

Element 2: Hazard Recognition and Control

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Element 2 Hazard Recognition and Control

Legislation

Workplace Safety and Health Act section 7.4(5):

“(b) The identification of existing and potential dangers to workers at the workplace and the measures that will be taken to reduce, eliminate or control those dangers, including procedures to be followed in an emergency;”

Purpose

To identify workplace hazards and to plan effective control methods to minimize or eliminate the hazards.

Definitions

Control: A control is a measure put in place to eliminate or mitigate the harm caused by a hazard.

Critical Occupational Inventory: An inventory of occupational groups with identified hazards and associated risk.

Hazard: An activity, situation or substance that can cause harm.

Job/Task Hazard Analysis (JHA): A process of breaking jobs (tasks) down into individual steps, identifying hazards associated with each step and selecting controls to eliminate or mitigate the hazards. Jobs or tasks are usually just one of many that the worker may perform.

Probability: Probability is the likelihood of a hazard causing harm.

Risk: Risk is the chance, high or low, that somebody could be harmed by hazards, together with an indication of how serious the harm could be.

Risk Assessment: Risk assessment is the process of identifying the level of risk associated with a hazard.

Risk Factor: Risk Factor describes the level of harm that a hazard can cause. The Risk Factor is assessed by looking at the level of Probability that the risk will happen and the level of Severity of the consequences.

- Risk Factor = Probability x Severity

Severity: Severity is the level of harm that a hazard can cause.

Responsibilities

Employers and Supervisors are responsible for:

- Reviewing the Critical Occupational Inventory when received, and validating (and modifying if necessary) the hazards and level of risk identified for their workplace (Note: The COI will be distributed to all employers/supervisors when completed);
- Reviewing incidents of injury, dangerous occurrences (near misses), or violence, as well as developing and implementing hazard risk control methods to reduce and eliminate workplace injuries;
- Ensuring that a job hazard analysis is conducted when new equipment, tools or procedures are introduced into the workplace;
- Ensuring that all hazard control procedures are reviewed periodically and supplementing those procedures when necessary, including when new equipment, tools or procedures are introduced into the workplace;
- Notifying the WSH Committee of any serious workplace incidents or injuries;
- Taking appropriate training in order to learn how to identify, assess and control hazards in the workplace; and
- Communicating to workers all known hazards in the workplace and measures that have been taken to eliminate or mitigate the hazards,

Safety and Health Committees are responsible for:

- Reviewing incident reports and providing recommendations where appropriate;
- Communicating to supervisors and workers the response to all hazard concerns raised by workers; and
- Taking appropriate training in identifying, assessing and controlling hazards in the workplace.

Workers are responsible for:

- Reporting all hazards they encounter to their supervisor;
- Being aware of identified hazards and control measures implemented to eliminate or mitigate the hazard including safework procedures;
- Knowing the reporting process and response protocols associated with hazards encountered in the workplace; and
- Availing themselves of all training opportunities offered to them to learn more about hazard identification and safe work procedures.

Hazard Reporting Procedures

All concerns about potential or existing workplace safety and health hazards must be treated as important and serious. The following steps shall be taken when a worker reports a WSH hazard:

- FSH staff must report all hazards (or perceived hazards) they encounter to their supervisor first;
- If the supervisor does not address his/her concern adequately, the worker can then take the concern to the WSH Committee for review;
- WSH Committee members receiving information on hazard concerns must provide a timely or immediate response to the worker (in the form of a WSH Committee Hazard Concern Report) outlining the worker’s concern and the Committee’s recommendations. See (p. 38) for a copy of the Worker Hazard Concern Form; and
- Investigations and recommendations may be carried out by an outside consultant where necessary. WSH Committees and supervisors must communicate to all involved FSH staff any identified hazard and the response taken to control the hazard.

Identifying Hazards, Assessing Risk, and Implementing Controls

The following information on hazard identification, assessing risk and implementing controls are provided as a resource for employers, supervisors, and WSH Committees. In general, occupation related hazards will be identified centrally and provided to the appropriate workplaces when available. **Workplace specific hazard identification action will include:**

- Validating (and modifying if necessary) the Critical Occupational Inventory hazard list for your workplace;
- Assisting in the creation of worksite specific Safe Work procedures for identified medium to high risk procedures;
- Ensuring that any new hazards identified are assessed for risk and, where necessary, controls implemented;
- Ensuring that workers are notified of hazards and safe work procedures for their workplace and;
- Ensuring that workers receive appropriate WSH training.

Types of hazards

A fundamental component of a successful WSH Program is the effective identification and control of hazards in the workplace. Hazards fall under 5 broad categories:

- Physical (cut, crush, burn, break);
- Chemical (gases, liquids, solids, including asbestos);
- Biological (bacteria, viruses, insects, animals);
- Ergonomic (the relationship of the “worker to the work”); and
- Psychosocial (stress, emotional trauma, violence etc.).

Sources of Hazard Information

There are many different means of identifying hazards in the workplace. The following are seven potential sources of hazard information which can be used to identify workplace hazards:

1. Critical Occupational Inventory:

A Family Services and Housing Critical Occupational Inventory is being developed and, when completed, will be distributed to all workplaces. This will form the foundation of a workplace hazard assessment and will be a valuable resource to employers, supervisors and WSH committees. **Employers and supervisors are not required to complete their own Critical Occupational Inventory.**

The Critical Occupational Inventory will identify the different occupational groups at Family Services and Housing, and will assess hazards and risks levels associated with those occupations. Once the Critical Occupational Inventory resource is distributed to all employers and supervisors, it is the responsibility of the employer or supervisor, in consultation with the WSH Committee if necessary, to validate the identified hazards and risk levels for their workplace. Employers and Supervisors, in consultation with the WSH Committee, can delete hazards from the list that, in their informed judgement, are not present in the workplace or can add hazards that, in their informed judgement, are present in the workplace.

2. WSH Hazard Identification Checklist:

The Workplace Safety and Health Hazard Identification Checklist is located in the resource section following this element (p.29). This checklist is a resource that can be used by WSH Committees, employers and supervisors to identify existing and potential occupational specific hazards and when validating the Critical Occupational Inventory for their workplace.

3. Workers, Supervisors and Managers:

The worker is the person most likely to be exposed to a hazard and should be considered as a valuable source of hazard identification and information. A workplace risk assessment survey can be used to gather valuable information about the hazards that workers have experienced or identified in their workplace. Areas of concern may also be gathered from supervisors, managers, or through WSH Committees.

4. Job/Task Hazard Analysis:

A Job/Task Hazard Analysis can be carried out to identify hazards associated with a particular task such as changing a toner cartridge or operating machinery (see p.). Job/Task Hazard Analyses are not necessary for every task but should be used when a task has been identified as medium to high risk of causing harm to the worker or others in the workplace. The analysis should be carried out by an experienced worker or supervisor knowledgeable about the task.

5. Workplace Inspections:

This can range from informal inspections that workers and supervisors perform on an ongoing basis to formal inspections conducted by WSH Committees that are scheduled and documented at regular intervals (see p.). It includes, where appropriate, pre-use inspections conducted before using equipment in order to ensure that they are in good operating condition

6. Review of Injury, Dangerous Occurrences, and Refusal to Work Documentation:

Incident Reporting and Investigation Forms and Refusal to Work Documentation can provide useful information on injuries, near-misses or situations that workers consider to be hazardous.

7. Industry Associations, Unions and Manufacturer Information: Many unions and associations provide safety and health information about hazards to their membership, while manufacturers' equipment guides and user guides often have hazard warnings associated with their products.

Responding to Hazards – Selecting and Implementing Controls

The Hierarchy of Risk Controls can be used to identify which control measures to implement. Good practice requires that risks be minimized to the lowest reasonably practicable level. The first step is to determine if the hazard can be eliminated entirely (Level 1). If not, then other controls should be put in place, starting with substitution (Level 2) and moving down the hierarchy of risk controls as follows:

Level 1 – Elimination: The job is redesigned or the substance is eliminated so as to remove the hazard. However, the alternative method should not lead to a less acceptable product or less effective process.

Level 2 – Substitution: The material or process is replaced with a less hazardous one.

Level 3 - Engineering controls: Install or use additional machinery to control the risk. Separate the hazard from operators by methods such as enclosing or guarding.

Level 4 - Administrative controls: Reduce the time the worker is exposed to the hazard. Provide training. Increase safety awareness signage.

Level 5 - Personal Protective Clothing and Equipment: Only after all the previous measures have been tried and found to be ineffective in controlling the risks to a reasonably practicable level, Personal Protective Clothing and Equipment controls should be used.

Resource 1: Workplace Safety and Health Hazard Identification Checklist

This list can be used to help in the selection of workplace safety and health hazards that an occupational group might face while on the job. This is not a comprehensive list but gives some of the more common hazards faced by workers in the workplace. Potential hazard types are listed in brackets.

Do workers in this group ever:

- work alone or in small numbers (working alone, violence)
- work offsite – in the community or in clients’ homes (working alone, violence)
- work with the public (violence)
- handle money or prescription drugs (violence, chemical)
- exposed to biological or chemical hazards (chemical and biological)
- carry out inspection or enforcement duties (violence, safety)
- provide services, care, advice or education (violence, biological, chemical)
- work with unstable or volatile persons (violence)
- work late hours of the night or early hours of the morning (working alone, violence)
- work on weekends (working alone, violence)
- work long shifts (results in stress which has been identified as a risk factor for being a victim of violence) (stress, violence)
- work in high crime areas or near to buildings or businesses that are at risk of violent crimes such as social service agencies or banks (violence)
- work in isolated locations (violence, working alone or in isolation; inclement weather)
- work for extended periods on computers (ergonomic)
- need to handle patients such as lifting, moving, turning (ergonomic, violence)
- work with machines, tools, or powered mobile equipment (safety, working with equipment)
- drive a vehicle for work-related tasks (safety, inclement weather)

Resource 2: Occupational Hazard Risk Assessment and Control Form

Division:					Workplace Location:						
Occupational Group:											
Date:					Next Review Date:						
Activity Step 1	Location in Workplace Step 1	Hazard(s) Step 2	Consequence(s) Step 3	Existing Risk Control(s)** Step 4	Risk rating with existing controls* Step 5			Additional risk control(s) required** Step 6	Risk rating with additional control(s)* Step 7		
					S	P	R		S	P	R

* S = Severity P = Probability R = Risk Rating

**document details of risk controls on reverse side

Step 4 Details of existing risk controls:

Step 5: Details of new risk controls including implementation:

Notes:

Employer Co-chairperson Name

Signature

Worker Co-chairperson Name

Signature

Guidelines for filling in the Occupational Hazard Risk Assessment and Control Form

- Step 1: Note the activity, procedure or task that is being assessed.
- Step 2: Note the location of the hazard.
- Step 3: List the hazard(s) associated with the activity, procedure or task identified in Step 1.
- Step 4: List the existing risk controls already in place or put “none” in Step 4 column.
- Step 5: Rate the existing situation with any existing controls in place using the “Risk Rating Grid” below.
- Step 6: List additional risk controls that have been put in place.
- Step 7: Re-Rate the existing situation with new controls in place using the “Risk Rating Grid” below.

Using the Risk Rating Grid: identify for a hazard the severity of the consequence (from insignificant to severe) and the probability of the consequence happening (from rare to almost certain) using the grid below. The letters in the square represent the level of risk for that hazard from L (low) to VH (very high).

Risk Rating Grid						
Probability of Consequences	Severity Of Consequences					
		Insignificant	Minor	Moderate	Major	Severe
	Almost Certain	M	H	H	VH	VH
	Likely	M	M	H	H	VH
	Possible	L	M	H	H	VH
	Unlikely	L	L	M	M	H
	Rare	L	L	M	M	M

The following Severity and Probability Key can be used with the Risk Rating Grid to help in deciding how to rate a particular hazard for severity and probability.

Severity and Probability Key	
<u>SEVERITY</u>	<i>How severely could someone be hurt?</i>
Severe	reportable injury, death or permanent disability
Major	reportable injury, time loss, hospital admission may be required
Moderate	reportable injury, no time loss
Minor	first aid or minor medical treatment required
Insignificant	injuries not requiring first aid
<u>PROBABILITY</u>	<i>How likely are those consequences?</i>

Almost certain	expected to occur in most circumstances
Likely	will probably occur in most circumstances
Possible	could occur at some time
Unlikely	not likely to occur in normal circumstances
Rare	may occur only in exceptional circumstances

Resource 3: Conducting a Job/Task Hazard Analysis

Purpose

The purpose of a Job/Task Hazard Analysis (JHA) is to increase the knowledge of hazards in the workplace. The following provides a guideline and tool for conducting a job/task hazard analysis. JHA's should be done for all jobs that present significant risk to a worker and should be repeated if there is a change in equipment or process.

Definitions

Hazard: a hazard is an activity, situation or substance that can cause harm. Occupational hazards are divided into two broad categories: (1) health hazards and (2) safety hazards.

Job/Task Hazard Analysis: is a method that involves observing and examining each basic step of the job in order to identify potential hazards and to determine the safest way to do the job. The information obtained from a JHA is used to develop safework procedures to respond to the hazards.

Job/Task Hazard Analysis Guidelines

A JHA involves observing a worker performing his/her task or job in order to identify potential hazards associated with the task and to determine control measures to eliminate or minimize the hazard.

The JHA may identify previously undetected hazards and increase the job knowledge of those participating. Safety and health awareness is raised, communication between workers and supervisors is improved, and acceptance of safe work procedures is promoted. Other advantages of this method include that it does not rely on individual memory and that the process prompts recognition of hazards.

For infrequently performed or new jobs, observation may not be practical. With these, one approach is to have a group of experienced workers and supervisors complete the analysis through discussion. An advantage of this method is that more people are involved allowing for a wider base of experience and promoting a more ready acceptance of the resulting work procedure.

Job/Task Hazard Analysis Operational Procedure

The Job/Task Hazard Analysis involves four basic steps:

- 1. Selecting the job or task to be analyzed**

This step involves identifying the job or a particular component of the job that will be analyzed for hazards.

2. Breaking the task or job down into sequence of steps

After a job has been selected for analysis, the next stage is to break the job into steps. A job step is defined as a segment of the operation necessary to advance the work. Care must be taken not to make the steps too general, thereby missing specific steps and their associated hazards. On the other hand, if they are too detailed, there will be too many steps. A rule of thumb is that most jobs can be described in less than ten steps. If more steps are required, you might want to divide the job into two segments, each with its separate JHA.

An important point to remember is to keep the steps in their correct sequence. Any step which is out of order may miss potential hazards or introduce hazards which do not actually exist. Each step is recorded in sequence. Make notes about what is done rather than how it is done.

This step of the JHA is usually prepared by watching the worker do the job. The observer is normally the immediate supervisor, but a more thorough analysis often happens by having another person (e.g. a member of the safety and health committee) participate in the observation. Key points are less likely to be missed in this way.

The worker to be observed should be experienced and capable in all parts of the job as the worker's experience can be important in making improvements. To strengthen full co-operation and participation, the reason for the exercise must be clearly explained. It should be explained further that the JHA is not an attempt to uncover individual unsafe acts. The job, not the individual, is being studied in an effort to make it safer by identifying hazards and making modifications to eliminate or reduce them. The worker's experience can be important in making improvements.

The job should be observed during normal times and situations. For example, if a job is routinely done only at night, the JHA review should also be done at night. Similarly, only regular, job specific tools and equipment should be used. The only difference from normal operations is the fact that the worker is being observed.

When completed, the breakdown of steps should be discussed by all the participants, including the worker, to ensure that all basic steps have been noted and are in the correct order.

3. Identifying Potential Hazards:

Once the basic steps have been recorded, potential hazards must be identified at each step. Based on observations of the job, knowledge of accident and injury causes, and personal experience, list the potential hazards at each step. At this stage, no attempt is made to solve any problems which may have been detected.

4. Determining Preventative Measures:

The final stage in a JHA is to determine ways to eliminate or control the hazards identified. The generally accepted measures, in order of preference, are:

- Eliminate the Hazard - This is the most effective measure. The following techniques can be used to eliminate the hazards:
 - Choose a different process;
 - Modify an existing process;
 - Substitute with less hazardous activity;
 - Improve environment (ergonomic improvements); and/or
 - Modify or change equipment or tools.
- Contain the Hazard - If the hazard cannot be eliminated, contact might be prevented by using enclosures, machine guards, worker booths or similar devices.
- Revise work procedures - Consideration might be given to modifying steps which are hazardous, changing the sequence of steps, or adding additional steps.
- Reduce the exposure - These measures are the least effective and should only be used if no other solutions are possible. One way of minimizing exposure is to reduce the number of times the hazard is encountered.

How Should Information be Made Available to Others?

JHA is a useful technique for identifying hazards so that measures can be taken to eliminate or control them. Once the analysis is completed, the results must be communicated to all workers who are, or will be, performing that job, in the most appropriate and effective manner and based upon the specific tasks associated with the assessed job. There is a Job/Task Hazard Analysis Worksheet (p. 37) which may be used as a template in completing a JHA.

Resource 4: Job/Task Hazard Analysis Worksheet

This worksheet is usually completed by a supervisor but can be completed by a worker knowledgeable about the job being performed. Please refer to Resource 4 (p. 34) for guidelines for conducting a job/task hazard analysis.

Task or Job:		
Analysis By:	Reviewed By:	Approved By:
Date:	Date:	Date:
Sequence of Steps	Potential Accidents or Hazards	Preventative Measures

Resource 5: Worker Hazard Concern Report Form

Workers:

Workers should report all hazard concerns first to their direct supervisor. If they are not satisfied with the action(s) taken by the supervisor to control the hazard, they can take the concern to any member of the WSH Committee. If the hazard concern is more general and involves many work groups at the workplace, the worker can choose to report the hazard concern directly to the WSH Committee.

WSH Committee

This form is to be used when a worker reports a hazard to the Workplace Safety and Health Committee. It is used to document the worker’s concern and to record the WSH Committee’s recommendation(s) to the employer for addressing the concern. Use one form for each concern. Blank copies of this form should be placed on the WSH Bulletin Board for workers to reference.

The WSH Committee should provide a copy of the completed form to the manager in charge of the workplace for corrective action. A copy should also be sent to the Safety and Health Unit at 500-326 Broadway Ave. Once completed, the form should be posted on the WSH Bulletin Board at the workplace. **Personal Information about the worker reporting the hazard concern is not to be included on this form.**

<p>Concern #:</p>	<p>Hazard Type:</p> <ul style="list-style-type: none"> Chemical Biological Psychosocial (violence, harassment, stress) Ergonomic/Process related Safety (trips, cuts, burns, breaks)
<p>Date Submitted (yyyymmdd):</p>	<p>WSH Committee Meeting Date:</p>
<p>Description of item/concern:</p>	
<p>WSH Committee Recommends:</p>	



Name and Signature of Employer Co-Chair

Name and Signature of Worker Co-chair

Follow up by WSH Committee

Description of Corrective Action Taken:

Please ✓ off the check boxes as tasks completed:

Copy of Hazard Concern Form sent to employer

Date:

Corrective action taken by employer

Date:

Copy of completed form posted on WSH Bulletin Board

Date:

Copy of completed form sent to Safety and Health Unit

Date:

Resource 6: Procedure for Assessing Ergonomic Hazards in the Office

Purpose:

To identify, assess and control ergonomic hazards within the workplace in order to prevent and reduce musculoskeletal injuries to workers, and to ensure that workers use ergonomic safe work procedures and have access to ergonomic consultation.

Definitions:

Ergonomics: The process of fitting the job to the worker. Includes evaluation of the work design and identification of environmental risks in order to develop controls to reduce or eliminate awkward postures, static loading, muscle fatigue and physical discomfort.

Musculoskeletal Injuries: Any injury or disorder of the muscles, tendons, ligaments, joints, nerves, blood vessels or related soft tissue, including sprains, strains or inflammation that may occur to a worker in the workplace and that is caused or aggravated by repetitive motion, forceful exertion, vibration, mechanical compression, sustained or awkward posture, limitation on motion or any other factors that create a risk of musculoskeletal injury.

Introduction:

In an office environment, as in a traditional, manual labour-based workplace environment, it is important that supervisors and workers contribute to assessing and addressing the potential workplace hazards to which staff may be exposed. While injuries in a labour-based environment may be situation-specific and related directly to the type of physical work being completed, office-based injuries can be attributable to unattended ergonomic issues, such as poor workspace design and/or repetitive motion activities completed by staff.

Unfortunately, staff may have a lack of information on potential and basic corrective measures and simply tolerate the unhealthy situation rather than taking action in collaboration with their supervisors to address the office ergonomic issues. If these concerns are left unchecked, the potential discomfort and frustration experienced by staff often lead to increased errors and loss of productivity through increased sick time. Through supervisors and workers gaining a better understanding of the issue of office ergonomics, all will be in a better position to respond in a proactive manner and implement effective control measures that will ultimately support a reduction, or elimination of office-based ergonomic injuries (i.e. musculoskeletal and related soft tissue injuries).

What is Ergonomics?

Ergonomics is the study of all aspects of the workplace environment, including (but not limited to):

- the design of the total work environment, including the workstation, tools/equipment used, tables, chairs or benches, office noise, and lighting;
- how the work is done, including the pace of the work; and
- how the work is organized.

Ergonomic improvements can reduce discomfort, fatigue, accidents, and health problems while promoting job satisfaction, safety, and personal health. This can lead to improvement in the well-being and performance of staff members.

Ergonomic Assessments and Consultations

When an employer or worker identifies an ergonomic hazard:

- The employer must inspect the area or work activity and identify solutions (control measures) to the problem in consultation with the worker(s). This may include reviewing the Job/Task Hazard Analysis Form (p. 37) or the Office Ergonomic Risk Factor Checklist (p. 44) in order to assess the workspace design and/or environmental conditions.
- The employer will monitor the effectiveness of any control measures implemented and, where the monitoring identifies that the risk of musculoskeletal injury has not been eliminated or reduced, implement further control measures.
- If the employer cannot identify a reasonable solution, they shall consult a professional ergonomist. Requests for a consultation with a professional ergonomist must be sent in writing using the Ergonomic Consultation Request Form (p. 47).
- The ergonomist will provide a written report to the employer, with a copy provided to the worker(s). The report will outline suggested changes in design, tools or environment to reduce the hazard.
- The employer will review the recommendations and where reasonably practicable, make provisions for changes. The employer is responsible for funding, ordering and coordinating the installation of equipment and other control measures.

- If a satisfactory resolution is not agreed upon between the employer and worker, the worker may contact their Safety and Health Committee representative to initiate a review at the committee level.

Responsibilities:

The Employer, so far as is reasonably practicable, is responsible for:

- Identifying and assessing ergonomic risks, implementing control measures to eliminate or reduce the risk, and monitoring the effectiveness of control measures implemented
- Ensuring that workers who may be exposed to a risk of musculoskeletal injury are informed of the risk and the common symptoms of any musculoskeletal injury associated with their work and that they receive instruction and training respecting any control measures implemented

Workers are responsible for:

- Using appropriate ergonomic safework procedures including implementing changes to ergonomic safework procedures as recommended from ergonomic assessments conducted;
- Participating in increasing their knowledge of current ergonomic issues and practices by reviewing information available to them as posted on WSH bulletin boards and elsewhere;
- Notifying supervisors of unsafe work conditions, incidences or injuries; and
- Identifying need for ergonomic assessment, consultation or training.

Safety and Health Committees are responsible for:

- Supporting ergonomic safework procedures and monitoring the program's effectiveness.

Ergonomic Training:

Training on Musculoskeletal Injury Risk is available for employers, supervisors, and committee members internally through FSH or externally through the Department of Labour and Immigration or the Manitoba Government and General Employees' Union (MGEU).

Resource 7: Office Ergonomics Risk Factor Checklist (Department of Labour)

OFFICE ERGONOMICS RISK FACTOR CHECKLIST

This checklist has been developed to help identify ergonomic hazards in the average office workstation.

How to use this checklist:

Step 1) Observe the individual when performing regular work activities and ask them questions relating to your observations

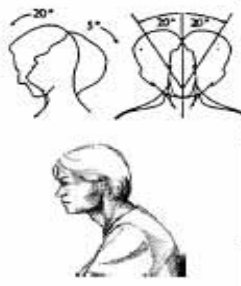

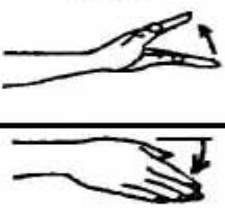
Step 2) Identify if the individual is exposed to the risk factor, check yes or no








Step 3) Every YES represents exposure to an ergonomic hazard. The corrective options listed represent possible solutions, but are not an exhaustive list. If the corrective options listed do not significantly reduce or eliminate the exposure, consult the worker to determine an appropriate action


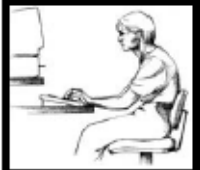

Most ergonomic hazards can be corrected through rearranging the workstation. Some ergonomic hazards, of course, individual needs may warrant equipment purchase.

OFFICE ERGONOMICS RISK FACTOR CHECKLIST

Page 1 of 3

RISK FACTOR CATEGORY	RISK FACTORS	EXPOSURE Is the risk factor present?	CORRECTIVE OPTIONS Potential steps to reduce or eliminate the ergonomic hazard
Head / Neck 	1. Head Tilted up/down while working at desk	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> • Raise/lower monitor so that eyes are in line with top line of text • Adjust document holder to level of monitor
	2. Head turned to the side when working	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> • Position monitor directly in front of user • Place documents on holder located at same level as computer
	3. Neck tilted to the side, i.e. holding phone between ear & shoulder	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> • Maintain one hand on phone • Use a hands-free system (i.e. headphone)
	5. Head is not directly over spine	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> • Arrange workstation to allow for proper posture, i.e. sit back in chair, pull keyboard to user, slight up-tilt on monitor etc.
Shoulder 	6. Reaching to side or front when using mouse (elbow away from side of body)	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> • Place mouse/input device beside keyboard at the same height • Use a mouse bridge (hard surface placed over number pad)
	7. Arm unsupported while using keyboard	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> • Adjust arm rests to support, but not raise, the elbow • Ensure arm rests are located directly under the elbow of the user • Ensure that chair is proper width for user
Wrist 	8. Wrist is not flat (neutral) while typing	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> • Retract keyboard feet • Where appropriate, use a wrist rest to maintain flat wrist
	9. Wrist is deviated when using mouse or keyboard	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> • Ensure adequate space for input device • Use an appropriately sized keyboard (i.e. external keyboard if laptop is used regularly on desk)

RISK FACTOR CATEGORY	RISK FACTORS	EXPOSURE Is the risk factor present within the job or task?	CORRECTIVE OPTIONS Potential steps to reduce or eliminate the ergonomic hazard
<p>Tissue Impingement</p> 	<p>10. Hard/Sharp objects press into skin, i.e. wrist being rested on a hard edge/surface</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>	<ul style="list-style-type: none"> • Use padding on the hard surface, i.e. wrist rest
<p>Spine</p> 	<p>11. Space exists between spine and back rest</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>	<ul style="list-style-type: none"> • Arrange workstation to allow for proper back support. i.e. position keyboard closer to user, bring monitor closer to user, etc.
	<p>12. Inadequate clearance under desk for legs</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>	<ul style="list-style-type: none"> • Lower chair to allow legs under desk • Ensure arm rests of chair do not prevent user from sitting close to desk
	<p>13. Repeated or prolonged trunk flexion, i.e. filing documents</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>	<ul style="list-style-type: none"> • Where possible, perform filing on a desk surface, or other surface that allows properly supported back positions
	<p>14. Twisting of torso i.e. reaching behind or across the body</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>	<ul style="list-style-type: none"> • Position phone to eliminate reaching across the body • Stand up when retrieving items behind you
	<p>15. Chair Lumbar support NOT raised to the small of the back (lumbar curve)</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>	<ul style="list-style-type: none"> • Raise / lower lumbar support to the small of the back (lumbar curve)
<p>Legs</p> 	<p>16. Feet do not rest flat on the floor i.e. extended out in front or tucked under chair</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>	<ul style="list-style-type: none"> • Raise / lower chair to allow knees to rest at 90° • Use a footrest if keyboard height requires an elevated chair
	<p>17. Front edge of seatpan presses into back of knee</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>	<ul style="list-style-type: none"> • Choose a chair with appropriate depth • There should be 2-3 fingers width between front edge of chair and back of knees • Seatpan should have a gently curved front edge

RISK FACTOR CATEGORY	RISK FACTORS	EXPOSURE Is the risk factor present within the job or task?	CORRECTIVE OPTIONS Potential steps to reduce or eliminate the ergonomic hazard
Lighting 	19. Monitor is brighter than surroundings	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> Use table lamp to illuminate area around monitor Decrease brightness setting on monitor
	20. Overabundance of light	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> Reduce the amount of light in workstation Use off-white colour on vertical surfaces
	21. Glare on monitor	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> Prevent source of glare from reaching monitor, i.e. use a monitor hood, close window blinds, etc. Tilt monitor away from glare
Temperature	22. Temperature is outside 20-24°C (dependant on individual comfort & season)	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> Raise / lower temperature to individual comfort More / less warm clothing Individual heaters where appropriate
General Ergonomic Practices  	23. Not changing settings on chair throughout the day	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> Adjust tilt, height intermittently throughout the day
	24. Sitting in a chair for more than one hour without getting up	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> Use regular occurrences throughout the day as reminders to take a break from the seated posture, i.e. a ringing phone,
	25. Overall Working posture resembles top picture versus bottom picture, i.e. spine curves in C-shape rather than S-shape.	<input type="checkbox"/> YES <input type="checkbox"/> NO	<ul style="list-style-type: none"> Choose a chair with proper lumbar support Space between chin and chest should be approximately the width of a closed fist when the head / neck is in neutral Take regular breaks from the seated posture Tilt the seatpan slightly forward to open the hips and return the curve to the lumbar spine

Resource 8: Ergonomic Consultation Request Form

This form is to be filled out by the worker and supervisor to request an ergonomic consultation to address a worker’s ergonomic problem in the workplace. It is to be used when initial steps to address the ergonomic problem has been inadequate. Once the supervisor has completed and signed Section 2, send the request form to the Safety and Health Unit at 500-326 Broadway and they will arrange for an ergonomic assessment for the worker. This form is confidential when filled out.

Section 1: Worker - please complete. Your supervisor will complete Section 2.

Name:	_____	Date:	_____
Employee #:	_____	Occupation:	_____
Work Unit:	_____	Work Phone #:	_____
Work Address:	_____	Other #:	_____

Please describe the problem:

Do you have any suggestions of how this problem may be solved?

Are you experiencing pain or other symptoms because of this problem? Yes No
Please describe:

Have you been treated for this problem? Yes No
Describe:

Worker Signature

(see over for Section 2)

Section 2: Immediate Supervisor – Please Complete

Please describe the problem and possible actions that may relieve the problem:

Immediate Supervisor (please print)

Immediate Supervisor Signature

Date

Follow Up by Supervisor

Action Taken:

Cost:

Submit completed form to: Safety and Health Unit, 500-326 Broadway

Please ✓ off the check boxes as tasks completed:

Copy of request form sent to Safety and Health Unit

Date:

Ergonomic assessment completed

Date:

Corrective action taken by employer

Date:

Copy of completed form sent to Safety and Health Unit Date:

Confidential when filled out.

Resource 9: Violence and Harassment Prevention Policy

Effective Date:	July 01, 2008
Review Date:	July 01, 2011
Approving Body:	Executive Management Committee
Authority:	<i>The Workplace Safety and Health Act</i> [C.C.S.M. c.W210]
Implementation:	Safety and Health Unit
Contact:	Manager, Safety and Health
Applies to:	All Family Services and Housing employees

1. Reason for the Policy

Manitoba Family Services and Housing has a statutory duty under *The Workplace Safety and Health Act, W 210*, to provide a safe and healthy work environment and to promote the highest degree of physical, mental, and social well-being of employees. Specifically, *the WSH Regulation Part 10* requires FSH to develop a written policy to prevent harassment in the workplace, and *Part 11* requires FSH to identify the risk of violence in the workplace and, when such a risk is identified, to develop and implement a violence prevention policy.

This document outlines the harassment and violence prevention policy that applies to all Manitoba Department of Family Services and Housing employees. The policy outlines a prevention program and safework procedures to prevent or reduce harassment and violence in the workplace. The policy covers harassment, violence, and the threat of violence arising from all work-related responsibilities and relationships due to the actions of clients, co-workers, or other individuals, including domestic violence situations that may emerge in the workplace as threats or actual incidents of violence. The Manitoba Civil Service also has a Sexual Harassment Policy that applies to all employees of the Government of Manitoba including term, departmental, casual and contract employees.

2. Definitions

Clients: for the purposes of this policy, are members of the public who have made contact with FSH to inquire about services or members of the public who are using or have used one or more FSH services.

Harassment: means any objectionable conduct, comment or display by a person that is directed at a worker in the workplace, and which is made on the basis of race, creed, religion, colour, sex, sexual orientation, gender-determined characteristics, political belief, political association or political activity, marital status, family status, source of income, disability, physical size or weight, age, nationality, ancestry or place of origin; and which creates a risk to the health of the worker.

Violence: means the attempted or actual exercise of physical force against a person and any threatening statement or behaviour that gives a person reasonable cause to believe that physical force will be used against the person.

Workers: means any person who is employed by FSH to perform a service.

3. Policy Statement

Manitoba Family Services and Housing recognizes that the potential exists for harassment, violent acts, and threats of violence against its employees. All FSH employees are entitled to work free of harassment and violence. As a result, the Department is committed to ensuring, so far as is reasonably practicable, that no worker is subjected to harassment and violence in the workplace.

The Department will take corrective action respecting any person under the employer's direction who subjects a worker to violence. In doing so, the employer will not disclose the name of a complainant or the circumstances related to the complaint to any person except where disclosure is necessary in order to investigate the complaint, or to take corrective action in response to the complaint, or is required by law.

This policy is not intended to prevent or discourage the complainant from exercising any other legal rights pursuant to any other law.

In the context of harassment, this includes workers rights to file a complaint with the Manitoba Human Rights Commission by calling 204-945-3007 or 1-888-884-8681. Complaints must be made within six months of the date of the last incident of harassment.

4. Accountability

- 4.1** The Executive Management Committee is responsible for notifying the contact person for this policy that a formal review of this Policy is required.
- 4.2** The Director of Human Resources is responsible for the communication, administration and interpretation of this Policy.
- 4.3** The Manager, Safety and Health Unit, is responsible for providing advice, guidance, technical support and ensuring that department and administrative units are made aware of their responsibilities to comply with the Policy.
- 4.4** All employees, supervisors, and contracted/self-employed persons will be accountable for complying with the Policy.

5. Review of Violence and Harassment Policy and Procedures

In demonstrating its commitment to a violence-free workplace, the Department will conduct periodic reviews of the Violence and Harassment Prevention Policy in order to ensure that the direction provided remains effective and relevant. The Violence and Harassment Prevention Policy and safework procedures must be reviewed every three (3) years and whenever there is a change of circumstances that may affect the health and safety of workers. This will be done at the same time as the formal review of the WSH Program Manual.

The review should include an analysis of any feedback and/or comments from workers and supervisors on their awareness of the policy and the effectiveness of the policy and procedures.

Resource 10: Reporting and Investigating Harassment Complaints

Manitoba Family Services and Housing recognizes that the potential exists for harassment in the workplace and believe that all FSH workers are entitled to work free of harassment. In the event that a worker believes that he/she has been harassed at work, they are encouraged to file an informal or formal harassment complaint. The following are guidelines for employers, supervisors and workers for handling harassment complaints.

Responsibilities

Employers will:

- Ensure, as much as is reasonably practicable, that no worker is subjected to harassment in the workplace;
- Ensure that harassment complaints are dealt with in a timely and confidential manner;
- Participate in the investigation of harassment complaints, where required; and
- Take corrective action with anyone who subjects another worker to harassment.

Supervisors will:

- Contact Human Resources on all serious allegations of sexual harassment before taking action;
- Treat all workers, clients, suppliers and contractors with respect;
- Report or investigate all complaints;
- Set a good example;
- Refuse to tolerate harassment; and
- Deal with harassment complaints in a timely and confidential manner.

Workers will:

- Treat other workers with respect;
- Speak up when harassment occurs; and
- Report harassment to the appropriate person as soon as possible.

Making a Harassment Complaint

There are informal and formal ways to address harassment in the workplace. FSH Workers are encouraged to choose the informal approach first. **This does not remove the worker's rights to file a complaint with the Manitoba Human Rights Commission at:**

Manitoba Human Rights Commission
7th Floor – 175 Hargrave Street,
Winnipeg, Manitoba, R3C 3R8

- If a worker is being harassed, and if they are comfortable doing so, they are encouraged to confront the person harassing them.
- If the worker feels they are unable to confront the alleged harasser directly, the worker should report the situation to their supervisor or another person in authority such as a Director or someone from the Human Resources Branch.
- In cases of assault, workers may wish to contact the police.
- The supervisor, in consultation with the worker, may choose to address the complaint informally. This includes speaking to the alleged harasser to reach a solution or arranging for mediation, where a neutral third party helps in reaching an acceptable solution. The supervisor must consult with Human Resources Services on all serious allegations of sexual harassment before taking action.
- If the informal route is unsuccessful or is not appropriate, FSH supports the worker in filing a formal complaint with their supervisor. The formal complaint will be investigated thoroughly and promptly by the supervisor or employing authority.
- Supervisors should inform the worker of their right to make a formal complaint to the Manitoba Human Rights Commission and to discuss the harassment with a counsellor of the Employee Assistance Program or with their union.

Investigating an Harassment Complaint

Supervisors and employing authorities are responsible for investigating a harassment complaint in a thorough, confidential and prompt manner. A formal investigation of a complaint will occur when the informal route is unsuccessful or not appropriate. The investigator should refrain from making any critical or judgmental comments. FSH will not disclose a complainant's or alleged harassers name or any circumstance about a complaint, to anyone, except where necessary to investigate the complaint, take disciplinary action, or where required by law. Supervisors involved in a complaint are reminded to keep all information confidential, except in the above circumstances.

- During the investigation process, the supervisor should take the necessary steps to minimize potential contact between the complainant and the person alleged to have committed the harassment.
- The investigator will obtain, if possible, the complainant's allegations in writing, in order to identify the appropriate person to conduct the investigation and to identify a list of people to interview and what to ask of each individual. The investigator should try to ascertain what action the complainant believes is reasonable to resolve the matter. The investigator will inform the complainant of the steps that FSH will be taking in the investigation and confirm that the

department takes the complaint seriously, explaining that only those with a legitimate need to know will be given information and that details will be kept as confidential as possible.

- The investigator will inform the alleged harasser of the right to contact his/her union and to have a representative present. The investigator will ask the person alleged of harassment to reply to the allegations, preferably in writing. The investigator will inform the alleged harasser of the steps that FSH will be taking in the investigation and confirm that the company takes the complaint seriously. The investigator will also explain to the alleged harasser that the company will not permit any retaliation against the complainant and that if there are attempts to do so, there will be disciplinary action.
- The investigator will conduct interviews with all necessary people, including the complainant, the alleged harasser, and other workers who may have witnessed the event or may have information related to the harassment. The investigator must explain that these interviews are confidential in nature, including all information arising out of the interviews. The investigator should interview all witnesses identified by the complainant and alleged harasser to ensure the appearance of an unbiased investigation.
- When interviewing witnesses, the investigator should inform them:
 - Why the interview is taking place;
 - How the information may be used;
 - The importance of complete and accurate facts;
 - The importance of the names of all possible witnesses;
 - The Department's position on confidentiality and the need for the witnesses to maintain confidentiality; and
 - The Department's position on retaliation.
- At the end of the interview, the investigator should review with the interviewee the points contained in their notes to confirm accuracy and determine whether the person has anything to add. Interview notes should be reduced into a written statement and the interviewee should be asked to read, sign and date the statement.
- Once the investigation is complete, the investigator (supervisor) will prepare a written report and determine whether harassment has taken place. An investigation may result in one of the following conclusions:
 - Evidence and the balance of probability standard of proof show that harassment occurred and an appropriate course of action is determined;
 - Evidence shows that harassment did not occur, but actions may be recommended, such as workplace mediation or education;
 - Evidence shows the accusation was vexatious and malicious. Discipline against the complainant may be recommended;

- Evidence was insufficient to draw a conclusion but actions may be recommended including education and debriefing.
- The employer must meet separately with the complainant and the person who has been alleged of harassment to explain the investigation process, conclusions, and disciplinary action or remedies taken, which must be implemented as soon as possible. The alleged harasser must be informed of his/her right to grieve the decision.
- If the results of the investigation are inconclusive, the employer should explain that the investigation was unable to determine the events that occurred and that FSH will monitor the situation to ensure no further offensive conduct occurs.

Corrective Action for Harassers

Workers who harass another person will be subject to one or more forms of discipline, depending on the severity of the harassment. Disciplinary action will be determined in consultation with Human Resources Services. Forms of discipline may include, but are not limited to:

- A written reprimand;
- Harassment training;
- Suspension, with or without pay;
- A transfer, if it is not reasonable for the people involved to continue working together and
- Dismissal.

Resource 11: Violence Prevention Safework Procedure

Risk Assessment

The WSH Regulations Part 11 states that the employer must identify and assess the risk of violence in the workplace in consultation with the Workplace Safety and Health Committee or Representative. Where there is no Committee or Representative the employer must consult the workers at the workplace.

When a risk of violence in the workplace is identified, employers must inform workers about the nature and extent of the risk of violence from persons whom workers are likely to encounter in the course of their work. Due to the nature and circumstances of the work performed and interactions between workers and others in the workplace, a risk assessment is unique to each workplace. Violence includes in-person threats of violence, telephone threats of violence, threats from other sources such as e-mail or facebook, and actual incidences of physical violence.

Issues to consider when evaluating the risk of violence in the workplace may include:

- The people in the workplace including employees, clients, and the public;
- Work locations;
- Type of work performed;
- Whether workers work alone;
- Workplace design and layout;
- Lighting and security;
- Hours of operation; and
- History of violence in the workplace.

Preventative Measures to Eliminate or Minimize the Risk of Violence

A number of preventative measures can be put in to eliminate or reduce the risks of violence in the workplace. These include engineering controls and administrative controls. A brief summary of some control measures are:

- Engineering controls including:
 - the physical design and layout of work spaces;
 - security equipment;
 - controlled access to entrances;
 - increased lighting;
 - addition of protective barriers in areas where workers interact with clients;
 - and
 - mobile phones for field staff.

- Administrative controls including:
 - working alone policy and procedures;
 - parking lot safety; and
 - money handling controls and training.

Procedure for Addressing Violence in the Workplace

In-Person Threats of Violence

Threats of violence are not acceptable. All threats of violence should be reported immediately to the supervisor, who will take appropriate action.

- An individual who threatens an employee should be firmly informed that the behaviour is not acceptable. The employee should advise the individual that service (discussion) would not be provided (continued) until the threatening behaviour stops. In the situation of mandated services, arrangements can be made to change the method of service to reduce the risk to the worker.
- If the behaviour continues and there are reasonable grounds to believe that the employee is at risk of injury, the employee should remove himself or herself from the situation at once (in person or phone) and report the situation to the supervisor.
- For ‘in-person’ situations within the office, a pre-arranged distress signal should be used to alert other staff within the work area.
- The supervisor will make appropriate arrangements to have the individual escorted from the building. This may involve the assistance of an on-site security guard if available.
- If the individual cannot be escorted out of the building and the situation cannot be diffused, the supervisor or security guard will call the police.
- Where there is reasonable cause to believe the individual poses an actual risk of violence to staff, employees at risk will be notified and the incident documented.

Telephone Threats of Violence

Threats of violence on the phone are not acceptable. All threats of violence should be reported immediately to the supervisor, who will take appropriate action. Workers are encouraged to keep the following security steps by their telephone for quick reference in the event that they receive a threatening phone call.

- If a worker receives a threatening phone call, use the “Call Trace” feature if available once the call has ended. Call Trace is a trace feature that allows MTS Security to trace information about the phone calls. Once the threatening call has been received,

the worker should hang up the receiver, pick it up again, listen for a dial tone and enter *957 (different procedures may apply outside the Winnipeg area). An automated voice will tell you that the call has been marked for a trace and what procedure to follow. The worker should then take note of the date and time the call was received, the words exchanged, and which line the call came in on.

- If a message is left on the Message Manager Service, the worker should obtain the “Envelope Information” before archiving or saving it. This is accomplished by entering #957 either while listening to the message or doing so immediately after it. You will hear the sender’s name (if the message is from a Message Manager subscriber), date and time sent, how long it is, and whether it is Urgent and/or Private. If you try and do this after the message is archived, it will only give you the time/date when the message was archived (i.e. it loses all of the original information).
- Where there is reasonable cause to believe the individual poses an actual risk of violence to staff workers should contact their supervisor immediately and provide documented information related to the incident.

Actual Incident of Violence

Physical violence towards a worker is not acceptable. All acts of physical violence towards a worker should be reported immediately to the supervisor, who will take appropriate action. Workers should take all reasonable steps to protect their personal safety and remove themselves from the situation. In the situation of mandated services, arrangements can be made to change the method of service to reduce the risk to the worker.

- In the office, help should be summoned by using a pre-arranged distress signal or any other appropriate means, such as using a panic button.
- The supervisor must be notified immediately.
- If a physical assault occurs, the supervisor must ensure that police (911 or other emergency number) or Government Security Services (945-3700 is the 24 hour emergency number) is contacted. Emergency numbers may vary depending on location within the Province and should be provided for all supervisors and be posted on the WSH Bulletin Board.
- The employer must be notified immediately by the supervisor or worker if an incident of physical violence occurs.
- Workers who have been victims of violence must be encouraged to seek medical help if necessary and, if necessary, provided with transportation to obtain that help.
- The worker should fill out and sign a green WCB Notice of Injury form and have his/her supervisor sign it as well. The worker keeps one copy of the form.

- If a worker gets medical help or misses work because of the violent incident, both the employer and worker must file a report of injury to the WCB (see p. for the WCB Claim Management Process).
- The worker will keep all existing benefit programs while under treatment or counselling.
- The supervisor may also wish to inform the worker of the opportunity for him/her and his/her family to seek crisis counselling through the Employee and Family Assistance Plan.
- If an incident occurs outside the workplace, the worker shall follow the specific division Working Alone Plan.

After an incident of physical violence or where there is a reasonable expectation that the threat of violence may escalate into actual violence in the future, the following steps shall be taken to advise workers of the risk of violence:

- The supervisor will advise workers who are at risk of violence, and will review current security procedures to minimize risk.
- The supervisor shall only disclose information about the violent individual that is necessary to protect the safety and health of the staff at risk.
- Where a client file exists, incidents will be documented, to ensure workers working with the client in the future are aware of potential for future risk.
- Where the department shares space in a building with other tenants, and other tenants are at risk, the employer shall inform these tenants of the risk, disclosing only information that is necessary to protect the safety and health of other tenants.

Reporting and Investigating Violent Incidents

The Supervisor's Incident Report Form (p. Error! Bookmark not defined.) must be completed for all incidents of physical violence, and in situations where there is a reasonable expectation that the threat of violence may escalate into actual violence in the future.

Workers must report all incidents of threats and attempted or actual violence to their immediate supervisor. The supervisor, in consultation with the worker, will assess the situation and complete a Supervisor's Incident Report Form (p. **Error! Bookmark not defined.**). The Report must be submitted to the employer and the co-chairs of the WSH Committee within 24 hours or reasonable time period after the incident.

If any injury or mental trauma is sustained, the worker and supervisor must complete a WCB Report and submit it to Human Resources (Pay and Benefits) within 24 hours. Human Resources (Pay and Benefits) will complete the Employer's Initial Report of Injury and submit both forms to the Workers' Compensation Board.

The supervisor will review all incidents including threatening situations that are reasonably expected to escalate into actual violence in the future. The review will be done in consultation with the worker and, if available, on-site security. Existing procedures will be reviewed and revised as necessary to minimize the risk of a reoccurrence. All revisions and recommendations from Safety and Health Committee will be forwarded to the employer for review and action.

Responsibilities:

Employers will:

- Make every effort to identify potential sources of violence;
- Implement procedures to eliminate or minimize risk;
- Support and assist workers subjected to such violence;
- Ensure workers are aware of the potential hazards of violence and the appropriate action to protect themselves;
- Provide appropriate training for workers who are at risk of coming into contact with hostile, angry or potentially violent individuals; and
- Ensure that workers comply with the Harassment and Violence Prevention Policy and related Violence Prevention Safework procedure.

Workers will:

- Take reasonable steps to minimize risk for themselves and others;
- Follow established procedures to minimize the risk of violence; and
- Report incidents to their supervisor as soon as possible.

Resource 12: Working Alone or In Isolation Safework Procedures

Purpose

The Regulations Part 9 requires the Department to develop a working alone safework procedure to eliminate or reduce the risks to workers working alone or in isolation. This document is to be used as a reference guide for worksites developing their own site specific working alone safework procedures. Worksite specific working alone procedures should be reviewed by the WSH Committee and, when completed, should be attached to this manual and posted on the WSH Bulletin Board.

Government Security Services

Government Security is a government service offered to all departments of the Provincial Government. They are part of Infrastructure and Transportation, Accommodation Services Division, Security Branch. Among other services, they assist departments in maintaining and establishing a safe environment for staff. They operate a centralized Government Monitoring and Communication Centre which monitors all fire, duress, environmental, mechanical and intrusion alarms at provincial facilities throughout the Province and dispatch emergency response. They also provide consulting and training services related to personal and physical security to all government departments and investigate security related incidents, threats, vandalism etc. in government facilities. The unit also provides a Mobile Guard Service which provides security officer services to client departments, boards, commissions, and agencies and acts as first responder and key holder to all alarms. **The twenty-four hour contact number for Government Security Services is (945-3700).**

Definitions

Working Alone: means the performance of any work function by a worker who:

- is the only worker for that employer, or any other person designated as a supervisor by the employer, at any time; and
- is not directly supervised by the employer, or any other person designated as a supervisor by the employer, at any time

Working in Isolation: means working in remote locations where assistance is not readily available in the event of injury, ill health or emergency and does not necessarily mean that the worker is working alone.

Responsibilities

The Employer will:

- Identify the risks to the workers arising from working alone or in isolation;

- Take steps, as far as is reasonably practicable, to eliminate or reduce the risks to workers;
- Train workers in Working Alone or In Isolation safework procedures;
- Ensure that workers comply with the safework procedures;
- Ensure copies of the procedures are available to workers and posted in conspicuous places at the workplace including the WSH Bulletin Board; and
- Review and revise the procedures at least every three years or sooner if circumstances at the workplace change in a way that poses a risk to the safety and health of workers working alone.

The worker shall:

- Comply with the safework procedures; and
- Take reasonable care to protect her/his safety and health.

Risk Identification Guidelines

The employer must identify the risks arising from the conditions and circumstances of workers working alone or in isolation. The employer must complete the risk identification in consultation with the Workplace Safety and Health Committee or Representative or, when there is no Committee or Representative, the workers of the workplace.

Risks to workers working alone or in isolation may result from the following work activities:

- Staff visits to clients
- Office practices
- Handling money
- Travel

Possible risks associated from these activities may include, but are not necessarily limited to, the following:

- Sudden illness
- Accident or injury
- Fire or flood
- Robbery or attempted robbery
- Physical or verbal abuse or sexual harassment
- Vehicle breakdown
- Encountering armed persons with criminal intent
- Encountering persons abusing alcohol or drugs
- Encountering vicious animals
- Unsanitary conditions/mould
- Pets/vermin

When assessing the conditions or circumstances under which a worker is required to work alone or in isolation, particular job functions will have inherent hazards associated

with them that may be deemed as high risk, low risk or a combination of both. The degree of risk involved will not eliminate the requirement for developing safe work procedures to minimize these risks.

Once Working Alone or In Isolation has been identified as a risk, Safe Work Procedures have to be developed and, depending, on work activities, must include the following:

- An effective communication system (e.g. two way radio, telephone, cell phone, satellite phone) and a system of regular contact between the employer and the worker. In an office situation, the regular telephone system and emergency contact numbers will suffice. In some situations, such as Direct Service Workers who are in charge of scheduling their own appointments where a system of regular contact is not practicable, the legislation allows for alternate measures including limitations on or prohibitions of specified activities or the establishment of training requirements; and
- Where applicable, the provision of emergency supplies for use when travelling or working under conditions of extreme cold or other inclement weather conditions. If worker is using a private vehicle, worker should be instructed that they are responsible for providing their own emergency supplies.

Other items that should be considered for inclusion in a Working Alone Safe Work Plan are:

- A Safe Visit Plan for workers working alone with clients in their own home where a risk to the worker has been identified from an assessment of the situation;
- A system to collect worker Emergency Contact Information (including work and personal (home) emergency contact information) and established Sign-In/Sign-Out Procedures for workers who work alone outside the office;
- Safe work procedures for Staff Travelling Outside of Regular Working Hours or using an unusual mode of transportation;
- A procedure for responding to the Notification Of Unknown Whereabouts Of A Worker; and
- Guidelines for safe vehicle travel especially during Winter

The following resources can be modified and used as necessary:

- Emergency Contact Information (p. 69)
- Sign-In/Sign-Out Sheet (p. 70)
- Staff Travel Information Form (p. 75)
- Reporting of Unknown Whereabouts of a Worker (p. 71)
- Vehicle Checklist (p.77)
- Inclement Weather Travel Policy (p.**Error! Bookmark not defined.**)

Communication System and Sign-In/Sign-Out Procedures

Safework procedures must include the establishment of an effective communication system to ensure regular contact between the worker working alone and the supervisor. This is particularly important for field staff who are working alone and away from the office. Communication systems can include radio communication, telephone or cellular phone communication, or any other means that provide effective communication given the risks involved.

For office staff working alone, the communication system can be the regular telephone system and the twenty-four hour contact number for Government Security Services (945-3700).

Emergency contact information for workers, including personal contact information, must be collected and be easily accessible for routine calling and emergency situations. In addition, a Sign-In/Sign-Out Sheet should be established and all workers must sign out when they leave the office for work related purposes. Sign-out information should indicate when and where the worker is going and expected time of return. In addition, communication procedures should be developed for workers travelling outside of regular working hours or on unusual modes of transportation (such as aircraft) for work related purposes to ensure their safe arrival at their destination.

The supervisor of a worker working alone must develop a plan for regular contact, including the intervals between contacts or the specific contact times during the particular work activity. Workers using cellular phones as their mode of communication must inform their supervisors immediately when their cellular phone is not working or if their phone number has changed.

Guidelines for Office Staff Working Alone

Working Alone Outside of Regular Hours

- When applicable, workers who are working outside of regular hours should sign in at the front desk.
- The hallway doors to office suites should always be locked outside of regular hours. When there is no hallway door, the floor should be locked off to elevators and stairwell doors should be locked.
- Where available, use Government Security to escort you to and from your car outside of regular hours. If you request it, they will also call you when you are working alone to check on you.
- Workers working outside of regular hours should alert security or a friend and advise them of their expected departure time.

- A buddy system can be developed so that workers arrange to work early or late at the same time as a colleague or a friend. This system can also be used for workers who must walk to bus stops or to their cars.
- Before dark, workers should move their cars to a well-lit area, close to the building.

Working Alone while Traveling

- When workers are traveling alone outside of Winnipeg, they should have a means of emergency communication (one example could be a cell phone). The proper operation of the cell phone should be checked prior to departure and periodically over the course of the trip. Cell phones should be carried in an easily accessible place in case of an emergency.
- Check-in Check-out Procedures should be established when workers are traveling out of town. A designated contact should be assigned to persons traveling out of town and traveling workers should keep their contact informed of their location and consistently adhere to a pre-established call-in schedule. The Workers Travelling Outside Of Regular Working Hours form can be used to collect pertinent travel and contact information.
- Notification procedures for reporting the unknown whereabouts of a worker should be developed and designated contacts should be made aware of them. Notification procedures should be implemented when an employee does not check in as planned. The Reporting of Unknown Whereabouts of a Worker form can be used to document pertinent information before notifying the appropriate authorities.
- Traveling workers should always be aware of their surroundings, especially when they are in unfamiliar places.

Working Alone at a Reception Counter

- Reception desks should be designed so that there is a clear exit route from the desk to the door.
- Reception desk staff should receive training on how to identify and respond to unsafe situations.

Interviewing Clients in Office

Interviews after hours should be avoided, wherever possible. In situations where the interview must occur after hours or where a worker believes that there is a possibility that

allegations of physical or sexual abuse may arise out of this contact, another worker or the police should be present in the interview room or in an observation room.

Guidelines for Field Staff Working Alone

Attending Homes of Clients

A home visit assessment should be completed prior to a worker visiting the home of a client for the first time. Information on the family should be collected from all available sources if possible prior to the first home visit and a safe home visit plan developed if deemed necessary. When appropriate, a telephone intake interview prior to the first visit can be used to determine the situation at the home and the emotional state of people in the home. Some assessment can also be done at the time of the first visit through careful observation of the neighbourhood and home before entering it.

A home visit assessment should try to determine any risks associated with the following:

- abusive clients, family members, or others
- the neighbourhood
- the presence in or around the home of persons with weapons or illegal drugs or excessive alcohol
- safety hazards such as poor lighting or broken stairs
- chemical or biological hazards such as mould
- smoking in the home
- pets

If a risk to the worker is identified from the assessment, a safe home visit plan must be developed and must be made available to the worker prior to the worker visiting the home of a client for the first time. When visiting homes where the client is alleged to be abusive or where there is a possibility of a threatening situation developing, the worker should not attend alone, but should be accompanied by another professional or the police.

A safe home visit plan should include:

- Information about the hazards and level of risk identified
- Instructions on how to address the risk – including safe work restrictions and procedures
- Emergency contact numbers and procedures including how to handle situations with vulnerable clients

Transporting Clients in Private or Agency Vehicles

Employers must take steps to ensure that workers are safe when transporting clients. When the worker and supervisor has assessed the risk, and where the situation warrants

it, workers transporting clients in private or agency vehicles should have another professional or a volunteer with them in the car.

Resource 13: Emergency Contact Information Form

Providing this information is optional. **This form is confidential when filled out.**

Directions: Complete this form when a worker works alone. Update as information changes. Retain copy in local office, accessible in the event of an emergency.

Name: _____ **Date:** _____

Make, model, color, and license plate(s) of personal vehicle(s) used:

In the event of an emergency, contact:

Emergency Contact #1

 First Name Last Name Telephone Number(s)

 Street Address Village/Town/City Relationship to worker

Emergency Contact #2

 First Name Last Name Telephone Number(s)

 Street Address Village/Town/City Relationship to worker

Emergency Contact #3

 First Name Last Name Telephone Number(s)

 Street Address Village/Town/City Relationship to worker

Resource 15: Reporting of Unknown Whereabouts of Worker Form

This form is to be used to record information about a worker whose whereabouts is unknown. This form is confidential when filled out.

Time and date of report: _____

Time and Date of last contact: _____

First and last name of person reporting: _____

First & Last Name of Worker: _____

When and where worker was last seen/heard from including clothing worn (when known)

First and last name of client, work location including travel route (when known)

Make, model, colour, & license plate of vehicle used by worker

Additional Information (e.g. weather, road conditions, safe visit plan in existence, etc.)

Actions/responses by regional staff – who, when, how

Resource 16: Check-In Procedure Checklist

Safe work procedures must include the establishment of an effective communication system to ensure regular contact between the worker working alone and the supervisor. This is particularly important to field staff who are working alone and away from the office environment. Communication can include radio communication, telephone or cellular phone or any other means that provide effective communication. It is suggested that there is a current picture of the worker on file.

Procedures for worker before leaving to work alone

Learn the check-in procedures for working alone (supervisor of the worker working alone must develop a plan for regular contact, including the intervals between contacts or the specific times during the particular work activity)

Ensure the supervisor is aware of your location

Before leaving the office update the attendance board

Ensure that your supervisor has your contact information including routine and emergency telephone numbers (workers using cellular phones as their mode of communication must inform their supervisors immediately when their cellular phone is not working or a number is changed)

Make, model, colour, and licence plate of vehicle used by worker

Know what the pre-determined code word is to confirm help is needed when calling

Follow up procedure for contact person if worker does not check in at designated time

Using the information on the worker's Emergency Contact Information form, contact the worker

Call worker's home in case he/she went home

If no contact can be made, fill out a Reporting of Unknown Whereabouts of Worker form

The supervisor, along with security or another person, if feasible, should proceed to the location and begin investigating

If the worker cannot be located, contact the police

Resource 17: Travel Information Form

To be completed by staff prior to travelling outside regular working hours or by unusual mode of transportation (such as by plane). **This form is confidential when filled out.**

Staff Name	
Staff Cell/Blackberry Number	
Work Unit	
Supervisors Name & Phone Numbers (Office & Cell/Blackberry)	
Vehicle: make/model/color/license # Or Flight #	
Emergency Contact Phone Number	
Travel Date(s) & Destination	
<u>Start Date</u>	
Destination Include Route (Highway #)	
Estimated Time of Arrival	
Destination & Contact Name and/or Phone Number (including hotel name and number)	
<u>Return Date</u>	
Destination Include Route (Highway #)	
Estimated Time of Arrival	
Destination Contact Name and/or Phone Number	

In order to ensure a safe trip when travelling by vehicle, employees should have the following:

- A road-worthy vehicle
- A full tank of gas
- A survival and/or first aid kit
- A charged cell/satellite phone

Upon arrival at destination, call contact person to let them know that you have arrived safely. Should traveling staff not call in at time of arrival, contact will:

1. Contact you on the numbers you provided
2. Contact your destination
3. Contact your supervisor
4. Supervisor will contact your emergency contact

5. RCMP or Winnipeg Police Service will be contacted by your supervisor if required

Resource 18: Vehicle Inspection Lists

Vehicles should be inspected for safety, especially when travelling in remote locations and in inclement weather. In addition, emergency supplies should be located in the vehicle in case the vehicle breaks down or you are stuck due to inclement weather. Different supply lists apply for summer or winter travel. Vehicles should be checked for safety at least quarterly and before using it for travelling in remote areas. The following vehicle lists are to be used for checking vehicle safety and emergency supplies depending on the season that travel is taking place. Check off the items as they are inspected and sign and date the form when completed.

All-Season Vehicle Safety Inspection List

The following vehicle safety equipment must be checked and in good working condition prior to use at any time of the year. It is recommended that vehicles be checked on a regularly basis and that these items be checked before a long trip, especially in remote areas.

Please **✓ off the check boxes as inspected:**

- Lights – Headlights, tail lights, brake lights & emergency flashers
- Turn signals
- Mirrors
- Horn
- Brakes & fuel levels
- Radiator fluid (ensure that radiator fluid is tested for winter temperatures at the start of the winter season)
- Windshield wipers & washer fluids (ensure that winter fluid is used during winter months)
- Tire pressure & condition

Winter Emergency Supplies List

Please **✓ off the check boxes as inspected:**

- Emergency blankets
- Warm clothing (hat, gloves, boots)
- Hand warmers or instant heating packs
- Flashlight with back up batteries
- Ice scraper & shovel

- First Aid Kit (bandages, instant ice and heat packs, scissors, aspirin, gauze, adhesive tape, antiseptic cream, first aid instructions)
- Jumper Cables
- Jack/Spare Tire/Wrench
- Emergency food supplies such as bottled water, energy bars, hot-pac meals, nuts, granola bars or chocolate)
- Cell Phone
- Candle, waterproof matches and/or lighters
- Flares and an emergency road kit

Summer Emergency Supplies List

Please **off the check boxes as inspected:**

- Flashlight with back up batteries
- First Aid Kit (bandages, instant ice and heat packs, scissors, aspirin, gauze, adhesive tape, antiseptic cream, first aid instructions)
- Jumper Cables
- Jack/Spare Tire/Wrench
- Emergency food supplies such as bottled water, energy bars, hot-pac meals, nuts, granola bars or chocolate)
- Cell Phone
- Candle, waterproof matches and/or lighters
- Flares and an emergency road kit

Worker Signature: _____ **Date:** _____

Supervisor: _____ **Date:** _____