. What are employers in seasonal industries required to do?
**Recommended Membership Structure**

There must be no less than two (2) and no more than 12 members on the OH&S Committee at any given time. At least 50% of the Committee must be comprised of worker members. A suggested formula for worker members is:

- 10-50 workers = 2 worker members
- 51-100 workers = 3 worker members
- each 100 workers thereafter = 1 additional worker member

Worker representatives on the Committee must be elected by their co-workers. From the members elected, a worker co-chairperson must then be chosen.

3.4 **Identify the legislative training requirements**

Legislative training requirements for the Committee/Representative/Designate depend on the number of workers employed at a workplace:

- 50+ workers = the employer shall provide and pay for training for all members of the OH&S Committee
- 10-49 workers = the employer shall provide and pay for training for the co-chairpersons of the OH&S Committee
- <10 workers = the employer shall provide and pay for training for the Worker H&S Representative
- <6 workers = the employer shall provide and pay for training for the Workplace H&S Designate

Refer to Sections 38.1(1) and (2), 41.1(2), 42.1(4) of the *OH&S Act*

**Best Practice for Untrained Members**

In some workplaces, not all Committee members may require certification training (for workplaces with 10-49 workers). However, they should have some knowledge or should be made aware of the following:

- functions of the Committee/Representative/Designate
- Internal Responsibility System
- legislative requirements
- recognition, evaluation and control of workplace hazards
- workplace inspections
- incident investigations
- workplace policies and procedures

Activity 3 (a) “Training Requirements” (pages 37 -39)
3.5 Identify the legislative meeting requirements

The legislative requirements relating to Committee meetings include:

- Committee meetings shall take place during regular working hours at least once every three (3) months
- A worker is not to suffer loss of pay or other benefits while engaged in a meeting of a committee

Refer to section 40 in the *OH&S Act*

3.6 Examine the duties and responsibilities of the OH&S Committee and individual members

The duties and responsibilities of the OH&S Committee and its individual members are:

**Committee co-chairpersons**

- provide leadership
- encourage an environment of respect, openness and complete participation
- support each other and committee members
- understand the purpose and goals of the Committee
- participate in training and education initiatives
- work with Committee members to develop a terms of reference
- follow the requirements of the terms of reference
- schedule meetings
- schedule meetings in a comfortable and convenient environment
- review the minutes of previous meetings
- prepare the agenda
- review accident/incident statistics
- invite special guests
- keep meetings on track (as per agenda)
- encourage contribution from all members
- end meetings with a short review of:
  - meeting accomplishments
  - responsibility for each task
  - items remaining to be resolved
  - upcoming events
  - confirmation of next regular meeting
- sign and submit minutes

**Secretary**

- issue notice of meetings
- prepare the agenda in consultation with the co-chairs
- ensure that all necessary documents, correspondence and information are available for meetings
- keep pertinent records for the Committee
- prepare, distribute and post minutes for each meeting
- report the status of recommendations
- send Committee minutes report form to WorkplaceNL
**OH&S Committee members**

- attend and participate in Committee meetings
- understand the purpose and goals of the Committee
- prepare for the meetings
- get involved in resolving OH&S issues
- participate in developing recommendations
- work together with the co-chairpersons and other Committee members to develop a terms of reference
- follow the requirements of the terms of reference
- treat each other with respect
- support each other and the co-chairpersons
- participate in training and education initiatives

The co-chairs and Secretary work together to ensure the Committee functions properly and all members participate. Together, they keep the “cogs” (which is the Committee) turning and functioning to ensure the meetings run properly and the administrative processes are followed.

Activity 3 (b) “Duties and Responsibilities” (page 40)

**3.7 Discuss the terms of reference for an OH&S Committee**

The Committee is required to develop and follow the requirements of the terms of reference. The terms of reference are the ‘rules of the game’. They describe how a Committee operates in the workplace to execute their legislative duties in consultation with the employer. They also outline the purpose and goals of the Committee, and how it achieves those goals.

- The Terms of Reference is a written set of procedures for how the Committee functions. Under Section 12(1)(f)(ii) of the OH&S Regulations, the Committee shall have “procedural rules”, this is considered the terms of reference

- The terms of reference should be developed at the first Committee meeting to determine structure, roles and responsibilities, and terms of office. It should be signed by all Committee members, so that the entire group takes accountability. A Committee works most effectively when its role is clearly defined and accepted

- RULES set the foundation. If you are saying it then you should be doing it. If there are no written rules, how do you know how a Committee functions? Much like the instructions or “help button/how to”, this is where you go if you are questioning roles and responsibilities, membership, term, or recommendations of the Committee

**Terms of Reference Contents**

The terms of reference should contain:

- Committee’s commitment to occupational health and safety
- composition of the Committee
- purpose of the Committee
- functions and activities of the Committee
- records
• meetings and special meetings
• agenda and minutes
• general provisions
• amendments

Activity 3 (c) “Terms of Reference” (pages 41-43)

3.8 Outline the activities of OH&S meetings

At each meeting, the Committee reviews:

1. Workplace inspections

Refer to section 5 (f.3) and Section 39 (a.1) of the OH&S Act

The Committee’s roles and responsibilities in workplace inspections include:

• cooperate with the employer in scheduling and actively participating in workplace inspections
• ensure the inspections are being carried out
• review all workplace inspection reports at meetings
• monitor the workplace inspection element in meetings
• make recommendations, monitor implementation, follow-up and evaluate corrective actions
• identify injury, illness and property damage trends
• identify specific areas which require close monitoring
• monitor the effectiveness of workplace inspections

Committees/Representatives/Designates should consult with the employer regarding scheduling an inspection and participating in the inspection. Typically, most deficiencies in the workplace will be noted through an inspection. Any unsafe conditions noted from an inspection shall be reported as soon as is practical to a supervisor who shall ensure that appropriate action is taken, without delay, to prevent workers from being injured.

2. Workplace Complaints

Section 39 (c) of the OH&S Act

The Committee’s roles and responsibilities in workplace complaints include:

• communicate the process for receiving complaints by workers
• ask the worker if the issue was reported to the supervisor
• if it wasn’t reported to the supervisor, workers are advised to report it to the supervisor
• give supervisors the opportunity to resolve the workplace issue; if they can they should address the workplace hazards as they are identified and not wait for the next OH&S Committee meeting

Activity 3 (d) “Workplace Complaints” (page 44)

3. Incident Investigations

Refer to section 54 of the OH&S Act
Incident investigations should identify root causes in order to fully eliminate hazards. It is also important to make sure that recommendations and corrective actions in place and working, and that no other hazards were introduced because of the fix. The Committee must also communicate the identified hazard to the workplace.

The role and responsibilities of the Committee in incident investigations include:

- participate in incident investigations (when asked)
- monitor the incident investigation policy and procedures
- review incident investigation reports to ensure identification of root cause
- monitor recommendations and corrective actions
- educate workers on potential hazards identified

4. Right to Refuse Work

Refer to sections 45-50 of the *OH&S Act* and section 5 of the OH&S Regulations

As mentioned earlier, if a worker comes to you with a refusal, the first thing that you must do as a Committee member is ask them if they have reported the refusal to their supervisor first. You must ensure the right to refuse process is followed.

In addition, the Committee may review the various elements of the organization’s OH&S program to ensure it is effective and current in its policies and procedures.

**Planning an OH&S Meeting**

Steps for planning a meeting include:

- soliciting topics for the agenda
- identifying unresolved issues from previous meetings
- finalizing the agenda with meeting time and place
- distributing meeting announcements, agenda and copies of the previous minutes three (3) days prior to the meeting
- arranging for 100% attendance

**OH&S Meeting Agenda**

The agenda is essential to the success of the meetings. The agenda ensures:

- members know the exact time and place of the meeting well in advance
- meetings proceed in an orderly fashion and are not side tracked with non-health and safety related issues
- members are aware of the topics and have time to research before the meeting.

The agenda includes the following basics:

- verify that a quorum is present
- review agenda items
- review minutes from previous meeting(s)
- education and training opportunities for Committee members
- sub-committee reports (i.e. MSI, wellness)
• review of workplace inspections, workplace complaints, incident investigations, and work refusals
• review of OH&S program elements
• new business
• date, time and location of next meeting
• adjournment

Postponed Meetings

• A meeting should not be postponed, except for an emergency
• Frequently postponed meetings often indicate a lack of interest in OH&S and a lack of commitment and leadership from management

OH&S Meetings

The employer must ensure that a new Committee holds its first meeting within two (2) weeks of being formed (Part IV Section 25(4) of the OH&S Regulations).

During the first meeting, the Committee should:

• develop the terms of reference
• confirm roles
• schedule the meetings for the year, during regular working hours at least once every three (3) months
• discuss the importance of meeting regularly

During regular meetings, the Committee should:

• confirm that a quorum is present
• examine health and safety in the workplace and make recommendations for improvement
• demonstrate a commitment to OH&S in the workplace
• schedule subsequent meetings during regular working hours at least once every three (3) months
• ensure members do not suffer loss of pay or other benefits while engaged in a meeting of the Committee

All meetings should

• strive for 100% attendance
• not be postponed
• start promptly, follow the agenda and end as scheduled
• be held under quiet uninterrupted conditions

Meetings should never:

• include labour management issues
• involve disciplinary or personnel matters
• discuss union business
Special meetings:

- May be called by either co-chairperson for specific purposes (i.e. considering causes of incidents or dangerous occurrences and concerns believed to involve conditions dangerous to health and safety)
- Should provide notice and reasons to each individual member as soon as possible

Meeting Documentation

Committees must use the minutes form prescribed by WorkplaceNL. These minutes provide records of OH&S items and resolutions as well as a history of OH&S activity in the workplace. It also provides information to the organization’s workers and to WorkplaceNL of the Committee’s progress.

When completing the minutes:

- all required fields must be completed fully and accurately
- both co-chairpersons must sign and date the form
- prepare three (3) copies:
  - Copy 1 - forward to WorkplaceNL via fax or email
  - Copy 2 - post in the workplace for the information of workers (to remain there until replaced with the minutes of the next meeting)
  - Copy 3 – keep on file with the OH&S Committee for future reference

OH&S Committee Recommendations

There are two (2) types of recommendations:

- Informal recommendations - can be dealt with immediately by the management representative on the Committee
- Formal recommendations - beyond the powers of the management representative on the Committee and must go to the employer, in writing, to make a decision

Written recommendations from the Committee must be:

- directly related to health and safety
- reasonably capable to do
- complete (clearly described so the employer does not need more information to make a decision)
- assigned a realistic target date
- assigned a member to follow up and monitor progress
- sent to the employer in writing asking for a written response within 30 days as per Section 5 (f.1) of the OH&S Act

3.8 Discuss the importance of providing education and training to the Committee/Representative/Designate

Refer to section 5(b) of the OH&S Act

Committee/Representatives/Designates need to be familiar with the types of training programs required for the workplace. For example, a new piece of equipment or machinery may be introduced to the
workplace as a means of eliminating a hazard. To fully understand this equipment and how it is used by workers, a training session may be required.

Training must be workplace specific, based on the needs of the workplace. Some examples may include:

- Incident Investigation
- Hazard Recognition, Evaluation & Control
- Workplace Inspections
- Communications
- WHMIS
- First Aid
- Fall Protection
- Confined Space Entry
- Traffic Control Person
- Power Line Hazards
- MSI Prevention
- Emergency Preparedness & Response
- Personal Protective Equipment (PPE)

Review “Essentials of OH&S Committees/WH&S Representatives/WH&S Designates” (pages 45 – 46)
TRAINING REQUIREMENTS
ACTIVITY 3 (a)

Use the following as references for this activity:
1. Sections 38, 38.1 and 41 of the OH&S Act.
2. Pages 28 – 29 “Recommended Membership Structure” of this manual. Remember, this is a suggested formula only; it is not a legislative requirement.
3. Slide 3.5 “Recommended Membership Structure” of the PowerPoint presentation.

Scenario:
ABC Limited employs 437 workers at seven (7) different locations within the province of Newfoundland and Labrador. This is not a unionized environment. There are two (2) major groups of workers – inside staff (those that do all their work at the workplace) and field staff (safety people who often work outside the office).

Instructions:
Please read the description of each workplace within ABC Limited and answer the questions that follow.

Workplace 1:

The head office, in St. John’s, houses 155 staff including the chief executive officer (CEO), a regional director, director of human resources, manager of human resources, one (1) project manager, three (3) other department managers, a training officer, five (5) supervisors, and 141 front line workers (including 25 field staff).

a) Check the requirement under the legislation:

☐ OH&S Committee
☐ WH&S Representative

b) What is the requirement for certification training?

c) If there is a requirement for an OH&S Committee, what would you recommend for the structure?

Workplace 2:

The workplace in Gander houses 45 workers including a regional director, the office manager, two (2) supervisors, and 41 front line workers (including five (5) field staff). The CEO expects this workplace to increase its staff by half within the next three (3) months.

a) Check the requirement under the legislation:

☐ OH&S Committee
☐ WH&S Representative

b) What is the requirement for certification training?
c) If there is a requirement for an OH&S Committee, what would you recommend for the structure?
_____________________________________________________________________

Workplace 3:

Corner Brook has 75 workers in the workplace including a regional director, the office manager, three (3) supervisors, and 70 front line staff (including 8 field staff).

a) Check the requirement under the legislation:

☐ OH&S Committee  ☐ WH&S Representative

b) What is the requirement for certification training?
_____________________________________________________________________

c) If there is a requirement for an OH&S Committee, what would you recommend for the structure?
_____________________________________________________________________

Workplace 4:

There are 35 workers in the Marystown workplace including a regional manager, two (2) supervisors, and 32 front line staff (including 3 field staff).

a) Check the requirement under the legislation:

☐ OH&S Committee  ☐ WH&S Representative

b) What is the requirement for certification training?
_____________________________________________________________________

c) If there is a requirement for an OH&S Committee, what would you recommend for the structure?
_____________________________________________________________________

Workplace 5:

ABC Limited wanted to see if their operation would survive in a small community. Therefore, a year ago, they opened operations in Upper Island Cove. Seven (7) people are employed at this workplace including an office manager and six (6) front line staff (including two (2) field staff). For a fairly small community, this location is doing quite well. However, it does not look like there will be any increase in staff over the next few years.

a) Check the requirement under the legislation:

☐ OH&S Committee  ☐ WH&S Representative

b) What is the requirement for certification training?
_____________________________________________________________________

c) If there is a requirement for an OH&S Committee, what would you recommend for the structure?

Workplace 6:

The Happy Valley-Goose Bay workplace has 40 workers including a regional manager, two (2) supervisors, and 37 front line staff (including 27 field staff).

a) Check the requirement under the legislation:

☐ OH&S Committee ☐ WH&S Representative

b) What is the requirement for certification training?

c) If there is a requirement for an OH&S Committee, what would you recommend for the structure?
DUTIES AND RESPONSIBILITIES
ACTIVITY 3 (b)

Indicate with a number the duty you feel best represents each position. Some activities may have more than one answer.

1 – Committee (general duties of all members)
2 – Representative/Designate
3 – Co-chairs
4 – Secretary

1. Schedule meetings
2. Issue notice of meetings
3. Investigate refusal to do unsafe work
4. Encourage contribution from all members
5. Prepare the agenda
6. Distribute and post minutes
7. Monitor and support the OH&S program
8. Keep meetings on track
9. Invite special guests
10. Attend and participate in meetings
11. Have a working knowledge of the OH&S legislation
12. End meetings with a short review
13. Keep pertinent records related to OH&S
14. Receive complaints from workers
15. Ensure necessary documents and information is available for meetings
16. Sign and submit minutes
TERMS OF REFERENCE
ACTIVITY 3 (c)

Please read the scenarios, terms of reference and answer the questions that follow.

Scenario:
ABC Company employs 47 employees including four (4) managers, 28 unionized employees and 15 non-unionized employees. The workplace is made up of three (3) departments: sales, maintenance and accounting. The OH&S Committee is responsible for identifying and resolving health and safety concerns and supporting the OH&S program.

Terms of Reference:

1. Name of Committee:

   The official name of this Committee is: OH&S Committee of ABC Company

2. Composition of Committee:

   The OH&S Committee will consist of 6 members as follows:
   - 2 management representatives
   - 4 worker representatives
     - 3 unionized representatives
     - 1 non-unionized representative

3. Purpose of the Committee:

   Improve health and safety in the workplace by recognizing hazards, making recommendations for corrective actions, responding to worker concerns, monitoring the OH&S program, and acting as a resource to the employer in matters concerning health and safety in the workplace.

4. Functions of the OH&S Committee:

   - Make recommendations for the establishment of health and safety policies and procedures
   - Identify aspects of the workplace that are unhealthy and unsafe, and recommend corrective action
   - Help to identify and resolve the health and safety concerns of workers
   - Receive and distribute health and safety information to workers and employers
   - Participate in workplace inspections
   - Maintain records regarding the complaints received from workers and the resolutions of these complaints

5. The Committee will keep accurate records of all matters that come before it, including worker complaints, workplace inspections, incident investigation reports, workplace refusals, and any other OH&S documentation available for review and will ensure all recommendations are followed up on.

6. Meetings:

   - The committee will meet at least once every three months
   - Special meetings, if required, will be held at the call of the co-chairs
Committee members will be required to attend 75% of the yearly meetings to stay an active member.

In order to achieve 100% attendance, alternates will be permitted. Employer and workers are to supply a list of alternates. Important to note alternates must be up to date on committee details.

7. Agenda and Minutes:

- An agenda will be prepared by the co-chairs and distributed to all members prior to the meeting.
- All items raised on the agenda and in meetings will be dealt with on the basis of consensus.
- All items will be reported in the minutes. Unresolved items will continue to be reported in the minutes and placed on the agenda until such time as they are considered complete.
- Minutes will be prepared as soon as possible after the meeting and will be posted in the workplace, and also a copy sent to the WORKPLACENL.

8. Amendments

- These terms of reference may be amended by majority vote of the committee members.
**Scenario #1**
Attendance at the OH&S meetings of ABC Company for the past year has been one (1) management representative and two (2) worker representatives.

According to the Terms of Reference, is the Committee functioning effectively?

**Scenario #2**
ABC Company regularly conducts workplace inspections on a quarterly basis. To date, no members of the Committee have participated in any inspections, nor has the Committee received/reviewed any copies of the report.

In the Functions of the Committee section of the Terms of Reference, it indicates that they will participate in workplace inspections and identify aspects of the workplace that are unhealthy and unsafe, and recommend corrective action.

How can the Committee function effectively if they do not participate and/or receive/review reports?

**Scenario #3**
A Committee member received a workplace complaint about overtime. The worker indicated they know some employees are receiving overtime in the department but she was not offered the opportunity to work.

Can the Committee review and make recommendations?

**Scenario #4**
ABC Company received a visit from an OH&S Officer with OH&S Branch, Service NL. The officer directed the company to have an ergonomic assessment conducted as they have a high injury rate in the sales department.

What should the Committee do in this regard?
WORKPLACE COMPLAINTS
ACTIVITY 3 (d)

Instructions:
Review each workplace complaint and determine if it should be reviewed by the Committee/Representative/Designate. Why or why not?

Complaint #1
A worker feels that the noise level in the warehouse is a health hazard. He verbally brought this concern to the Committee/Representative/Designate.

Complaint #2
A worker is concerned that other employees, who complete the same job, are receiving more overtime hours than he does and is wondering why. He wants the Committee/Representative/Designate to determine if an equal amount of overtime hours should be allotted for all employees working the same position.

Complaint #3
A worker is concerned that the ladder being used by the maintenance department is unsafe. It was communicated to the Committee/Representative/Designate via email.

Complaint #4
A worker sent an email to the Committee/Representative/Designate indicating that she would like training in WHMIS.

Complaint #5
During a conversation, a worker told a Committee/Representative/Designate she was concerned that a co-worker is arriving late for work in the mornings, taking breaks when not scheduled and leaving early on most days.
1. Under the *OH&S Act*, a Designate may be appointed when there are:
   a. 9 or less workers
   b. 8 or less workers
   c. 7 or less workers
   d. 6 or less workers

2. At least what percentage of the Committee must be comprised of worker members?
   a. 10%
   b. 25%
   c. 50%
   d. 75%

3. Meetings of the Committee shall take place at least once every __________ months during regular working hours?
   a. 2
   b. 3
   c. 4
   d. 6

4. Which is not a duty or responsibility of the secretary of the Committee?
   a. Provide training to all the workers
   b. Issue notice of meetings
   c. Prepare, distribute and post minutes of the OH&S meetings
   d. Report the status of the recommendations

5. The only time an OH&S meeting should be postponed is when:
   a. Someone is off sick
   b. There is an emergency
   c. Is it snowing outside
   d. Someone has a doctor’s appointment

6. Which is not a type of meeting?
   a. First
   b. Second
   c. Regular
   d. Special
7. What are the two types of OH&S recommendations?
   a. Direct and indirect
   b. Instant and delayed
   c. Informal and formal
   d. First and second

8. A Committee must make how many copies of the minutes?
   a. 0
   b. 1
   c. 2
   d. 3

9. What should never be done during a regular OH&S meeting?
   a. Discuss union business
   b. Strive for 100% attendance
   c. Be held in a quiet uninterrupted conditions
   d. Not postpone the meeting

10. When a Committee is created, the first meeting should be held:
    a. Within 1 week of being formed
    b. Within 2 weeks of being formed
    c. Within 3 weeks of being formed
    d. A meeting doesn't need to be held
4. HAZARD RECOGNITION, EVALUATION AND CONTROL

By the end of Module 4 the participants will be able to:

4.1 Define hazard
4.2 Explain Hazard Recognition, Evaluation & Control
4.3 Define occupational illness or disease
4.4 Identify how people, equipment, materials and the environment contribute to hazards
4.5 Examine the different ways of recognizing potential hazards
4.6 Describe the risk assessment process
4.7 Discuss the hierarchy of controls

4.1 Define hazard

Hazard - a dangerous object, event, behaviour or condition (in the workplace) which has the potential to cause injury, illness or property damage.

4.2 Explain Hazard Recognition, Evaluation and Control

Hazard REC promotes a healthy and safe work environment through identifying, evaluating (commonly referred to as assessing) and controlling hazards.

The goals of Hazard REC are to:

- prevent injury, illness and property loss
- meet legislative requirements
- evaluate and prioritize hazards and risk
- provide a basis for the implementation and monitoring of controls
- ensure systems are in place to control hazards
- increase workers’ awareness of hazards and risk
- establish a formal procedure for hazard reporting
- provide baseline data for monitoring the OH&S program

Refer to sections 12(1)(e) and (g) of the OH&S Regulations

In order to eliminate, reduce or control hazards employers are required to have a plan to orient and train workers and supervisors in the following:

- safe work practices
- plans
- policies
- procedures

Employers must have a system developed and implemented for the workplace including:

- evaluating & monitoring hazards and risks
- procedures & schedules for regular inspections
- procedures for identifying, reporting and controlling/correcting hazards
- procedures for investigation
• circumstances where the employer must report hazards to the OH&S Committee
• accountability for persons responsible for reporting and correcting hazards
• a plan for controlling biological and chemical substances

There are two types of hazards:

1. Health

<table>
<thead>
<tr>
<th>Health Hazards</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Chemical - substances that can be a risk to the person who comes in contact with it or is required to handle it (i.e. gases (carbon monoxide, methane), vapours (gasoline, propane), dust (asbestos, silica), solvents (cleaning agents, turpentine), fumes (welding), smoke (tobacco) and mists (paint spray, pesticides))</td>
</tr>
<tr>
<td>2. Physical - conditions which are hazardous when levels exceed established safe guidelines (i.e. noise, extreme temperatures (heat and cold), radiation, vibration, indoor air quality, illumination (lighting) and pressure (inadequate or excessive atmospheric force on the body; may be an issue when diving or flying))</td>
</tr>
<tr>
<td>3. Biological - any living organism which can cause adverse health effects in humans (i.e. viruses (HIV), blood borne pathogens (hepatitis C), other body fluids (urine, saliva), bacteria (salmonella; e-coli), fungi and molds and parasites (found in dogs and calves))</td>
</tr>
<tr>
<td>4. Ergonomic - the type of work, body position and working conditions puts a strain on your body and the musculoskeletal system (i.e. excessive force (lifting, pushing or pulling heavy loads), repetitive movements (working on a high paced production line), awkward postures (bending, reaching, twisting) and duration (continuous; over a prolonged period))</td>
</tr>
</tbody>
</table>

2. Safety

<table>
<thead>
<tr>
<th>Safety Hazards</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Machine hazards (i.e. rotating or moving equipment, hot parts, absence of guards and poor maintenance)</td>
</tr>
<tr>
<td>2. Energy hazards (i.e. electricity, steam, heat, pressure, gravity, mechanical, chemical, kinetic and potential)</td>
</tr>
<tr>
<td>3. Confined space hazards</td>
</tr>
<tr>
<td>A confined space:</td>
</tr>
<tr>
<td>• Is an enclosed or partially enclosed space that is not designed or intended for human occupancy except for the purpose of performing work;</td>
</tr>
<tr>
<td>• has restricted means of access and egress; and</td>
</tr>
<tr>
<td>• may become hazardous to a person entering it as a result of (i) design, construction, location or atmosphere, (ii) materials or substances in it, or (iii) any other conditions relating to it.</td>
</tr>
<tr>
<td>4. Fall hazards – working at heights; working over water or floor/ground openings; slips, trips and falls</td>
</tr>
<tr>
<td>5. Material handling hazards – mechanical materials handling and handling hazardous materials</td>
</tr>
<tr>
<td>6. Work practice hazards – failing to identify and controls hazards and risks; failing to develop or follow safe work practices and procedures; poor housekeeping (i.e. improper storage area, high stacking, grease on the floor)</td>
</tr>
<tr>
<td>7. Electrical hazards - lights, live wires, static electricity, other electrical equipment and sparking tools</td>
</tr>
</tbody>
</table>
8. Entrapment/engulfment - free flowing solids or drowning in liquids, storage bins with fine substances, grain in a silo, water in a tank, soil falling into a trench or excavation
9. Workplace violence and/or working alone

Activity 4 (a) “Safety Hazards” (page 55)

4.3 Define occupational illness or disease

Occupational illness or disease is:

- a health issue that results from exposure to workplace health hazards
- may be acute or could develop after many years of exposure
- there is no cure for many occupational illness or disease

Examples are:
- Silicosis
- Occupational asthma
- Asbestosis
- Occupational dermatitis
- Noise-induced hearing loss

4.4 Identify how people, equipment, materials and environment (PEME) contribute to hazards

There are several factors which contribute to hazards in the workplace.

People are not just limited to workers. There are many groups of people who contribute to hazards in the workplace.

Examples include:
- workers
- supervisors and managers
- contractors
- customers
• visitors
• suppliers
• general public
• Engineers and designers
• individuals involved in preventative maintenance
• human resources personnel

**Equipment** is often a source of potential hazards.

Examples include:
• tools
• machinery
• vehicles
• materials handling devices
• personal protective equipment (PPE)

**Materials** used in the workplace can also be a contributing factor and includes raw materials.

Examples include:
• wood
• steel
• plastics
• glass
• chemicals used in production processes

**Environment** encompasses both the physical and non-physical aspects of the workplace.

Examples of physical factors include all parts of the work surroundings, including:
• buildings and enclosures that surround people, equipment and materials
• fluids and air that surround people, equipment and materials
• chemical hazards
• physical hazards
• biological hazards
• ergonomic hazards

Examples of non-physical environmental factors include:
• leadership style
• business/organization and community culture
• marketplace factors
• regulatory or legislative issues
• organizational and management systems which include policies, procedures, and work practices

4.5 **Examine the different ways of recognizing potential hazards**

Some ways to recognize potential hazards are:

• legislation
• hazard assessments
• workplace inspections
4.6 Describe the risk evaluation process

Risk is the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard.

It may also apply to situations with property or equipment loss.

Risk assessment is the process where you:

- identify hazards,
- analyze or evaluate the risk associated with that hazard
- determine appropriate ways to eliminate or control the hazard

Measuring the level of risk to workers takes into account:

- the severity of the potential destructive consequences of the hazard
- the probability of an incident occurring as a result of the hazard

When evaluating potential risk consider the severity of the risk and probability of the hazard.

To determine the severity of the hazard, you may ask:

- Could this hazard cause death or loss of a facility?
- Could this hazard cause a severe injury, severe occupational illness or major property damage?
- What type of harm is involved?
- Could this hazard cause a minor injury or occupational illness resulting in lost workday(s) or minor property damage?
- Could this hazard cause an injury which would result in less than a lost work day with no property damage?

To determine the probability of injury, illness or property damage you may ask:

- Is an injury, illness or property damage likely to occur immediately or within a short period of being exposed to the hazard?
- Is it likely an injury, illness or property damage will occur in time?
- Is it unlikely an injury, illness or property damage will occur?
- Is there a history of problems, hazard reports pertaining to a situation or work activity?
Answering these questions will assist Committees/Representatives/Designates in determining the most effective hazard control to put in place and the priority with which the hazard must be addressed. Risk assessments may come in various formats and vary by organization and complexity.

When conducting a risk assessment, review the following to ensure all hazards have been considered and to determine what is required for compliance:

- review legislation (minimum requirements)
  - OH&S Act and Regulations
  - other legislation
- review standards
  - industry standards and guidelines
  - manufacturer’s specifications

When assessing risk, you should rate the severity of the risk.

1. Minor:
   - first aid only
   - no lost time

2. Moderate:
   - moderate injury, illness or property damage

3. Major:
   - serious bodily injury or property damage

4. Extreme:
   - death or permanent disablement or loss of a facility/plant

You should also rate the probability of the risk. Is an injury, illness or property damage:

1. Unlikely:
   - could happen but rare

2. Likely:
   - could happen occasionally

3. Very likely:
   - could happen frequently

**An example – risk assessment of a broken ladder:**

The severity of a broken ladder is 2 (moderate), as the hazard could result in moderate injury, illness or property damage.

The probability of someone falling off the broken ladder is 1 (could happen but rare).

Severity (2) + Probability (1) = Risk (3). Possible outcome of a worker falling from a broken ladder is classified as moderate risk: do something about the risk as soon as possible!
Use the ratings for each risk to develop a prioritized list of workplace risks requiring action

The scores (1 – 9) indicate how important it is to do something about each risk

1  Low Risk: these risks may not need immediate attention
2-3  Moderate Risk: do something about these risks as soon as possible
4-6  High Risk: do something about these immediately
7-9  Severe Risk: reduce or eliminate these risks before work starts

<table>
<thead>
<tr>
<th>Severity</th>
<th>Minor (1)</th>
<th>Moderate (2)</th>
<th>Major (3)</th>
<th>Extreme (4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Probability</td>
<td>First aid only, no lost time</td>
<td>Moderate injury or illness</td>
<td>Serious bodily injury</td>
<td>Death, permanent disablement</td>
</tr>
<tr>
<td>Unlikely (1)</td>
<td>Low Risk (2)</td>
<td>Moderate Risk (3)</td>
<td>High Risk (4)</td>
<td>High Risk (5)</td>
</tr>
<tr>
<td>Likely (2)</td>
<td>Moderate Risk (3)</td>
<td>High Risk (4)</td>
<td>High Risk (5)</td>
<td>Severe Risk (6)</td>
</tr>
<tr>
<td>Very Likely (3)</td>
<td>High Risk (4)</td>
<td>High Risk (5)</td>
<td>Severe Risk (6)</td>
<td>Severe Risk (7)</td>
</tr>
</tbody>
</table>

4.7 Discuss the hierarchy of controls

- A control is a condition or practice that prevents or minimizes a potential hazard
- When you select controls, use a method that identifies controls that provide the most protection for workers first then progress to those which provide the least protection
- You must also select controls based what is reasonable and practical for workers and the workplace

Hierarchy of controls

- Engineering controls
  - elimination (eliminate the hazard)
  - substitution (reduce the frequency and/or effect of the hazard)
  - change the initial design
  - isolate the hazard
  - ventilate the hazard

Engineering controls are the first line of defence against a hazard and do not require continuous intervention.

- Administrative controls
  - encourage safe work practices
  - control workers' exposure by job rotation, work assignments, limited time spent in hazardous areas, limited time spent performing hazardous tasks
  - establish safe operating procedures
  - provide systematic and formal training
• Personal Protective Equipment (PPE)
  o worn for protection from hazardous environments
  o a barrier between people and the hazard
  o used as the last resort when engineering and administrative controls do not provide an acceptable level of protection

Activity 4 (b) “Hazard Controls” (page 56)

The diagram below summarizes the Hazard Recognition, Evaluation & Control process. Remember to recognize hazards, evaluate the risk associated with the hazard, put proper controls in place and monitor the control once it is implemented.

Activity 4 (c) “Recognizing and Classifying Hazards” (pages 57-59)

Review “Hazard Recognition, Evaluation and Control” (pages 60-61)
SAFETY HAZARDS
ACTIVITY 4 (a)

Identify the types of safety hazards using the key provided. Some hazards may be classified under more than one type.

M – Machine Hazards
C – Confined Space Hazards
E – Energy Hazards
MH – Material Handling Hazards
W – Work Practice Hazards

1. Moving parts
2. Falling objects
3. Shovelling items
4. Hot parts
5. Areas not intended for human occupancy
6. Absence of safety
7. Shipping explosive substances
8. Poor housekeeping
9. Moving flammable substances
10. Areas with restricted entry or exit
11. Slip and fall
12. Hot parts of equipment
13. Areas where hazardous atmospheres exist
14. Grease on the floor
15. Absence of guards
16. Poor Maintenance
17. Overloaded circuits
HAZARD CONTROLS
ACTIVITY 4 (b)

Identify the following hazard controls using the key provided.

EC – Engineering Controls
AC – Administrative Controls
PPE – Personal Protective Equipment

___ 1. Install warning devices (e.g. warning signs, roped off areas)
___ 2. Design or plan to minimize hazards to safe levels (e.g. use less toxic or non-toxic materials such as non-asbestos insulation, use non-flammable liquids)
___ 3. Use safe work procedures (e.g. operating manuals, safe work protection codes, company safety rules)
___ 4. Install physical barriers or use safety devices (e.g. guard rails, safety shields)
___ 5. Design or plan to eliminate hazards (e.g. eliminate access to roofs, convert from CO₂ fire protection to water deluge)
___ 6. Use safety devices/gear (e.g. safety footwear, gloves, hearing protection, hard hats)
___ 7. Design or plan to minimize chances of human error (e.g. workplace not congested, colour-coded test leads, switches up for on or down for off, adequate lighting)
___ 8. Select, train and supervise personnel
RECOGNIZING AND CLASSIFYING HAZARDS
ACTIVITY 4 (c)

Instructions:
List the hazards in the following pictures. Classify whether they are health or safety hazards.
## Scenario

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Classify the hazard</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Safety</td>
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</tbody>
</table>
HAZARD RECOGNITION, EVALUATION & CONTROL
MODULE 4 REVIEW

1. A hazard is a dangerous _______ in the workplace which has the potential to cause injury, illness or property damage.
   a. Object
   b. Event
   c. Behaviour
   d. All of above

2. What are the 2 types of hazards?
   a. Type 1 and type 2
   b. Health and safety
   c. 1st degree hazards and second degree hazards
   d. Neither

3. Which is not a type of health hazard?
   a. Physical
   b. Chemical
   c. Secondary
   d. Biological

4. Which is an example of a physical hazard?
   a. Noise
   b. Fumes
   c. Vapors
   d. Smoke

5. Which is an example of a safety hazard?
   a. Machine
   b. Fall
   c. Electrical
   d. All of above

6. Which control in the hierarchy of controls is the most effective?
   a. Engineering
   b. Administrative
   c. PPE
   d. Neither
7. Elimination means:
   a. Replacing a hazardous substance or process with a less hazardous one
   b. Complete removal of the hazard
   c. Reconfiguring a workstation
   d. All of above

8. The contributing factors to hazards are PEME. What does PEME stand for?
   a. People, education, materials, environment
   b. People, equipment, machines, environment
   c. People, equipment, materials, environment
   d. People, education, machines, environment

9. What is an example of an ergonomic health hazard?
   a. Repetitive movements
   b. Smoke
   c. Fungi
   d. Radiation

10. What is an occupational illness?
    a. A health issue that results from exposure to workplace health hazards
    b. May be acute or could develop after many years of exposure
    c. There is no cure to many
    d. All of the above
5. WORKPLACE INSPECTIONS

By the end of Module 5 you will be able to:

5.1 Define workplace inspections
5.2 Explain the purpose of workplace inspections
5.3 Explain the four steps involved in workplace inspections

5.1 Define workplace inspection

Workplace inspections are regular examinations of the workplace to recognize and evaluate existing and potential hazards and recommend corrective action.

Informal workplace inspections:

- are a practiced awareness which identifies potential hazards of daily processes, conditions and activities in the workplace
- should be part of your daily workplace routines, such as a supervisor’s “walk-through” or a worker’s routine equipment check
- are not regularly scheduled
- do not require a checklist

Formal workplace inspections:

- are regularly scheduled examinations of the workplace carried out as a means of ensuring a safe and healthy workplace
- use a standardized form or checklist is as a guide that is based on hazards that have been identified and controlled as part of the hazard assessment
- complement informal workplace inspections

5.2 Explain the purpose of workplace inspections

The purpose of workplace inspections is:

- to review all areas of the workplace to determine if there are hazards to which workers may be exposed and implement controls to minimize them
- to determine if controls in the workplace are working
- to look for hazards that may have been missed or new hazards that may be present in the workplace

5.3 Explain the four steps involved in workplace inspections

The four steps involved in workplace inspections are:

1. Plan the inspection
When planning the inspection:

- develop a workplace inspection checklist (specific to individual workplace needs)
- review and updated the checklist when changes are made in the workplace or hazards are identified
- schedule inspections in consultation with the Committee/Representative/Designate

2. Conduct the inspection

When conducting workplace inspections:

- do not disrupt work processes while workers are directly engaged in work
- use the checklist to check off items as they are inspected
- take careful notes
- *when there is immediate danger to workers, report it to the supervisor/manager and take corrective action immediately*

3. Write the report

When completing the workplace inspection report:

- complete it as soon as possible after the inspection
- clearly state the specific area(s) inspected (i.e. shipping and receiving), the time and date of the inspection and names of the inspection team members
- identify any temporary controls that were in place
- describe the hazards found with their exact location (use of a floor plan would be helpful)
- recommend corrective action – be clear and concise
- prioritize your recommendations
- state who should take the action
- include timelines for taking corrective action
- send the report to the employer and the Committee/Representative/Designate
- sign and date it (by the person(s) who completed it)

4. Monitor the corrective actions

Once corrective actions have been established, you must monitor them to ensure the controls are working and not creating additional hazards. When monitoring corrective actions:

- ensure legislative requirements are met
- delegate who will be responsible for monitoring the recommendation
- provide progress reports to Committee/Representative/Designate
- assess the impact of any temporary control/corrective action put in place
- document progress of the issue and the resolution
- monitor injury reports for injury trends

Activity 5 (a) “Workplace Inspections” (page 64)

Review “Workplace Inspections” (pages 65-66)
WORKPLACE INSPECTIONS
ACTIVITY 5 (a)

Instructions:

Watch the video of a workplace inspection. Identify as many hazards as you can find. The findings will be reviewed later in the training during the mock meeting.

1. ____________________  9. ____________________
2. ____________________  10. ____________________
3. ____________________  11. ____________________
4. ____________________  12. ____________________
5. ____________________  13. ____________________
6. ____________________  14. ____________________
7. ____________________  15. ____________________
8. ____________________  16. ____________________
WORKPLACE INSPECTIONS
MODULE 5 REVIEW

1. What is a workplace inspection?
   a. Regular examination of the workplace to recognize and evaluate existing and potential hazards and recommend corrective action.
   b. Assessing how well the OH&S program meets legislation, regulations, guidelines and established best practices
   c. Both (a) and (b)
   d. Neither (a) or (b)

2. What are the two types of inspections?
   a. Informal and formal
   b. Policy and equipment
   c. Daily and Monthly
   d. None of the above

3. Which of the following is not considered an informal inspection?
   a. A supervisor’s “walk-through”
   b. Worker’s routine equipment check
   c. Regularly scheduled examinations
   d. Do not require a checklist

4. Which of the following is not considered a formal Inspection?
   a. A standardized form or checklist is used as a guide
   b. Regularly scheduled examinations of the workplace carried out as a means of ensuring a safe and healthy workplace
   c. Both (a) and (b)
   d. None of the above

5. What is the purpose of a workplace inspection?
   a. To look at controls in the workplace to see if they are working
   b. To look for hazards that may have been missed or new hazards that may be present in the workplace
   c. Both (a) and (b)
   d. To give you a break from normal duties

6. Which of the following is not one of the four steps of a workplace inspection?
   a. Plan the inspection
   b. Conduct the inspection
   c. Write the report
   d. Schedule the next inspection
7. When conducting a workplace inspection you should do everything below except:
   a. Disrupt work processes if a worker is directly engaged to safely conduct the inspection.
   b. Use the checklist to check off items inspected.
   c. Look for hazards that may not be on the checklist or are not easily found.
   d. When potential hazards are found, make note of them on the checklist along with possible controls and mark them on the floor plan.

8. When there is immediate danger to workers, what must be done?
   a. Report it to the supervisor or manager
   b. Immediately take corrective action
   c. Ignore all health and safety concerns
   d. Both (a) and (b)

9. When completing a workplace inspection report, what is the most important aspect?
   a. Clearly state the specific area(s) inspected, the time and date of the inspection and names of inspection team members
   b. Have a description of the hazards found with their exact location
   c. Recommend corrective action
   d. Prioritize recommendations
   e. All the above as they are all important

10. Which of the following is not a part of monitoring corrective actions?
    a. Ensure legislative requirements are met
    b. Document progress of the issue and the resolution
    c. Monitor the impact of any temporary control/corrective action put in place
    d. Inform the Committee/Representative/Designate of the corrective action once it is determined to have a positive impact
6. INCIDENT INVESTIGATIONS

By the end of Module 6 you will be able to:

6.1 Define incident
6.2 Summarize participation in education and training activities of Incident Investigation
6.3 Explain the process involved in Incident Investigation

6.1 Define incident

 Incident: an event that could or does result in unintended harm or damage. Incidents are usually divided into two categories:

- No-loss incidents: those that could have caused harm or damage but did not
- Loss-type incidents: those that do cause harm or damage

An incident investigation:

- is a method for examining all incidents at the workplace
- is a fact-finding, not fault-finding, process that identifies the root (basic) cause of incidents as a means of preventing reoccurrence
- determines the causes of incidents to prevent future incidents, not to lay blame
- can identify actions that can be taken to reduce future incidents

6.2 Identify who may be on the investigation team and their training needs

Members of the incident investigation team may include:

- area supervisor
- members of the Committee/Representative/Designate
- external resources (i.e. OH&S Branch of Service NL, OH&S professionals, fire department, local law enforcement)

All members of the investigation team should be trained in incident investigations and be knowledgeable of workplace conditions and procedures. Training and education may include:

- interviewing skills
- understanding root/basic cause of incidents
- how to complete incident investigation reports
- the steps for conducting incident investigations
6.3 Explain the process involved in incident investigation

<table>
<thead>
<tr>
<th>1. Immediately respond to the incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Gather information</td>
</tr>
<tr>
<td>3. Analyze the information to determine the root cause</td>
</tr>
<tr>
<td>4. Make recommendations</td>
</tr>
<tr>
<td>5. Write the Incident investigation report</td>
</tr>
<tr>
<td>6. Follow-up</td>
</tr>
</tbody>
</table>

Follow-up

- Follow-up is the most important aspect of investigations, next to identifying that a hazard exists in the first place.
- The employer is responsible to take action on recommendations, and the Committee/Representative/Designate monitors the progress of the action
- The Committee/Representative/Designate may not be directly involved in conducting the incident investigation, but you should understand the process

In the case of serious incident, notify:
OH&S Branch of Service NL
(709) 729-4444 or 1-800-563-5471

Roles and Responsibilities in Incident Investigations

Your role and responsibilities as the Committee/Representative/Designate in incident investigations is to:

- participate in incident investigations
- monitor the incident policy and procedures
- review incident investigation reports to ensure root causes are identified
- monitor recommendations and corrective actions
- educate workers on potential hazards identified

Activity 6 (a) “Incident Investigations” (pages 69-70)

Review “Incident Investigations” (pages 71-72)
INCIDENT INVESTIGATION
ACTIVITY 6 (a)

Instructions:
As the Committee/Representative/Designate in the workplace, review the completed Incident Report provided by the employer. Break into groups and discuss the scenario. What questions would you ask to ensure the proper corrective action was taken.

Scenario:
It was a typical workday when an incident occurred in the warehouse area. Bob, an employee who has been with the company for 10 years, was working in his designated work area during the time when the forklift was being operated. Bob was working near the forklift and could not hear the sound indicator. Sue, another employee, observed the forklift approaching Bob’s work area and she had to push Bob out of the way to avoid him being hit with the forklift. The employees were following safety procedures outlined by the organization. Bob was not injured, nor was there any property damage. Jim, the employer, brought the incident to the Committee/Representative/Designates attention, asking them to help with recommendations.
**INCIDENT INVESTIGATION**

Instruction: This form must be completed by the manager and the Committee/Representative/Designate whenever an incident occurs. The assistant manager or authorized designate for the area will be responsible for completing this form in the absence of the manager. The manager must ensure a copy of the completed report is forwarded to the Human Resources and the Committee/Representative/Designate.

Incident resulted in: ☑ injury/illness ☑ property damage ☑ near miss ☐ first aid/medical aid ☐ other

<table>
<thead>
<tr>
<th>Location</th>
<th>Location of Incident</th>
<th>Date of Incident</th>
<th>Date reported:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse</td>
<td>Aisle 10</td>
<td>2015/03/02</td>
<td>2015/03/03</td>
</tr>
</tbody>
</table>

**INCIDENT INFORMATION**

<table>
<thead>
<tr>
<th>Supervisor: Jill Cumby</th>
<th>Date of first missed shift: N/A</th>
<th>No. of days lost N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approximate date of onset, if no specific date of injury:</td>
<td>No injury reported</td>
<td></td>
</tr>
<tr>
<td>Object/equipment/substance inflicting damage/injury:</td>
<td>Forklift</td>
<td></td>
</tr>
<tr>
<td>Nature of injury:</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Body part(s) affected:</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

**EMPLOYEE INFORMATION**

<table>
<thead>
<tr>
<th>Name (last name first – please print)</th>
<th>Home phone #: (709) 721-4488</th>
<th>Age: 42</th>
<th>Sex: M / F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greene, Bob</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of employment: 2005</td>
<td>Occupation/Position: Warehouse attendant</td>
<td>Experience (time) in job: 10 yrs</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Evaluation of loss</th>
<th>Loss severity potential</th>
<th>Probability of occurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Potential if not corrected</td>
<td>x Major ☐ Serious ☐ Minor</td>
<td>x High ☐ Moderate ☐ Low</td>
</tr>
</tbody>
</table>

Describe how the event occurred.

I was working in my work area, it was very loud and I didn’t hear the forklift or that it was so close to me. Sue, my co-work had to push me out of the way.

Signed by Supervisor: Jill Cumby, Supervisor’s Name: Jill Cumby

Signed by Person Involved: Bob Greene

Signed by HR: ________________________________

Signed by Store Manager: ___________________________ Date: ___________________________
INCIDENT INVESTIGATIONS
MODULE 6 REVIEW

1. What is an incident?
   a. An undesired event that under slightly different conditions could have resulted in an injury, illness or property damage
   b. An event that could or does result in unintended harm or damage
   c. Both (a) and (b)
   d. Neither (a) or (b)

2. Who should be included on an incident investigation team?
   a. Area supervisor
   b. The Committee/Representative/Designate
   c. An external resource
   d. All of above

3. What is the first step in the incident investigation process?
   a. Gather information
   b. Make recommendations
   c. Immediately respond to the incident
   d. Write the report

4. What is the last step in the incident investigation process?
   a. Make recommendations
   b. Write the report
   c. Analyze the information and determine the root cause
   d. Follow up

5. What are two types of causes of incidents?
   a. Immediate and root
   b. Informal and formal
   c. 1st degree and 2nd degree
   d. Neither

6. What should you not do when writing the report?
   a. Keep the report well-organized, clear and to the point
   b. Describe the analysis of the immediate root cause
   c. Post the information to the public
   d. Write a short description of the investigation methods used
7. Next to identifying a hazard that exists, what is the second most important step to an incident investigation?
   a. Gather information
   b. Follow up
   c. Make recommendations
   d. Analyze the information

8. Recommendations should be:
   a. Clearly written
   b. Be as specific as possible
   c. Identify target dates for implementation and follow-up
   d. All of the above

9. An incident investigation report should include:
   a. Supporting documentation and other evidence
   b. Recommendations for corrective actions
   c. Both a and b
   d. Neither a or b

10. Which of the following is not a role of the Committee/Representative/Designate in incident investigations?
    a. Find fault or lay blame
    b. Participate in incident investigations
    c. Monitor the incident investigation policy and procedure
    d. Educate workers on potential hazards identified
7. **Supporting OH&S in the workplace**

By the end of Module 7, you will be able to:

- Define the OH&S program
- Identify the OH&S program elements
- Discuss supporting OH&S in the workplace

### 7.1 Define the OH&S program

The employer is responsible to develop and maintain an OH&S program in workplaces where there are 10 or more workers employed. The OH&S program must be:

- established in consultation with the Committee/Representative/Designate
- in writing
- reviewed and revised when necessary, and at least every three (3) years
- readily available for review
- site specific

An OH&S program is required by Section 12 of the OH&S Regulations. It includes documents required by legislation and must be available when requested by an OH&S Officer, workers or the Committee/Representative/Designate.

### 7.2 Identify the OH&S program elements

OH&S programs are specific to each workplace’s identified hazards and risks, therefore vary between workplaces. An organization may have more elements depending on hazards and risk. At a minimum, the employer shall include these elements:

1. Leadership and administration
2. OH&S Committee/Worker H&S Representative/Workplace H&S Designate
3. Education and training
4. Communication
5. Hazard recognition, evaluation and control
6. Safe work practices and procedures
7. Workplace inspections
8. Incident investigations
10. Disability management and early and safe return-to-work (ESRTW)

### 7.3 Discuss supporting OH&S in the workplace

1. Leadership and administration

   - essential requirement for the success of an OH&S program
   - requires dedication, cooperation and constant monitoring
• The Committee/Representative/Designate has an important leadership role by being involved and participating in establishing and evaluating the OH&S program

Your role in leadership & administration is to:

• assist in developing the OH&S policy statement and program
• assist the employer in the review every three (3) years
• make recommendations
• promote activities that reflect a healthy and safe work culture
• lead by example
• attempt to raise OH&S standards above legal requirements
• research and communicate with other parties to determine appropriate resolutions to workplace concerns
• develop a procedure for dealing with complaints regarding OH&S issues
• analyze near misses, incident investigation reports and workplace inspections, and monitor injury trends based on monthly, quarterly and annual injury reports
• review job descriptions to ensure OH&S responsibilities are included
• get your co-workers involved

2. Committee/Representative/Designate

You are a core element of an OH&S program. Use the information you have learned in this training session to ensure that your workplace has an effective OH&S Program.

3. Education & Training

The Committee/Representative/Designate needs to be familiar with the types of training programs required for the employees of the workplace.

Your role in education & training

• assist the employer in determining what training is required for the workplace
• review the orientation program to ensure it includes the necessary information to be communicated to employees

The Committee/Representative/Designate can assist the employer by reviewing the orientation program to ensure it includes, but not limited to, the following:

• OH&S roles and responsibilities
• OH&S rules
• OH&S policies and procedures
• Committee/Representative/Designate in the workplace
• how to get first aid
• location of first aid kits, emergency exits, fire extinguishers and muster areas
• emergency response procedures
• how to report unsafe conditions and hazards
• WHMIS training requirements and location of (M)SDSs
• how to select, use and care for Personal protective equipment (PPE)
• working alone and violence in the workplace procedures
• safe work practices and procedures
• MSI procedures
• injury reporting system
• workplace inspection policy and procedure
• incident investigations policy and procedure

4. Communication

Your role in communication:

• serve as a communication link between management and workers
• provide a forum for workers and managers to:
  o openly discuss workplace hazards
  o make joint recommendations for corrective action
  o discuss ways to protect workers while completing work tasks
• have good communication skills:
  o actively listen
  o clearly communicate
  o remain unbiased

5. Hazard recognition, evaluation and control

Your role in hazard recognition, evaluation and control:

• examine the ways employers recognize, evaluate and control hazards in the workplace
• make recommendations to the employer for resources to help the Committee/Representative/Designate
• make recommendations to the employer if controls are missing or ineffective
• follow-up on hazard controls with workers to ensure they are effective
• encourage all workplace parties to report and control hazards
• receive complaints from co-workers and follow through with action plans
• bring unresolved issues to the Committee/Representative/Designate for attention and recommendation(s)
• participate in investigating work refusals, serious injuries and workplace inspections
• educate workers on how to prevent injury and illness associated with their work
• look at preventative maintenance schedules on tools, machinery and equipment
• participate in training specific to helping Committee/Representative/Designate identify, evaluate risk and control hazards

6. Safe work practices and procedures

Practice: A set of guidelines established to help workers perform a task which may not require a step by step procedure

Procedure: A step by step process for performing a task safely from start to finish

• Safe work practices may be combined with safe work procedures
• An effective OH&S program ensures all workplace parties are educated in their responsibilities for following safe work practices and procedures and are trained in how to protect their own health and safety and the health and safety of others
• The Committee/Representative/Designate need to be familiar with the types of job positions and work tasks performed

Your role in safe work practices & procedures:

• make recommendations to the employer for resources to help the Committee/Representative/Designate
• review work areas/activities to determine if safe work practices and procedures have been developed
• encourage workers to be involved with the employer in developing and implementing practices and procedures
• review education and training records of workers to ensure they have received training
• review the supervisors’ responsibility to ensure workers follow safe work practices and procedures
• review contractors’ safety programs to ensure contractors follow safe work practices and procedures

7. Workplace inspections

Your role in workplace inspections:

• make recommendations to employer for resources to help the Committee/Representative/Designate
• schedule workplace inspections in consultation with the employer
• ensure the Committee/Representative/Designate participates in workplace inspections
• receive and review workplace inspection reports provided by the employer
• receive copies of inspection reports made by an OH&S Officer circulated by the employer
• review workplace inspection reports with an emphasis on recommendations for corrective actions
• review controls that are put in place to eliminate or minimize recognized hazards
• make recommendations for temporary or permanent controls
• act as a resource to the workplace inspection team to assist in developing recommendations
• follow-up on workplace inspections

8. Incident investigations

Your role in incident investigation is to review all incident investigation reports to:

• ensure incident investigations are being carried out
• identify trends
• identify specific areas which require close monitoring
• review the recommendations for controls/corrective actions and forward them to the employer
• monitor the implementation and effectiveness of controls/corrective actions
9. Emergency preparedness

Employers are required to develop and implement an emergency response plan that:

- ensures workers are aware of their responsibilities and are trained to respond quickly and appropriately
- is in writing and covers all potential emergencies
- has floor plans outlining exit routes prominently posted in the workplace
- has procedures for dealing with hazardous areas and products posted
- should be coordinated with local emergency responders, including periodic practice drills
- should be communicated to everyone in the workplace

Your role in emergency preparedness:

- review work activities to determine if an emergency risk assessment is required
- determine if an emergency preparedness response plan/procedure is in place and review it on a regular basis, and recommend one is developed if it is not in place
- recommend regular emergency response drills are done with workers and supervisors
- review workers’ training of their roles and responsibilities in emergencies
- post a current site-map/layout of the facility and emergency phone numbers in prominent places in the workplace
- post names and contact information of individuals responsible for first aid
- review the inspection and maintenance of emergency response equipment
- review new equipment, tools and work processes to determine if processes may need a written emergency response plan

10. Disability Management

Disability management ensures workers who are absent from the workplace, for work-related or non-work related circumstances, have access to return-to-work programs and services.

- Committee/Representative/Designate should be aware of the programs offered to injured workers and support these programs
- Committee/Representative/Designate should not be expected to get involved with return to work programs but simply to support them

Your role in disability management

- review the disability management program to ensure it contains:
  - leadership commitment
  - injury reporting system
  - return-to-work planning
  - return-to-work program documentation
  - joint mechanism for consulting
  - evaluation
  - communication
- inform and support employers and workers in their role in early and safe return-to-work
• inform employers and workers regarding their requirement to maintain contact during the period of illness or injury

Musculoskeletal Injury (MSI) Prevention

Musculoskeletal injury: an injury or disorder of the muscles, tendons, ligaments, joints, nerves, blood vessels or related soft tissue, including a sprain, strain and inflammation, that may be caused or aggravated by work

Ergonomics: The practice of fitting workplace conditions and job demands to the capabilities of the working population. Ergonomic principals should be used as a best practice to prevent musculoskeletal injuries in the workplace

Your role in preventing MSI is to encourage workers and supervisors to:

• keep everything (tools, materials, equipment) in easy reach
• work at proper heights (in relation to the body of the worker)
• avoid excessive force where possible
• work in a good comfortable posture
• reduce excessive repetition
• minimize general fatigue
• minimize direct pressure on legs, feet and hands
• provide adjustable workstations (chairs, tables, platforms)
• ensure easy access and provide clearance
• maintain a comfortable environment (heat, light, humidity)
• improve work organization
8. Making it Effective

By the end of Module 8, you will be able to:

8.1 Explain the benefits of an effective OH&S meeting
8.2 Complete a mock OH&S meeting
8.3 Auditing the OH&S Committee/WH&S Representative/WH&S Designate

8.1 Explain the benefits of an effective OH&S meeting

As the Committee/Representative/Designate, it is up to you to ensure your OH&S meetings provide benefit to your workplace, your co-workers and your employer. The meeting should:

- provide greater protection against workplace injury and illness by monitoring the workplace health and safety program
- ensure an effective program is in place and provide the employer a level of due diligence
- assist employers in meeting their OH&S legislative requirements
- provide a mechanism for workers to report health and safety issues and concerns
- promotes a health & safety culture

8.2 Complete a mock OH&S meeting

Activity 8 (a) “Mock OH&S Meeting” pages (80-85)

8.3 Auditing the OH&S Committee/WH&S Representative/WH&S Designate

It is important to evaluate and the monitor the Committee/Representative/Designate in order to ensure that:

- legislative requirements are met
- equipment and materials have not changed
- new hazards have not been introduced into the workplace
- implemented controls are effective
- Committee/Representatives/Designate is EFFECTIVELY functioning
- there is a benchmark

Activity 8 (b) “Auditing the Committee/Representative/Designate” (pages 86-87)
MOCK MEETING
ACTIVITY 8 (a)

Instructions:
Break into groups. Each group will hold an OH&S meeting. Identify co-chairs and a secretary. Use the information provided to run the meeting and complete the minutes report form provided.

Activity resources:
- Agenda
- Minutes of the last meeting
- Blank minutes report form
- OH&S Committee activity:
  - workplace inspection (module 5)
  - workplace complaints (module 3)
  - incident investigations (module 6)
  - right to refuse work (module 2)
  - health/safety hazards
Agenda

ABC Company
OH&S Meeting
July 1, 2015

1. Call meeting to order
2. Health and safety share
3. Review OH&S minutes of last meeting
4. Action outstanding items from last meeting
5. OH&S activity (reports)
   - Workplace inspections
   - Workplace complaints/concerns
   - Incident reports
   - Right to refuse
   - Health/safety hazards
6. New business
7. Next meeting and adjournment
Date of Meeting (Y/M/D) | 2015 / 03 / 30 | WHSCC Firm Number | 123456 | Site Number | 5

**PART I – EMPLOYER**

<table>
<thead>
<tr>
<th>Employer Representative(s)</th>
<th>Certification Training #</th>
<th>Present (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joe Smith</td>
<td>123445</td>
<td>N</td>
</tr>
<tr>
<td>Jill Cumby</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Company name:** ABC Company

**Mailing address:** 452 Backshop Road

**Gander:** NL **A2A 3B3**

**CITY:** **PROVINCE:** **POSTAL CODE:**

**Worksite street address:** Head Office

**Total number of employees on site:** 42

**Date of next meeting (Y/M/D):** 2015 / 07 / 02

**Seasonal shut down date (Y/M/D):** / / 

**OH&S minutes contact:**

**Name:** Joe Smith

**Telephone No.:** 709 222 4526

**Guest(s):** Daisy Saks (WHSCC Representative)

Failure to complete this form in its entirety may delay minutes from being accepted and processed. Please ensure three copies are made; one to post in the workplace, one for the OH&S committee’s files and one to send to the Commission.

**PART II – OH&S ACTIVITY**

<table>
<thead>
<tr>
<th>Since last meeting indicate the following:</th>
<th>From this meeting indicate the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of workplace inspections conducted</td>
<td>2</td>
</tr>
<tr>
<td>No. of workplace complaints/concerns received</td>
<td>1</td>
</tr>
<tr>
<td>No. of incident reports reviewed</td>
<td>1</td>
</tr>
<tr>
<td>No. of right to refuse unsafe work situations</td>
<td>0</td>
</tr>
<tr>
<td>No. of safety hazards identified</td>
<td>1</td>
</tr>
<tr>
<td>No. of health hazards identified</td>
<td>0</td>
</tr>
<tr>
<td>No. of outstanding items from last meeting</td>
<td>0</td>
</tr>
</tbody>
</table>

**Summary of Meeting on reverse ☐ or Attached Document ☐

Both employer and worker co-chairs **MUST SIGN AND DATE** the minutes when they agree that the minutes are complete and accurate.

**Employer Co-chair Signature:** Jill Cumby  
**Date:** 2015/03/30

**Worker Co-chair Signature:** Sally White  
**Date:** 2015/03/30
### PART III – SUMMARY OF MEETING

<table>
<thead>
<tr>
<th>Item Date</th>
<th>Item</th>
<th>Recommendation</th>
<th>Action By (who &amp; when)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/03/02</td>
<td>Broken ladder (3rd rung)</td>
<td>Ladder was removed from stockroom. Follow up with Purchasing to order a new ladder. Ensure ladder is CSA approved</td>
<td>Joe Smith 2015/03/15</td>
</tr>
<tr>
<td>2015/03/27</td>
<td>New hires unsure of the injury reporting policy</td>
<td>Review orientation of new hires to ensure orientations have been completed. Review injury reporting policy to ensure up-to-date</td>
<td>Committee 2015/04/09</td>
</tr>
</tbody>
</table>
## Occupational Health & Safety Minutes Report Form

(see instructions)

### Date of Meeting (Y/M/D)   /   /   WHSCC Firm Number   Site Number   

### PART I – EMPLOYER

<table>
<thead>
<tr>
<th>EMPLOYER (head office information)</th>
<th>Employer Representative(s)</th>
<th>Certification Training #</th>
<th>Present (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company name:</td>
<td>Co-Chair:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mailing address:</td>
<td>Members:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CITY PROVINCE POSTAL CODE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Worksite street address:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number of employees on site:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of next meeting (Y/M/D):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seasonal shut down date (Y/M/D):</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Worker Representative(s)</th>
<th>Certification Training #</th>
<th>Present (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-Chair:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Members:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### OH&S minutes contact:

Name:                      
Telephone No.:              

Failure to complete this form in its entirety may delay minutes from being accepted and processed. Please ensure three copies are made; one to post in the workplace, one for the OH&S committee’s files and one to send to the Commission.

### PART II – OH&S ACTIVITY

Since last meeting indicate the following:

- No. of workplace inspections conducted   
- No. of workplace complaints/concerns received  
- No. of incident reports reviewed  
- No. of right to refuse unsafe work situations  

From this meeting indicate the following:

- No. of safety hazards identified  
- No. of health hazards identified  
- No. of outstanding items from last meeting  

Both employer and worker co-chairs **MUST SIGN AND DATE** the minutes when they agree that the minutes are complete and accurate.

Employer Co-chair Signature:  
Worker Co-chair Signature:  

Date:  

Date:  

Summary of Meeting on reverse or Attached Document

84 | Page
## PART III – SUMMARY OF MEETING

<table>
<thead>
<tr>
<th>Item Date</th>
<th>Item</th>
<th>Recommendation</th>
<th>Action By (who &amp; when)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Auditing the Committee/Representative/Designate

Committee Name: ___________________________ Location: ___________________________
Completed by: ___________________________ Date: ___________________________

The health and safety committee can conduct a self-assessment to see if the committee is set up and functioning as required. The self-assessment process is made up of:

1. Self-assessment checklist – items that make the committee compliant and effective
2. Action plan – identify items that need attention

Terms of Reference

- Committee’s commitment to occupational health and safety
- composition of the Committee
- purpose of the Committee
- functions and activities of the Committee
- records
- meetings and special meetings
- agenda and minutes
- general provisions
- amendments

Membership

1. there are a minimum of 2 members, worker and employer representatives
2. at least 50% of members are worker representatives
3. worker representatives have selected 1 co-chair
4. employer representatives have selected 1 co-chair
5. names and work locations of committee members and alternates are posted

Roles and Responsibilities

1. Seek to identify unhealthy or unsafe conditions
2. Participate in workplace inspections
3. Make recommendations
4. Receive complaints
5. Establish and promote OH&S educational programs
6. Maintain records of OH&S activity
7. Cooperate with Assistant Deputy Minister (ADM) or OH&S officer
8. Perform duties and follow procedures under the regulations
**Meeting Activities**

1. Meet regularly at least once every three months
2. Use *OH&S Act* and Regulations for guidance
3. Consider employee OH&S suggestions
4. Review and comment on Health and Safety reports
5. Confirm action items

**Committee Recommendations**

1. Write recommendations that are:
   - Directly related to health and safety
   - Reasonable and capable of being completed
   - Complete and concise

2. Send recommendation(s) to the employer asking for a written response within 30 days

**Action Plan**

1. Identify which checklist items need follow-up
2. Explain what needs to be done and identify the person responsible and the date
3. Record action items that have been completed