



VICTORIA UNIVERSITY
IN THE UNIVERSITY OF TORONTO

SUPERVISOR AWARENESS TRAINING



AGENDA

- In-depth look at the Occupational Health and Safety Act (OHSA).
- The Internal Responsibility System (IRS) and Workers Rights.
- Hazard Assessments.
- Getting Help.
- Training.
- Lead by Example.



Occupational Health and Safety Act

- The minimum standard for Occupational Health and Safety in Ontario.
- Became Law in 1979.
- The Act is based on the Internal Responsibility System (IRS) – an interlocked set of responsibilities and accountabilities.
- Enforced by the Ministry of Labour (MOL).



Occupational Health and Safety Act

The Act is broken into 10 sections:

- Part I – Application.
- Part II – Administration.
- Part II.I – Prevention Council, Chief Prevention Officer and Designated Entities.
- Part III – Duties of Employers and Other Persons.
- Part III.0.1 – Violence and Harassment.
- Part III.1– Codes of Practice.
- Part IV – Toxic Substances.



Occupational Health and Safety Act

- Part V – Right to Refuse or to Stop Work Where Health or Safety in Danger.
- Part VI – Reprisals by Employer Prohibited.
- Part VII – Notices.
- Part VIII – Enforcement.
- Part IX – Offences and Penalties.
- Part X – Regulations.



OHSA Regulations

- Confined Space 632/05.
- Construction Projects 213/91.
- Control of Exposure to Biological or Chemical Agents 833/278.
- Critical Injury – Defined 834/303.
- Designated Substances.
- Industrial Establishments 851.
- Workplace Hazardous Materials Information System (WHMIS) 860.
- First Aid Requirements 1101/657 (WSIB).



Occupational Health and Safety Act

Part I – Application

- Almost every worker and workplace in Ontario is covered the OHSA.
- The Act does not apply to work for non monetary compensation and a servant in a private residence.
- Does not apply to federal regulated businesses.
- Some application of the Act applies to self-employed persons.



Occupational Health and Safety Act

Part II – Administration

- Relates to the administration of the Act.
- Indicates the requirements and powers of a Health and Safety Representative.
- Indicates the composition, function and powers of the Joint Health and Safety Committee.



Occupational Health and Safety Act

Part II.I – Prevention Council, Chief Prevention Officer and Designated Entities

- Develop an occupational health and safety strategy.
- Provide advice to the Minister on the prevention of workplace injuries and occupational diseases.
- Exercise the powers and perform duties with respect to training.
- Establish requirements for the certification of persons for the purpose of the OHSA.
- Exercise such other powers and perform such other duties as may be assigned to the CPO.



Occupational Health and Safety Act

Part III – Duties of Employers and Other Persons

- General Duties of Employers.
- Duties of Supervisors.
- Duties of Workers.
- Duties of Constructors.
- Duties of Owners.
- Duties of Suppliers.
- Duties of Corporate Officers and Directors.
- Health and Safety Policy.



Occupational Health and Safety Act

Part III.0.1 – Violence and Harassment

- Prepare policies for workplace violence and harassment.
- Complete a hazard assessment for workplace violence and harassment.
- Set up a program to implement the policies.
- The violence program must protect workers from domestic violence.



Occupational Health and Safety Act

Part III.1 – Codes of Practice

- The MOL may approve all or part of a code of practice as a way to comply with any legal requirement.
- Approval or withdrawal of a code will be published in the Ontario Gazette.
- Examples include:
 - Fire Code.
 - Building Code.
 - CSA standards.



Occupational Health and Safety Act

Part IV – Toxic Substances

- Refers to a biological, chemical or physical agent.
- Ensure that worker exposure to toxic substance is controlled.
- Toxic substances in the workplace are identified and receives information to handle safely.
- The worker’s “Right to Know About Hazardous Materials.”
- Material Safety Data Sheets.
- Workplace Training.



Occupational Health and Safety Act

Part V – Right to Refuse or to Stop Work Where Health or Safety in Danger

- The OHSA gives a worker the right to refuse work that he/she believes is unsafe to himself/herself or another worker. This includes workplace violence.
- There are limitations on the Right to Refuse or to Stop Work.
- The OHSA allows JHS certified committee members to direct an employer to stop work due to a dangerous circumstance.



Occupational Health and Safety Act

Part VI – Reprisals by Employer Prohibited

- The OHS Act prohibits employers from penalizing workers in reprisal for exercising their rights.
- A worker who believes that the employer has made a reprisal against him/her may file a complaint with the Ontario Labour Relations Board.



Occupational Health and Safety Act

Part VII – Notices

- When workplace injuries or illnesses occur, the employer has the following notification duties:
 - Fatality or critical injury.
 - Accident, explosion, fire or workplace violence.
 - Occupational Illness.
- The location of the scene must be secured to prevent disturbance.



Occupational Health and Safety Act

Part VIII – Enforcement

- The Ministry may exercise its administrative and/or regulatory enforcement powers.
- Powers of the MOL inspectors.
- The type of orders which can be issued by the MOL inspector.
- Search Warrant and its requirements.
- Appealing a MOL Order.



Occupational Health and Safety Act

Part IX – Offences and Penalties

- The Ministry may initiate a prosecution against any regulated person including employers, supervisors and workers.
- If convicted, a court may impose a fine or jail term against an individual defendant.
- If convicted, a court may impose a fine against a corporation convicted of an offence.
- Court Bulletins regarding OHSa convictions will be posted on the Ministry website.



Occupational Health and Safety Act

Part X – Regulations

- The Regulations relate to a range of type of workplaces:
 - Industrial (i.e., Victoria University).
 - Construction (i.e. Victoria University).
 - Farming Operations.
 - Health Care Facilities.



The Internal Responsibility System

- Management, supervisors, workers, visitors and contractors share responsibility for health and safety.
- The concept of an Internal Responsibility System is based on the principle that employees of the employer are in the best position to identify health and safety problems and to develop solutions.
- The Internal Responsibility System involves everyone, from senior administration to workers and is fostered by Ontario's Occupational Health and Safety Act (OHSA).



The Internal Responsibility System

When the IRS is working:

- Accidents and illnesses are reduced.
- Accidents and illnesses have causes that can be eliminated / reduced.
- Health and safety is part of the job.
- All employees understand their duties and obligations.
- Best practices are part of the Health and Safety Program.
- All levels of the organization are involved.
- Employee have no fear of reprisals.



The Internal Responsibility System

Problems associated with the failure of the IRS:

- The MOL will be at your door.
- Work refusals will prevail.
- The right to participate fails, the JHSC is not performing their job.
- Employees are concerned about their health and safety on the job.
- Accidents, medicals and first aid incidents increase.



Workers Rights

Workers have three rights and must be trained in these rights:

1. The Right to Refuse Unsafe Work.
2. The Right to Know.
3. The Right to Participate.



The Right to Refuse Unsafe Work

The OHSA gives a worker the right to refuse work that he or she believes is unsafe.

It is important that workers, employers, supervisors and safety representatives have been trained in the following:

- When can a worker refuse to work.
- What happens when a worker refuses unsafe work.
- What if the refusing worker is not satisfied with the result of the investigation?
- What happens if a worker continues to refuse work.
- Can another worker be asked to do the work that was refused?
- Can the employee be disciplined or penalized for refusing?



The Right to Know

- Workers have the right to know the hazards in their job.
- The employer must make sure employees are provided with the information they need so that they can work safely.
- Examples include:
 - WHMIS.
 - Workplace Hazards.
 - How to operate equipment or machinery safely.
 - Employees have the right to be trained properly to do the work safely with the hazards they are exposed to.



The Right to Participate

- You have the right to take part in keeping your workplace healthy and safe.
- When there is concern for the safety of workers it is every worker's duty to bring it to the attention of the supervisor or the employer.
- This right is through worker membership on Joint Health and Safety Committees and through fulfilling their duties to report unsafe conditions and making recommendations.
- If a safety concern is not resolved by their supervisor, the worker can then see their safety representative.

The Joint Health and Safety Committee

The role of Joint Health and Safety Committee:

- Act as an advisory body, employer consultants for Health and Safety.
- Identify hazards.
- Make recommendations and corrective actions.
- Resolving work refusal cases.
- Participate in accident investigations.
- Participate in workplace inspections.
- Participate in Stop Work if a dangerous circumstance exists.

Hazard Assessment

1. Selecting the job to be analyzed.
2. Breaking the job down into a sequence of steps.
3. Identifying potential hazards.
4. Determining preventive and control measures to overcome or minimize these hazards.



Conducting the Hazard Assessment

- Identify the equipment or activities to be assessed.
- Does not require that you have them all completed at any given time.
- There is no requirement imposed on employers to determine every possible failure.
- Start with jobs that have the highest risk and severity.
- Transfer the information to the Safe Operating Procedures with the highest hazard class.



Conducting the Hazard Assessment

- Identify the job to be assessed.
- Break down into sequential steps.
- Identify the risks and severity.
- Identify the potential consequence of exposure.
- Preventative measures:
 - Source.
 - Path.
 - Worker.
 - Administrative.
- Indicate the hazard rating.



Conducting the Hazard Assessment

Hazard classes which can be considered when completing a Hazard Assessment:

- Chemical.
- Physical.
- Manual Material Handling.
- Ergonomic.
- The Employee.
- Administrative.
- Psychological.
- Biological.



Conducting the Hazard Assessment

Chemical Hazards:

- Solvents – acetone, alcohols, etc.
- Cleaning agents.
- Designated substance – Silica.
- Welding fumes.
- Dust particulates.
- The toxicity.
- Corrosive chemicals.
- Storage.



Conducting the Hazard Assessment

Physical Hazards:

- Noise.
- Lighting.
- Energy sources.
- Incorrect equipment or machinery.
- Lack of or no guarding.
- Electrical.
- Spills.
- Environmental conditions.
- Vibration.
- Working surface.
- Housekeeping.
- Working at heights.
- Heat or cold stress.
- Poor workplace design.
- Powered equipment.



Conducting the Hazard Assessment

Manual Material Handling:

- The size and weight of item.
- Pushing vs pulling.
- Lack of equipment to perform the job.
- Layout of the work area.
- Force of movement.
- Housekeeping.
- Equipment design for material handling.
- Using the correct equipment.



Conducting the Hazard Assessment

Ergonomic:

- Repetitive motion.
- Grasping or gripping for a period of time.
- Reaching for a period of time.
- Awkward movements.
- Amount of force applied to perform an activity.
- Frequent lifting.
- Force applied to perform the activity.
- Static positions.



Conducting the Hazard Assessment

The Employee:

- The condition of the employee.
- Lack of training.
- Age and health of employee.
- Gender.
- Exposure to chemicals.
- Language barrier.



Conducting the Hazard Assessment

Administrative:

- Training.
- Operating procedures.



Conducting the Hazard Assessment

Psychological:

- Workplace violence and harassment.
- Bullying in the workplace.
- Working alone.
- Poor leadership.
- Fatigue.
- Shift work.
- Work pace.



Conducting the Hazard Assessment

Biological:

- Blood or body fluids.
- Contact with insects (mosquitoes and bees).
- Human waste.
- Rodents (mice).
- Moulds or fungi.
- Diseases.



Workplace Hazard Assessment Form

Administrative Assistant

A – Work Process, Work Area or Job	B – Hazard Description	Assess					Control
		Risk Evaluation					Recommended Controls
		C	D	E	F	G	H
		Exposure (1-6)	Occurrence (1-6)	Probability (A-E)	Consequence (1-6)	Risk Rating (H-M-L)	Identify recommendations which control, eliminate or reduce the exposure to the hazard. Such as guards, procedures, checklists, training, signs, PPE, etc..
Prolonged computer use and seated posture	Ergonomic issue due to repetitive motion, awkward posture, static positions and contact stress. <ul style="list-style-type: none"> • CTS, RSI, MSD • Back and upper body strains and sprains 	2	2	B	3	M	Ergonomic assessment; chair replacement and instruction on use, foot rest, relaxed working environment for frequent breaks. Implementation of stretching exercises to reduce strain on the body.
Use of the photocopier	Burns from hot parts of the photocopier when changing the toner or possible electric shock	3	2	B	4	M	Only specified individuals may open and change the toner, hazard specific and WHMIS
Workplace Violence/ Harassment	Exposure to the public and possible conflicts with students and family members.	6	1	B	4	L	Training in workplace violence and harassment
Manual material handling of heavy objects such as desks, chairs and computer monitors (taking the initiative to do these themselves instead of calling housekeeping).	Strains and sprains to both the upper and lower body soft tissues.	3	3	B	3	M	Housekeeping is available and responsible for moving of heavy objects, hazard specific training, and ergonomic orientation.
Filing	Strain and sprains to the back and neck from having to bend or squat to add files. Filing cabinets tipping over	2	2	B	2	L	Employees trained in the safe loading of filing cabinets. Filing cabinets have been secured to the wall to prevent tipping over. Employees trained in proper material handling procedures

Workplace Hazard Assessment Form

A – Work Process, Work Area or Job	B – Hazard Description	Assess					Control
		Risk Evaluation					Current Controls
		C	D	E	F	G	H
		Exposure (1-6)	Occurrence (1-6)	Probability (A - E)	Consequence (1-6)	Risk Rating (H-M-L)	
Housekeeping	Slips, trips and falls from cluttered work area, cord, and workplace equipment.	2	2	B	4	M	Workplace hazard specific training, housekeeping training.
Entering and exiting the building and the use of inside stairs	Slip, trip and falls from use of building stairs	2	2	B	2	L	Workplace hazard specific training for slip, trip and falls. Recommend to the employee they hold the hand rail when travelling up or down the building stairs.
Computer screen	Low lighting on occasion causing eye strain and possible headaches.	3	2	B	4	M	As assessed individual lighting was given out, also available on request. New plasma, flat screen monitors available.
Job Tasks involving repetitive or awkward movement, lifting or improper body positions	Repetitive Strain Injury	2	3	C	4	L	Ergonomic assessment conducted for workstations, Supervisor monitors repetitive tasks and provides necessary breaks, Employees are trained in Manual Handling and posture.
Frequent phone use	Strain and sprains to the neck and shoulder area	2	2	B	3	M	Ergonomically sound phones for lower volume users. Hands free phones for high volume users. Hazard specific training. Event the highest of exposures is not that frequent to pose a serious problem.
Walking to and from buildings on the Victoria property.	Slip, trip and fall hazards	3	2	B	3	M	Ensure employee is trained to wear proper foot wear and clothing for weather changing conditions.



Who Can You Go To For Help

- Ministry of Labour.
- Health and Safety Organizations.
- Workplace Safety Insurance Board.
- Independent Health and Safety Training and Consulting companies.
- Office of the Employer Adviser.
- Office of the Worker Adviser.



Training Requirements

Employer:

- Ensure that employees, managers and supervisors are trained and fully understand the legal obligations and general duties for health and safety.
- Support the necessary training to ensure a competent workforce.
- Establish training objectives and methods for the training.
- Establish a timetable for completion of training.
- Review at least annually the training needs, including legislative updates, each job function, new or modified equipment and/or processes and employee training records.



Training Requirements

Managers/Supervisors:

- Ensure that all employees receive the necessary training to complete their job/task safely.
- Observe employees to ensure safe work practices are being followed.
- Identify and correct poor work habits and maintain all related documentation.
- Evaluate training.
- Maintain records of training.



Training Requirements

Employee:

- Participate in the training program.



Training Requirements

Topics that shall be reviewed include:

- Health and Safety Policy.
- Occupational Health and Safety Act.
- Rights and Responsibilities (Employer, Managers, Employees).
- Work Refusal Process.
- Emergency Plan.
- Joint Health and Safety Committee.
- Work Specific Hazards and Hazard Reporting.



Training Requirements

- Personal Protective Equipment.
- Accident, Illness/Injury Reporting.
- Return to Work Program.
- WHMIS.
- Emergency Preparedness and Response.
- Initial and On-The-Job Training.
- Progressive Disciplinary Program.
- Pre-use inspections.
- Lockout procedures.



Ministry of Labour

- The Role of the MOL is to promote health and safety in workplaces and to prevent and reduce the occurrence of workplace injuries and occupational diseases.
- The Ministry works towards this by setting, communicating and enforcing OHSA laws that are designed to reduce or eliminate workplace injury or illness.
- Adapting OHS legislation, policies and procedures to keep pace with this change has been an ongoing priority for the Ministry.



Ministry of Labour

- The Ministry sets workplace health and safety standards in Ontario.
- It enforces them and it makes sure employers and workers know about them.
- The Ministry also has a large network of offices all over Ontario where local staff work directly with employers and employees to inspect workplaces, enforce standards, resolve disputes or investigate critical injury or fatalities to workers.



Ministry of Labour

- Administers and enforces the Occupational Health and Safety Act and regulations for the workers in various sectors including manufacturing, construction industry, mines and mining plants, logging, health care, service and retail, etc.
- The enforcement of the Internal Responsibility System.



Workplace Safety Insurance Board

- Ontario's Workplace Safety and Insurance Board (WSIB) plays a key role in the province's occupational health and safety system.
- The WSIB administers no-fault workplace insurance for employers and their workers and is committed to the elimination of workplace injuries and illnesses.
- The WSIB provides disability benefits, monitors the quality of healthcare and assists in early and safe return to work for workers who are injured on the job or contract an occupational disease.
- The WSIB is entirely funded by employers.



Workplace Safety Insurance Board

WSIB employs the following:

- Claims adjudicator.
- Nurse case manager.
- Account manager.
- Return to work mediators.
- Ergonomist.

WSIB ensures companies have WSIB coverage



Supervisor Leadership

- Follow the workplace Health and Safety Policy and Procedures.
- Enforce the Health and Safety rules and procedures.
- Ensure workers perform their job safely and wear the required Personal Protective Equipment.
- Always show their commitment to Health and Safety.
- Recognize safe behaviour, reinforce it and encourage it to continue.
- Never walk past unsafe behaviour without correcting and talking to the person.



Supervisor Leadership

- Ensure high standards of housekeeping are maintained.
- Talk regularly to your team about safety.
- Encourage your team to get involved in proactive safety.
- Ensure all safety corrections and recommendations are progressed to completion.
- Be visible in your area, talking and listening to your employees.
- Demonstrate to your team that you care about their health and safety.



Court News

- The employer failed to have effective supervision and enforcement of its fall arrest system.
- A culture of “discretion” condoned the practice of workers making their own assessment of fall hazards and their need to tie-off.
- Although the employer had safety measures, it knew that workers were taking **short-cuts**. Employer must not only have safety measures in place, but must also have reasonable supervision to monitor that procedures are being followed.



Court News (cont'd)

- The court rejects the defence that the company had been many years without an industrial accident, that is just good fortune, not good management.
- The employer could not rely on standardized practices for material handling – the procedure should be written, posted and presented to employees on a regular and ongoing basis, then monitored the same way to ensure compliance.
- A supervisor was convicted of failing to ensure a machine was properly guarded – the supervisor was aware of the concern and instructed maintenance to address the problem but did not follow up to ensure the work was done.



Court News (cont'd)

- The defendants never checked the qualifications or the quality of training in proper safety procedures of the people they hired.
- That the defendant employer was a safety conscious employer is not the issue.
- An employer's good safety record, policy and extensive safety manual were not sufficient to establish due diligence. The employer had failed to provide meaningful ongoing training, supervision or instruction.



Court News (cont'd)

- Remedial action taken **after an incident** is not considered for the purpose of determining due diligence – court will only take into account the employer's position immediately prior to the accident.
- It is no defence to say that the practice or activity has not resulted in an injury before – even if done hundreds of times that same way previously – employer could be lucky.



Court News (cont'd)

- Duties under OHSA are “joint and several” – all parties with responsibilities must take every reasonable precaution within their control and otherwise reasonable in the circumstances – a neglect of duty of one will not relieve others of their responsibility.
- “On a balance of probabilities” means the defendant must establish that it was more probable than not that all reasonable care was taken; if the probabilities are equal then the defendant will be found to have failed to have established his statutory defense.



Court News (cont'd)

- Every precaution reasonable relates to the **present circumstances** of the accident – not the general precautions taken by the employer.
- A failure on the part of the employer – to ENSURE that standard safety procedures were being followed by every staff person – there must be a system for monitoring and evaluating the “safety performance” of each staff person.



Summary

- Have you begun conducting a Hazard Analysis for every job in the company?
 - starting with the most risky in terms of severity of possible injury and likelihood of occurrence.
- Do you have a system in place for reducing the risks identified?
- Is the scope of your preventive efforts in proportion to the potential gravity of the harm and the likelihood of occurrence?
- Is your system working reasonably well?
 - How do you know this?
 - What are your benchmarks?



Supervisors and Due Diligence

- Supervisors have very specific health and safety responsibilities.
- If you are a supervisor or manager, answer the following questions to assess if you are meeting your health and safety responsibilities.



Due Diligence

- Do you understand the nature of the work that your people are doing?
- Do you fully understand the hazards and risks associated with the work you are directing?
- Do you enforce standards and rules through discipline where necessary (and almost always as a last resort, after education, persuasion and obstacle removal)?
- Do you hold your people accountable for delegated work involving health and safety on a regular basis?



Due Diligence (cont'd)

- Do you take action when you learn of hazards not covered by your existing activities and procedures:
 - i.e. not resting on your "pro-active laurels" but always vigilant?
- Do you follow up on reported and outstanding hazards?
- Is safety information regularly communicated and posted?
- Are you clear about who you are responsible for as a supervisor (contractor's employees, people moving through your area, etc.)?



Due Diligence (cont'd)

- Are you clear about the boundaries of the physical area of which you are in charge?
- Do you understand what authority and responsibility for health and safety has been delegated to you by our own manager?
- Do you know how frequently and in what manner you will have to account to your manager for delegated authority and responsibility for health and safety?
- Is disciplinary action for safety violations documented?



Due Diligence (cont'd)

- Are you familiar with the regulations that apply to the kind of work you supervise?
- Do you routinely inspect the workplace you are in charge of getting to the root causes of problems you find (not waiting for the committee or others to do it 'for you')?
- Do you ensure that new people are trained before they begin?
- Is refresher training done frequently enough and on your own initiative?



Due Diligence (cont'd)

- Do you know which employer rules, procedures, policies, etc., apply to your area, and the work you supervise?
- Do you reinforce training with safety talks of various kinds, particularly safety talks at the worksite and documented (such as tailgate or toolbox talks)?
- Are you encouraging people to bring problems to you and to not cover-up their mistakes?



I acknowledge and understand that I have read the Supervisor Awareness Training program.

Name

Date

Please print this page only and return to Veronique Morris in the Physical Plant Office.