

reference guide

# for UFCW 1518 Health & Safety Committee Members



Ivan Limpright, President  
Frank Pozzobon, Secretary-Treasurer

[www.ufcw1518.com](http://www.ufcw1518.com)





# Message from the President



Dear Health & Safety Committee Members,

This Health & Safety guide has been prepared for UFCW 1518 members who represent our members on their workplace's Health & Safety committee, and is meant to provide information that will be a useful tool for you as a member of your workplace Health & Safety committee.

This guide outlines your rights and duties as a member of your workplace Health & Safety committee, and will help ensure your rights to healthy & safe work are respected. The union has many resources available on the topic of Health & Safety, including a Health & Safety section on the union's website [www.ufcw1518.com](http://www.ufcw1518.com).

If you have any questions or concerns about safety and health at your job, please contact your Union Representative or the UFCW 1518 Health & Safety Department.

Sincerely, and in solidarity,

A handwritten signature in black ink that reads "Ivan Limpright". The signature is written in a cursive style and is enclosed within a hand-drawn oval.

Ivan Limpright  
President, UFCW 1518



# Health & Safety Committee Members directory

UFCW Local 1518 Health & Safety Department

604.526.1518 or  
toll-free 1.800.661.3708

WorkSafeBC Inspector

1.888.621.7233 (8:30AM-4:30 PM)  
or 1.866.922.4357 after hours.

## Websites

UFCW Local 1518:

[www.ufcw1518.com](http://www.ufcw1518.com)

WorkSafe BC:

[www.worksafebc.com](http://www.worksafebc.com)

Canadian Centre for Occupational  
Health & Safety:

[www.ccohs.ca](http://www.ccohs.ca)

BC Federation of Labour Health & Safety Centre:

[www.bcfed.com/ohs](http://www.bcfed.com/ohs)

My Health & Safety committee members are:

Name

Contact

Name

Contact

Name

Contact

Name

Contact

Name

Contact

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# Table of Contents

Your Right to Refuse Unsafe Work.....	p. 8-9
Your Right to Know.....	p. 10
Repetitive Movements & Overexertion.....	p. 11-14
Ergonomic Regulations.....	p. 15
Violence Prevention.....	p. 25-27
Working alone & in isolation.....	p. 28-29
Blood and Bodily Fluid exposures.....	p. 32
Basic Steps for Identifying & Preventing Workplace Violence.....	p. 33-34
Chemical Hazards are All Around You! .....	p. 45-49
The “Workplace Hazardous Material Information System” (WHMIS) .....	p. 50
Your Right to Participate .....	p. 60
Workplace Inspections.....	p. 61-63
Incident Investigations.....	p. 64-66
Health & Safety Committees: Making it Work for the Members.....	p. 67-69
Our Health & Safety is not for sale!.....	p. 70-71

# Checklists & forms for committee members

Within this guidebook are a number of checklists, forms, and surveys for Health & Safety committee members. We recommend you read and review each section of the guidebook, and then use the checklist, form, or survey that best helps you fulfill your role as the Health & Safety

committee Rep. When you need more checklists, forms, and surveys for your guidebook, you can simply download them from the union website's Health & Safety section. You can then insert these items into the appropriate Appendix tab in your guidebook. You may also contact your

union's Health & Safety department and ask for more copies of the checklists to be provided (please identify them by Appendix number when contacting the Health & Safety department, e.g. 'please supply five copies of Appendix 1-5').

## Appendix table of contents: Checklists and Report forms

Ergonomic and MSI Prevention checklists p. 16  
 Appendix 1-1: Ergonomic problems checklist p. 17-19  
 Appendix 1-2: Lifting Hazards checklist p. 20  
 Appendix 1-3: Workstation Hazards p. 21  
 Appendix 1-4: Making the job less hazardous p. 22  
 Appendix 1-5: Ergonomic Hazard control recommendations p. 23-24

## Violence in the workplace

Appendix 2-1: Violence & Worksite Risk Assessment for Retail Workers p. 37-40  
 Appendix 2-2: Monthly Checklist - Risk Assessment Worksheet p. 41  
 Appendix 2-3: Survey: Have you experienced Violence or Aggression while at work? p. 42-44

## Chemical Hazards in the workplace

Appendix 3-1: WHMIS Implementation Plan checklist p. 52-54  
 Appendix 3-2: Floor Stripping inspection of premises checklist p. 55-59  
 Your Right to Participate in H&S Committee inspections and investigations  
 Appendix 4-1: Workplace Inspection report p. 73  
 Appendix 4-2: Health & Safety Condition report p. 74-76  
 Appendix 4-3: Incident Investigation report p. 77-79  
 Appendix 4-4: UFCW 1518 Health & Safety Report Card p. 80-89  
 Appendix 4-5: UFCW 1518 New Worker Health & Safety Orientation checklist p. 90-91  
 Appendix 4-6: Information on H&S Committees from the Workers Compensation Act of B.C. p. 94-96

## Collective Agreement Language on Health & Safety

Appendix 5-1: H&S language in Canada Safeway Collective Agreements p. 98  
 Appendix 5-2: H&S language in Overwaitea/SaveOn Foods Collective Agreements p. 99  
 Appendix 5-3: H&S language in Pricesmart Drug Mart Collective Agreements p. 100  
 Appendix 5-4: H&S language in Coopers Collective Agreements p. 101  
 Appendix 5-5: H&S language in Extra Foods/Super Valu 68 Collective Agreements p. 102  
 Appendix 5-6: H&S language in Shoppers Drug Mart Collective Agreements p. 103  
 Appendix 5-7: H&S language in Health Care (HEABC) Collective Agreements p. 104-106  
 Appendix 5-8: H&S language in Grand and Toy Collective Agreements p. 107

Appendix 5-9: H&S language in Sofina Foods Collective Agreements p. 108  
 Appendix 5-10: H&S language in Johnston Packers Collective Agreements p. 109  
 Appendix 5-11: H&S language in Sunrise Poultry Collective Agreements p. 110  
 Appendix 5-12: H&S language in Lilydale (Abbotsford Turkey Plant) Collective Agreement p. 111  
 Appendix 5-13: H&S language in Lilydale (Port Coquitlam Plant) Collective Agreement p.112  
 Appendix 5-14: H&S language in Lilydale (Hatchery) Collective Agreement p.113

## Health & Safety Bulletins issued by UFCW 1518

Appendix 6-1: Cold In-store temperatures p. 115  
 Appendix 6-2: Reusable shopping bags can be hazardous p. 116  
 Appendix 6-3: Save-On member poisoned by Carbon Dioxide p.117  
 Appendix 6-4: Shoplifter assaults Safeway member p.118  
 Appendix 6-5: Rodents in grocery stores p. 119-121  
 Appendix 6-6: Cashiers' fatigue mats p. 122  
 Appendix 6-7: First Aid a basic right of all workers p. 123  
 Appendix 6-8: Employers denying WCB educational leave p. 124  
 Appendix 6-9: Refuse Unsafe Work p. 125  
 Appendix 6-10: Floor Stripper Chemicals p. 126  
 Appendix 6-11: Working Alone FAQs p. 127-130  
 Appendix 6-12: Asbestos p. 131  
 Appendix 6-13: Hazardous chemical mists affect Workers p. 132  
 Appendix 6-14: MSDS not provided p. 133  
 Appendix 6-15: Baler fatality p. 134  
 Appendix 6-16: H&S committee issues p. 135  
 Appendix 6-17: Reporting RSI's p. 136  
 Appendix 6-18: Don't chase shoplifters p. 137  
 Appendix 6-19: Carbon Dioxide Gas poisoning p. 138  
 Appendix 6-20: Rights of Health & Safety Committee members p. 139-140  
 Appendix 6-21: Dangerous use of "belted bridge" checkstands p. 141  
 Appendix 6-22: Methadone Clinics p. 142  
 Appendix 6-23: Needlestick injuries p. 143-144  
 Appendix 6-24: Safe Disposal of Needlesticks and Sharps p. 145-149

## Information on the Duty to Accommodate

Appendix 7-1: Duty to Accommodate information p. 150

## What to do if you are injured at work

Appendix 8-1: What to do if you are hurt at work p.150



# Why this guidebook matters

This guide will help UFCW 1518 members on their Health & Safety committees to:

- recognize key workplace hazards and recommend effective control measures;
- liaise with and respond to all union member complaints, and handle safety issues;
- ensure that the employer eliminate or minimize all workplace hazards;
- understand their role as representatives and advocates for the right to safe and healthy workplaces;
- ensure compliance with all OHS regulations;
- evaluate and audit the effectiveness of the worksite Health & Safety program including violence prevention, injury prevention, education and training of all members;
- understand their roles and responsibilities under Occupational Health & Safety (OHS) legislation in B.C.;
- carry out all committee activities as stated in the Workers Compensation Act and in Collective Agreements.

## The 4 Basic Health & Safety Rights for ALL workers!

Everything you read in this book comes from 4 basic rights (below). These basic rights will help prevent you and your co-workers from being injured, and could save your life!

Every week, your union receives complaints from members whose biggest concern is their employer's violations of one aspect or another of the 4 basic Health & Safety rights. This guide will assist Health & Safety committee members to understand what these rights mean in the workplace, and how to assist union members in making sure their rights are upheld.



### You have rights as a worker

1. The Right To Refuse unsafe work.
2. The Right To Know about all potential hazards in the workplace.
3. The Right To Participate in workplace health and safety activities.
4. The Right To No Discrimination. You can't be fired or disciplined for participating in Health & Safety activities.

# The Health & Safety committee in your workplace...



**In B.C., EVERY UFCW WORKPLACE MUST have a joint occupational Health & Safety (H&S) committee. Your Health & Safety committee is made up of worker and employer representatives, and the number of worker representatives must be equal to or greater than the number of employer representatives.**

Your union is responsible for selecting worker representatives on the committee. The committee is co-chaired by a worker representative (a union member), and an employer representative. You and your union have the sole right to select the union member to serve as co-chair. (Management does NOT get to pick the worker representative!) There must be a minimum of 50% union member representation on all our joint committees.

Members of the Health & Safety committee have an important obligation to ensure that all health or safety hazards are identified and eliminated/controlled.

**You have a duty to represent our membership and advocate on their behalf before management.**

Worker representatives are there to help members, and to ensure the employer complies with all Health & Safety requirements. If union members have a Health & Safety issue they would like raised at the next Health & Safety committee meeting, please encourage them to tell their co-worker(s) on the Health & Safety committee.

**The committee is to be run democratically, and all committee members have a right to determine how the committee will carry out its duties.**

This includes the time for Health & Safety inspections and investigations, the participation of worker representatives, evaluation of educational programs, and the establishment of an effective democratically functioning committee.

**In B.C., the committee is an advisory body.** The employer is responsible for ensuring the Health & Safety of all employees. The committee must, however, monitor the employer's compliance with Health & Safety legislation and regulations, and must advise the union, the employer, and Worksafe BC when assistance with compliance is necessary.

# Your Right to Refuse Unsafe Work

It is vital ALL union members understand that under B.C. law, they are obliged to refuse unsafe work. If they are told to carry out work that is an undue hazard to their health or safety, or anyone else's, they must refuse to do so or they may be held responsible by their employer and WorkSafe BC for any accidents that might occur.

There are many situations when a worker is obliged to refuse to carry out hazardous work. Here are just a few such situations:

- chasing or apprehending shoplifters;
- working alone late at night;
- operation of unsafe power equipment or use of potentially dangerous equipment without training; e.g. riding on forks or pallets;
- handling heavy loads without proper mechanical assistance ;
- use of hazardous chemicals without training and instruction in the hazards;
- remaining in an unsafe or hazardous work environment;
- cleaning or maintaining power equipment without locking it out;
- transporting cash in an unsafe manner.

If you are instructed to do any of the above, immediately report to your supervisor/manager and state you ARE NOT able to carry out any work that puts you or your co-workers at undue risk, and that you are obliged, under the law, to refuse to carry out any activity that places you or your co-workers at risk of serious injury.

## Immediately report the issue to:

1. your Shop Steward;
2. worker co-chair for your Health & Safety committee;
3. the union (your Union Rep, or the union's Health & Safety department).

If the situation cannot be resolved, you must call in a WorkSafe BC inspector.

Worksafe BC regulations clearly state members are not to perform unsafe work duties in the workplace, and this is



a fundamental duty under the BC Occupational Health & Safety Regulation of the Workers Compensation Act.

## ACTION PLAN:

### Health & Safety committee Reps:

You have a special responsibility to ensure all union members understand and carry out their duty to refuse unsafe work. If this becomes an issue in your workplace, please call your Union Representative immediately and the WorkSafe BC inspector for assistance. The regulation and law, in full, is below for your reference. In addition, ask your Union Rep for "Right to Refuse" cards from the union office and distribute them to all members.

The Work Refusal Regulation and your protection from discrimination is excerpted below for your reference:

### 3.12 Procedure for refusal

- (1) A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the Health & Safety of any person.
- (2) A worker who refuses to carry out a work process



or operate a tool, appliance or equipment pursuant to subsection (1) must immediately report the circumstances of the unsafe condition to his or her supervisor or employer.

- (3) A supervisor or employer receiving a report made under subsection (2) must immediately investigate the matter and
  - (a) ensure that any unsafe condition is remedied without delay, or
  - (b) if in his or her opinion the report is not valid, must so inform the person who made the report.
- (4) If the procedure under subsection (3) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, the supervisor or employer must investigate the matter in the presence of the worker who made the report and in the presence of:
  - (a) a worker member of the joint committee,
  - (b) a worker who is selected by a trade union representing the worker, or

- (c) if there is no joint committee or the worker is not represented by a trade union, any other reasonably available worker selected by the worker.
- (5) If the investigation under subsection (4) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, both the supervisor, or the employer, and the worker must immediately notify an officer, who must investigate the matter without undue delay and issue whatever orders are deemed necessary.

### 3.13 No discriminatory action

- (1) A worker must not be subject to discriminatory action as defined in section 150 of Part 3 of the Workers Compensation Act because the worker has acted in compliance with section 3.12 or with an order made by an officer.
- (2) Temporary assignment to alternative work at no loss in pay to the worker until the matter in section 3.12 is resolved is deemed not to constitute discriminatory action.

# Danger in the workplace

## Case Study 1: Save-On Member Poisoned by Carbon Monoxide

A produce clerk at Save-On #990 in North Vancouver succumbed to Carbon Monoxide exposure while pressure-washing a produce cooler with a gas-powered washer in April 2009.

Thanks to immediate action by emergency crews and hospital staff, the member is OK and now recovered from his exposure. Union Health & Safety representatives completed an incident report, and Worksafe BC issued orders on the company.

The worker co-chair on the store's Health & Safety committee, participated in the investigation, which identified a number of serious and fundamental problems in the store's Health & Safety program that ultimately led to this incident:

- lack of training in the use of gas powered equipment;
- improper supervision;
- no posted safe job procedures;
- use of gas-powered equipment in a confined area;
- working alone in confined area where hazardous conditions exist.



Worksafe BC orders addressed improper supervision, lack of training, operating equipment contrary to manufacturers instructions, and failure to immediately report this serious injury to Worksafe BC.

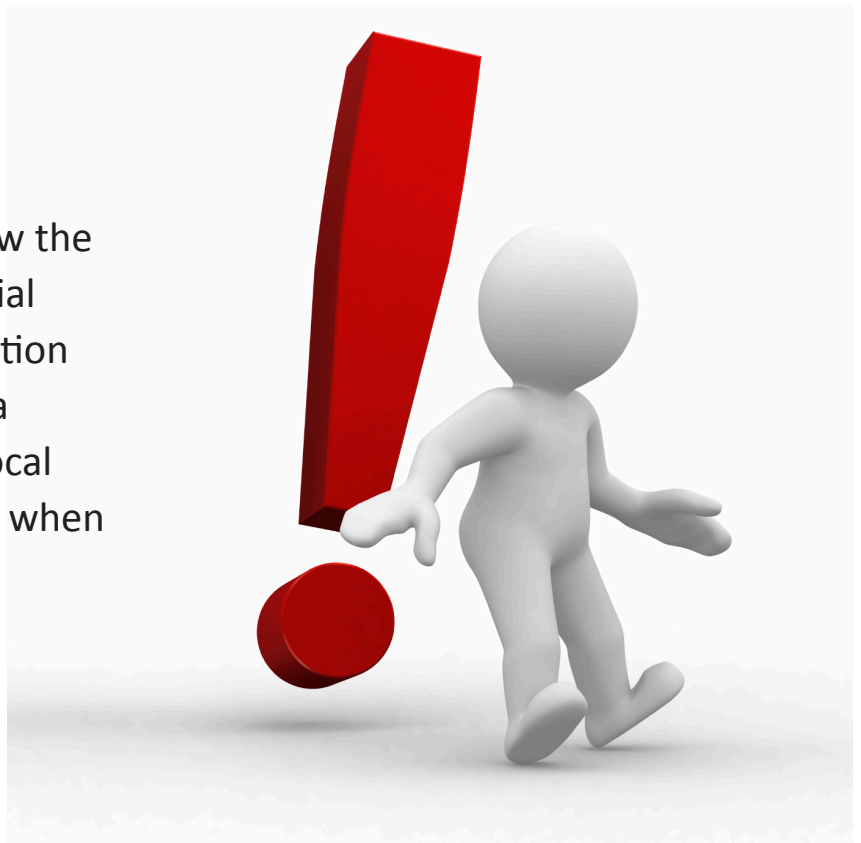
All Health & Safety committees and representatives need to ensure that no one operates gas-powered equipment indoors without proper ventilation and emission controls. Only electric washers should be used in confined areas. No one should operate equipment without proper training in its safe use, and workers asked to do so are obliged, under the law, to refuse this hazardous work.

# Your Right to Know

**DANGER!**  
*Dealing with hazards  
in your work*



Workers have the right to know the nature and risks of the potential hazards in their work. This section of your guidebook addresses a number of the hazards that Local 1518 members face every day when they go to work.





# Repetitive Movements & Overexertion



## Don't become a statistic!

The majority of all work injuries suffered by UFCW 1518 members are musculoskeletal injuries (MSIs) – injuries caused by overexertion or repetitive movements.

**Ergonomics refers to designing workplaces to ensure a healthy work environment. Ergonomics is not about forcing workers to take on work demands that injure them in any way.**

As a member of your Health & Safety committee, you should never assume a worker did something wrong, nor simply blame the worker for doing something wrong when an incident occurs. Workplace ergonomic hazards cause 98% of all strains and sprain injuries (or near-misses). As a committee member, it is important that whenever necessary, you participate in the investigation of the incident and have a full understanding of the background to the incident. Your union's Health & Safety Department can often provide guidance and/or assist with such an investigation.

## Information on Musculoskeletal Injuries (MSI)

### What EXACTLY is a musculoskeletal (MSI) injury?

An MSI is an injury or disorder of the muscles, tendons, ligaments, joints, nerves, blood vessels, or related soft tissue. MSIs include sprains, strains and inflammation that may be caused or aggravated by work.

Ergonomic Hazards are parts of your job that can cause or contribute to an injury. To prevent overexertion injuries, you need to know what hazards you may come across. Three main types of hazards that cause or contribute to MSIs are:

- Force (the effort put into moving or gripping something);

- Repetition (same movement or same task performed over and over again, using the same muscle groups);
- Awkward posture (when any part of your body bends or twists excessively, outside a comfortable range of motion).

## Preventing MSIs

The first step towards prevention is recognizing what injuries we need to prevent! The following detailed explanations describe common injuries suffered by our membership. They are mostly caused by common ergonomic hazards due to poorly designed workstations or overexertion due to high force, repetition and work pace. The following sections will assist committees in recognizing and documenting ergonomic hazards, and in making effective recommendations for prevention.

### Remember:

Eliminating the hazard is the first priority, and required by regulations if at all possible. Never blame an injured worker for their injury! The committee representative's role is to advocate for safer workplaces, not to blame workers for becoming injured in unsafe workplaces.

### We are member's advocates, not "safety cops"!





## Examples of Musculoskeletal Injury (MSI)

Common terms used interchangeably with MSI:

- musculoskeletal disorder (MSD)
- cumulative trauma disorder (CTD)
- repetitive strain injury (RSI)
- work-related musculoskeletal disorders (WMSD)
- overuse injury

**Musculoskeletal injury (MSI) is defined as “an injury or disorder of the muscles, tendons, ligaments, joints, nerves, blood vessels or related soft tissue including a sprain, strain, and inflammation that may be caused or aggravated by work”. (Occupational Health & Safety Regulation, Part 4, Section 4.46)**

## Signs and Symptoms of MSI

*sign-* is observed and physically seen

*symptom-* is subjectively felt by the individual, but not observed

Common signs and symptoms of MSI include:

### Signs:

- Redness
- swelling
- loss of full and normal joint movement
- weakness or clumsiness

### Symptoms:

- Pain- shooting, dull, sharp
- tenderness- to touch and during movement
- heat
- burning sensation
- tingling
- heaviness
- pins and needles
- numbness

Early signs and symptoms of MSI should not be ignored. Pain and discomfort that interfere with daily functioning are not a part of normal working tasks. Forcing yourself to work while enduring physical discomfort may aggravate the injury. Treatment may be required to prevent the injury from progressing to a worse level. In general, early stage MSI is treatable, damage is reversible, and further injury is preventable. Tissue damage that is sustained (usually evident by constant pain) may become require more aggressive treatment.

## Potential Health Effects of MSI

An MSI may affect the ability to perform activities at work, at home, and in recreation. Early signs or symptoms of MSI may develop into a condition that may have long-term effects such as muscle strains, limited joint movement, or chronic inflammation of tissues.

Some potential long-term effects associated with discomfort include:

- sprain- damage to ligament resulting in joint instability
  - strain- damage to tendon occurring when the muscle is forcibly stretched
  - muscle spasm
  - tendinitis- inflammation of the tendon
- Tendons are subjected to excessive tensile load from adjoining muscles and compressive and shear forces from adjacent bones. They are very strong and able to deform and return to their original state. There are two main types of tissues that form tendons. One type resists tensile forces while the other provides flexibility.

When a tendon is unable to adapt to a load, trauma causes disruption (tearing) of the fibres and inflammation follows.

- tenosynovitis- inflammation of the protective covering of a tendon
- neuritis- inflammation of a nerve
- bursitis- inflammation of a bursa
- myalgia- any kind of muscle pain

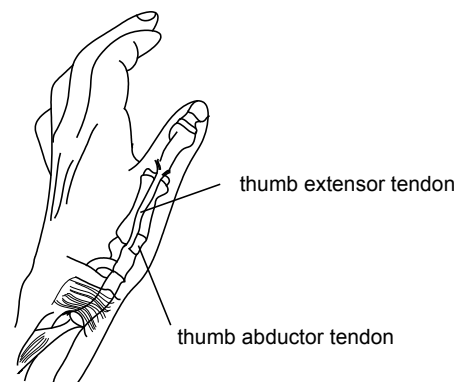
## Common MSIs

### Carpal tunnel syndrome

- pinching of the nerves that travel to the fingers and the muscle at the base of the thumb

### Symptoms:

- burning, tingling, and numbness in the fingers, weakening of fine finger movements



### Risk factors:

- repetition (of wrist flexion, pinching), high forces required

Figure 1: Site of tendons affected by de Quervain's tenosynovitis

### de Quervain's tenosynovitis

- inflammation of the tendons that abduct and extend the thumb and share a tendon sheath that passes over a bony depression at the wrist (Figure 1)
- tissue trauma is initiated when the two tendons rub against the bone
- in response, the sheath around them thickens, creating more friction.

#### Symptoms:

- pain and tenderness on the thumb side of the wrist; possible clicking or catching of thumb on movement

#### Risk factors:

repetitive activities requiring sideways motion of the wrist while gripping the thumb

### Lateral epicondylitis (tennis elbow):

- inflammation of the forearm muscles that attach to the elbow and function to extend the hand at the wrist and supinate the forearm at the elbow (Figure 2)
- usually results from deterioration of the tendon that connects the forearm extensors to the bone at the elbow

#### Symptoms:

- recurring pain and tenderness on the outside of the upper forearm just below the bend of the elbow; occasionally, pain radiates down the arm toward the wrist

#### Risk factors:

- force overload as a result of repetitive gripping, twisting, and wrist extension

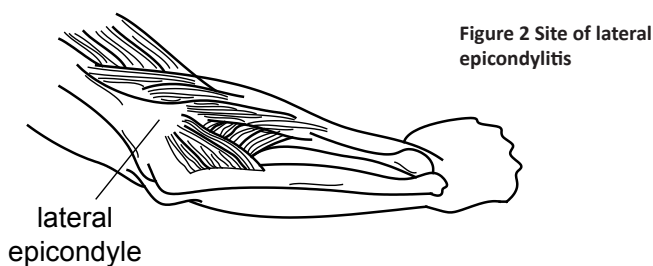


Figure 2 Site of lateral epicondylitis

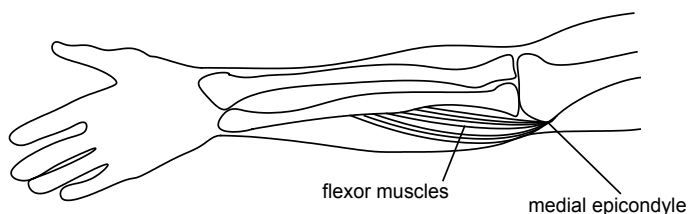


Figure 3: Site of medial epicondylitis

### Medial epicondylitis

- inflammation of the forearm muscles that attach to the elbow and function to flex the hand at the wrist (Figure 3)
- usually results from deterioration of the tendon that connects the forearm flexors to the bone at the elbow

#### Symptoms:

- recurring pain and tenderness on the inside of the upper forearm just below the bend of the elbow; the pain may spread down the forearm

#### Risk factors:

- force overload as a result of repetitive gripping, twisting, and wrist flexion

### Thoracic outlet syndrome

- compression of the nerves and/or blood vessels that pass into the arms from the neck (Figure 4)

#### Symptoms:

- tiredness and heaviness on elevation of arms, pain or tightness, headaches or dizziness and lightheadedness; pain in the shoulder, arm, or hand, or in all three locations.

#### Risk factors:

- repetitive shoulder abduction and adduction, working overhead, carrying heavy loads on the shoulder

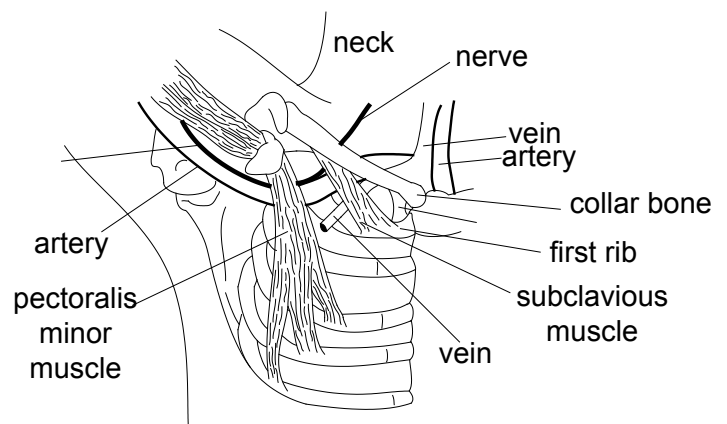
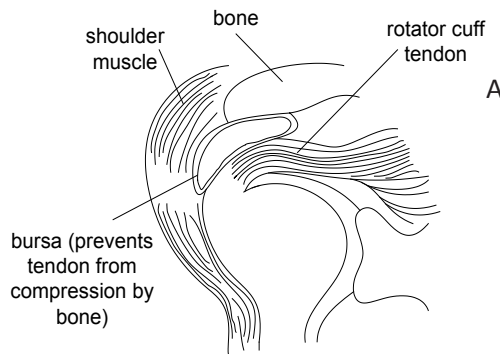


Figure 4: Site of thoracic outlet syndrome

## Shoulder tendonitis (Rotator Cuff Syndrome):

- when tendons or muscles of the rotator cuff tear; associated with limited range of shoulder motion or pain during shoulder movement (see Figure 4 A&B)



### Symptoms:

- weakness when lifting with the arm or shoulder, pain in shoulder, possibly extending down the arm and the pain worsens when area is pressed upon or while lifting objects

### Risk factors:

- awkward postures, static postures, repetition (arm elevation, reaching), forces required

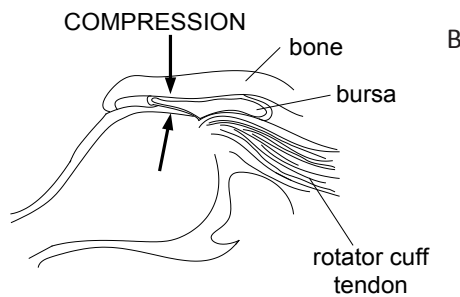


Figure 4 A: Normal shoulder structure  
B: Compression caused by repeated abduction and/or flexion of the shoulder

## Tension neck:

- muscle pain from the neck to the shoulders (see Figure 5); may be associated with headache

### Symptoms:

- burning, tightness from the base of the head to the shoulders

### Risk factors:

- static or awkward postures (neck flexion/extension and/or twisting)

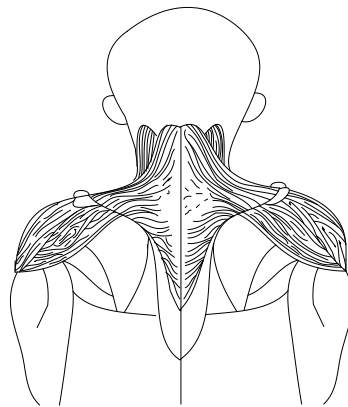


Figure 4 A Normal shoulder structure B Compression caused by repeated abduction and/or flexion of the shoulder

## Stages of MSI

### Stage 1:

Aching or fatigue may be present at work, but subsides with rest (i.e. overnight or on weekends). No effects on work performance are usually noticed, nor are there any objective signs of a problem. Symptoms of aching or fatigue may last for weeks or even months.

### Stage 2:

Pain, aching, and fatigue is present at home and at work. Symptoms will affect work performance and may affect sleep. Visible signs of MSI may also be present. This stage may last for several months.

### Stage 3:

Pain, aching, and fatigue may be present even when the affected limb is at rest. Performance of work duties is significantly affected and sleep will be affected. Visible signs of MSI will be present. This stage may last for months to years.

## Hazards Causing MSI

Several hazards that may cause or contribute to the risk of development of an MSI are present at the same time and increase the risk of injury. The mere presence of an MSI hazard may or may not result in injury. Other aspects must also be taken into consideration such as duration, frequency, intensity, and the effect of multiple hazards.

The design of workstations and the demands of the work tasks produce hazards that increase the risk of MSI. The BC ergonomic regulation was designed to help you identify and control these hazards:

- Force
- Repetition
- Work posture (static and awkward)
- Duration
- Workstation design
- Work organization



# TAKE ACTION - Ergonomic Regulations

## Your Role in Identifying Ergonomic Problems

The Health & Safety committee has a key role to play in identifying ergonomic hazards and making sure they are addressed. The Worksafe BC H&S regulation (below) requires that full consultation take place with both the committee and all affected workers.

It is essential that as a committee member, you know your rights around ergonomic issues. Therefore, it is a good idea to familiarize yourself with the regulations below, and consider how to use the regulation properly in order that you can provide the best protection possible for your co-workers and yourself! Please feel free to contact and consult your union's Health & Safety department for more information about these regulations.

### Risk identification (section 4.47):

The employer must identify factors in the workplace that may expose workers to a risk of musculoskeletal injury (MSI).

### Risk assessment (section 4.48):

When factors that may expose workers to a risk of MSI have been identified, the employer must ensure that the risk to workers is assessed.

### Risk factors (section 4.49):

The following factors must be considered, where applicable, in the identification and assessment of the risk of MSI

- (a) the physical demands of work activities, including
  - (i) force required
  - (ii) repetition,
  - (iii) duration,
  - (iv) work postures, and
  - (v) local contact stresses;
- (b) aspects of the layout and condition of the workplace or workstation, including
  - (i) working reaches
  - (ii) working heights
  - (iii) seating, and
  - (iv) floor surfaces;
- (c) the characteristics of objects handled, including
  - (i) size and shape,
  - (ii) load condition and weight distribution, and
  - (iii) container, tool and equipment handles;
- (d) the environmental conditions, including cold temperature;
- (e) the following characteristics of the organization of work:
  - (i) work-recovery cycles;
  - (ii) task variability;
  - (iii) work rate.

### Risk control (section 4.5)

- (1) The employer must eliminate or, if that is not practicable, minimize the risk of MSI to workers.
- (2) Personal protective equipment may only be used as a substitute for engineering or administrative controls if it is used in circumstances in which those controls are not practicable.
- (3) The employer must, without delay, implement interim control measures when the introduction of permanent control measures will be delayed.

### Education and training (section 4.51):

- (1) The employer must ensure that a worker who may be exposed to a risk of MSI is educated in risk identification related to the work, including the recognition of early signs and symptoms of MSI's and their potential health effects.
- (2) The employer must ensure that a worker to be assigned to work which requires specific measures to control the risk of MSI is trained in the use of those measures, including where applicable work procedures, mechanical aids and personal protective equipment.

### Evaluation (section 4.52):

- (1) The employer must monitor the effectiveness of the measures taken to comply with the Ergonomics (MSI) Requirements and ensure they are reviewed at least annually.
- (2) When the monitoring required by subsection (1) identifies deficiencies, they must be corrected without undue delay.

### Consultation (section 4.53):

- (1) The employer must consult with the occupational Health & Safety committee, if any, or the worker Health & Safety representative, if any, with respect to the following when they are required by the Ergonomics (MSI) Requirements:
  - (a) risk identification, assessment and control;
  - (b) the content and provision of worker education and training;
  - (c) the evaluation of the compliance measures taken.
- (2) The employer must, when performing a risk assessment, consult with
  - (a) workers with signs or symptoms of MSI, and
  - (b) representative sample of the workers who are required to carry out the work being assessed.

# 1 APPENDIX

## Appendix 1-1 through 1-5: Ergonomic and MSI Prevention checklists

### MSI ACTION PLAN:

1. Talk to your co-workers
2. Identify Ergonomic Hazards
3. Recommend changes to your workplace

These checklists and forms will help you identify common ergonomic problems and recommend hazard controls. Please use them!

- |                      |   |
|----------------------|---|
| <b>Appendix 1-1:</b> | <b>Ergonomic problems checklist</b>                       |
| <b>Appendix 1-2:</b> | <b>Lifting Hazards checklist</b>                          |
| <b>Appendix 1-3:</b> | <b>Workstation Hazards</b>                                |
| <b>Appendix 1-4:</b> | <b>Making the job less hazardous: Work Task checklist</b> |
| <b>Appendix 1-5:</b> | <b>Ergonomic Hazard control recommendations</b>           |



# Appendix 1-1: Checklist for ergonomic problems

**Instructions:**

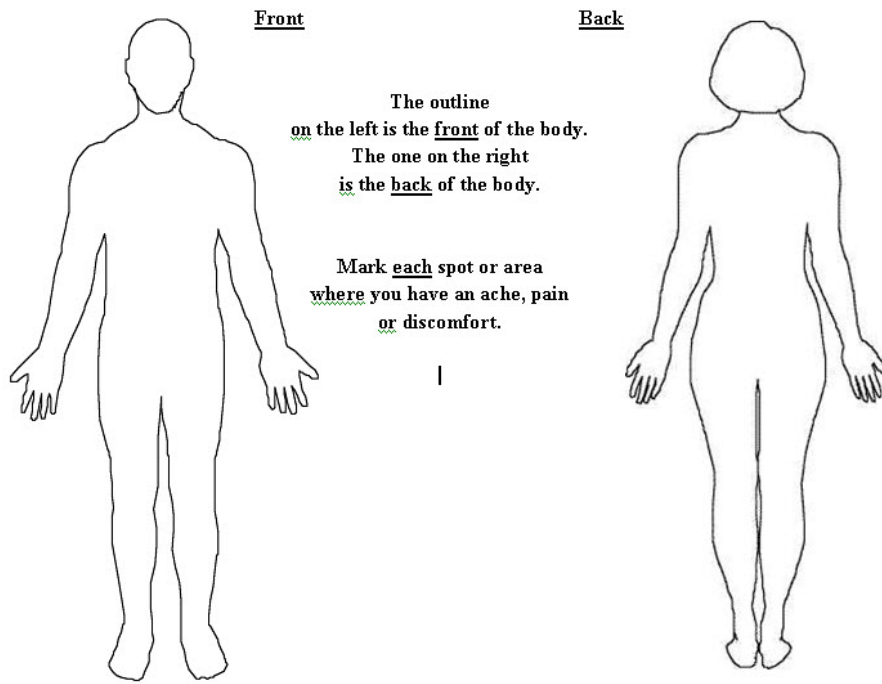
Start with the first page to get basic information. Ask about each body area listed in the left-hand column. For each area that applies check the box and fill in the symptoms or information about the symptoms in the

“Summarize here” section. Then have the person fill out the body map on the next page; this gives more specific information. In the next section, go over the questions in the columns, and analyze which ergonomic hazards are (likely) present.

<b>Workplace:</b>		<b>Name (of person):</b>	
<b>Work station/job</b>		<b>Date of discussion:</b> With (person filling in form):	
<p>What kinds of problems or complaints are there about aches and pains or discomfort in the:</p> <ul style="list-style-type: none"> <li><input type="radio"/> head?</li> <li><input type="radio"/> neck?</li> <li><input type="radio"/> shoulders?</li> <li><input type="radio"/> elbows and arms?</li> <li><input type="radio"/> wrists and hands?</li> <li><input type="radio"/> back?</li> <li><input type="radio"/> legs?</li> <li><input type="radio"/> knees?</li> <li><input type="radio"/> feet?</li> </ul> <p>(whether or not you think they are related to the job)</p>		<p><b>Summarize here:</b></p> <p>For details, use the body map on the next page.</p>	







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Body area affected (from body map)	When? (What are you doing when you notice the ache/pain/discomfort?)	What causes the problem or complaint?	What kind of ergonomic hazard is it? (See bottom of page for list.)	What can be done immediately to avoid it?	What should be analyzed or investigated in more detail?



Uncomfortable postures or positions: twisting, arms raised, bent wrists, pinch grip with fingers, non-neutral positions

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Heavy and repeated efforts (force): tightening things, pulling, pushing, lifting, hitting something

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Repetition: of the same movement or gestures

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Work environment issues: humidity, temperature, vibration, lighting or other physical hazards

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Stressors/work organization hazards: pace of work, time pressures, inadequate machines or tools, chance of violence, no say about what you're doing, little or no support or respect, etc.

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# Appendix 1-2: Lifting hazard checklist

<b>Materials Handling Checklist</b> <b>“No” responses indicate potential problem areas. Require Hazard controls</b>		
1. Are the weights of loads to be lifted under 20 kilograms?	<input type="checkbox"/> yes	<input type="checkbox"/> no
2. Are materials moved over minimum distances?	<input type="checkbox"/> yes	<input type="checkbox"/> no
3. Is the distance between the object load and the body minimized?	<input type="checkbox"/> yes	<input type="checkbox"/> no
4. Are walking surfaces		
level?	<input type="checkbox"/> yes	<input type="checkbox"/> no
wide enough?	<input type="checkbox"/> yes	<input type="checkbox"/> no
clean and dry?	<input type="checkbox"/> yes	<input type="checkbox"/> no
5. Are objects		
Easy to grasp?	<input type="checkbox"/> yes	<input type="checkbox"/> no
stable?	<input type="checkbox"/> yes	<input type="checkbox"/> no
Able to be held without slipping?	<input type="checkbox"/> yes	<input type="checkbox"/> no
6. Are there handholds on these objects?	<input type="checkbox"/> yes	<input type="checkbox"/> no
7. When required, do gloves fit properly?	<input type="checkbox"/> yes	<input type="checkbox"/> no
8. Is the proper footwear worn?	<input type="checkbox"/> yes	<input type="checkbox"/> no
9. Is there enough room to maneuver?	<input type="checkbox"/> yes	<input type="checkbox"/> no
10. Are mechanical aids used whenever possible?	<input type="checkbox"/> yes	<input type="checkbox"/> no
11. Are working surfaces adjustable to the best handling heights?	<input type="checkbox"/> yes	<input type="checkbox"/> no
12. Does material handling avoid		
movements below knuckle height and above shoulder height?	<input type="checkbox"/> yes	<input type="checkbox"/> no
static muscle loading?	<input type="checkbox"/> yes	<input type="checkbox"/> no
sudden movements during handling?	<input type="checkbox"/> yes	<input type="checkbox"/> no
twisting at the waist?	<input type="checkbox"/> yes	<input type="checkbox"/> no
extended reaching?	<input type="checkbox"/> yes	<input type="checkbox"/> no
13. Is help available for heavy or awkward lifts?	<input type="checkbox"/> yes	<input type="checkbox"/> no
14. Are high rates of repetition avoided by		
job rotation?	<input type="checkbox"/> yes	<input type="checkbox"/> no
Self-pacing?	<input type="checkbox"/> yes	<input type="checkbox"/> no
sufficient pauses?	<input type="checkbox"/> yes	<input type="checkbox"/> no
15. Are pushing or pulling forces reduced or eliminated?	<input type="checkbox"/> yes	<input type="checkbox"/> no
16. Does the employee have an unobstructed view of handling the task?	<input type="checkbox"/> yes	<input type="checkbox"/> no
17. Is there a preventive maintenance program for equipment?	<input type="checkbox"/> yes	<input type="checkbox"/> no
18. Are workers trained in correct handling and lifting procedures?	<input type="checkbox"/> yes	<input type="checkbox"/> no





## Appendix 1-3: Workstation Hazards

<b>Workstation Checklist</b> “No” responses indicate potential problem areas.		
1. Does the work space allow for full range of movement?	<input type="checkbox"/> yes	<input type="checkbox"/> no
2. Are mechanical aids and equipment available?	<input type="checkbox"/> yes	<input type="checkbox"/> no
3. Is the height of the work surface adjustable?	<input type="checkbox"/> yes	<input type="checkbox"/> no
4. Can the work surface be tilted or angled?	<input type="checkbox"/> yes	<input type="checkbox"/> no
5. Is the workstation designed to reduce or eliminate		
bending or twisting at the wrist?	<input type="checkbox"/> yes	<input type="checkbox"/> no
reaching above the shoulder?	<input type="checkbox"/> yes	<input type="checkbox"/> no
static muscle loading?	<input type="checkbox"/> yes	<input type="checkbox"/> no
full extension of the arms?	<input type="checkbox"/> yes	<input type="checkbox"/> no
raised elbows?	<input type="checkbox"/> yes	<input type="checkbox"/> no
6. Are the workers able to vary posture?	<input type="checkbox"/> yes	<input type="checkbox"/> no
7. Are the hands and arms free from sharp edges on work surfaces?	<input type="checkbox"/> yes	<input type="checkbox"/> no
8. Is a footrest provided where needed?	<input type="checkbox"/> yes	<input type="checkbox"/> no
9. Is the floor surface free of obstacles and flat?	<input type="checkbox"/> yes	<input type="checkbox"/> no
10. Are cushioned floor mats provided for employees required to stand for long periods?	<input type="checkbox"/> yes	<input type="checkbox"/> no
11. Are chairs or stools easily adjustable and suited to the task?	<input type="checkbox"/> yes	<input type="checkbox"/> no
12. Is there a preventive maintenance program for mechanical aids, tools, and other equipment?	<input type="checkbox"/> yes	<input type="checkbox"/> no



# Appendix 1-4: Work Task Checklist: Making the Job Less Hazardous

## Ergonomics: Task Analysis Checklist

“No” responses indicate potential problem areas.

1. Does the design of the primary task reduce or eliminate		
bending or twisting of the back or trunk?	<input type="checkbox"/> yes	<input type="checkbox"/> no
crouching?	<input type="checkbox"/> yes	<input type="checkbox"/> no
bending or twisting the wrist?	<input type="checkbox"/> yes	<input type="checkbox"/> no
extending the arms?	<input type="checkbox"/> yes	<input type="checkbox"/> no
raised elbows?	<input type="checkbox"/> yes	<input type="checkbox"/> no
static muscle loading?	<input type="checkbox"/> yes	<input type="checkbox"/> no
clothes wringing motions?	<input type="checkbox"/> yes	<input type="checkbox"/> no
finger pinch grip?	<input type="checkbox"/> yes	<input type="checkbox"/> no
2. Are mechanical devices used when necessary?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
3. Can the task be done with either hand?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
4. Can the task be done with two hands?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
5. Are pushing or pulling forces kept minimal?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
6. Are required forces judged acceptable by the workers?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
7. Are the materials		
Able to be held without slipping?	<input type="checkbox"/> yes	<input type="checkbox"/> no
Easy to grasp?	<input type="checkbox"/> yes	<input type="checkbox"/> no
Free from sharp edges and corners?	<input type="checkbox"/> yes	<input type="checkbox"/> no
8. Do containers have good handholds?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
9. Are jigs, fixtures, and vises used where needed?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
10. As needed, do gloves fit properly and are they made of the proper fabric?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
11. Does the worker avoid contact with sharp edges when performing the task?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
12. When needed, are push buttons designed properly?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
13. Do the job tasks allow for ready use of personal equipment that may be required?		
	<input type="checkbox"/> yes	<input type="checkbox"/> no
14. Are high rates of repetitive motion avoided by		
job rotation?	<input type="checkbox"/> yes	<input type="checkbox"/> no
Self-pacing?	<input type="checkbox"/> yes	<input type="checkbox"/> no
sufficient pauses?	<input type="checkbox"/> yes	<input type="checkbox"/> no
adjusting the job skill level of the worker?	<input type="checkbox"/> yes	<input type="checkbox"/> no
15. Is the employee trained in		
proper work practices?	<input type="checkbox"/> yes	<input type="checkbox"/> no
when and how to make adjustments?	<input type="checkbox"/> yes	<input type="checkbox"/> no
recognizing signs and symptoms of potential problems?	<input type="checkbox"/> yes	<input type="checkbox"/> no



# Appendix 1-5: Ergonomic Hazard Control: Recommendations

After you have used your checklists to identify potential problems, the next step is to reduce the main hazards/problems identified. The Health & Safety committee and the members you interviewed are the primary source of information for reducing these hazards. As workers, we know the jobs we do better than anyone and we have practical ideas on how to reduce the main hazards and problems we encounter. Committee members should use these suggestions as a basis for your recommendations. What follows are recommendation forms for you to fill out:

## How to Fix the Problem

### Recommendation Form to Control Ergonomic Hazard Control

**Department** \_\_\_\_\_

**Workstation** \_\_\_\_\_

**Hazards: (Refer to risk factors in BC Regulation 4.49)**

Awkward postures

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Highly repetitive

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Work surface heights or reaches

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**Work organization: (task variability) work rate**

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Excessive weight or force

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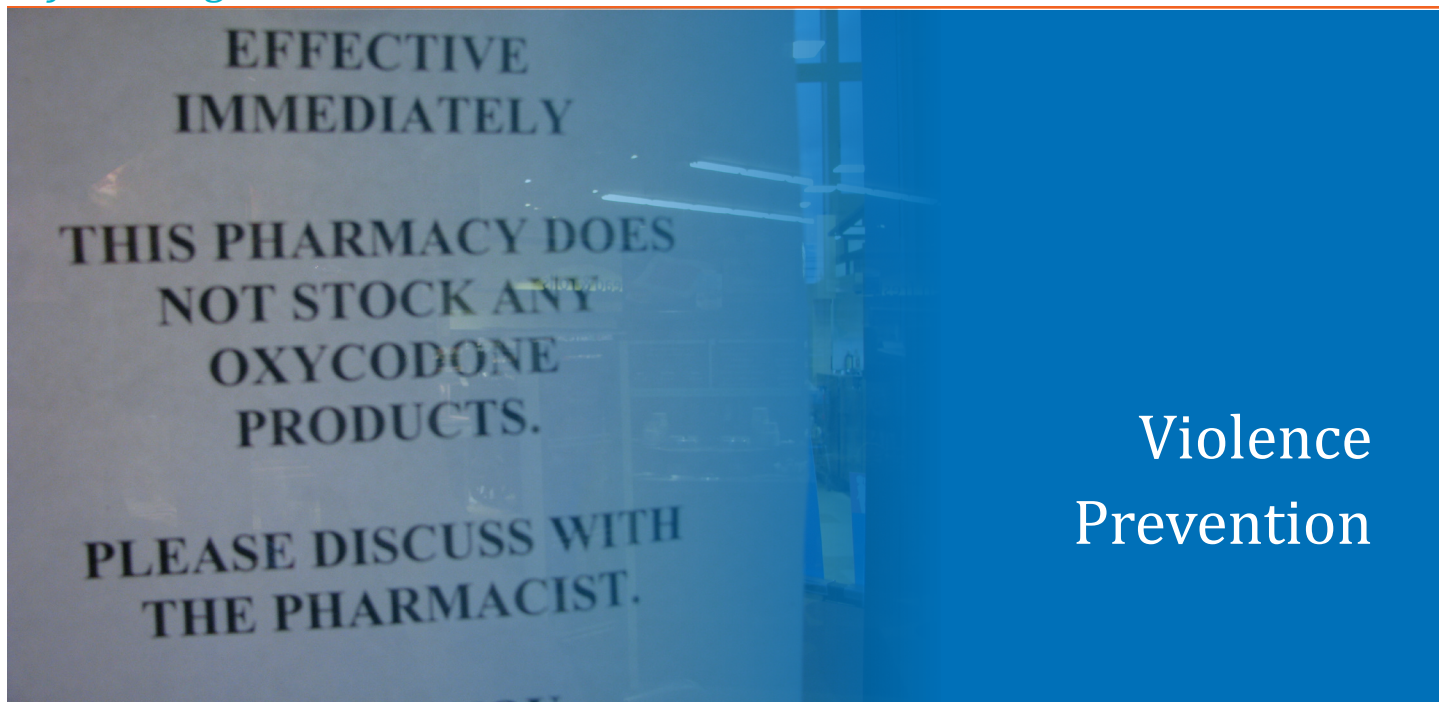
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## Violence Prevention

### Why a violence prevention program?

Every day a worker is assaulted, or threatened with violence. Attacks have resulted in disabling injury, and loss of life. For far too long this problem has been accepted “as part of the job”.

In a survey of retail Health & Safety committees, almost all responded that workers they represent face a significant risk of violence.

You have the right to a work environment that is free of violence or the threat of violence. Developing a violence prevention program is the first step in controlling this occupational hazard.

Violence prevention programs work. Often simple solutions, once implemented, provide workers with needed protection.

### What is violence?

Violence is not just a physical assault. Violence also refers to, for example, verbal abuse or unwanted sexual advances. Even if a worker is not physically injured, the threat of violence or stress from the fear of violence can lead to serious health problems.

Violence prevention is needed whenever a worker has reasonable cause to believe that he or she is at risk of violence. This would include, for example, shoplifting incidents, robberies, bomb threats, or hostile customers who may threaten you and/or your family off of the job.

### Who is at risk?

Most retail workers are at risk, especially those who work in urban areas, or on night shifts, and who handle cash and other valuable merchandise. Whether you are a Cashier at the front-end, a member of the Night Crew, or working alone, at night in a drugstore or a convenience store, violence prevention programs affect you, and may save your life.

### Why are workers assaulted?

Each incident of violence has its own set of causes. Working with customers who may be frustrated, anxious, impatient, angry, or under the influence of drugs or alcohol, inevitably carries with it the potential for violence. These people may lash out against whoever is closest to them – often an employee.



Assaults are very often unprovoked and occur when workers are performing their duties. In robberies, union members are increasingly at risk, due to increased drug abuse, or unemployment, and violence in the community.

Some specific factors which commonly play a role in increasing the risk of violence and robberies are:

- Improper or lax security measures;
- Inadequate cash control;
- Failure to design safer work procedures, and appropriate emergency response;
- Failure to identify site-specific hazardous conditions and develop proper controls, policies and education programs;
- Under-staffing, which forces people to work alone or without enough staff to provide good coverage, thus allowing tensions to rise amongst customers.

## What are the employers' obligations to reduce violence?

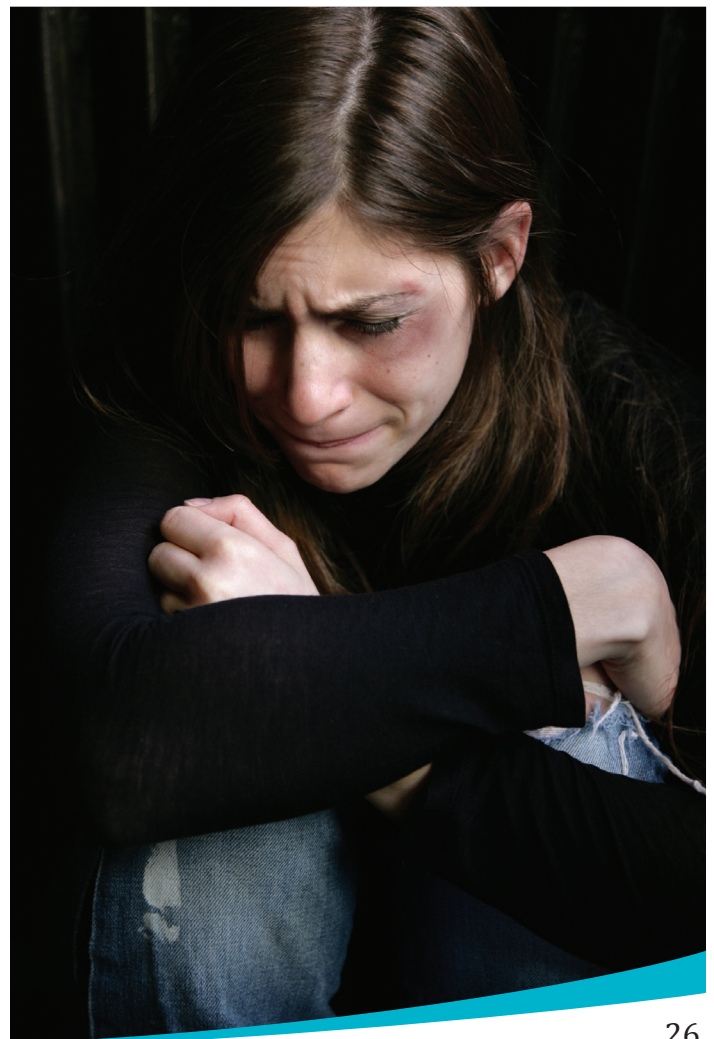
All employers whose workers are exposed to a risk of injury from violence must establish a Violence Prevention Program. This will need to include:

- Regular site-specific risk assessments;
- Policies and procedures that minimize risks to workers;
- Established procedures for reporting, investigating and documenting incidents of violence, and address:
  - robberies and shoplifting;
  - bomb threats;
  - power outages;
  - abusive customers;
  - late and after hours work assignments;
  - access to workplace.

## What about workers' participation in violence prevention programs?

All workers have a right to know if they are at risk of violence, and what situations have occurred in the past and may occur again. They need to be trained in the policies and procedures covering all potential violent situations.

Worker representatives on the H&S committee need to participate in investigating all incidents and in evaluating the prevention program. Workers who are victims of violence will also need help, trauma counseling, and knowledge of their compensation rights.



# Organizing to prevent workplace violence

## Establish Roles & Responsibilities of the Health & Safety committee

The H&S committee is responsible for establishing recommendations that will be forwarded to the employer. In establishing the recommendations, the H&S committee needs to consider the following:

- Environmental factors that could increase risk such as working alone; working at night; working outside; community crime profile; previous incidents of robbery.
- Information from all risk assessments.
- Workplace design and layout.

Workplace procedures that could be changed to reduce risk, including:

- Robberies and shoplifting; do not apprehend. Do not chase. Do not bring suspects back into the workplace. Do not assist Loss Prevention officers (LPOs).
- Late night work - do not work alone.
- Cash control; consult with Worksafe BC for existing orders and recommendations
- Safety to and from work. Park in well-lit areas close to entrance. Use an escort system.

## TAKE ACTION: The Role of the Health & Safety committee

The Health & Safety committee has a central role to play in violence prevention. It should:

- assist in the development of policies and workplace design changes that will reduce the risk of violence on the job;
- regularly review all reports of incidents of violence, and ensure assistance is provided to those affected;
- take part in the development and implementation of training programs that will reduce the risk of on-the-job violence;
- the checklists for this section (beginning p. 37) are intended for you to use as tools to prevent you and your co-workers from experiencing violence in your workplace.

## Working alone or in isolation - you have rights

Due to cutbacks of hours, many of our members have reported they are scheduled to work alone late at night. This is unacceptable and places these members at risk of violence.

We recommend that all members report this occurrence immediately to their Union Representative and their Health & Safety worker co-chairs.

If any member is left to work alone with no immediate (in the vicinity) other workers available, they have a right and duty to refuse this hazardous work.



# ACTION PLAN: 1. Information for All Members

## Working Alone & in Isolation- Frequently Asked Questions

**Q: What is the definition of “to work alone or in isolation?”**

**A: “To work alone or in isolation” is defined as working in circumstances where assistance would not be readily available to the worker (a) in case of an emergency, or (b) in case the worker is injured or in ill health.**

**Q: What is assistance that is readily available?**

**A: For assistance to be readily available, four conditions should be considered:**

- **Presence of others – are there other people in the vicinity?**
- **Awareness – will other persons be capable of providing assistance and be aware of the worker’s needs?**
- **Willingness – is it reasonable to expect that those other persons will provide assistance?**
- **Timeliness – will assistance be provided within a reasonable period of time?**

**Q: Do customers meet the requirements of assistance that is readily available?**

**A: NO. Employers should not rely on the presence of customers to meet the conditions of assistance that is readily available. In some cases, such as in a busy shopping mall, however, there may be worker of other employers available to provide assistance.**



**Q: Can workers from different employers provide each other with assistance?**

**A: Yes. If two or more workers of different employers are working together and each worker is capable of and willing to provide helpful assistance in a timely manner, then this qualifies as assistance that is readily available. For example, this may be the case where a coffee/donut retailer is in same premises as a fuel vendor. Employers must ensure that the workers are capable of and willing to provide assistance and that the workers are aware of this arrangement.**

**Q: If a worker is supplied with an electronic means of communication, such as a phone, radio, or personal alarm, does this qualify as assistance that is readily available to the worker?**

**A: NO. If the worker cannot be seen or heard by persons capable of offering and willing to offer assistance in a timely manner, then he or she is working alone or in isolation. Electronic means of communication may be one way to control hazards identified for a worker working alone or in isolation, but they do not remove the employer’s obligation to meet the other working alone or in isolation requirements.**

For example, a home care or social worker, working alone and who is dispatched to situations where there is risk of violence, may be provided a communication device as part of the hazard identification and control process. A communication device may be one way to reduce hazards of working alone or in isolation; however, the worker is still considered to be working alone or in isolation.



**Q: What are some examples of workers who may be working alone or in isolation?**

**A: Common situations and occupations where a worker may be working alone or in isolation include:**

- A worker at a retail outlet;
- A worker who meets clients out of the office such as a home care worker, or a social service worker;
- A worker who does hazardous work with no regular interaction with other people, a worker in the freezer area of a cold storage facility or a night cleaner in a plant, or late night cashier;
- A worker who is isolated from other workers or public view such as a security guard, custodian, night shift worker in a community care or out patient department.

**Q: Provisions say that identified hazards that cannot be eliminated should be reduced using engineering controls. What is an engineering control?**

**A: “Engineering controls” are defined in the Regulation as the physical arrangement, design or alteration of workstations, equipment,**

**materials, production facilities or other aspects of the physical work environment, for the purpose of controlling risk. Examples of engineering controls include installing physical arrangements in the workplace to separate a worker from customers and the public by locked doors, pay windows, protective barriers that are substantial enough to prevent access to the worker.**

**Q: The provisions say that identified hazards that cannot be eliminated or reduced using engineering controls, should be reduced using administrative controls. What is an administrative control?**

**A: “Administrative controls” are defined in the Regulation as the provision, use and scheduling of work activities, including staffing. Examples of administrative controls include rearranging the work so that more than one person is always present in the workplace or prohibiting high risk work activities during times when a worker is working alone.**





**Late Night Retail Premises**

**Measures that an employer could use include:**

- Adjusting work shifts to ensure at least two workers are working during the late night hours;
- Restricting business operating hours from 6:00 a.m. to 11:00 p.m., or;
- Hiring a temporary security guard to physically monitor the site.

**Is the plan to prevent violence working?**

As with all programs, you must monitor whether the Violence Plan is effective and is meeting the objectives.

## ACTION PLAN: 2. What were the prevention objectives when developing the program and how do they measure up?

The review should take place in about a one-year time frame from when you first initiated the program.

### Review the program elements:

- do all of the procedures for robberies or shoplifting effectively minimize the risk of violence?
- does the bomb threat policy protect the workforce?
- are workers reporting incidents of violence?
- has the incidence of violence been reduced?
- are workers and supervisors trained in violence prevention initiatives?
- is there an effective communication process in place?
- does the check-in procedure for workers who work alone eliminate or minimize the risk?
- are workers knowledgeable in the process to be used for emergency situations?
- were complaints investigated jointly?
- were victims given adequate support?
- were police called when appropriate?
- have any policies and procedures changed?
- have environmental assessments been followed up?

*A report of the findings should be submitted to the Health & Safety committee. The committee is then responsible for making recommendations to the employer. Necessary revisions to the program should be implemented without delay.*





## What happens after violent incidents?

### ACTION PLAN: 3. Help Our Members Affected by Violence

#### What is PTSD?

Post Traumatic Stress Disorder (PTSD) is the way a person reacts to emotional stress or physical injury, assault or other forms of extreme stress outside of everyday experience. It can include physical pain from the assault, as well as anger, anxiety, depression, fatigue and preoccupation with the event. Other common symptoms are depression, flashbacks, and nightmares. PTSD also does serious damage to family relations and social life.

#### Should PTSD be treated?

Yes. Voluntary individual counseling is the best form of treatment for an assaulted worker. Often, however, assault victims fail to seek help and blame themselves for the incident.

#### Post-traumatic stress/ referral services

The employer, in the event of an incident of assault, should provide counseling and support for the affected employee.

In B.C., the Workers Compensation Board (WCB) offers free critical incident debriefing services. Also, once a WCB claim is filed, workers are compensated for lost days of work, counseling sessions, hospitalization and other relevant expenses.



# Blood and Bodily Fluid Exposures



Exposure to blood and potential bloodborne disease is always possible during a violent incident. If you are exposed, take the following precautions:

## What to do when an Exposure Occurs

The following exposure incidents are potentially harmful:

- skin is punctured with a contaminated sharp object.
- a mucous membrane (the eyes, nose, or mouth) is splashed with blood and certain body fluids.
- non-intact skin is splashed with blood and certain body fluids.

*Blood and body fluid contact with intact skin is not considered to be a risk for the spread of bloodborne pathogens. You should, however, thoroughly wash your hands and other affected areas immediately. If you have any further concerns, contact your family physician or nearest health unit office (see the blue pages of the telephone directory).*

If any of the above exposure incidents occurs, follow these steps:

### 1. Get first aid immediately:

- if the mucous membranes of the eyes, nose, or mouth are affected, flush with lots of clean water at a sink or eyewash station.
- if there is a sharps injury, allow the wound to bleed freely. Then wash the area thoroughly with non-abrasive soap and water.
- if an area of non-intact skin is affected, wash the area thoroughly with non-abrasive soap and water.



### 2. Report the incident:

Report the incident as soon as possible to your supervisor and first aid attendant, or occupational health staff. This should not cause significant delay in seeking medical attention.

### 3. Seek medical attention immediately:

Seek medical attention immediately ~ preferably within two hours at the closest hospital emergency room, or at a health care facility if there is no hospital emergency room in the vicinity. Immunizations or medications may be necessary. These may prevent infection or favorably alter the course of the disease if you do become infected. Blood tests should also be done at that time. You may need to see your family doctor within the next five days for follow-up, such as, counseling and medications.

### 4. Complete WCB claim forms:

If the exposure incident occurred at work, the employer and worker must complete and submit the appropriate WCB claim forms.

# Basic Steps for Identifying & Preventing Workplace Violence



## Reporting & Documenting

When recommending reporting and documenting procedures, consider:

- robberies;
- other threats against the worker;
- aggressive behaviour;
- risks that occur outside the workplace;
- stalking family members.

## Communications

Assess communication systems that are in place and whether they consider:

- how workers are checked if working alone;
- how workers are informed of any potential risk of violence;
- who is responsible for emergency assistance and who makes the contact.

## Incident Response

**Evaluate:**

- how workers are able to respond to an incident;
- who is responsible for intervening in case of an incident, and if so, what training is required;
- if peer diffusion should be part of the program;
- if critical incident stress debriefing is required and provided within 24 hours;
- how a joint investigation must be carried out;
- what the protocols are for contact with blood or body fluids:
  - a) for the worker;
  - b) for clean up.

## Training Needs

Recommend types of training and who should be trained.

**Consider:**

- training on all of the processes and procedures that are to be implemented by the employer;
- priority lists for training;
- time frame for training to occur;
- training on how to conduct a risk assessment.

## The Employers' Responsibility for Preventing Violence

- The employer has a responsibility to inform workers who may be exposed to the risk of violence as to the nature and the extent of the risk. This obligation includes a duty to provide information related to the history of violence.
- The employer is responsible for establishing procedures, policies and work environment arrangements that minimize or eliminate the risk to workers from violence on the job. Corrective actions must be taken in response to recommendations from the Health & Safety committee.
- Once the policies and procedures and work environment arrangements that the employer has established are implemented, staff are required to be trained.

## Workplace Environmental Risks

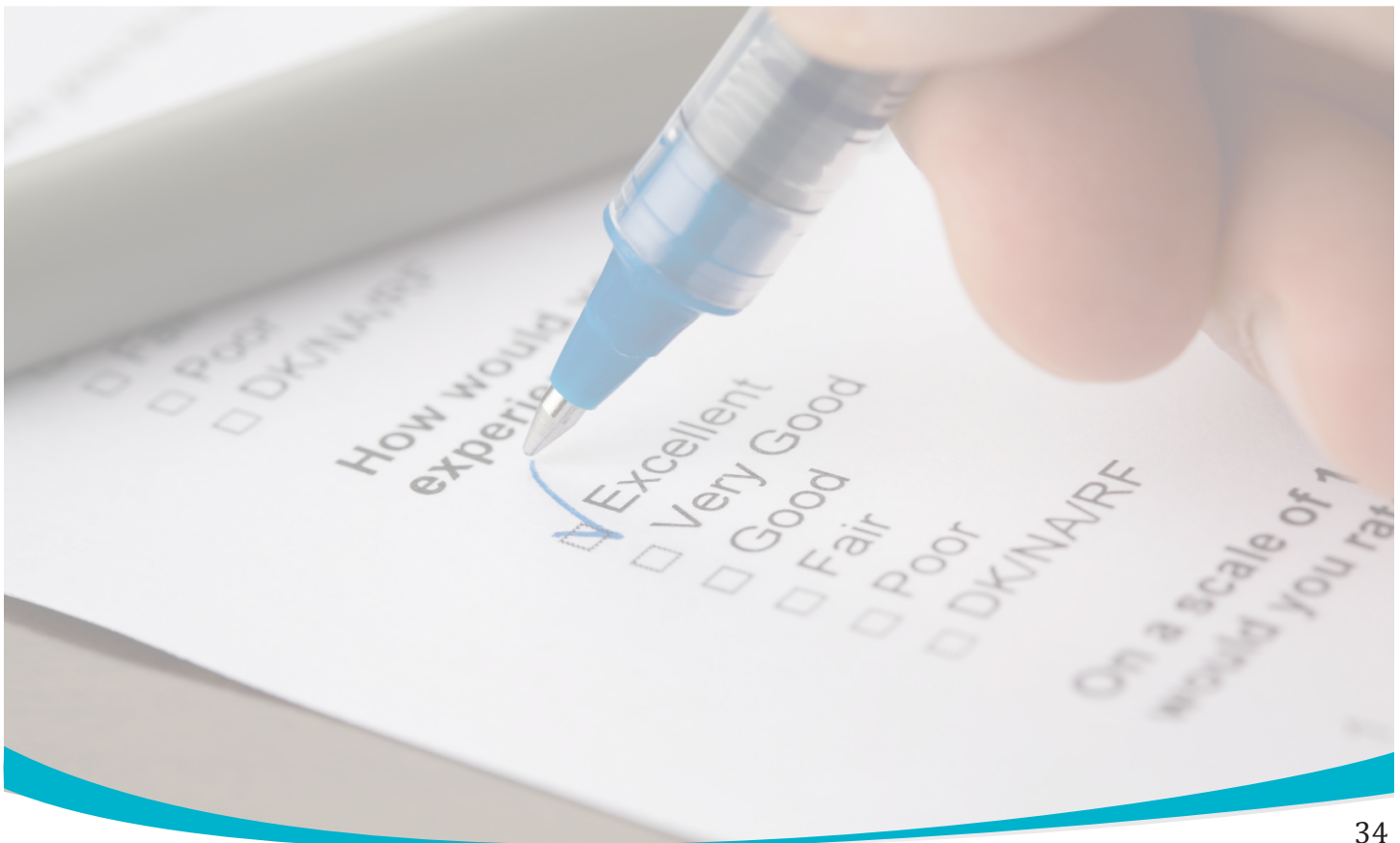
The employer should ensure the following measures are in place:

- ensure no public access to the facility after hours. Are there multiple access points where one would be sufficient? Is it secure?
- install emergency panic buttons; direct response alarms to police if required.
- install adequate lighting, both inside and in parking areas.
- ensure proper signage and video surveillance.
- ensure good visibility for staff.
- improve worksite layout and ensure that security for the facility is adequate.
- ensure staffing levels are adequate, especially during evening hours.
- institute a process for traveling to and from parking areas which ensures worker safety.

## Specific Training For Retail Workers

All workers at risk of assault by the public need education and training relating to the following topics:

- general safety measures, including robberies, shoplifting and bomb threat policies;
- personal safety measures;
- aggressive and violence-predicting behaviour;
- strategies to avoid physical harm;
- available employee assistance programs, and central incident stress debriefing;
- blood and body fluids protocols;






# Danger in the workplace

## Case Study 2: Worksafe BC says 'NO' to apprehending and bringing in shoplifters through the workplace

Worksafe BC finds that employees who decide to walk a shoplifter or suspect through the workplace or retail worksite put the worker at great risk of injury, as they are more likely to encounter a violent occurrence. Below is a passage from WCB's inspection report from their prevention division.

### INSPECTION REPORT

PREVENTION DIVISION



**WORKERS' COMPENSATION BOARD**  
 6951 Westminister Highway, Richmond, BC, V7C 1C6  
 Mailing Address: PO Box 5358, Vancouver BC, V6B 8L5  
 Telephone 604 276-3100 Toll Free 1-888-421-7233 Fax 604 276-3247

An employer who fails to comply with the Occupational Health & Safety Regulation or Board orders or directions is subject to sanctions as prescribed in the Workers Compensation Act.

The Occupational Health & Safety Regulation requires that one copy of this report remain posted in a conspicuous place at or near the operation inspected for at least seven days, or until compliance has been achieved, whichever is the longer period.

An employer, worker, supplier, union or other person aggrieved may submit a request for review of this report or orders in this report, in writing, to the Prevention Division within 60 calendar days of the date of this report. This time cannot be extended. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233—workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue		Number		Activity Time Recorded	Travel Time Recorded	Employer	
2003/01/09		2003034550407		2.75	0.25	Great Pacific Industries Inc	
Order No.	2	Decision	N	WCB Reference	OHS 4.25 (b)	Action Due Date	

Several weeks ago, two male employees (one, a male worker from the store, the other, a male loss prevention officer under contract by Save-On-Foods) were noted holding and walking a suspected shoplifter in an arm-lock through the store. They had just apprehended the individual. There are no specific policies or procedures that addresses apprehension/restraint. The store employee has not received specific training in the procedures for apprehending and restraining suspected shoplifters/robbers. This activity places the worker at great risk of injury. Walking a shoplifter/robbery suspect through the store places workers and others at undue risk of violence.



# APPENDIX 2

## **Appendix 2-1 through 2-4: Violence and Risk Assessment checklists**

These checklists and forms will help you assess and identify hazards associated or potentially contributing to violent incidents, and recommend hazard controls. Please use them!

### **ACTION PLAN: Survey your Workplace**

**Appendix 2-1: Violence & Worksite Risk Assessment for Retail Workers**

**Appendix 2-2: Monthly Checklist - Risk Assessment Worksheet**

**Appendix 2-3: Survey: Have you experienced Violence or Aggression while at work?**





# Appendix 2-1: Checklist: Worksite Risk Assessment for Retail Workers

**Location:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Instructions:

Use this checklist to audit physical layout and security procedures. Assess all potential hazards identified and recommend required hazard controls.

## Lighting

List areas when lighting was a concern (too dark) during the audit.

Is the lighting evenly spaced?  Yes  No

Are there any lights out?  Yes  No

If yes, where? \_\_\_\_\_

Can you identify a face 50 feet away?  Yes  No

Can you access light controls to black-out areas of the building?  Yes  No

If yes, where? \_\_\_\_\_

## Stairwells and exits

Do exit doors identify where they exit to?  Yes  No

Are exits clear of obstructions?  Yes  No

Are there places at the bottom of stairwells where someone could hide?  Yes  No

If yes, where? \_\_\_\_\_

Is the lighting adequate?  Yes  No

Can lights be turned off in the stairwell?  Yes  No

Is there more than one route?  Yes  No

Are there any exit routes which restrict your ability to get away?  Yes  No

Do stairwell doors lock behind you:

• During regular hours of operation?  Yes  No

• After regular hours of operation?  Yes  No

## Possible entrapment sites

Are there unoccupied rooms that should be locked?  Yes  No

If yes, where? \_\_\_\_\_

Are there small, well defined areas where you would be hidden from view of others, such as:

\_ Recessed doorways    \_ Unlocked storage areas    \_ Stairwells

## Sightlines

Are there physical objects/structures that obstruct your view?  Yes  No

If yes, could someone hide behind such objects/structures?  Yes  No



If yes, where? \_\_\_\_\_

What would make it easier to see?

- Transparent materials like glass  Yes  No
- Mirrors
- Angled Corners
- Windows in doors
- Less shrubbery
- Other

## Isolation

At the time of the walk-around review did any areas feel isolated?  Yes  No

If yes, what areas? \_\_\_\_\_

In these areas, is there a telephone or a sign directing you to emergency assistance?  Yes  No

In these areas how far is the nearest person to hear calls for help? \_\_\_\_\_ ft/m

How many people (other than fellow participants) were there around you at the time of this audit?

Is it easy to predict when people will be around?  Yes  No

## Movement predictors

How easy would it be for someone to predict your patterns of movement?

very easy  somewhat obvious  no way of knowing

Is there an alternative well-lit and frequently traveled route available?  Yes  No

Can you tell what is at the other end of each walkway or corridor?  Yes  No

If no, where? \_\_\_\_\_

In walkways/corridors are there corners or alcoves where someone could hide and wait for you?  Yes  No

If yes, where? \_\_\_\_\_

## Signage

Are there exit signs?  Yes  No

Are there areas where exit signs are not present but are needed?  Yes  No

If yes, where? \_\_\_\_\_

Are signs posted to be highly visible to all?  Yes  No

If no, where are these signs

Once in the building are there signs showing you where to get emergency assistance if needed?  Yes  No

If no, what signs are needed and where? \_\_\_\_\_

## Front-end areas

Are tobacco products secured and out of view?  Yes  No

Are they moved out of the area after hours?  Yes  No

Is there a pharmacy on the premises  Yes  No

Are drug supplies secured, out of view and inaccessible after hours?  Yes  No

Are emergency call buttons available?  Yes  No

Are customer service clerks or cashiers working alone in late hours?  Yes  No

Is there visible video surveillance in the area?  Yes  No

Is there a security guard?  Yes  No



- Is there a cash drop system implemented with minimum floats?  Yes  No
- Are cash boxes collected after hours and the premises secured?  Yes  No
- Is there another type of cash control system in place?  Yes  No
- If yes, describe \_\_\_\_\_
- 

Is there adequate signage to inform the public of cash control and video surveillance?  Yes  No

### Building perimeter

- Are there crime generators (liquor stores, bars, convenience stores, vacant lots) in the area?  Yes  No
- Are local streets populated by homeless people?  Yes  No
- Are there signs of vandalism?  Yes  No
- If yes, where? \_\_\_\_\_

Is there graffiti on the walls or buildings?  Yes  No

If yes, where? \_\_\_\_\_

Are workers assigned to work alone after dark in any of the perimeter areas?  Yes  No

### Security system

- Do you have a security system at your location?  Yes  No
- If yes, is the system tested on a regular basis (monthly) to assure correct functions?  Yes  No  Don't Know
- Is the security system adequate?  Yes  No
- Are there security guards/safety walking services available at your location?  Yes  No  Don't Know

### Access control

- Is your building connected to any other building, or a mall?  Yes  No
- If yes, is there access control to your workplace after operating hours?  Yes  No
- Is there a system to alert others of access after hours?  Yes  No
- Are access codes for combination door locks available?  Yes  No  Don't Know

### Emergency assistance

- Has an emergency contact number been established:
- During regular hours of operation?  Yes  No  Don't Know
- After regular hours of operation?  Yes  No  Don't Know
- Are emergency numbers posted on phones?  Yes  No
- Are emergency phones accessible in all areas?  Yes  No
- If no, where is access needed? \_\_\_\_\_

### Vehicle compound

- Is parking well lit and close to the store?  Yes  No
- Have there been vehicle thefts from the compound?  Yes  No
- Have there been violent incidents in the store parking lot?  Yes  No

### Washrooms

- Is public access to washrooms controlled?  Yes  No
- Can lights in the washrooms be turned off?  Yes  No
- Are washrooms checked before the building is vacated?  Yes  No









# Appendix 2-2: Monthly Checklist: Hazard Assessment Worksheet Committee Complete as Required

<b>HAZARD</b>	<b>Risk</b>	<b>Recommendations</b>
List the hazard that poses a risk of work-related violence. Refer to environmental hazard and checklist below.	(High) (Medium) (Low)	

Note: Degree of risk relates to a number of factors, based on current and/or historical information obtained about hazard. The possibility for violence may be High (very likely), Medium (possible), or Low (unlikely).

## Checklist

- poorly lit areas; inside store/parking lot
- poorly secured washrooms; stairwells; corridors
- obstructed views
- isolated work area
- lack of signage
- inadequate robbery or shoplifting procedures
- high crime area
- perimeters not patrolled
- faulty security alarms
- poor employee access off hours/no access codes
- mall access insecure/off hours
- front-end: product storage insecure
- cash handling procedures need improvement (drops, box collecting, cash office procedures, Loomis)
- personnel working alone
- inadequate emergency contact procedure
- any other site specific factors
- lack of training
- poor security



## Appendix 2-3: Survey: Have you Experienced Violence or Aggression while at Work?

This survey allows your Health & Safety committee to gather information related to any history of aggression or violence against employees, and will assist us in having an effective violence prevention program put in place.

Please take the time to respond to the questions, and if you require any assistance, please contact your risk assessment team, or Shop Steward.

Check off the box next to your response or fill in the blanks as required. If more than one response is applicable, then check off as many boxes as required.

Violence means the attempt or actual exercise by a person, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that the worker is at risk of injury.

### Section 1

1. Have you ever been subject to an act of violence in your workplace?  
 Yes     No
2. How many times have you been subjected to an actual incident of violence in the last:  
 Week \_\_\_     Month \_\_\_     Year \_\_\_
3. What was the nature of the incident?  
 robbery  
 bomb threat  
 physically assaulted  
 sexually assaulted  
 subjected to verbal aggression  
 other (specify) \_\_\_\_\_
4. Were you exposed to blood or body fluids?  
 Yes     No
5. Does the employer have post exposure protocols in place?  
 Yes     No
6. If you were subjected to verbal aggression, were the threats to:  
 injure you  
 kill  
 damage or destroy personal property  
 other (specify) \_\_\_\_\_
7. Were others close enough to provide assistance?  
 No, I was alone     Yes, police  
 Yes, other staff
8. Prior to the incident, did you suspect that a violent situation might arise?  
 Yes     No, warning from co-workers  
 Yes, warning from supervisor  
 Yes, escalation of a customer's behaviour  
 Yes, prior robberies at location
9. Would you say that the incident was related to lack of sufficient security measures?  
 Yes     No
10. Would you say that this incident occurred as a result of unsafe work procedures?  
 Yes     No
11. Does the employer have a process in place for reporting incidents?  
 Yes     No
12. Did you report this incident?  
 Yes     No
13. Did you file a WCB Report?  
 Yes     No
14. Did the health and safety committee receive a copy of the report?  
 Yes     No



15. Was an investigation conducted by the health and safety committee?  
 Yes     No
16. Was any action taken after the incident?  
 change work policy/procedure  
 implemented a violence training package  
 increased security  
 other (specify)
17. Where did the incident(s) of violence occur? (please list)
18. What time did the violence occur?  
 dayshift  
 afternoon shift  
 night shift
19. If a robbery, was:  
 cash taken  
 product taken
20. If a bomb threat, was location evacuated and secured?  
 Yes     No
21. Did the act of aggression result in having to take time off work?  
 Yes     No  
How long? \_\_\_\_\_ .
22. Does the employer have a policy regarding violence?  
 Yes     No
23. Are there policies and procedures in place?  
 Yes     No
24. Are on-site risk assessments made?  
 Yes     No
25. Have you received training in the recognition of the potential for violence?  
 Yes     No
26. Do you feel that violence in your job is increasing?  
 Yes     No
27. Does the employer have debriefing or counseling available to staff?  
 Yes     No
28. Are you ever alone during working hours (for example, no other staff present?)  
 Always  
 Over 75% of the time  
 50% & 75% of the time  
 25% & 50% of the time  
 under 25% of the time  
 don't know if I'm alone
29. When you are working alone, do you notify anyone when you are finished working?  
 I never work alone  
 Yes, always  
 Yes, sometimes  
 No, never
30. In the event of a robbery or observance of shoplifting, are you:  
 instructed to leave the suspect alone and give the robber the cash or product;  
 leave any apprehension up to police and security;  
 involved in chasing or apprehending the suspect;  
 don't know what procedures to follow.

## Section 2

In this section, we are interested in your understanding of current workplace policies, procedures and practices which are related to minimizing on-the-job risks and dealing with “aggressive acts”.

31. Does your workplace have a written policy about the following? (check as many as apply)  
 how to handle bomb threats;  
 how to handle robbery or shoplifting;  
 when and how to request the assistance of police;  
 what to do about a threat of violence;  
 how to report “aggressive acts” or incidents;  
 what to do about harassment;  
 there are no written policies.
32. If there is a bomb threat, are you:  
 notified immediately;  
 instructed to evacuate;  
 not notified;  
 involved in search.











## Chemical Hazards are all around you!

Your union often receives reports of exposures to hazardous chemicals in the workplace. We are also informed of young and new workers who receive little or no education and training regarding safe chemical handling, recognition of symptoms of exposure, how to access information, or understand the information on a Material Safety Data Sheet (MSDS).

Most hazardous exposure hazards occur during regular maintenance and cleaning operations or when renovation and construction work takes place.

Major sources of complaints include:

- Use of corrosive solvents to clean, disinfect or strip equipment and premises;
- Exposure to hazardous dusts during renovation work;
- “Bystander” exposure to construction debris, paint fumes, cementing compounds and glues;
- Toxic fume exposure due to improper use of mobile equipment indoors.

Whenever there is potential for exposure to hazardous substances, employers must ensure that the worker is fully aware of the potential health hazard. Workplace BC’s Health & Safety Regulation requires all workers be provided with hazard information and effective work procedures to prevent exposure, and be trained in safe use, storage, and disposal of a product containing chemical ingredients. (Regulation 5.2)

- Most, if not all chemical hazards encountered, will be covered by the Workplace Hazardous Materials Information System (WHMIS);
- Your right to know about their hazardous properties is addressed through information disclosed on Material Safety Data Sheets (MSDS) and labels;
- The education and training requirements of the WHMIS regulation must be met for all workers exposed to chemical products. (Regulation 5.3-5.6);
- A comprehensive outline of WHMIS program requirements, as well as a guide to labels and MSDS can be found in the accompanying WCB publication, “WHMIS AT WORK”. In addition committee members should refer to the WHMIS checklist at the end of this section.

## Types of Health Effects

Health effects due to occupational exposures include:

### Acute Health Effects

Acute health effects are those that occur during the exposure or within hours after exposure. The probability of such effects is typically low at low levels of exposure, but will likely occur above a certain level (threshold level). The severity of such effects increases with exposure level.

### Chronic Health Effects

These are illnesses that occur as a result of low-level exposure over many years. Occupational cancers are one of the most serious chronic effects that can occur several years after the original exposure. The period between the exposure and development of disease is known as the latency period. The probability of cancer occurring increases with the level of exposure; however, the severity of the cancer is not affected by the dose.

### Teratogenic Effects (Effects on the developing fetus)

Certain exposures may not affect the exposed persons, but can cause developmental abnormalities in the fetus (unborn baby). Known teratogens include certain drugs, infections, alcohol and ionizing radiation.

### Genetic Effects

Malformations, abnormalities and diseases can occur in descendants of exposed parents. Ionized radiation is known to cause genetic disorders.

## Health Effects Due to Toxic Chemicals

Toxic chemicals can enter the body through one or more of the following routes:

### Methods of Entry

#### Inhalation

Inhalation is the main route of entry for hazardous chemicals. Airborne dusts, vapours, gases, and mists can be directly inhaled into lungs. Insoluble inhaled materials



are deposited into the lungs for long durations of time and can cause lung disease. Soluble inhaled materials can be absorbed and passed into the bloodstream, and the brain

#### Ingestion

People can unknowingly eat or drink toxic chemicals such as lead oxide through contaminated foods, drinks and tobacco. These toxic chemicals are absorbed from the digestive system into the blood and then reach the whole body.

#### Skin

Some chemicals can be absorbed through the skin in quantities that can cause harmful effects. Such compounds include solvents, organic lead compounds, organic phosphate pesticides, phenols, cyanides, toluene, xylene and aromatic amines.



## Health Effects from Poor Indoor Air Quality

Health and comfort effects believed to arise from poor indoor air quality are collectively known as Sick Building Syndrome (SBS). The symptoms generally include headache, fatigue, dry throat, shortness of breath, skin irritation, dizziness, itchy eyes, bleeding nose and general malaise or non-specific illness. Causes of these health effects are varied, but can include:

- air contaminants entering the building,
- biological agents such as mold, fungi and substances from plants,
- emissions from furniture, carpets, carpet glues, paints and varnishes,
- tobacco smoke, carbon dioxide, body odours, perfumes,
- toxic gases, vapour fumes, etc. from laboratories, photocopiers, and other processes and activities taking place inside the building, and
- indoor environment factors such as temperature, humidity, noise, lighting and air movement.

## Chemical Hazards and Material Safety Data Sheets (MSDS)

Regulation 5.4 of the B.C. Health & Safety Regulations BANS the use of any “controlled product”, unless the education and training requirements for all workers potentially exposed to the hazard are fully complied with. This means that any worker who may be in the vicinity of a chemical hazard needs to know the information regarding the hazard, the health effects of exposure, the required protection, and be able to locate the MSDSs.

### ACTION PLAN:

## 6 Steps for Preventing Chemical Exposures At Work

1. Always review the Health & Safety sections of the Material Safety Data Sheet (MSDS) for all chemical products prior to use. DO NOT USE if this information is not available, not reviewed, or not understood by all workers potentially exposed to the product.
2. Ensure that all necessary protective equipment is supplied and used.
3. Ensure ventilation to the area is sufficient to ensure symptoms of exposure do not occur.
4. Report all symptoms of exposure immediately to first aid and remove the worker from the area and into fresh air.
5. Ensure no worker access to spill areas or other contaminated work areas.
6. Ensure the WHMIS program is up to date and that all workers are educated. See the WHMIS checklist on page 53.

## Floor stripping procedures

Worksafe BC has written guidelines that must be followed with regards to the procedures that must take place before and after the floors are stripped.

You may use this checklist when inspecting any area that has been chemically treated. You may wish to edit, add or alter the list for your particular worksite.

A check must be done of the newly treated area with particular attention given to both any residual odour or liquid in the area or under the fixtures.

No one should enter that aisle or work area if there is a concern, or whenever adverse symptoms are reported.

In particular the manager on duty on the morning following the stripping procedure should instruct all staff to stay out of the area until an inspection has been conducted. This must be done with a manager and member of the Health & Safety committee.

Note: The Worksafe Inspection Report and orders refer to floor stripping procedures. However, worker reps or designates from the Health & Safety committee have a right to participate in all inspections, as per the Workers Compensation Act.

**The floor stripping procedures checklist (Appendix 3-2) was developed by a Local 1518 worker co-chair from her store's Health & Safety committee, and is a great example of the kind of work many of our Union co-chairs are doing in their workplace!**

## Floor Stripping Guidelines for Health & Safety committees

1. Ensure posted MSDS sheets in Communication Books for stripper.
2. Ensure posted notice in washrooms and around store and in Communication Books of date and notification of floor stripping.
3. Ensure staff informed through discussion of floor stripping hazards and controls ('script' may be used).
4. Ensure that individuals affected by the chemical odours have been scheduled off.
5. Ensure that a Management representative is scheduled to be here and on duty.
6. Ensure that a Health & Safety member as delegated by Worker Co-Chair is to inspect area along with Management on Duty before staff members are to work in the area.
7. Ensure that commercial fans are brought into the store to remove any odour or smell. These fans are to stay operating until the early morning inspection verifies they can be turned off.





# Danger in the workplace

## Case Study 3: Floor Strippers can be a Chemical Hazard

The following steps should be taken prior to floor stripping procedures:

1. Ensure there is a Health & Safety committee meeting to review the stripping and waxing procedures (and all the information on the MSDS), well before the activity is scheduled.
2. Ensure the subcontractors are instructed to use the proper dilution and do not apply too much stripper to the floor. Johnson Wax flyer suggests as little as 1:12 or 1:16 dilution for economical light stripping, and 1:4 or 1:8 for removing “toughest build-ups”. The greater the dilution, the lower the exposure to these toxic solvents.
3. Schedule the stripping for the night (and days following) when the fewest workers are to be scheduled.
4. Have management contact the ventilation contractors to increase the fresh air exchange rates during the period when the floors are being stripped & waxed. Normal fresh air to re-circulated air ratios are 20%. These can be increased to 100%, as is recommended during painting, renovation work, and use of toxic floor strippers.
5. Instruct all workers to leave the area of exposure & report to first aid should any symptoms occur. Workers must be advised they are obliged to do so under Worksafe BC regulations.

With proper application, better ventilation, and creative scheduling we expect this hazard can be controlled. If any worker requests respiratory protection, cartridges must be properly rated for organic solvent vapour exposure as well as corrosive mists.

Extreme caution must be used when workplaces implement a floor-stripping program. All floor strippers are corrosive, and contain potentially toxic solvents. These solvents will be released into the workplace as the stripper dries.

When proper procedures are not in place a number of acute health complaints have been received from members. These include headache, sore throat, sore eyes, nausea and coughs.

All of these effects are symptoms of acute exposure, and members must be advised to remove themselves to fresh air should this occur, and report to first aid. Do not work in an area where these solvent vapors continue to cause any of the above symptoms.

In addition, ask your union to review information provided on the product MSDS for any product of concern.

Many workplaces have adopted proper procedures, in consultation with your union and worksite joint committee, and Worksafe BC.

# The “Workplace Hazardous Material Information System” (WHMIS) for Health & Safety Committees

## ACTION PLAN: Use These Tools To Ensure Our Right To Know is Respected

WHMIS is Canada’s ‘Right To Know’ legislation for workers and employers. For the sake of every worker’s safety and health, it is extremely important it be thoroughly implemented, and that all workers are effectively trained and educated about hazardous materials.

Appendix 3-1 is your WHMIS implementation plan checklist, education checklist, and training checklist.

These are essential tools for you to monitor and check your WHMIS program. It was developed by the Workers Compensation Board, in consultation with unions, employers, and government.

Please make time to use this checklist, and most importantly, make time to ensure all the activities listed are carried out as part of your committee duties.

## Find WHMIS online at:

<http://www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/index-eng.php>





# 3 APPENDIX

## **Appendix 3-1 through 3-2: Chemical Hazards in the workplace**

These checklists and forms will help you assess and identify chemical hazards, and recommend hazard controls.

**Appendix 3-1: WHMIS Implementation Plan checklist**

**Appendix 3-2: Floor Stripping inspection of premises checklist**



# Appendix 3-1: WHMIS Implementation Plan Checklist

Activity	Time needed	Assigned to	Date completed
<b>Assign responsibility for WHMIS implementation</b>			
1.			
2.			
3.			
<b>Establish an inventory of controlled products</b>			
Determine which products used or produced are classified as controlled products under WHMIS			
<b>WHMIS labels and MSDSs</b>			
Obtain MSDSs for controlled products already in the workplace.			
Develop a process for requesting and receiving MSDSs for new purchases.			
Develop methods to store MSDSs so that they are readily available to workers.			
Develop a process to ensure that supplier labels are on or available for all new controlled products received.			
Develop a process to create and provide workplace labels and other means of identification.			
<b>Determine hazards</b>			
Identify and evaluate the hazards of controlled products in the workplace (for example, consider the quantities to be used and stored, and the work processes where these products are used).			



Activity	Time needed	Assigned to	Date completed
<b>Workplace controls</b>			
Based on the hazard evaluation determine where the following workplace controls may need to be established or upgraded: <ul style="list-style-type: none"> <li>• Substitution of a less hazardous product</li> <li>• Engineering controls such as local exhaust ventilation and process modification</li> <li>• Administrative controls such as work procedures and work scheduling</li> <li>• Personal protective equipment and clothing</li> </ul>			
Integrate these controls into the overall Health & Safety program.			
<b>Emergency procedures</b>			
Review first aid procedures and upgrade them if required.			
Review spill control procedures and upgrade them if required.			
Review firefighting procedures and upgrade them if required.			
Notify the local fire department of the location, types, and quantities of controlled products used and stored.			
<b>Worker Education and training</b>			
Complete “WHMIS Education and Training Checklist”.			
<b>Evaluate WHMIS program</b>			
<ul style="list-style-type: none"> <li>• Establish periodic review process for the following:</li> <li>• Check to ensure that no MSDS is more than three years old.</li> <li>• Check that all items on the MSDS have been completed.</li> <li>• Check the condition and presence of labels for all controlled products.</li> <li>• Monitor workplace controls to ensure they are effective.</li> <li>• Review the WHMIS education and training program.</li> </ul>			



# WHMIS Education and Training

Activity	Assigned to	Date completed
<b>Development</b>		
Consult the occupational Health & Safety committee or worker representative on the development, implementation, and review of the program.		
Identify all controlled products used in the workplace.		
Evaluate the hazards of each controlled product.		
Identify WHMIS instructors, from either internal or external sources.		
Train instructors (if internal), or evaluate their qualifications (if external).		
Identify employees to be instructed – those who work with or near controlled products.		
Establish a process to identify new employees and contractors who require instruction.		
Evaluate labels and MSDSs to be used in the education program (check for clarity, accuracy, and completeness).		
Evaluate safe work and emergency procedures to be used in the WHMIS education and training program.		
<b>Instruction</b>		
Provide a general introduction to WHMIS (for example, discuss responsibilities, labels, and MSDSs).		
Provide instruction on how to identify controlled products.		
Provide instruction on control measures and safe work procedures.		
Provide instruction on emergency procedures.		
Provide instruction on accessing information on controlled products.		
Evaluate the need for additional or specialized instruction to workers (for example, to those with language or learning difficulties) and provide this instruction where required.		
Provide instruction to workers whenever new products are received or new hazard information becomes available.		
<b>Follow-up activities</b>		
Evaluate workers' understanding of WHMIS, and provide further education and training as required.		
Review the effectiveness of the education and training program at least once a year. (Reviews must be done in consultation with the occupational Health & Safety committee or worker representative.)		





# Appendix 3-2: Checklist: Inspection of premises for floor stripping

Date: \_\_\_\_\_ Date of Inspection: \_\_\_\_\_

Time of Inspection: \_\_\_\_\_ Manager On Duty: \_\_\_\_\_

Health & Safety Members: \_\_\_\_\_

## Department or Area

1. Is clear of staff while stripping or other chemical applications are occurring and until inspection is complete?

Manager  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

2. Is there seepage under any floor displays?

Manager  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_





**a. Is extra ventilation on?**

Manager  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

**b. If ventilation insufficient:**

Manager  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

**3. Is there a first aid attendant on duty?**

Manager  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

a. Name of Attendant \_\_\_\_\_

b. Action taken if no First Aid:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**4. Have the floor displays been removed or was the application done with them in place?**

Manager  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

**5. Do you smell any odour in this area that you do not normally smell and which causes any health symptoms?**

Manager  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

**a. Action taken if odour present:**

Manager  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

**6. Have the Janitors removed all supplies from the area? If not, please specify:**

Manager  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_



**a. Action taken if supplies left behind:**

Manager  Yes  No

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

**7. In your opinion, after checking the area, did you find it safe for you to work in?**

Manager  Yes  No

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

**a. Action taken if not safe:**

Manager  Yes  No

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

**8. Review of affected work areas throughout the day:**

Manager  Yes  No

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Health & Safety committee  Yes  No

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_









# *Your Right to Participate*



Your “right to participate” refers to a core duty of Health & Safety committee Reps. The right to participate includes your right to take part in workplace inspections, consulting with co-workers, consulting with your union’s Health & Safety department, Worksafe BC representatives, or any

number of other actions that help make your workplace safe and healthy. It is essential that you take advantage of this right, and make sure that your rights and the rights of your co-workers are being properly respected in accordance with the Workers Compensation Act.

# Workplace Inspections

The Health & Safety committee is required to participate in inspections and investigations of the workplace as stated in the Workers Compensation Act and in B.C.'s Health & Safety regulations. Health & Safety committees plan, conduct, report, and monitor workplace inspections - a very important part of the overall occupational Health & Safety program.



## The Inspection

Every inspection must examine both potential problems and existing problems. Inspect the entire workplace area each time, including areas where there is less activity such as parking lots, rest areas, storage areas, warehouse areas and lunch rooms.

Different inspection teams can examine different parts of the workplace. Teams can divide their areas of responsibility in two ways:

- by location (front end, warehouse, file maintenance room, isolated areas, etc.), or
- by class of items (equipment, materials, building, mobile equipment).

## Hazards to Look For

Look for these types of workplace hazards:

- Ergonomic Hazards – repetitive and forceful movements, vibration, temperature extremes, and awkward postures arising from improper work methods and improperly designed workstations, tools, and equipment;
- Safety Hazards – isolated work areas, inadequate machine guards, unsafe workplace conditions, unsafe work practices;
- Biological Hazards – organisms such as viruses, bacteria, fungi, and parasites;
- Chemical Hazards – toxic materials used, produced and disposed of; could be solid, liquid, vapor, gas, dust, fume or mist;

- Physical Hazards — noise, vibration, energy, weather, heat, cold, electricity, radiation, pressure.

## Inspection Schedule

The inspection schedule should state:

- when to inspect each area or item within the workplace;
- who carries out the inspection – always ensure at least one worker representative;
- to what degree of detail each area or item should be inspected.

The number and frequency of inspections depends on the following:

- number and size of different work operations;
- type of equipment and work processes – those that are hazardous or potentially hazardous may require more regular inspections;
- number of shifts – activity of each shift may vary;
- new processes or machinery;
- size and complexity of the work area.

Inspections should be conducted as often as the committee meets. Do not conduct an inspection immediately before a committee meeting; try to separate inspections and meetings by a least one week. This time allows for small items to be fixed and gives the committee



an opportunity of focus on issues requiring further action.

## The Inspection Process

(See the inspection form at Appendix 4-1.)

Discuss a plan before undertaking this inspection. Review where inspection team members are going and what they are looking for.

During inspections, wear personal protective equipment (PPE) where required. If you do not have PPE and cannot get any, list this as a deficiency on the inspection report and DO NOT ENTER the area. Re-inspect the area when PPE is provided.

## Inspection Principles

When conducting inspections, follow these basic principles:

**DRAW** attention to the presence of any immediate danger – other items can await the final report.

**ENSURE** the shut-down and lock-out of hazardous items that cannot be brought to a safe operating standard until repaired.

**LOOK** up, down, around and inside. Be methodical and thorough. Do not spoil the inspection with a once-over-light approach.

**DESCRIBE** clearly each hazard and its exact location in your rough notes. Allow on-the-spot recording of all findings before they are forgotten.

**ASK** questions.

**CONSIDER** postponing the inspection if a machine is shut down. Wait until it is functioning again.



**DISCUSS** as a group, whether you foresee any potential hazard, problem or accident when looking at the equipment, the process or the environment. Determine what corrections or controls are appropriate.

**TAKE** a photograph if you are unable to clearly describe or sketch a particular situation.

**DO NOT OPERATE** equipment. Ask the operator for a demonstration. If the operator of any piece of equipment does not know what dangers may be present, this is cause for concern.

**DO NOT TRY** to detect all hazards simply by relying on your senses or by looking at them during the inspection. You may have to monitor levels of exposure to chemicals, noise, radiation, or biological agents. Contact your union's Health & Safety department for assistance.





## ACTION PLAN: The Inspection Report

On the top of the page (Appendix 4-1), indicate the department or area inspected, the date, and the inspection team's names and titles.

State exactly what has been detected and accurately identify its location: instead of stating 'machine unguarded', state 'guard missing on compactor'.

## Follow-up and Monitoring

Review the information obtained from regular inspections to identify where immediate corrective action is needed. Identify trends and obtain timely feedback. Analysis of inspection reports may show the following:

- priorities for corrective action;
- insight about why accidents are occurring in particular areas;
- need for training in certain areas;
- areas and equipment that require more in-depth hazard analysis.

Inspections serve a useful purpose only if remedial action is taken immediately to correct shortcomings. Causes, not symptoms alone, must be rectified.

The Health & Safety committee should review the progress of the recommendations, especially regarding the education and training of employees. The committee should study the information generated from regular inspections and look for trends. This action helps maintain an effective Health & Safety program.



# Incident Investigations

Our committee worker Reps often ask the following key questions:

**What triggers the need for an investigation and how can we enforce our right to participate?**

Often an employer will only initiate an investigation if there is a time loss accident or if there is no time loss and the worker clearly states they will be seeing a doctor as a result of an injury. While both these situations require an investigation, the Workers Compensation Act and regulations also require investigations into all incidents which had the potential for causing injury or disease:

## Incidents that must be investigated

Part 3 Section 173

(1) An employer must immediately undertake an investigation into the cause of any accident or other incident that:

- (a) is required to be reported by section 172,
- (b) resulted in injury to a worker requiring medical treatment,

(c) did not involve injury to a worker, or involved only minor injury not requiring medical treatment, but had a potential for causing serious injury to a worker, or

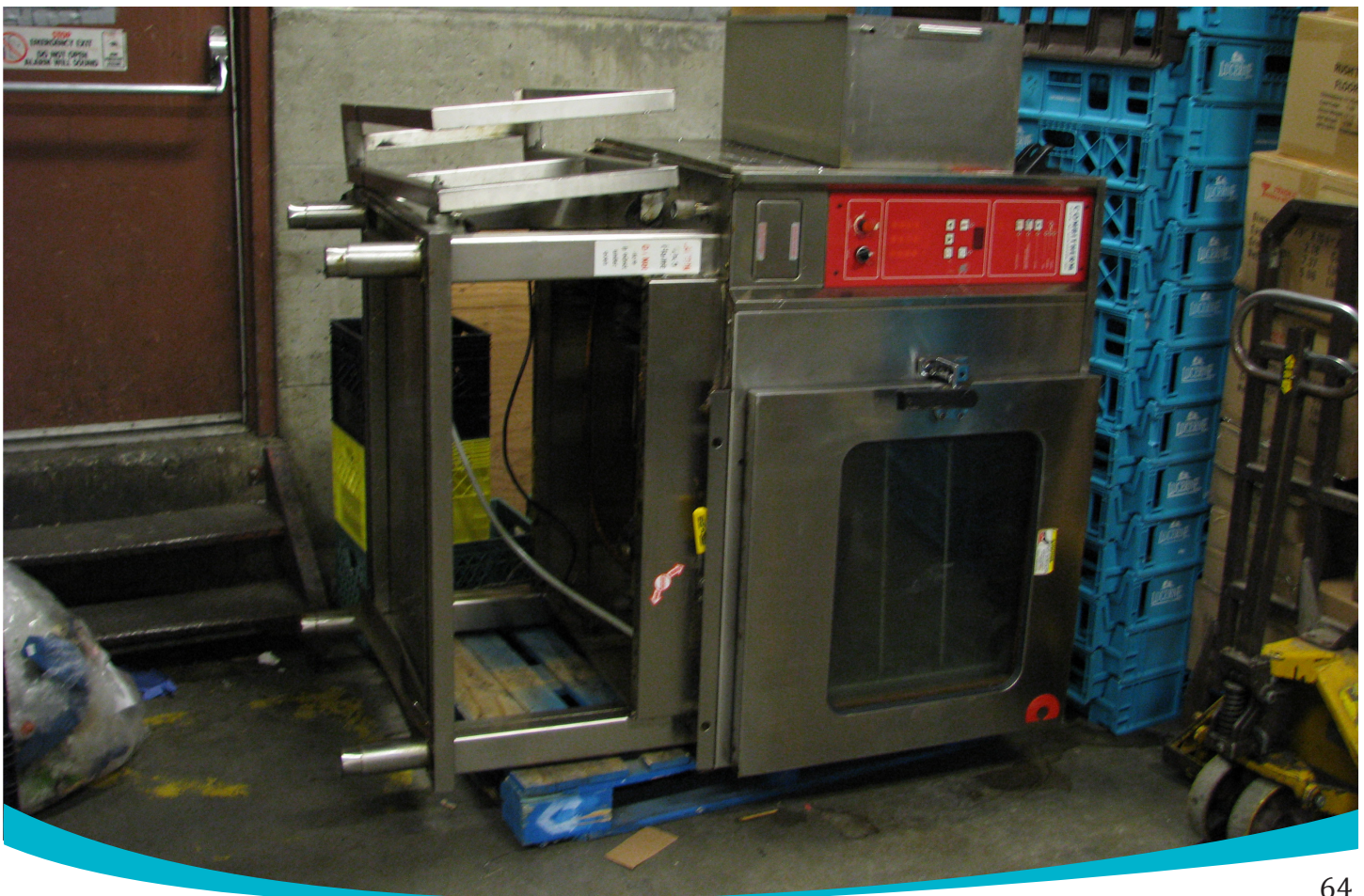
(d) was an incident required by regulation to be investigated.

Furthermore, the Regulations define what we mean by an “incident”:

### Definition of an “Incident”

**An incident is an accident or other occurrence that resulted in, or had the potential for, causing an injury or occupational disease.**

We recommend that committee members discuss which incidents will trigger an investigation, when there is no time loss or need for medical treatment. It is your responsibility to ensure that those situations with a potential to cause serious injury be investigated. Sometimes this is obvious. For example, a near miss, with broken equipment or falling materials could have caused serious acute injury where a full incident investigation





would be needed. But what about the many incidents where workers report pain or occurrence of a potential MSI? The answer is that these should also be investigated, because pain or loss of function in the back or arm, shoulder or other body area can lead to serious and disabling conditions.

### How can we enforce our right to participate in an investigation?

The Act requires your participation:

Workers Compensation Act

Duties and functions of joint committee S.130

i) to participate in inspections, investigations and inquiries as provided in this Part and the regulations

Further, many incidents and MSIs are caused by ergonomic hazards or risk factors which under regulation must be assessed and controlled. Assessing an ergonomic risk is a form of investigation, and requires participation of the committee and consultation with the workers affected.

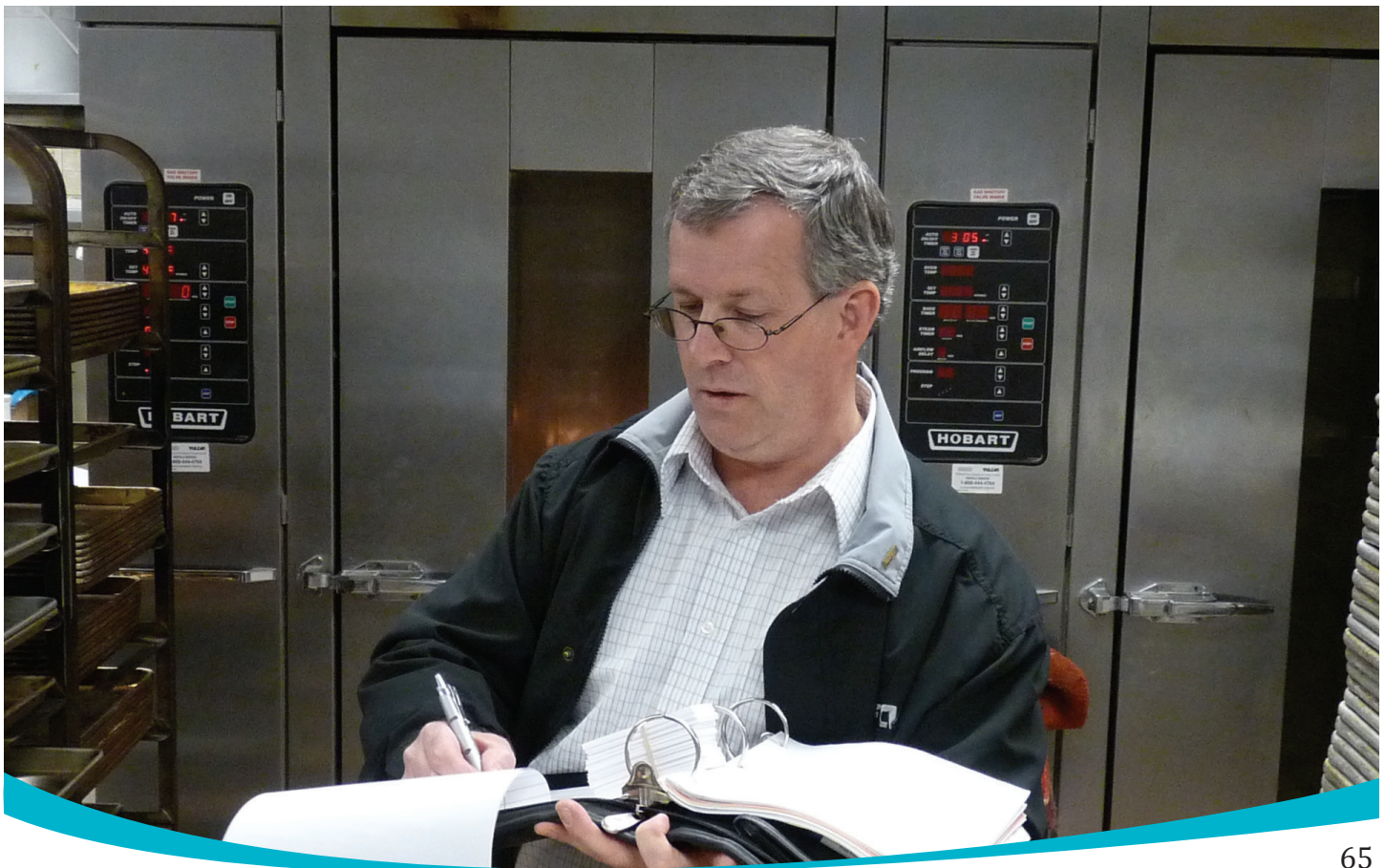
### What is the purpose and desired outcome of investigations?

Investigating incidents is an important tool for making a healthier and safer work environment. Incidents are preventable. The investigation needs to find the root causes which resulted in an incident so effective recommendations for prevention can be made.

Incident forms are useful for collecting the specific details such as who was involved, what happened, when, what injury or illness occurred. The best forms give you guidance and space to analyze the root or underlying events or causes of the incident. Almost all workplace incidents or potential injury are a result of interactions between one or more of the following work environment factors:

- biological
- chemical
- work organization
- ergonomic
- physical

By asking the 5 WHYS we can often begin to analyze the underlying or root causes of the incident. (see example next page.)





# Danger in the workplace

## Case Study 4: Analyzing the Root Causes of an Incident using the 5 WHYs

Example: Anne, a General Clerk, suffered a serious back injury attempting to free the forks of a hand jack from underneath a fully-loaded skid of dairy product.

In a detailed interview with the injured worker and one co-worker, the following 'WHYs' were asked and answered:

**Q: Why were the forks stuck? A: Because the loads were too heavy for the hand jack and there were too many skids to get into the cooler. The forks stuck under a second skid.**

**Q: Why use the hand jack instead of the power jack? A: The power jack was broken.**

**Q: Why was it not fixed? A: It was a stat holiday the day before and the manager said it would have to wait.**

**Q: Why were you working alone? A: It was the night shift and no one else was available to help.**

**Q: Why did you attempt this at all? A: I was ordered to and not aware of the duty to refuse unsafe work...**

This interview demonstrates the underlying problems where a combination of physical hazards went unaddressed. The heavy materials and attempts to handle tasks with broken equipment were made worse by the ergonomic hazards in the cooler (cramped quarters, overloaded skids), and these problems went unaddressed due to work organization deficiencies (decision to delay fixing the broken equipment and improper direction to use the hand jack instead), and a lack of education for the member regarding refusing unsafe work.

Following this analysis, the recommendations would focus on three areas: instruct all workers on their duty to refuse hazardous assignments; ensure that broken equipment

is fixed without delay; and ensure adequate staff are available to assist.

## ACTION PLAN:

*Incident investigations require time, attention to detail, and most importantly the ability to interview those involved with probing questions about the work situation, events leading up to the incident, and problems that may underlie it. It requires good listening skills, and an empathetic investigator.*

*Remember, never simply blame the victim of an accident or incident. It is not only counterproductive, nor the objective of the investigation, but it reflects an inadequate and superficial understanding of what causes accidents and injury, and the relationship of the work environment to accidents and injuries.*

*At Appendix 4-3, you will find an Incident Investigation Form developed by the Occupational Safety and Health Agency in Manitoba. It is one of the better report forms we have seen, and we recommend your H&S committee consider using it.*



# Health & Safety Committees: Making it Work for the Members

We have Health & Safety committees throughout UFCW 1518 workplaces in B.C., and our worker co-chairs and representatives have achieved many successes in identifying and eliminating hazards that have led to injuries to union members. They have done this in spite of circumstances when there is often a lack of resources provided for them on site, and obstacles they encounter in having hazards dealt with effectively.

## What are the Indicators of a “Healthy” Joint H&S Committee?

A good joint H&S committee:

- has good cooperation between management and worker reps, and gets things done;
- solves problems and makes decisions;
- implements changes and creates a sense of progress;
- develops clear and honest communications and strive to resolve conflicts and protect the membership at large.



Committees are able to achieve their goals when all the duties and responsibilities of the joint committee are understood and carried out. In order for this to happen there has to be respect for the “joint” nature of the committee, its co-chairs, and equal participation of all members.

## Common Problems

When committees struggle for results, they often report the following problems:

- They do not have time allotted to properly carry out their responsibilities;
- They do not directly participate in investigations and inspections;
- Worker reps or worker co-chairs are not selected properly;
- Meetings are irregular;
- Response to recommendations is slow and disputes unresolved.

Each problem above undermines the committees’ effectiveness and, like a vicious circle, the existence of any one of these deficiencies leads to another.

## Solutions

It is important to realize that each of the problems above are addressed both in the Workers Compensation Act and in our collective agreements. The selection of members, duties of the committee, time for committee activity, rights and recommendations, and the responsibility of the employer to respond in writing to all committee recommendations are detailed in Division 4 – Joint Committees and Worker Representatives of the Workers Compensation Act.

## Sections 125-140 of the Workers Compensation Act require that:

- ONLY workers select their Health & Safety committee reps, through their union;
- the committee must participate in inspections and investigations;
- there must be reasonable time allotted, with pay, to attend all meetings and carry out committee duties;



- the committee is to be co-chaired, and it is to determine its “own rules of procedure, including rules respecting how it is to perform its duties and functions.”

Refer to excerpts from the Workers Compensation Act (Appendix 5-1) for a full description.

In addition, the collective agreement you work under incorporates, by reference, all of the rights and responsibilities detailed in the Act. Failure to respect these terms is therefore a violation of the collective agreement.

## ACTION PLAN: 3 Steps To Effective Committees

### Step 1

#### Terms of Reference

Health & Safety committees should jointly determine their terms of reference. These reaffirm their mandate, their rules of operation, and should address how the committee will carry out key duties. When this is clearly spelled out, disputes that may arise over participation, or how to resolve disagreements generally are much easier to resolve.

#### Terms of reference should include:

- Purpose
- Key Duties and Functions
- Reporting Relationship
- Membership Representation
- Meetings & Frequency
- Quorum & Attendance
- Co-Chairing & Shared Responsibilities
- Agenda Preparation and Pre-meeting Circulation
- Decision-making & Dispute resolution
- Minutes
  - The terms of reference should clearly state and reaffirm the committee’s mandate and duties as legislated by the Workers Compensation Act.
  - Meetings should be regularly scheduled, and it is recommended they be set at least a year in advance on the same week and day of each month.
  - Worker Reps need to select alternatives for those times they are unable to attend.
  - Worker and employer co-chairs should alternate chairing the meeting.
  - Consult with your union’s H&S department for additional information regarding a term of reference for your worksite.



## Dispute Resolution Criteria for Prioritizing Problems

If your committee cannot agree on how to address a hazard, there are specific requirements under the law.

The employer is required to respond in writing to the committee within 21 days. The employer's response must address any recommendations not acted upon, give reasons, and propose alternatives if the employer agrees to take some action.

If members of the committee do not agree the action taken corrects the hazard, Worksafe BC is mandated to assist the committee come to a resolution, and to order regulatory violations corrected.

In addition, all committee members are encouraged to contact their union for assistance. The union will then contact the employer, and is often successful in resolving the problem.

Consider the following when prioritizing problems that must be dealt with:

- Degree to which the problem poses a Health or Safety hazard to workers;
- Number of workers likely to be affected;
- Relative severity (or potential severity) of the consequences of the problem.

### Step 2

## Checklists and Health & Safety Program Audits

The union has developed a series of checklists and audits for your use. These are useful when evaluating the effectiveness of your committee, will help you identify problem areas that need attention, and help focus attention on important elements of the required Health & Safety program.

We recommend that you set aside time for your committee to complete these audits and jointly discuss the results. Your union's H&S department is available to meet your individual worker Reps and co-chairs to assist in this process.



### Step 3

## The UFCW Health & Safety Report Card (Appendix 4-4)

is focused on the on-site program and the committee functions at that worksite. The program audit is intended as an annual audit of the workplace program. The committee checklist is a thorough audit of your committee and can be used separately. We encourage you to discuss the results of these audits with your union, and ask that you e-mail or fax in completed forms to your union's H&S department. Blank forms can be requested at any time.

It is recommended that a full committee audit take place at least once per year, or more frequently if there are ongoing problems.

In addition we have included two other report forms:

- a simple Health & Safety condition report (Appendix 4-1), which your union H&S department or Union Representative can help you follow up.
- the second is a young and/or new worker orientation checklist (Appendix 4-5). This covers all the education that a new worker is required to receive as mandated by the regulations.



# Our health & safety is not for sale!



Workers have been struggling to protect their health and safety for centuries.

It has been over 200 years since the first industrial diseases were documented among workers in Europe. Over 125 years ago, Canadian workers struck for better working conditions and the eight hour day. Shortly after that, the first Royal Commission in Canada denounced the widespread injury amongst Canadian workers. The first Workers Compensation legislation was brought forward in Canada nearly 100 years ago.

Throughout the 1900s, Canadian workers waged strikes and protests over health & safety conditions. Workers struck for over three months in the mines of Newfoundland just to get personal lockers to protect their families from being contaminated by work clothes full of asbestos. B.C. workers walked off the job over 40 years ago to demand their right to refuse to work with dangerous cancer causing chemicals be respected at work. In 1972, North America's first Occupational Health & Safety Act was enacted in

Saskatchewan, enshrining the three basic worker rights: the right to know the hazards of their work, the right to participate in eliminating these hazards and the right to refuse unsafe work.

Your Union, UFCW Local 1518, shares this proud history. It has led the fight for better health and safety conditions in B.C., and advanced legislation in violence prevention and ergonomics that was the first of its kind in North America.

In 1982, we first documented the rise of repetitive strain injuries among Local 1518 members, in part directly due to the introduction of scanning equipment and higher productivity demands on all our members. Your union designed a model checkout with better ergonomics to prove to the industry it could be done.

We helped lead B.C. unions in developing new regulations and legislation, expanding and protecting workers rights to participate in joint committees and their rights to refuse unsafe work, and we have incorporated new health & safety language in our collective agreements .

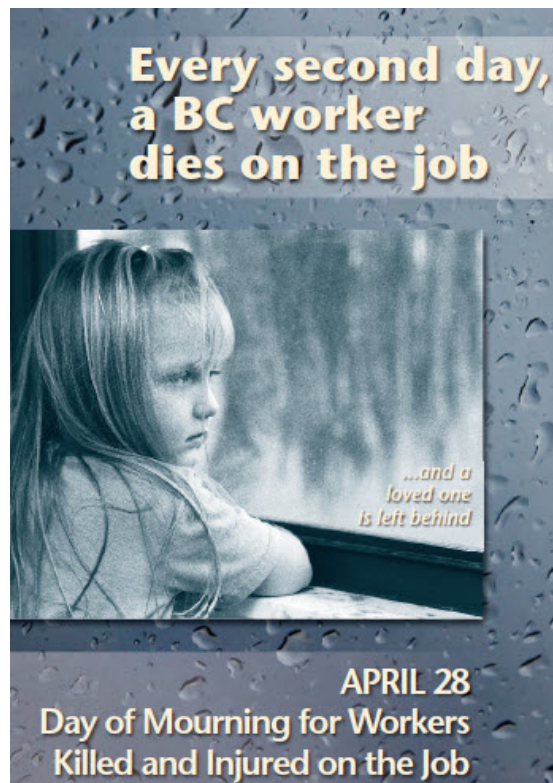


## What does all this mean to you and our members now, in the second decade of the 21st century?

1. **First**, it is important for Local 1518 members to know their history, and we all need to appreciate that each and every health and safety right was hard fought for. If these rights are not defended, and not exercised, they will be watered down and lost.

You have rights to a healthy & safe workplace – but it truly is a case of “use them or lose them”.

2. **Second**, without your participation advocating on behalf of all our members, whatever we may have achieved in legislation, regulation, and collective agreement language means little. The goodwill and support of your employer



or a regulatory agency like Worksafe BC cannot be guaranteed, nor relied upon. No one will protect workers' health and safety more effectively nor more diligently than the workers themselves. This is fundamental, and understanding and acting upon it is the most important lesson a committee member can learn, and teach to co-workers.

3. **Third**, our strength is in our collective action and support for one another. Workers through their unions have built a strong foundation for promoting and protecting our health and our safety at work. There will be more battles for you to lead. There will be temporary setbacks, but more importantly, you will also celebrate many victories and advances made. Use this guidebook and its resource materials to help you along the way. It is one tool among many.

**Finally, let's underline this: your strength – our strength as a union – relies on the commitment of our members, and your commitment as a union representative and worker advocate to promote and protect our most precious asset: our health is not for sale!**





# 4

# APPENDIX

# 4-1

# 4-2

# 4-3

# 4-4

# 4-5

# 4-6

# APPENDIX

## **Appendix 4-1 through 4-6: Your Right to Participate in H&S Committee inspections and investigations**

These checklists and forms will help you assess and identify workplace health & safety hazards, recommend hazard controls, and show new workers their rights.

**Appendix 4-1: Workplace Inspection report**

**Appendix 4-2: Health & Safety Condition report**

**Appendix 4-3: Incident Investigation report**

**Appendix 4-4: UFCW 1518 Health & Safety Report Card**

**Appendix 4-5: UFCW 1518 New Worker Health & Safety Orientation checklist**

**Appendix 4-6: Information on H&S Committees from the Workers Compensation Act of B.C.**



# Appendix 4-1: Workplace Inspection Report

Location: \_\_\_\_\_

Department/Areas covered: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_ Time of Inspection: \_\_\_\_\_

Copies to: \_\_\_\_\_ Inspected by: \_\_\_\_\_

Item (Location)	Hazards Observed	Report Item Yes/No	Priority A/B/C	Recommended Action	Responsible Person	Action Taken	Date

Analysis and comments:

Sample Priority Codes: A = do immediately    B = do within 3 days    C = do within 2 weeks    D = other



# Appendix 4-2: UFCW Health & Safety Condition Report

Date: \_\_\_\_\_ Employer/Worksite: \_\_\_\_\_

Union Representative: \_\_\_\_\_

Worker Co-Chair: \_\_\_\_\_ Worker Representative: \_\_\_\_\_

### Program Performance: Health & Safety committee:

- Union Rep properly appointed
- Identified to all members
- Committee minutes posted (3 months)
- Hazards identified in minutes corrected
- Incidents investigated & reports available
- Worksafe orders or reports posted
- Corrective measures implemented which address workplace hazards
- Workers are not blamed for injuries or incidents

Fully explain all items found deficient. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Worker Education: Adequate training is as follows:

- Rights and responsibilities
- Specific workplace hazards
- Injury reporting and first aid procedures
- Duty to report all hazards
- Chemical hazards and WHMIS
- MSI
- Lockout (if applicable)
- Mobile equipment
- PPE
- Rights and responsibilities (duty to refuse unsafe work)

Fully explain all items found deficient. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### MSI Prevention:

- Signs and symptoms recorded
- Ergonomic issues at work area identified and addressed

Fully explain all items found deficient. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Violence Prevention:**

- Working alone policies adequate and implemented
- Cash collection procedures by management
- Members not assisting security in apprehension
- Till placement or removal not during operating hours
- Night and early morning access safe
- Shoplifter policies implemented (no chase)

Fully explain all items found deficient. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**First Aid and Incident Reporting:**

- Attendants posted
- All shifts covered
- All incidents reported
- Attendant authority and responsibilities respected

Fully explain all items found deficient. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Chemical and Physical Hazards: Maintenance operations; renovation and construction:**

- Coordination with H&S Committee and Reps
- Potential hazards identified
- Controls in place
- Asbestos inventories available and reviewed
- Excessive heat or cold
- Air quality
- Dusts or fumes controlled
- Adequate lighting
- Equipment properly maintained
- Chemical MSDS available and reviewed prior to use
- Workers scheduled to work away from all contaminated areas
- All exposure complaints recorded and addressed
- Pre meetings and regular meeting during construction

**Biohazards:**

- Rodent control program effective
- Proper PPE available and used (N-95 mask; gloves; bleach disinfectant)
- Moulds identified removed
- Blood borne pathogen controls (needle exposure program in place)

Fully explain all items found deficient. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Have the items found deficient been identified to management previously? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_





When? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Management: \_\_\_\_\_ has been informed of the details of this mini audit

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

Management Response: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CC: UFCW H&S; Site manager; Stewards. Post bulletin board





# Appendix 4-3: Incident investigation report form

## Check all applicable boxes:

- Minor injury       Serious injury       Equip/property damage only  
 Spill/environmental damage       Fire       Explosion       Near miss       Other

### Occurrence

Location of occurrence: \_\_\_\_\_

Day of week: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Time: \_\_\_\_\_ am  pm   
M D Y

Weather conditions: \_\_\_\_\_

Brief description of event:

### Particulars of injured employee

Name of injured: \_\_\_\_\_ Gender M  F  Age: \_\_\_\_\_

Occupation: \_\_\_\_\_ Amount of experience in job: \_\_\_\_\_

Describe injury: (Show on body map location of injury)

Direct cause of injury:

Supervisor/Foreman: \_\_\_\_\_

Name of witness(es): \_\_\_\_\_

Who gave first aid: \_\_\_\_\_

Will employee be off work longer than day of incident? No  Yes

If "Yes", how long? \_\_\_\_\_

Hospital name/location: \_\_\_\_\_

Attending Physician: \_\_\_\_\_



**Particulars of event**

Explain the job or task being done and describe the events leading up to the incident. In the space below, draw/diagram/map of area where incident occurred, and show equipment, tools, location of employee(s) when injured. (Attach another sheet if necessary)

**Analysis**

What specific actions and underlying conditions contributed to this incident?

Check all applicable boxes for hazards involved:

Ergonomic  Safety/Mechanical  Physical  Chemical  Communicable/Biological  Work organization/Stressors

**Prevention**

What corrective action has or will be taken to prevent recurrence? Action date/assigned to: \_\_\_\_\_

**Investigation team**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Name of person completing the report: \_\_\_\_\_

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





**Workplace safety & health committee**

Worker co-chair: \_\_\_\_\_ Signature: \_\_\_\_\_

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

Comments/action:

Employer co-chair: \_\_\_\_\_ Signature: \_\_\_\_\_

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

Comments/action:

Distribution: 1 - original to Employer 2- Copy to Workplace Safety & Health Committee 3 - Copy to Department Manager 4 - Copy to Injured Employee



# Appendix 4-4: UFCW 1518 Health & Safety Report Card

## H&S Auditors:

Use this checklist to help you evaluate your H&S program and committee. Place a check in the appropriate column beside each item.

- **D/K=Don't Know;**
- **N/I=Needs Improvement;**
- **N/A=Not Applicable.**

You may check more than one box per item if you wish. Note that there is room to add your own comments and items at the end of each question. Then discuss priority

improvements with the rest of your UFCW committee reps. A full committee audit is to be conducted at least once a year or more frequently if you are having problems.

Section 1: Is an overall evaluation of the workplace programs. This may be completed separately from the remaining sections. It may be used as a stand alone report card on a workplace's program implementation. You are asked to grade the overall implementation of program at the end of this section.

Sections 2-4: Address committee activity outcomes and process in detail.

Section 1 Health & Safety Program Issues	Yes	No	D/K	N/I	N/A
1. Does the workplace have an effective violence prevention program? a) Are all members trained? b) Are policies and procedures adequate to protect members? c) Are new hires familiar with all policies and procedures when first assigned work? d) Are workers informed of their need to seek medical assistance after every violent incident or threat of harm? e) What improvements are needed?					
2. Does the workplace have an effective ergonomics and (MSIP) program? a) Are hazards identified and eliminated when reported to management? b) Are all workers trained to recognize signs and symptoms of MSI? c) Are all MSI incidents reported and investigated? d) Are workers encouraged to identify and report any hazards? d) Are new workers immediately trained in MSI hazard recognition and procedures for reducing risk?					
3. What improvements to the MSI program are needed? Comment on each department as necessary.					



Section 1 Health & Safety Program Issues	Yes	No	D/K	N/I	N/A
4. a) Are all members using mobile and powered equipment properly trained? b) Are new hires trained before using such equipment? c) Is proper protective clothing supplied and worn? d) Are lockout procedures in place? e) Are all workers using or maintaining power equipment trained in lockout? Comments:					
5. Is FoodSafe training in place and implemented? Comment:					
6. Is there first aid coverage on all shifts? Comment:					
7. Are attendants on shift posted so all members are informed? <ul style="list-style-type: none"> <li>• Are all workers reporting signs or symptoms of injury and any incidents to first aid?</li> <li>• Is emergency transportation provided for workers in need of medical attention?</li> <li>• Are first aid reports kept confidential?</li> <li>• Does management respect the authority of the first aid attendant?</li> </ul> Comment:					
8. a) Do all members receive WHMIS training before handling hazardous chemicals? b) Are new hires adequately educated and trained in chemical hazards of materials they are using, signs and symptoms of exposure and steps to take if they are exposed? Comment:					
9. a) Is WHMIS training adequate and provided by the safety committee? b) If checklists and checkoffs are used are they effectively training workers? c) Are floor stripping procedures safely implemented? d) Is ventilation adequate? e) Are workers not assigned to work in areas where chemical vapors are present? Comment:					





Section 1 Health & Safety Program Issues	Yes	No	D/K	N/I	N/A
10. Are members informed of all Health & Safety hazards and prevention measures addressing them? Comment:					
11. a) Is there regular consultation with members regarding hazards in their department and job? b) Is the worker safety committee rep involved? Comment:					
12. Do all members know who the worker reps are on their store Health & Safety committee? a) Is the safety committee participating in all H&S orientation and training? b) Are worker committee reps involved in incident investigations? c) Are incidents reported, investigated and recommended controls implemented and signed off? Comments:					
13. Are members encouraged to report hazards to their worker reps and their union? Comment:					
14. Are workers aware of all corporate Health & Safety policies and procedures that affect their job?					
15. Are corporate policies adhered to? Implemented by this location's management?					
16. Do workers know their basic rights under the Workers Compensation Act? a) Right to know all hazards at work? b) Right to participate in identifying and controlling hazards? c) Duty to Refuse Unsafe Work.					
17. Are workers aware of their duty to report all signs or symptoms of injury and to report any injuries requiring a doctor's visit to the WCB?					



Section 1 Health & Safety Program Issues	Yes	No	D/K	N/I	N/A
<p>General Comments: Please list general comments you may have in assessing the overall program at this workplace. In addition, comment on any serious deficiencies observed, or otherwise addressed above.</p> <p>There are much more detailed questions in the remaining sections pertaining to safety committee operations. These may be completed through interview of worker reps on the committee.</p>					
<p>Overall evaluation: Please rate this workplace's program:</p> <p>A = Hazards are identified, eliminated and there is excellent worker and committee participation in all elements of the program. Workers are well informed and trained to safely perform their duties, can identify unsafe situations and report these to management and their Worker Reps on the Health &amp; Safety committee.</p> <p>B = Hazards are usually identified, somewhat modified and there is good worker and committee participation in all elements of the program. Workers are informed and usually trained to safely perform their duties, can mostly identify unsafe situations and report these to management and their Worker Reps on the Health &amp; Safety committee.</p> <p>C = Hazards are sometimes identified, sometimes addressed and there is some worker and committee participation in all elements of the program. Workers are usually informed and usually trained to safely perform their duties, can mostly identify unsafe situations and report these to management and their Worker Reps on the Health &amp; Safety committee.</p> <p>D = Hazards are often not identified, often not addressed and there is poor worker and committee participation in all elements of the program. Workers are not well enough informed nor trained to safely perform their duties, cannot identify unsafe situations and do not report these to management and their Worker Reps on the Health &amp; Safety committee.</p> <p>Failing grade: C or D</p>					



Section 2 Committee Effectiveness and Participation	Yes	No	D/K	N/I	N/A
1. Is injury data regularly collected and analyzed? Comment: Do you recommend prevention measures as a result of analyzing this data?					
2. Does the committee regularly follow-up on the implementation of decisions and recommendations? Comment:					
3. Has the committee successfully identified and prioritized significant hazards or problems? Comment:					
4. Are there unresolved issues that the committee has not been able to address well? Comment:					
5. Do Worker Reps participate in incident investigations and monthly department and workplace inspections? Comment:					
6. Does the committee audit investigations in which it is not directly involved? Comment:					
7. Does the committee make clear, specific recommendations to address hazards and other Occupational Health & Safety (OH&S) issues? Comment:					



Section 2 Committee Effectiveness and Participation	Yes	No	D/K	N/I	N/A
8. Does the employer implement committee recommendations consistently? Comment:					
9. Does the committee conduct an orientation session for new members? For new employees? (Is new employee Health & Safety training adequate? See New Worker Training Checklist.) Comment:					
10. Has the employer provided written responses to committee recommendations within the 21-day time limit? Comment:					
11. Do employees perceive that the committee is performing a useful function? Comment:					
12. Has the number of complaints that the Committee Representative have to address decreased? Comment:					

Section 3 Committee Functions	Yes	No	D/K	N/I	N/A
1. Do committee members agree on the basic goals and purposes of the committee? Comment:					
2. Do committee members feel free to express themselves honestly and directly during committee meetings? Comment:					





Section 3 Committee Functions	Yes	No	D/K	N/I	N/A
3. Does the committee work through problems in a systematic, logical way? Comment:					
4. Were Worker Reps and Co-Chairs selected through the union and Shop Stewards? Comment:					
5. Does the Worker Co-Chair fully participate in preparing agenda and facilitating the meetings? Comment:					
6. Do members of the committee attend most of the meetings? Comment:					
7. Do committee members have alternates in case they are unable to attend a regularly scheduled meeting? Comment:					
8. Do committee members have an opportunity to contribute to the agenda? Comment:					
9. Do committee members receive agendas several days in advance of the meetings? Comment:					
10. Is the committee actively involved in all of the major workplace Health & Safety initiatives? Comment:					



Section 3 Committee Functions	Yes	No	D/K	N/I	N/A
11. Does the committee regularly use Incident Investigation Reports, Workplace Inspection Reports, First Aid Reports and Health & Safety statistics to inform and support decisions? Comment:					
12. Are forms used adequate? Do they address workplace hazards and hazard control? Comment:					
13. Does the committee receive and discuss complaints from employees? Comment:					
14. Does the committee communicate well to management and union employees about its activities? Comment:					
15. Are committee meetings posted on designated OH&S bulletin board(s)? Comment:					
16. Are committee minutes prepared and distributed to committee members on time? Comment:					
17. Does the committee meet at least once a month? Comment:					
18. Do committee members have adequate time and resources to carry out their responsibilities? Comment: (How is time allocated? Does the committee as a whole determine this? How many hours a week does the Worker Co-Chair require? Is this allocated?)					



Section 3 Committee Functions	Yes	No	D/K	N/I	N/A
19. Does the committee regularly evaluate its own work and processes? Comment:					
20. Are committee members using their annual eight (8) hour educational leave? Comment:					

Section 4 Committee Structure and Procedures	Yes	No	D/K	N/I	N/A
1. Does the committee have agreed Terms of Reference? Comment: (are Terms of Reference developed by the committee and site specific?)					
2. Are committee roles and responsibilities clearly defined jointly by all committee members? Comment:					
3. Is the committee the right size? Comment:					
4. Are there at least as many union as employer representatives on the committee? Comment:					
5. Are departments adequately represented on the committee? Comment:					
6. Does the committee always use a clear, written agenda? Comment:					





Section 4 Committee Structure and Procedures	Yes	No	D/K	N/I	N/A
7. Does the committee produce clear, action-oriented minutes of every meeting? Comment:					
8. Do the minutes specify who is responsible for carrying out committee decisions? Comment:					
9. Do the minutes specify deadlines for the completion of activities based on committee decisions? Comment:					
10. Do the minutes accurately summarize the content of committee discussions? Comment:					
11. Does the committee report to the 'right' person representing the employer? Comment:					
12. Does the committee receive the necessary support from the employer? Comment:					
Please provide other information you think helpful and which would improve your location's Health & Safety program. _____ _____ _____ _____ _____ _____ _____ _____ _____ _____					



# Appendix 4-5: UFCW New Worker Health & Safety Orientation Checklist

(Adapted from Worksafe BC) Young and New Workers checklist. Committee Use: Orientation Audit

The orientation checklist covers the topics specified in section 3.23(2) of the Regulation, which are a required part of any young or new worker’s training and orientation.

**Employee name:** \_\_\_\_\_

**Position (tasks):** \_\_\_\_\_

**Date hired:** \_\_\_\_\_ **Date of orientation:** \_\_\_\_\_

**Person providing orientation (name and position):** \_\_\_\_\_

**Location:** \_\_\_\_\_

Topic	Date trained	Info OK	Comments: additional information needed? Follow-up required?
1. Supervisor name:			
2. Rights and responsibilities (a) General duties of employers, workers, and supervisors			
(b) Worker right to refuse unsafe work and procedure for doing so			
(c) Worker responsibility to report hazards and procedure for doing so			
3. Workplace Health & Safety rules a) _____ b) _____ c) _____ d) _____			
4. Known hazards and how to deal with them a) _____ b) _____ c) _____ d) _____			



Topic	Date trained	Info OK	Comments: additional information needed? Follow-up required?
5. Safe work procedures for carrying out tasks a) _____ b) _____ c) _____ d) _____			
6. Procedures for working alone or in isolation			
7. Measures to reduce the risk of violence in the workplace and procedures for dealing with violent situations			
8. Personal protective equipment (PPE) — what to use, when to use it, and where to find it a) _____ b) _____ c) _____ d) _____			
9. First aid			
(a) First aid attendant name and contact information			
(b) Locations of first aid kits and eye wash facilities			
(c) How to report an illness, injury, or other accident (including near misses)			
10. Emergency procedures			
(a) Locations of emergency exits and meeting points			
(b) Locations of fire extinguishers and fire alarms			
(c) How to use fire extinguishers			
(d) What to do in an emergency situation			
11. Where applicable, basic contents of the occupational Health & Safety program			
12. Hazardous materials and WHMIS			
(a) What hazardous materials are in the workplace			
(b) Purpose and significance of hazard information on product labels			
(c) Location, purpose and significance of material safety data sheets (MSDSs)			
(d) How to handle, use, store and dispose of hazardous materials safely			
(e) Procedures for an emergency involving hazardous materials, including clean-up of spills			
13. Contact information for the occupational Health & Safety committee and the worker Health & Safety representative			

Please refer to the attached notes for further details regarding Worksafe BC recommended content.



## Appendix 4-5: Worksafe BC Recommended Orientation Content for New Workers

Topic	Things to discuss	Resources
Worker rights and responsibilities	<ul style="list-style-type: none"> <li>Responsibility to follow the Regulation and other Health &amp; Safety rules</li> <li>Responsibility to use PPE when required</li> <li>Right to refuse unsafe work</li> </ul>	<ul style="list-style-type: none"> <li>Regulation: Part 3, Rights and Responsibilities</li> <li>Regulation: Sections 115-117 (<i>Workers Compensation Act</i>)</li> </ul>
Falls from elevation (including ladder safety)	<ul style="list-style-type: none"> <li>Fall protection system being used</li> <li>Fall protection procedures</li> <li>Proper use of fall protection equipment</li> <li>Ladder safety</li> <li>Inspection and maintenance of ladders and fall protection equipment</li> </ul>	<ul style="list-style-type: none"> <li>Regulation: Part 11, Fall Protection</li> <li>An Introduction to Personal Fall Protection Equipment</li> </ul>
Slips, trips, and falls	<ul style="list-style-type: none"> <li>Keeping work areas free of clutter</li> <li>Removing tripping hazards (such as loose cords)</li> <li>Cleaning up spills promptly</li> </ul>	<ul style="list-style-type: none"> <li>Regulation: Sections 4.39-4.41</li> <li><i>Health &amp; Safety for Hospitality Small Business</i>, page 6</li> <li><i>Health &amp; Safety for New Retail Workers</i>, page 11</li> </ul>
Lockout (for machinery and power tools)	<ul style="list-style-type: none"> <li>Define lockout</li> <li>Types of lockout</li> <li>When to lock out</li> <li>Review procedures for specific equipment</li> </ul>	<ul style="list-style-type: none"> <li>Regulation: Part 10, De-energization and Lockout</li> <li>Lockout</li> </ul>
Guarding (for machinery and power tools)	<ul style="list-style-type: none"> <li>Types and purposes of guards</li> <li>Inspection and use of guards</li> <li>Requirement to leave guards in place</li> </ul>	<ul style="list-style-type: none"> <li>Regulation: Sections 12.1-12.6</li> <li><i>Safeguarding Machinery And Equipment</i></li> <li>Safeguarding in Manufacturing</li> </ul>
Lifting and moving objects or people (strains and sprains)	<ul style="list-style-type: none"> <li>Demonstrate safe lifting technique</li> <li>Use of specialized equipment for lifting or moving materials or people</li> <li>Storage priorities (heavier items at lower heights and lighter items higher up)</li> </ul>	<ul style="list-style-type: none"> <li>Regulation: Sections 4.46-4.53</li> <li><i>Handle With Care: Patient Handling and the Application of Ergonomics (MSI) Requirements</i></li> </ul>
Electrical Safety	<ul style="list-style-type: none"> <li>Procedures for de-energization and lockout</li> <li>When and how to use PPE</li> <li>Maintaining safe distances from exposed power lines or cables</li> </ul>	<ul style="list-style-type: none"> <li>Regulation: Part 19, Electrical Safety</li> <li><i>Working Safely Around Electricity</i></li> </ul>
Forklifts and other mobile equipment	<ul style="list-style-type: none"> <li>Maintaining eye contact with equipment operator</li> <li>Speed limits and locations of travel lanes</li> <li>Equipment inspection and maintenance</li> <li>Load limits and procedures for safe operation</li> </ul>	<ul style="list-style-type: none"> <li>Regulation: Part 16, Mobile Equipment</li> <li><i>Safe Operation of Lift Trucks</i></li> </ul>



Topic	Things to discuss	Resources
Confined spaces (for example, working in tanks, silos, vats, rail cars, hoppers, or sewers)	Hazards of specific confined spaces Procedures for working safely in specific spaces	Regulation: Part 9, Confined Spaces <i>Hazards of Confined Spaces</i> <i>Confined Space Entry Program: A Reference Manual</i>
Person protective equipment (PPE)	When and how to use specific PPE Where to find PPE Limitations of protection Storage, maintenance, and inspection	Regulation: Part 8, Personal Protective Clothing and Equipment
Chemical, biological, and physical hazards	Potential health effects of exposure Common roots of exposure Ways to prevent exposure How to recognize signs and symptoms of exposure	Regulation: Part 5, Chemical and Biological Substances Regulation: Part 6, Substance Specific Requirements
WHMIS	Reading and understanding labels Reading and understanding MSMSs Location of MSDSs Hazards of products being used Control measures and appropriate PPE	Regulation: Sections 5.3-5.19 <i>WHMIS at Work</i>
First aid and emergency procedures	Names and locations of first aid attendants Locations of first aid kits Locations of fire exits Locations of fire extinguishers and how to use them	Regulation: Sections 3.14-3.21 Online First Aid Assessment Tool <a href="http://www2.worksafebc.com/calculator/firstaid">www2.worksafebc.com/calculator/firstaid</a>

# Appendix 4-6: Workers Compensation Act of B.C. (Sec. 125-140)

## Division 4 — Joint Committees and Worker Representatives

### When a joint committee is required

125 An employer must establish and maintain a joint health and safety committee

- (a) in each workplace where 20 or more workers of the employer are regularly employed, and
- (b) in any other workplace for which a joint committee is required by order.

### Variations in committee requirements

126 (1) Despite section 125, the Board may, by order, require or permit an employer to establish and maintain

- (a) more than one joint committee for a single workplace of the employer,
- (b) one joint committee for more than one workplace or parts of more than one workplace of the employer, or
- (c) one joint committee for the workplace or parts of the workplaces of a number of employers, if the workplaces are the same, overlapping or adjoining.

(2) An order under subsection (1) may

- (a) specify the workplace, workplaces or parts for which a joint committee is required or permitted, and
- (b) provide for variations regarding the practice and procedure of a joint committee from the provisions otherwise applicable under this Part or the regulations.

Membership of joint committee

127 A joint committee for a workplace must be established in accordance with the following:

- (a) it must have at least 4 members or, if a greater number of members is required by regulation, that greater number;
- (b) it must consist of worker representatives and employer representatives;
- (c) at least half the members must be worker representatives;
- (d) it must have 2 co-chairs, one selected by the worker representatives and the other selected by the employer representatives.

Selection of worker representatives

128 (1) The worker representatives on a joint committee must be selected from workers at the workplace who do not exercise managerial functions at that workplace, as follows:

- (a) if the workers are represented by one or more unions, the worker representatives are to be selected according to the procedures established or agreed on by the union or unions;
- (b) if none of the workers are represented by a union, the worker representatives are to be elected by secret ballot;
- (c) if some of the workers are represented by one or more unions and some are not represented by a union, the worker representatives are to be selected in accordance with paragraphs (a) and (b) in equitable proportion to their relative numbers and relative risks to health and safety;
- (d) if the workers do not make their own selection after being given the opportunity under paragraphs (a) to (c), the employer must seek out and assign persons to act as worker representatives.

(2) The employer or a worker may request the Board to provide direction as to how an election under subsection (1) (b) is to be conducted.

(3) The employer, or a union or a worker at a workplace referred to in subsection (1) (c), may request the Board to provide direction as to how the requirements of that provision are to be applied in the workplace.

### Selection of employer representatives

129 (1) The employer representatives on a joint committee must be selected by the employer from among persons who exercise managerial functions for the employer and, to the extent possible, who do so at the workplace for which the joint committee is established.

(2) For certainty, an individual employer may act as an employer representative.

### Duties and functions of joint committee

130 A joint committee has the following duties and functions in relation to its workplace:

- (a) to identify situations that may be unhealthy or

unsafe for workers and advise on effective systems for responding to those situations;

(b) to consider and expeditiously deal with complaints relating to the health and safety of workers;

(c) to consult with workers and the employer on issues related to occupational health and safety and occupational environment;

(d) to make recommendations to the employer and the workers for the improvement of the occupational health and safety and occupational environment of workers;

(e) to make recommendations to the employer on educational programs promoting the health and safety of workers and compliance with this Part and the regulations and to monitor their effectiveness;

(f) to advise the employer on programs and policies required under the regulations for the workplace and to monitor their effectiveness;

(g) to advise the employer on proposed changes to the workplace or the work processes that may affect the health or safety of workers;

(h) to ensure that accident investigations and regular inspections are carried out as required by this Part and the regulations;

(i) to participate in inspections, investigations and inquiries as provided in this Part and the regulations;

(j) to carry out any other duties and functions prescribed by regulation.

### Joint committee procedure

131 (1) Subject to this Part and the regulations, a joint committee must establish its own rules of procedure, including rules respecting how it is to perform its duties and functions.

(2) A joint committee must meet regularly at least once each month, unless another schedule is permitted or required by regulation or order.

### Assistance in resolving disagreements within committee

132 If a joint committee is unable to reach agreement on a matter relating to the health or safety of workers at the workplace, a co-chair of the committee may report this to the Board, which may investigate the matter and attempt to resolve the matter.

### Employer must respond to committee recommendations

133 (1) This section applies if a joint committee sends a written recommendation to an employer with a written request for a response from the employer.

(2) Subject to subsections (4) and (5), the employer must respond in writing to the committee within 21 days of receiving the request, either

- indicating acceptance of the recommendation, or
- giving the employer's reasons for not accepting the recommendation.

(3) If the employer does not accept the committee's recommendations, a co-chair of the committee may report the matter to the Board, which may investigate and attempt to resolve the matter.

(4) If it is not reasonably possible to provide a response before the end of the 21 day period, the employer must provide within that time a written explanation for the delay, together with an indication of when the response will be provided.

(5) If the joint committee is not satisfied that the explanation provided under subsection (4) is reasonable in the circumstances, a co-chair of the committee may report this to the Board, which may investigate the matter and may, by order, establish a deadline by which the employer must respond.

(6) Nothing in this section relieves an employer of the obligation to comply with this Part and the regulations.

### Time from work for meetings and other committee functions

134 (1) A member of a joint committee is entitled to time off from work for

- the time required to attend meetings of the committee, and
- other time that is reasonably necessary to prepare for meetings of the committee and to fulfill the other functions and duties of the committee.

(2) Time off under subsection (1) is deemed to be time worked for the employer, and the employer must pay the member for that time.

### Educational leave

135 (1) Each member of a joint committee is entitled to an annual educational leave totalling 8 hours, or a longer period if prescribed by regulation, for the purposes of attending occupational health and safety

training courses conducted by or with the approval of the Board.

(2) A member of the joint committee may designate another member as being entitled to take all or part of the member's educational leave.

(3) The employer must provide the educational leave under this section without loss of pay or other benefits and must pay for, or reimburse the worker for, the costs of the training course and the reasonable costs of attending the course.

### Other employer obligations to support committee

136 (1) The employer must provide the joint committee with the equipment, premises and clerical personnel necessary for the carrying out of its duties and functions.

(2) On request of the joint committee, the employer must provide the committee with information respecting

- (a) the identification of known or reasonably foreseeable health or safety hazards to which workers at the workplace are likely to be exposed,
- (b) health and safety experience and work practices and standards in similar or other industries of which the employer has knowledge,
- (c) orders, penalties and prosecutions under this Part or the regulations relating to health and safety at the workplace, and
- (d) any other matter prescribed by regulation.

### Committee reports

137 (1) After each joint committee meeting, the committee must prepare a report of the meeting and provide a copy to the employer.

(2) The employer must

- (a) if so requested by a union representing workers at the workplace, send a copy of the reports under subsection (1) to the union,
- (b) retain a copy of the reports for at least 2 years from the date of the joint committee meeting to which they relate, and
- (c) ensure that the retained reports are readily accessible to the joint committee members, workers of the employer, officers and other persons authorized by the Board or the minister.

### Employer must post committee information

138 At each workplace where workers of an employer are regularly employed, the employer must post and keep posted

- (a) the names and work locations of the joint committee members,
- (b) the reports of the 3 most recent joint committee meetings, and
- (c) copies of any applicable orders under this Division for the preceding 12 months.

### Worker health and safety representative

139 (1) A worker health and safety representative is required

- (a) in each workplace where there are more than 9 but fewer than 20 workers of the employer regularly employed, and
- (b) in any other workplace for which a worker health and safety representative is required by order of the Board.

(2) The worker health and safety representative must be selected in accordance with section 128 from among the workers at the workplace who do not exercise managerial functions at that workplace.

(3) To the extent practicable, a worker health and safety representative has the same duties and functions as a joint committee.

(3) Sections 133 to 136 apply in relation to a worker health and safety representative as if the representative were a joint committee or member of a joint committee.

### Participation of worker representative in inspections

140 If

- (a) this Part or the regulations give a worker representative the right to be present for an inspection, investigation or inquiry at a workplace, and
- (b) no worker representative is reasonably available, the right may be exercised by another worker who has previously been designated as an alternate by the worker representative.



# 5 APPENDIX

## **Appendix 5-1 through 5-5: Health & Safety Language in UFCW 1518 Contracts**

**Appendix 5-1: H&S language in Canada Safeway Collective Agreements**

**Appendix 5-2: H&S language in Overwaitea/SaveOn Foods Collective Agreements**

**Appendix 5-3: H&S language in Pricesmart Drug Mart Collective Agreements**

**Appendix 5-4: H&S language in Coopers Collective Agreements**

**Appendix 5-5: H&S language in Extra Foods/Super Valu 68 Collective Agreements**

**Appendix 5-6: H&S language in Shoppers Drug Mart Collective Agreements**

**Appendix 5-7: H&S language in Health Care (HEABC) Collective Agreements**

**Appendix 5-8: H&S language in Grand and Toy Collective Agreements**

**Appendix 5-9: H&S language in Sofina Foods Collective Agreements**

**Appendix 5-10: H&S language in Johnston Packers Collective Agreements**

**Appendix 5-11: H&S language in Sunrise Poultry Collective Agreements**

**Appendix 5-12: H&S language in Lilydale (Abbotsford Turkey Plant) Collective Agreement**

**Appendix 5-13: H&S language in Lilydale (Port Coquitlam Plant) Collective Agreement**

**Appendix 5-14: H&S language in Lilydale (Hatchery) Collective Agreement**





# Appendix 5-1: Canada Safeway collective agreement

## Section 20 - HEALTH AND SAFETY STORE COMMITTEES

20.01 The Employer agrees to maintain a Health and Safety Committee in each store. The Committee shall function in accordance with the Workers' Compensation Board Health and Safety Regulations.

A Contract Area employee shall be elected by Contract Area members in the store or shall be appointed by the Union to the Health and Safety Committee.

### 20.02 Health & Safety Issues

The Employer has the primary responsibility for ensuring that safe conditions prevail within the workplace, to take appropriate and effective measures, both preventive and corrective, to protect the health and safety of employees. This will include, but is not limited to, providing the Union with the details of the Employer's Violence in the Workplace "Prevention and Response Program". The Union will be provided with applicable incident reports and recommendations flowing from any incident.

### Provincial Health and Safety Committee and Training

The parties agree to establish a Provincial Health and Safety Committee of three (3) representatives from the Union and three (3) representatives from the Employer.

The Committee shall meet quarterly to:

- a) Establish and implement health and safety policy.
- b) Discuss and decide issues arising from unresolved work site committee recommendations.
- c) Assist with and ensure compliance with WCB regulations.
- d) Develop and implement Employer/Union ergonomics programs.
- e) Establish and implement ergonomic training for committee members and employees at risk of M.S.I. (muscular strain injury).

In the event of disagreement, and when there is no consensus of the committee members, the issue(s) may be referred to an independent third party chosen by mutual agreement of the parties, who shall recommend

reasonable solutions to be implemented by the committee.

All safety clothing and protective equipment (excluding safety footwear) required for the protection of employees, or as required by the Employer, or as per WCB orders on the Employer, shall be provided for and maintained by the Employer. The Employer will continue the present practice of providing a selection of rubber safety boots for use by employees for as long as the employees, employed at date of ratification 1997, in the store desire this option.

July 23, 2008  
Ivan Limpricht, President,  
Local 1518, 4021 Kingsway, Burnaby, B.C. V5H 1Y9  
Re: Health & Safety Commitment

Dear Sir,

With regard to Health & Safety, Canada Safeway is committed to meeting on a regular basis. We commit to adequate and proper training including a distinct module dealing with Duty to Accommodate.

We will set aside appropriate time for the Health & Safety Committee to meet.

We look forward to reconvening the Joint Provincial Health & Safety Committee meetings. We agree that the function of the Provincial Committee is to ensure proper protocol is followed and outstanding items are addressed. We will endeavour to find an appropriate date in September which is convenient for all parties to re-institute these meetings.

Canada Safeway will continue our practice of having a page of our Health and Safety Minutes devoted to noting the unresolved issues from previous month(s).

We will have the Health and Safety Committees conduct a regular review of Contractors Agreements to ensure the contractors comply with WorkSafe BC regulations. The parties will ensure that Article 20.02 is followed at store level and that outstanding items are addressed accordingly.

Yours truly,  
Dave Robertson, Director, Human Resources  
cc Terry Hallam, Director, Labour Relations

### 20.03

In an effort to strengthen the effectiveness of our store joint committees, the parties shall jointly develop and facilitate eight (8) hours of annual training and education which satisfies the Educational Leave requirement in the Workers' Compensation Act. An employee may opt out of the joint training session but only if the employee is taking another recognized training program.



## Appendix 5-2: Overwaitea/Save-On-Foods

### Section 20 - HEALTH AND SAFETY STORE COMMITTEES

20.01 The Employer agrees to maintain a Health and Safety Committee in each store. The Committee shall function in accordance with the Workers' Compensation Board Health and Safety Regulations. The Committee shall consist of a minimum four (4) members including a Worker Co-chair, a Worker Representative, an Employer Co-chair, and another representative who is mutually selected by the two Co-chairs. Additional members above the minimum shall be mutually selected by the Co-chairs. A member of the bargaining unit shall be elected by Bargaining Unit members in the store or shall be appointed by the Union to the Health and Safety Committee.

#### 20.02

The Employer has the primary responsibility for ensuring that safe conditions prevail within the workplace, to take appropriate and effective measures, both preventive and corrective, to protect the health and safety of employees.

This will include, but is not limited to, providing the Union with the details of the Employer's Violence in the Workplace "Prevention and Response Program". The Union will be provided with incident reports and recommendations flowing from any incident.

#### 20.03 Provincial Health and Safety Committee and Training

The parties agree to establish a Provincial Health and Safety Committee of three (3) representatives from the Union and three (3) representatives from the Employer.

##### The committee shall meet quarterly to:

- A. Establish and implement health and safety policy.
- B. Discuss and decide issues arising from unresolved work site committee recommendations.
- C. Assist and ensure compliance with WCB regulations.
- D. Develop and implement Employer/Union ergonomics programs.
- E. Establish and implement ergonomic training for committee members and employees at risk of M.S.I.

In the event of a disagreement, and when there is no consensus of the committee members, the issue(s) may be referred to an independent third party chosen by mutual agreement of the parties, who shall recommend reasonable solutions to be implemented by the committee.

All safety clothing and protective equipment (excluding safety footwear) required for the protection of employees, or as required by the Employer, or as per WCB orders on the Employer, shall be provided for and maintained by the Employer. The Employer will continue the present practice of providing a selection of rubber safety boots for use by employees for as long as the employees, employed at date of ratification 1997, in the store desire this option.

In an effort to strengthen the effectiveness of our store joint committees, the parties shall jointly develop and facilitate eight (8) hours of annual training and education which satisfies the Educational Leave requirement in the Workers' Compensation Act. An employee may opt out of the joint training session but only if the employee is taking another recognized training program.

#### 20.04

The Employer and the Union agree to the following to improve the effectiveness of the Provincial Health and Safety Committee.

- A. Ensure proper protocol at store level, utilizing the in-store Health and Safety Committee to address the store specific issues.
- B. As per protocol, if efforts exhausted at store level, the issue must be raised at the Provincial Committee level for resolution.
- C. Provincial Committee to jointly respond to the specific stores in a timely manner.
- D. If deemed necessary by the Employer or the Union, the Joint Committee may refer unresolved issues to mediation using an independent third party for resolution.
- E. The Joint Provincial Committee will meet on a quarterly basis.

## Appendix 5-3: PriceSmart

### Section 20 - HEALTH AND SAFETY COMMITTEE

#### 20.01 Health and Safety Committee:

The Employer agrees to maintain a Health and Safety Committee in each store. The Committee shall function in accordance with the Workers' Compensation Board Health and Safety Regulations.

A member of the bargaining unit shall be elected by Bargaining Unit members in the store or shall be appointed by the Union to the Health and Safety Committee.

#### 20.02

The Employer has the primary responsibility for ensuring that safe conditions prevail within the workplace, to take appropriate and effective measures, both preventive and corrective, to protect the health and safety of employees.

This will include, but is not limited to, providing the Union with the details of the Employer's "Violence in the Workplace - Prevention and Response Program". The Union will be provided with applicable incident reports and recommendations flowing from any incident.

20.03 Provincial Health and Safety Committee and Training: The parties agree to establish a Provincial Health and Safety Committee of three (3) representatives from the Union and three (3) representatives from the Employer.

#### The committee shall meet quarterly to:

- A. Establish and implement health and safety policy.
- B. Discuss and decide issues arising from unresolved worksite committee recommendations.
- C. Assist and ensure compliance with WCB regulations.
- D. Develop and implement Employer/Union ergonomics programs.
- E. Establish and implement ergonomic training for committee members and employees at risk of M.S.I.

In the event of a disagreement, and when there is no consensus of the committee members, the issue(s) may be referred to an independent third party chosen by mutual agreement of the parties, who shall recommend reasonable solutions to be implemented by the committee.

All safety clothing and protective equipment (excluding safety footwear) required for the protection of employees, or as required by the Employer, or as per WCB orders on the Employer, shall be provided for and maintained by the Employer. The Employer will provide a selection of rubber safety boots for use by employees.

## Appendix 5-4: Coopers

### Section 17 - Health and Safety Store Committees

#### 17.01

The Employer agrees to maintain a Health and Safety Committee in each store. The Committee shall function in accordance with the Workers' Compensation Board Health and Safety Regulations.

The Committee shall consist of a minimum four (4) members including a Worker Co-chair and a Worker Representative (both of whom are either elected by the bargaining unit or appointed by the Union), an Employer Co-chair, and another representative who is mutually selected by the two Co-chairs. Additional members above the minimum shall be mutually selected by the Co-chairs.

Any unresolved issues from these meetings shall be referred to the Provincial Health & Safety Committee for resolve.

#### 17.02

The Employer has the primary responsibility for ensuring that safe conditions prevail within the workplace, to take appropriate and effective measures, both preventive and corrective, to protect the health and safety of employees.

This will include, but is not limited to, providing the Union with the details of the Employer's Violence in the Workplace "Prevention and Response Program". The Union will be provided with applicable incident reports and recommendations flowing from any incident.

## Appendix 5-5: EXTRA FOODS/SUPER VALU 68

### Section 20 - HEALTH AND SAFETY STORE COMMITTEES

The Employer agrees to maintain a Health and Safety Committee in each store. The committee shall function in accordance with the Workers' Compensation Board Health and Safety Regulations.

Members of the Bargaining Unit shall be appointed as required by the Union to the Health and Safety Committee

## Appendix 5-6: Shoppers Drug Mart

### Section 18

#### (o) Health and Safety

The Employer agrees to establish and maintain a Health and Safety Committee in the store. The Committee shall continue to function in accordance with current WCB Health and Safety Regulation. All Shoppers Drug Mart locations shall have a four (4) person Health and Safety Committee. Two (2) of these members must be worker representatives, selected by the Union.

The Committee shall meet once (1X) per month in order to discuss any issues regarding employee health and safety, and shall identify potential health and safety risks, institute means of improving the level of health and safety of the employees and obtain information from the Employer or other persons respecting safety experience and work practices and standards of the Employer. The Union and the Employer are committed to satisfactorily dealing with all issues brought forward by this joint committee. Sufficient time and resources must be provided during scheduled working hours to all committee members in order to carry out these duties.

The Employer has the primary responsibility for ensuring that safe conditions prevail within the workplace, to take appropriate and effective measures, both preventative and corrective, to protect the health and safety of employees.

This will include, but is not limited to, providing the Union with the details of the Employer's Violence in the Workplace "Prevention and Response Program". The Union will be provided with applicable incident reports and recommendations flowing from any incident.

## Appendix 5-7: HEALTH CARE (HEABC)

### ARTICLE 22 - OCCUPATIONAL HEALTH AND SAFETY

#### 22.1 Statutory Compliance

The Employer and employees recognize the need for a safe and healthful workplace and agree to take appropriate measures in order that risks of accidents and/or occupational disease are reduced and/or eliminated. The Employer and the Union agree to cooperate in the promotion of safe working conditions, the prevention of accidents, the prevention of workplace injuries and industrial diseases and the promotion of safe working practices.

There shall be full compliance with all applicable statutes and regulations pertaining to the working environment.

#### 22.2 Client Information

The Employer shall provide employees with information in its possession regarding a client, resident or client's home which is necessary for the employee to safely carry out his/her duties.

#### 22.3 Occupational Health and Safety Committee

(a) The Parties agree that a Joint Occupational Health and Safety Committee will be established. The Committee shall govern itself in accordance with the provisions of the Occupational Health and Safety Regulations made pursuant to the Workers' Compensation Act. The Committee shall be between the Employer and the Union, with equal representation, and with each Party appointing its own representatives.

The Union agrees to actively pursue with the other Health Care Unions, where more than one (1) Union is certified with the Employer, a Joint Union/Employer Committee for the purposes of the Occupational Health and Safety Regulations.

(b) Employees who are members of the Committee shall be granted leave without loss of pay or receive straight-time regular wages while attending meetings of the Joint Committee.

Employees who are members of the Committee

shall be granted leave without loss of pay or receive straight-time regular wages to participate in joint workplace inspections and joint accident investigations at the request of the Committee pursuant to the WCB Occupational Health and Safety Regulations. Committee meetings, workplace inspections and accident investigations shall be scheduled during normal working hours whenever practicable.

(c) The Occupational Health and Safety Committee shall have as part of its mandate the jurisdiction to receive complaints or concerns regarding workload problems which are safety-related, the right to investigate such complaints, the right to define the problem and the right to make recommendations for a solution.

Where the Committee determines that a safety-related workload problem exists, it shall inform the Employer. Within twenty-one (21) days thereafter, the Employer shall advise the Committee what steps it has taken or proposes to take to rectify the safety related workload problem identified by the Committee. If the Union is not satisfied with the Employer's response, it may refer the matter to the Industry Troubleshooter for a written recommendation.

(d) No employee shall be disciplined for refusal to work when excused by the provisions of the Workers' Compensation Act or regulations.

(e) The Occupational Health and Safety Committee may use the resources of the Workers' Compensation Board and/or the Health Care Occupational Health and Safety Agency to provide information to the Committee members in relation to their role and responsibilities. The Committee will assist in increasing the awareness of all staff on such topics as: workplace safety, safe lifting techniques, dealing with aggressive clients/residents, WHMIS and the role and function of the Occupational Health and Safety Committee. The Committee will assist in fostering knowledge and compliance with the Occupational Health and Safety Regulations by all staff.

(f) The Employer, in consultation with the Occupational Health and Safety Committee, shall institute a

written procedure for checking the well-being of employees assigned to work alone or in isolation under conditions which present a risk of disabling injury, if the employee might not be able to secure assistance in the event of injury or other misfortune. This procedure will be reviewed by the Committee as it deems necessary.

- (g) The Employer will provide orientation or in-service which is necessary for the safe performance of work, the safe use of equipment, safe techniques for lifting and supporting clients/residents and the safe handling of materials and products. The Employer will also make readily available information, manuals and procedures for these purposes. The Employer will provide appropriate safety clothing and equipment. The Employer will promote processes that provide the most effective ways to safely perform work. These processes will include consideration of safety measures such as timely risk assessment tools, environmental ergonomic adjustments, care design and redesign for clients, sufficient staffing, and in-services/ team meetings. The Occupational Health and Safety Committee shall have as part of its mandate the jurisdiction to make recommendations on these measures, supported by available resources (eg., from OHSAH, WCB).
- (h) The Occupational Health and Safety Committee may make recommendations on ergonomic adjustments and on measures to protect pregnant employees as far as occupational health and safety matters are concerned.

## 22.4 Aggressive Behaviour

- (a) Aggressive behaviour means the attempted or actual exercise by a person, other than an employee, of any physical force so as to cause injury to an employee, and includes any threatening statement or behaviour which gives an employee reasonable cause to believe that the employee is at risk of injury.
- (b) When the Employer is aware that a client/resident has a history of aggressive behaviour, the Employer shall provide employees with information in its possession regarding a client or resident which is necessary for the employee to safely carry out his/her duties. Upon admission, transfer or assignment the Employer will make every reasonable effort to identify the potential for aggressive behaviour.

- (c) Where employees may be at risk from aggressive behaviour, in-service and/or instruction on how to respond to aggressive behaviour will be provided by the Employer. The Occupational Health and Safety Committee shall be consulted on the curriculum. Where a risk of injury to employees from violence is identified in accordance with Section 8.90 of the Protection of Workers from Violence in the Workplace Regulations, the Employer will, in consultation with the Committee, establish appropriate physical and procedural measures to eliminate or, where that is not possible, minimize risk. The Employer shall make every reasonable effort to ensure that sufficient staff are present when any such treatment or care is provided. It is understood that this provision is at no cost to the Employer.
- (d) Critical incident stress defusing shall be made available and known to employees who have suffered a serious work related traumatic incident of an unusual nature. Leave to attend such a session will be without loss of pay.

## 22.5 Vaccination and Inoculation

- (a) The Employer agrees to take all reasonable precautions to limit the spread of infectious diseases among employees, including in-service seminars for employees. Where the Employer or Occupational Health and Safety Committee identifies high risk areas which expose employees to infectious or communicable diseases for which there are protective immunizations available, such immunizations shall be provided at no cost to the employee. The Committee may consult with the Medical Health Officer. Where the Medical Health Officer identifies such a risk, the immunization shall also be provided at no cost. The Employer shall provide Hepatitis B vaccine, free of charge, to those employees who may be exposed to bodily fluids or other sources of infection.
- (b) An employee may be required by the Employer, at the request of and at the expense of the Employer, to take a medical examination by a physician of the employee's choice. Employees may be required to take skin tests, x-ray examination, vaccination, and other immunization (with the exception of a rubella vaccination when the employee is of the opinion that a pregnancy is possible), unless the employee's physician has advised in writing that such a procedure may have an adverse effect on the employee's health.



## 22.6 Video Display Terminals

The Employer shall ensure that any new office equipment or facility required for use in conjunction with VDTs shall meet the standards recommended by the Workers' Compensation Board.

## 22.7 Transportation of Accident Victims

Transportation to the nearest physician or hospital and return transportation to the worksite or the employee's residence for employees requiring medical care as a result of an on-the-job accident shall be at the expense of the Employer. Return transportation to the employee's home shall not be provided by the Employer where someone at the employee's home can reasonably provide such transportation.

## 22.8 Injury Pay Provision

- (a) An employee who is injured on the job during working hours and is required to leave for treatment or is sent home for such injury shall receive payment for the remainder of his/her scheduled and assigned hours on that day provided the injury results in the employee being approved for a Workers' Compensation Board claim.
- (b) Employees eligible for sick leave coverage pursuant to Article 28 shall have the option to access such coverage for the first day of absence due to injury. Where an employee is subsequently approved for a WCB claim for the same injury, the sick leave credits paid for the first day of injury shall be reinstated to the employee.

## 22.9 Investigation of Accidents

- (a) Except in the case of a vehicle accident occurring on a public street or highway, the Employer must immediately initiate an investigation into the cause of every accident which resulted in injury requiring medical treatment by a medical practitioner or had a potential for causing serious injury.
- (b) Accident investigations must be carried out by persons knowledgeable of the type of work involved and, if feasible, include the participation of one (1) Union Occupational Health and Safety Committee member or, if not available, a Union steward, and one (1) Employer representative.

- (c) Copies of the accident investigation reports must be forwarded without undue delay to the Occupational Health and Safety Committee.
- (d) In the event of a work related employee fatality, the Employer shall notify the Union designate of the nature and circumstances of the accident as soon as possible.

## 22.10 Emergency Travel Kit

Where employees are required to use their personal, or the Employer's, vehicle for work in isolated or areas with hazardous road conditions, and where there is agreement at the local level regarding the provision of an emergency travel kit, the Employer will provide such a kit. The Occupational Health and Safety Committee will make recommendations on the contents of the emergency kit.

## 22.11 Employee Workload

The Employer shall ensure that an employee's workload is not unsafe as a result of employee absence(s). Employees may refer safety related workload concerns to the Occupational Health and Safety Committee for investigation under Article 22.3.



## Appendix 5-8: Grand & Toy

### Article 11 - SAFETY AND HEALTH

#### 11.01

- (a) The Company shall make reasonable provisions for the health and safety of employees during their hours of employment.
- (b) The Company agrees to comply with the requirements of Workers' Compensation Board Industrial Health and Safety Regulations, First Aid Regulations and Occupational Environment Regulations.

#### 11.02

A Safety Committee shall be maintained comprised of three (3) members designated by the Company, three (3) members elected or appointed by the Union and one (1) non-union, non-management member chosen by the non-union employees. The Committee shall act in accordance with the Workers' Compensation Act.

11.03 The Company agrees to provide a footwear allowance of sixty dollars (\$60.00) each year (December 1 to November 30) to employees with seniority. Any unused amount of footwear allowance shall be carried over to the following year.

#### 11.04

The Company agrees that when a WCB inspector arrives at the warehouse for the purposes of an inspection visit or attending to the investigation of an accident a Union safety committee member shall be informed and given the opportunity to meet with the inspector, for the duration of the warehouse tour.

#### 11.05

Employees designated by the Company who successfully complete an Industrial First Aid course shall be given a premium of twenty dollars (\$20.00) per week. The Company shall pay for the cost of enrollment and compensate the employee to a maximum of eight (8) hours per day at their regular hourly rate while attending the course.

## Appendix 5-9: Sofina Foods

### ARTICLE 11 - SAFETY AND HEALTH

#### 11.01

The Company and the Union recognize the benefits to be derived from a safe and healthy place of employment. It is agreed that the Company, the employees and the Union will co-operate fully to promote safe work practices and health conditions. First aid shall be available for employees as per the Federal and Provincial regulations.

#### 11.02

Protective devices and all other equipment deemed necessary to properly protect employees from occupational illness and injury shall be provided by the Company and wherever provided shall be used by the employees.

#### 11.03

There shall be a joint Company-Union safety inspection committee composed of four (4) representatives from the Company and four (4) representatives from the Union who shall meet and carry out inspections once a month. The Company-Union safety inspection committee may recommend to the Plant Manager, improvements in safety conditions and shall be informed of the disposition made of their recommendations. The committee shall also investigate causes of accidents which occur and shall make recommendations designed to prevent recurrence of such accidents, to the Plant Manager or designated management representative. One (1) Company representative, and one (1) member of the Union safety inspection committee (or designated alternate) shall be involved in accident investigations.

The Safety Committee may recommend to the Plant Manager improvements in safety conditions. The Plant Manager shall advise the committee in writing prior to the next safety meeting of the disposition made regarding the Committee's recommendation.

#### 11.04

It is the responsibility of the Company to give new employees instruction on how to perform the duties expected of them. Instruction may be given by a supervisor or by an employee designated by the Company. No employee shall be required to work in any job or operate a piece of equipment until the employee has received proper instruction.

#### 11.05

By mutual agreement, members of the health and safety committee shall be entitled to time off from work with no loss of seniority or regular pay to attend seminars for instruction and upgrading on health and safety.

## Appendix 5-10: Johnston Packers

### Article 17 - Safety and Health Committee

#### 17.1

The Employer and the Union shall agree to promote a safe and healthy work environment for all employees. The Company shall make reasonable provisions for the safety and health of employees of the plant during the hours of their employment. Protective devices and other equipment necessary to properly protect the employees from injury shall be provided by the Company.

#### 17.2

The Safety Committee shall be structured and shall operate in the following manner:

- (a) The Employer and the Union shall each appoint two (2) representatives to a Safety Committee. An alternate will be chosen, who will serve in the absence of either of the two (2) regular representatives.
- (b) The Committee shall have one chairperson and one co-chairperson. In the event that the chairperson is a representative of the Employer, the co-chairperson shall be a representative of the Union, and vice versa.
- (c) The Safety Committee shall meet once every month, or more frequently if both the chairperson and secretary deem it necessary. Meetings are to be held during regular working hours and members to be paid at regular hourly rates.
- (d) Minutes shall be kept by one mutually agreed member of the Committee.

#### 17.3

The Company shall reimburse the First Aid Attendant for all costs incurred in the maintenance and successful course completion of first aid tickets required and the performance of their duties. Such reimbursement shall be paid no later than two (2) weeks after receipt of proof of incurred costs.

#### 17.4

- (a) An employee injured while working in the plant shall suffer no loss of earnings for the balance of hours in the regular scheduled shift in which the accident

occurs if, as a result of such injury, he/she is sent home or to the hospital or for medical attention. Costs incurred as a result of transportation to and from the practitioner and/or hospital shall be borne by the Company.

- (b) All accidents or injuries must be immediately reported to First Aid. In the case of an employee working off premises (i.e.: Drivers), the accident or injury must be immediately reported to a member of management by the company-supplied "Mike" phone.

#### 17.5

Seniority employees will be entitled to a bi-annual safety footwear allowance of up to one hundred sixty dollars (\$160.00), to be used exclusively during the term of, and in the course of their employment at Johnston Packers. There will be no carry-over of unused portions of the allowance from one bi-annual time period to the next bi-annual time period. The bi-annual time period will be based on calendar years, starting with the year of the current ratification of this collective agreement. Seniority employees will be reimbursed upon presentation of a receipt.

#### 17.6

The Company will pay a one hundred (\$100) per month premium to the primary First Aid Attendant, when such Attendant is in the bargaining unit.

The first and second relief First Aid Attendants will be paid a fifty dollar (\$50.00) and twenty five dollar (\$25.00) per month premium respectively, when such Attendants are in the bargaining unit.

Where the primary Attendant is absent for five (5) or more consecutive days, the relief Attendant will be elevated and will receive the respective increased premium, for the period so elevated.

## Appendix 5-11: Sunrise Poultry

### ARTICLE 6 - SAFETY AND HEALTH

#### Section 1 - Provisions / Equipment / Responsibility

The Company shall make reasonable provisions for the safety and health of employees of the plant during the hours of their employment. Protective devices and other equipment necessary to properly protect the employees from injury shall be provided by the Company with no cost to the employee, unless lost or misused by the employees. The word "misused" herein shall be defined as a result of mutual agreement arrived at between the Union and the Company based upon the merits of each individual case.

#### Section 2 - Safety Committee Function

There shall be a Union-Company safety committee which shall be set up as follows: The Company may appoint one (1) or more representatives from the Management staff (not to exceed three (3) and the Union may appoint up to three (3) representatives from their membership covered by this Agreement. Both parties in making their appointments shall be motivated by the need for selecting people who will best be capable of promoting safety throughout the plant. The safety committee shall alternate chairman for each meeting. Minutes shall be kept by one mutually agreed secretary, who may be a member of the committee. Regular meetings of the Safety Committee shall be held monthly, with all members of the Safety Committee being present. The Union and Company co-chairs shall, by mutual agreement, establish the time and date for the monthly Safety Committee meeting referred to herein. It is understood that these meetings shall be held on "Company Time" exclusive of overtime.

#### Section 3 - Hard Hats / Committee Authority

Safety hard hats with or without ear muff protectors, which are approved by the Workers' Compensation Board may be supplied free of charge to employees where required. Safety Committee will be the judge on matters of safety and health, subject to the grievance procedure and arbitration.

#### Section 4 - Refusal of Unsafe Work

No employee shall be disciplined or discharged for refusal to work on any job, or in any work place or to operate any equipment where it is determined by representatives of the safety committee that the situation or person(s) is unsafe or unhealthy. The representatives referred to herein shall consist of at least one (1) Company nominee.

#### Section 5 - Safety Tests

All safety tests, safety inspections and safety tours, shall be conducted in the presence of the Union co-chairman of the safety committee, or in his absence a Union member of the safety committee.

#### Section 6 - Parking Facilities

The Company agrees that within three (3) months of the ratification of this collective agreement, its parking facilities shall be upgraded to provide that pot holes are repaired, surfaces are graded, and that lighting is improved.

## Appendix 5-12: Lilydale (Abbotsford turkey plant)

### ARTICLE 5 - SAFETY AND HEALTH

#### 5.01

The Company shall make reasonable provisions for the safety and health of employees of the plant during the hours of their employment. Protective devices and other equipment necessary to properly protect the employees from injury shall be provided by the Company with no cost to the employee.

#### 5.02

There shall be a Union-Company safety committee which shall be set up as follows: The Company shall appoint three (3) representatives from the Company staff and the Union shall appoint by whatever means it decides one (1) representative from each department. Both parties in making their appointments shall be motivated by the need for selecting people who will best be capable of promoting safety throughout the plant. The safety committee shall alternate Chairmen for each meeting. Minutes shall be kept by a secretary, who shall not be a member of the committee. The Chief Shop Steward or their designated representative shall be responsible for the calling and holding of the safety meetings referred to herein.

Regular meetings of the Safety Committee to be held on the last Wednesday of each month, unless otherwise mutually agreed, with all members of the Safety Committee being present. The day of the meeting is subject to change only in a week in which a Statutory Holiday may fall.

#### 5.03

Safety hard hats, with or without ear muff protectors, which are approved by the Workers' Compensation Board, will be supplied free of charge to employees where required.

#### 5.04

No employee shall be disciplined or discharged for refusal to work on a job or in any work place or to operate equipment where they have reasonable grounds to believe that to do so would create an undue hazard to the health or safety of any person. Where in such circumstances an employee does not work, they shall not suffer a loss of pay provided they accept temporary assignment to alternate work. The application of this clause shall be as per Section 8.24 of the B.C. Industrial Health and Safety Regulations.

#### 5.05

All safety tests, safety inspections and safety tours shall be conducted in the presence of the Union Co-chairman of the safety committee, or in the Co-chairman's absence, a Union member of the safety committee. This will include occasions when a representative of the WCB is attending at the plant to conduct testing, inspections, tours or job inquiries.

#### 5.06

The Chief Shop Steward, or their designate, is to be involved in all discussions with the Company and Employee relating to modified return to work. Mutually agreed upon job descriptions will be established where a modified return to work is being considered.

## Appendix 5-13: Lilydale (Port Coquitlam plant)

### ARTICLE 6 - SAFETY AND HEALTH

6.01 The Company shall make reasonable provisions for the safety and health of employees of the plants during the hours of their employment. Protective devices and other equipment necessary to properly protect the employees from injury shall be provided by the Company with no cost to the employee, unless lost or misused by employees. The word "misused", as used herein, shall be defined as a result of mutual agreement, arrived at between the Union and Company, based upon the merits of each individual case.

#### 6.02

There shall be a Union-Company Occupational Health and Safety Committee which shall be set up as follows: The Company shall appoint one (1) or more representatives from the Management Staff (not to exceed three (3)) and the Union shall appoint three (3) representatives from their membership. Both parties in making their appointments shall be motivated by the need for selecting people who will best be capable of promoting safety throughout the plant. The safety committee shall alternate chairperson for each meeting. Minutes shall be kept by one mutually agreed secretary, who may be a member of the committee. Regular meetings of the safety committee to be held on the last Wednesday of each month with all members of the safety committee being present. The day of the meeting can be changed by mutual agreement between the Company and the Union Chief Shop Steward or their designated representative. The Chief Shop Steward, (or his designated representative) shall be responsible for the calling of and holding of the safety meetings referred to herein.

#### 6.03

Employees currently being supplied Safety Hard Hats with ear muff protectors which are approved by the Worker's Compensation Board and Employees who are unable to use 'ear-plug-inserts,' as determined by their Attending Physician, are eligible to receive such equipment. Safety Committee will be the judge on matters of safety and health, subject to the grievance procedure and arbitration.

#### 6.04

No employee shall be disciplined or discharged for refusal to work on any job, or in any work place or to operate any equipment where it is determined by representatives of the safety committee that the situation is unsafe or unhealthy. The representatives referred to herein shall consist of at least one (1) Company nominee.

#### 6.05

All safety tests, safety inspections and safety tours, shall be conducted in the presence of the Union Co-chairman of the safety committee or in his absence a Union member of the safety committee, or a member of the Executive at the Unit/Plant where the safety tour is being conducted.

## Appendix 5-14: Lilydale (hatchery)

### Article 6 - SAFETY AND HEALTH

6.01 The Company shall make reasonable provisions for the safety and health of employees of the plants during the hours of their employment. Protective devices and other equipment necessary to properly protect the employees from injury shall be provided by the Company with no cost to the employee, unless lost or misused by employees. The word "misused", as used herein, shall be defined as a result of mutual agreement, arrived at between the Union and Company, based upon the merits of each individual case.

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# 6 APPENDIX

## Appendix 6-1 through 6-24: Health & Safety Bulletins issued by UFCW Local 1518

- Appendix 6-1: Cold In-store temperatures
- Appendix 6-2: Reusable shopping bags can be hazardous
- Appendix 6-3: Save-On member poisoned by Carbon Dioxide
- Appendix 6-4: Shoplifter assaults Safeway member
- Appendix 6-5: Rodents in grocery stores
- Appendix 6-6: Cashiers' fatigue mats
- Appendix 6-7: First Aid a basic right of all workers
- Appendix 6-8: Employers denying WCB educational leave
- Appendix 6-9: Refuse Unsafe Work
- Appendix 6-10: Floor Stripper Chemicals
- Appendix 6-11: Working Alone Frequently Asked Questions
- Appendix 6-12: Asbestos
- Appendix 6-13: Hazardous chemical mists in stores affect workers
- Appendix 6-14: MSDS not provided
- Appendix 6-15: Baler fatality
- Appendix 6-16: H&S committee issues at OFG
- Appendix 6-17: Reporting RSIs
- Appendix 6-18: Don't chase shoplifters
- Appendix 6-19: Carbon Dioxide Gas poisoning
- Appendix 6-20: Rights of Health & Safety Committee members
- Appendix 6-21: Dangerous use of "belted bridge" checkstands
- Appendix 6-22: Methadone Clinics
- Appendix 6-23: Needlestick injuries
- Appendix 6-24: Safe Disposal of Needlesticks and Sharps





## HAZARD BULLETIN

Headquarters: 350 Columbia St.  
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*Ivan Limpricht, President Frank Pozzobon, Secretary Treasurer*

Issued December 2009

## Take Action Against Cold In-Store Temperatures

With cold-weather hitting B.C, the union is once again receiving complaints from members about excessively cold temperatures at the front ends of some stores. Union members experiencing what they believe to be excessive cold or discomfort are strongly encouraged to have their store/workplace Health and Safety committee investigate these situations immediately, and report the problem to their Union Representative.

Union members should also know they have the right to call in the Workers Compensation Board and insist they apply the indoor air quality regulation.

### Here is the WCB Regulation and policy:

“As specified in Section 4.80 of the Regulation, employers must ensure that indoor temperature and humidity levels are maintained within acceptable comfort ranges, as far as is practicable.”

### Standard for Thermal Comfort

ASHRAE Standard 55-1992, Thermal Environmental Conditions for Human Occupancy, specifies conditions or comfort zones. This standard takes into account the effect of seasonal factors such as temperature, relative humidity, and the type of clothing worn by workers. The table (below) shows the acceptable ranges of temperature for winter months and relative humidity found in the standard.

Season	Relative Humidity	Temperature
Winter	30%	20C to 24C
	50%	20C to 24C
	60%	20C to 23C

Workers should know they have the right to leave excessively cold areas of their workplace to warm up.

Members should also be aware that there are some steps they are required to take before leaving their workplace to get warm:

You must tell your supervisor or manager that you are leaving your work area due to unsafe temperatures. You must also phone the WCB and inform them that you have left your work area because of unsafe temperatures, under regulation 3.12.

You should also tell the WCB, and your supervisor or manager that you want regulation 4.80 complied with. (Refer to the chart above)

The WCB will then have to come in to the store to make a ruling.

It is illegal for an employer to discipline any worker complying with this regulation.



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*Ivan Limpricht, President Frank Pozzobon, Secretary Treasurer*

*Issued June 2009*

## 'Reusable grocery bags dangerous' says plastic industry

A recent study has concluded that reusable grocery bags can be dangerous.

This, of course, is an issue of concern for the union's members who handle these increasingly popular bags on a regular basis. The union's position is that all Cashiers and members handling a customer's reusable bags have a right to refuse loading dirty or contaminated bags.

In addition, if you find a customer bag contaminated with insects or mould, or other potentially hazardous materials, you are permitted to refuse handling this item and should call your manager for assistance.

The following information is excerpted from a May 20th article by the Canadian Press, which published results from a plastics industry study of these bags:

The growing popularity of reusable grocery bags could pose a health risk to Canadians by increasing their exposure to dangerous bacteria, says a study commissioned by the plastics industry.

The Canadian Plastics Industry Association hired two independent labs to conduct what it said was the first study of so-called eco-friendly grocery bags in North America, and found 64 percent of them were contaminated with some level of bacteria.

Forty per cent of the reusable bags tested had yeast or mould, and some had detectable levels of coliforms and fecal intestinal bacteria when there should have been none, said Dr. Richard Summerbell, who was commissioned to evaluate the lab findings.

The problem is similar to a situation where bacteria can be transferred from kitchen countertops and cutting boards to foods, and the more waterproof the reusable bag is, the more likely it is to become a breeding ground for bacteria, Summerbell said.

"Something that's a plastic weave, it takes longer for the moisture level to drop down, and so you can get what microbiologists call a bio-film building up ... a population of bacteria and possibly some yeasts, or even in severe cases, mould growth as well," he said.

"The main actual hazard involved is if there's a little bit of spillage in there from some meat or some eggs, then food-poisoning organisms could be transferred over to other food."

The study also warned of other potential health problems if the reusable bags are used to carry gym clothes or diapers in addition to groceries, which could lead to exposure to the superbug called community-acquired MRSA (methicillin-resistant *Staphylococcus aureus*). "The bacterium may enter grocery bags if they are reused to carry athletic equipment," Summerbell said.

"People are so acclimatized to using single-use bags that they throw away, they don't connect bags with hygiene."



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Issued April 2009

## Save-on member poisoned by carbon monoxide

A produce clerk at Save-On #990 in North Vancouver succumbed to Carbon Monoxide exposure last week while pressure-washing a produce cooler with a gas-powered washer.

Thanks to immediate action by emergency crews and hospital staff, the member is OK and recovering from his exposure. Union Health & Safety representatives have completed an incident report, and Worksafe BC issued orders on the company.

We can now confirm that Save-On has now complied with all orders and recommendations. (See below).

While the member is thankfully going to enjoy a full recovery, it was a narrow escape from what could have been a fatal exposure. The Union investigation identified a number of serious and fundamental problems in the Health & safety program that ultimately led to this incident:

- use of gas-powered equipment in a confined area;
- lack of training in the use of gas powered equipment;
- improper supervision;
- no posted safe job procedures;
- working alone in confined area where hazardous conditions exist.

Worksafe BC issued 4 orders on the company. These orders acknowledge the systemic problems identified by your union's investigation. The Worksafe BC orders addressed improper supervision, lack of training, operating equipment contrary to manufacturers instructions, and failure to immediately report this serious injury to Worksafe BC.

All Health & Safety Committees and representatives need to ensure that no one operates gas-powered equipment indoors. Only electric washers should be used in confined areas. No one should operate equipment without proper training in its safe use, and workers asked to do so are obliged, under the law, to refuse this hazardous work.

The close call this member had is a reminder that each of us has to be mindful of health and safety issues. UFCW 1518 takes safety and health issues very seriously on behalf of the members, and your

union along with the union movement at large continue to fight for laws and regulations to keep workers safe.

Everyone deserves to go home safely at the end of their day, and this incident is a scary reminder of the dangers we can all face, day-in and day-out, in our workplaces. If you have any concerns at all about something that is unsafe in your workplace, please contact your worker Rep for your workplace Health & Safety Committee, or call the union! Someone's life may depend on it!!

### Save-On management response to WCB orders:

#### Order #1 - Worker instruction and supervisory staff trained.

- All appropriate team members and supervisors will be trained on NOT TO USE the machine unless they have been trained.
- Our Repair and maintenance and our Head Receiver individuals and supervisors are the ONLY AUTHORIZED OPERATORS of the gas and electric pressure washers. Training will be documented on a Procedures form and will be reviewed on annual basis or as necessary. A Sign-out Sheet/log will be kept in the UTILITY ROOM above the gas pressure washer.
- Core management team (including assistant operations manager and assistant operations managers in training) will be in possession of the master key and will be authorized to sign the pressure washer OUT and IN.
- As part of our monthly Health and Safety store inspection, we will review the sign-out sheet of the pressure washer.
- All managers and supervisors will document in their day timers any unsafe acts. They will address these with the team members involved and report to the core management team or health and safety committee team member.

#### Order #2 - Notifying Worksafe.

- The management team will review the requirement to immediately contact Worksafe as per the Act Section 172(1) at the next management meeting April 21, 2009. The Manager, Health and Safety at our corporate office has provided us with the Guidelines and these will be reviewed at the meeting.

#### Order #3 - Safe Use of Equipment.

- As indicated on the IR, procedures have been implemented and the gas pressure washer has been chained and locked.





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Issued April 2009

## Safeway member assaulted by shoplifter

A recent violent incident in which a Safeway member was attacked by a shoplifter has brought into serious question Safeway's ability to implement proper safe work procedures and protect members from such incidents.

The assault occurred at a Kelowna Safeway on Good Friday, April 10. The incident began when store security caught a shoplifter in the parking lot and brought him back in to the store's backroom. The security guard instructed Matt Anderson, a 22 year-old Assistant Produce Manager, to watch the shoplifter while he went to call the police. Matt did, but the shoplifter became increasingly agitated and irate, threatening Matt that he had a knife, and then punching Matt in the face. The shoplifter then ran, and was apprehended by the RCMP.

The police waved down an ambulance, and Matt was taken to the hospital. Matt has bruised bones on his hand, a cracked molar, and is feeling discomfort. The injuries Matt has suffered have resulted in him being unable to play guitar, which he does on his days off to make extra money. In addition, a favourite ring of Matt's with sentimental value was also damaged.

The union is conducting a thorough investigation of this incident but the union's preliminary investigation has turned up some disturbing information regarding Safeway's failure to follow safe work procedures.

One of many troubling elements to this event is how Safeway allows its security staff to detain people within the store, putting other union members at risk of serious injury, or worse.

By detaining people in the store, Safeway puts union members in an impossible situation, and the incident in which Matt was attacked is just one example. Matt had little choice but to defend himself when threatened and attacked by a possibly armed man, and Matt was naturally also concerned for the safety of his co-workers and the customers in the store.

This incident highlights Safeway's complete failure to recognize or properly acknowledge the danger they create for union members when their security personnel detain people within the store.

Union members from different locations have said it is routine for Safeway security to ask them to watch thieves or others they have detained. One Shop Steward in the Lower Mainland said there were "at least 10" incidents in the past year where he was asked by Safeway security personnel to watch a detained individual.

All Safeway members need to know they have the right, and even a responsibility to make sure they do not get involved in such situations.

**If any Safeway member has been asked to help detain shoplifters, your union needs to know about it! This will assist us in properly investigating the root causes of this latest attack on our members.**

**If Safeway security asks you to watch someone they have detained, REFUSE TO DO SO!**

**If Safeway security asks you to help chase a shoplifter, REFUSE TO DO SO!**

**If Safeway continues to allow the practice of having their security personnel detained in-store, it is only a matter of time once again before someone is injured or killed.**

**Please DO NOT put yourself at risk!**

Safeway's profits are not worth you suffering an injury, or worse.

It's time for Safeway to do the right thing. It's time Safeway followed proper safety practices that remove the threat of potentially violent individuals interacting with union members – a threat that Safeway is allowing to occur because of its practice of allowing security people to detain people in the store.

You have a RIGHT to go home at the end of every shift safely and in good health. Don't let Safeway compromise that right!! If you have any information regarding this ongoing unsafe and reckless practice by Canada Safeway, please call the union toll-free at 1-800-661-3708 and ask to speak to the Officer of the Day. With your assistance, we may save a member's life.



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*Ivan Limpricht, President Frank Pozzobon, Secretary Treasurer*

Issued March 2009

# Rodents in grocery stores pose health risks to workers

## Information for health & safety committees Rodent/biohazard exposure controls

When it comes to rodents, the most common health hazard is cross contamination. Cross contamination can occur after rodents have crawled around a food counter, defecating and urination. The next day when the worker comes in without cleaning and sanitizing the surface, the contamination on the counter can actually transfer to the food items. It is imperative that all departments follow food safe rules completely. When the department is opened for the day, all food preparation work surface must be cleaned with appropriate disinfectants before they are used. Report evidence of rodents to management and the rodent control company immediately. Besides cross contamination, workers can come in contact with pathogens or viruses that rodents carry. Rodents do not live and travel in clean environments, so their bodies; the hair, tail, feet, urine, saliva and droppings, quite often are contaminated with pathogens.

The word pathogen means harmful bacteria like salmonella, campylobacter (cause of human gastrointestinal illness) or even E. coli or a virus like Hantavirus. The Hantavirus may be inhaled during direct contact with the rodents or from breathing airborne dust particles generated when rodent excreta are disturbed. People may also become infected if contaminated materials come in contact with broken skin. Hantavirus pulmonary syndrome (HPS) begins as a flu-like illness. In early stages the worker may experience fever, sore muscles, headaches, nausea, vomiting, abdominal pain

and shortness of breath. Usually, people do not get a sore throat, runny nose, or a rash. As the disease progresses, fluid builds up in the lungs, making it difficult to breathe. Severe respiratory failure, resulting in death, can occur within a few days of the early stages of symptoms. Symptoms may appear from 5 to 45 days after exposure to the virus. Although HPS is a rare disease, cases have been reported in numerous parts of Canada. Hantavirus infections usually occur in rural or semi-rural areas where workers are more likely to contact infected rodents. WorkSafe BC believes that urban areas cannot be excluded. At any work location where rodents or rodent droppings are present, employers must consider control measures.

## Exposure control plan

In accordance with Occupation Health and Safety Regulation, Section 5.54 and 6.34, the employer must develop and implement an exposure to bio-hazardous materials such as Hantaviruses and other pathogens.

### Statement of Purpose and Responsibilities:

- The purpose is to prevent harmful exposure of workers to dangerous pathogens. All members of the management team must ensure that all workers must understand and follow the risk identification and assessment, PPE, education, training, hygiene, health monitoring, and documentation.

### Risk Identification and Assessment:

- a Routes of transmission:  
Exposure would be contact with contaminated rodent saliva, urine and droppings.
- b Specially trained, qualified personnel from our pest control agency need to inspect the building areas, to look for evidence of rodent presence—rodents, droppings, nests or tracks especially along walls, behind fixtures, equipment and shelving isles.



The number of inspections would be based upon rodent contamination.

c Workers at risk:

All grocery store workers are at risk and especially if the worker stocks or cleans shelves, isles, cleans trays under cashier belts and works that execute schematic changes throughout the store. The risk increase if work duties include cleaning up dust or materials contaminated with rodent droppings.

### Education and Training

The employer must ensure that workers are informed about the contents of the exposure control program and provided with adequate education and training to work safely with, and in proximity to, materials potentially contaminated by rodents. If there is evidence of rodents in the workplace, the employer must inform all workers of the following:

- The risk of exposure to pathogens
- Safe work procedure (including PPE)
- The requirement to report evidence of rodent activity to the employer
- Symptoms of illness
- The need to seek medical attention if symptoms appear.

### Rodent Control

The primary prevention strategy for minimizing worker exposure to pathogens is rodent control in and around the worksite. An effective rodent control program requires an integrated approach and includes the following:

- Ongoing inspection for rodents: conducted by a qualified company.
- Sanitation: reduces the number of locations, both inside the worksite and in the immediate vicinity, where rodents may feed or find shelter.
- Rodent proofing: measures to get rid of openings where rodents gain entry and establish runways (traveled paths). Proofing materials include steel wool, fine mesh screens, mortar, sheet metal, etc.
- Rodent population reduction: in the grocery store setting it would be trapping and kill traps.

### Respiratory Protection

Where exposure to Hantaviruses and other pathogens is expected, worker must wear respiratory protection to perform some job tasks. When workers are required to wear respirators, the employer must supply and maintain a respiratory program. The following headings identify

the basic parts of a respiratory program.

### Respirator Type & Use

#### Disposable N95 respirator

Use: General clean-up, handling and maintenance activities for which there is known or probable rodent contamination, but no heavy accumulations of droppings

#### Half-face air-purifying respirators (APR), rubber or silicone, reusable, equipped with P100 Filters

Use: Cleaning up rodent contaminated areas where there is an accumulation of droppings and excess dust is not being generated, or where the handling of rodents, alive or dead is uncommon

#### Powered air-purifying respirators (PAPR) equipped with P100 filters or air-supplied respirator.

Use: Cleaning up heavy accumulations of rodent droppings where excess dust may be generated

### Exposure control program for employers and workers

#### Employer Responsibilities:

If workers could be exposed to rodents (or their saliva, urine, or droppings) as part of their normal job duties, employers must comply with the sections on bio-hazardous materials in Part 6 of the Occupational Health and Safety regulation. Exposure control plans that eliminate or minimize the specific risks and hazards in their workplaces.

#### Employers must:

- Inform and instruct workers on how to eliminate or reduce the risk of contact with rodent saliva, urine, or droppings.
- Ensure that work practices eliminate or minimize the risk of unforeseen contact by investigating the work area first before beginning that task.
- Provide workers with the cleaning solutions, tools and personal protective equipment (PPE) needed to deal with an unexpected contact. Make sure each department has N95 disposable respirators and disposable gloves (latex-free). Supplies can be obtained by a Health and Safety Committee representative.
- Monitor the workplace to ensure that safeguards are used and safe work practices are followed by all workers.

- In case of a potential or suspected exposure, ensure that employees are aware that they must report the incident of exposure and or signs of illness to their employer (manager) and their physician.

If an exposure incident occurs at a workplace, the employer must investigate it and, based on the findings, develop ways to prevent similar incidents from occurring. Increasing the visits and service of a reliable pest control company would be necessary and making sure the worker understands the exposure control program.

## Worker Responsibilities

Workers also have responsibilities to help reduce the risk of contact with rodent saliva, urine and droppings.

### Workers must:

- Read over exposure control material and understand the possible health risks if they are exposed to rodent saliva, urine and droppings.
- Use controls and follow safe work practices established by the Health and Safety Committee. Workers should inspect the area they are going to work in prior to starting the job.
- Use the available cleaning solutions, tools and PPE (N95 respirators and disposable latex free gloves) that have been provided for use in chance encounters with rodent saliva, urine and droppings.
- If an exposure takes place, they should thoroughly wash with soap and water and report the incident to their department manager, Health and Safety Committee member and physician if illness appears.

## General Hygiene Precautions

The following standard precautions must be taken when workers clean up rodent contamination:

1. Provide two cleaning solutions:
  - One for disinfecting – a diluted household bleach solution (100 ml household bleach/litre water) to be used on rodent carcasses, rodent nesting materials, droppings, and surface and materials contaminated with droppings or urine.
  - One for cleaning – if clothing becomes contaminated then a solution of domestic laundry detergent mixed

- according to manufacturer's instructions and wash.
- Cover any broken skin that may be exposed to infection prior to beginning clean-up of rodent contamination.
- After protective clothing or equipment is removed, was any exposed skin.

## Clean-up of Rodent Contaminated Areas

The following procedures are to be applied when cleaning up small quantities of rodent droppings:

1. Clear all unnecessary workers from the area.
2. Ventilate the area by opening windows and doors, if possible.
3. Wear disposable N95 respirator.
4. Wear disposable gloves (latex free, neoprene, or nitrile).
5. Spray the debris with disinfectant (e.g., 10 percent chlorine bleach solution) to soak the material. Avoid using a stream of liquid – this may create aerosols.
6. Scoop up the material. Dispose of all contaminated material in double plastic bag. Contaminated material may be disposed of with regular garbage.
7. Wipe or mop surfaces with a solution of disinfectant.
8. Move away from the clean-up or contaminated work area, leaving the respiratory protection and glove on.
9. Rinse the outside of gloves in the disinfectant solution. Remove the gloves and place them in plastic bag for disposal.
10. Then remove the respiratory protection and place them in a plastic bag for disposal.
11. Wash exposed skin surfaces thoroughly with soap and water.

This was prepared by Janice Gullett (Save-On-Foods #974) making use of information and quoting from "A Hantavirus Exposure Control Program for Employers and Workers", written by WorkSafe BC.



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## Save-on cashiers demand fatigue mats

### Overwaitea Food Group places Cashiers at excess risk of injury:

It seems like some dinosaur managers in retail food just never learn. Members have complained that a long-standing and simple health and safety practice, the provision of anti fatigue mats, has been denied those working at some of the new "self serve" checkouts.

Following complaints lodged against Cooper's, a WorkSafe inspector noted in the inspection report, that static standing postures pose an excess risk, and must be controlled. The WCB bulletin below makes that clear.

Standing on concrete is a proven hazard and can cause a number of musculoskeletal injuries, ranging from painful back injury to plantar fasciitis, a serious chronic condition of the foot.

Any Cashier forced to stand at the self serve area must report any signs or symptom of discomfort or fatigue to first aid, and insist on the provision of fatigue mats.

**Stewards: Distribute this bulletin to all Cashiers, and to store management. Regulation 4.49 and 4.50 require the employer to eliminate or minimize risk of injury due to exposure to static postures such as prolonged standing on hard surface floors.**

Don't hold the same position for long periods of time

If you are a cashier in a retail outlet, or do similar work, you may hold parts of your body in the same position for an extended period of time. When you hold postures for long periods of time, your muscles are in a constant state of contraction. The muscles may become tired, uncomfortable, and even painful.

### Safe work practices:

- Alternate your posture, using different sides of your body.
- Take mini-rest breaks to relax muscles.
- Alternate between standing and sitting postures.
- Use anti-fatigue mats to stand on.



- Wear supportive, cushioned footwear.
- When possible, move your feet instead of leaning or reaching.

This figure is part of an archival collection of WCB health and safety posters, dating from 1969 until the present time. At the time this poster was originally produced, it reflected the current WCB requirements. In all cases, today's WCB regulation and requirements must be applied to the situation shown in each poster.



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Issued February 2009

## First aid: a basic right of all workers!

It really is pretty simple:

1. All workers have a right to first aid
2. Employers must provide coverage
3. The first aid attendant has sole authority to render treatment
4. Workers records are confidential
5. No employer shall interfere with any of the above



But simple and clear as these requirements are, some managers still ignore them.

In two examples (both from a Save-On Foods location), management attempted to override the First-Aid Attendants authority, and told a worker not to report. Management also attempted to tell a worker to use a clinic instead of a doctor of their choice.

This is wrong, and a violation of WorkSafe BC law.

Members have a right to report all injuries or symptoms of injury, including stress due to verbal harassment or violence. These rights were reaffirmed in the official Inspection Report into these incidents from Worksafe BC.

First-Aid Attendants must not allow anyone to override their authority over a patient, including management, unless they agree to pass the case over to another First-Aid Attendant.

In addition, if needed, workers MUST have access to transport to seek medical attention, and the First-Aid Attendant has the authority to request this. They are NOT to follow any orders from management attempting to override this authority. Further, no management or worker other than the First-Aid Attendant and the injured worker can have access to their record book. A worker may authorize another to see their record, for purposes of treatment or investigation.

All UFCW 1518 members must understand they have a right and obligation to access and seek first aid, that their records are

confidential, and no one can deny this right.

Further, First-Aid Attendants must not allow their authority to be illegally overruled by management or anyone else. They must report all attempts to do so to the union, and we will follow up with Worksafe BC.

### WorkSafe BC Regulation 3.19 – First aid records

- (1) The employer must maintain at the workplace, in a form acceptable to the Board, a record of all injuries and exposures to contaminants covered by this Regulation that are reported or treated.
- (2) First aid records must be kept for at least 3 years.
- (3) First aid records are to be kept confidential and may not be disclosed except as permitted by this Regulation or otherwise permitted by law.
- (4) First aid records must be available for inspection by an officer of the Board.
- (5) Workers may request or authorize access to their first aid records for any treatment or report about themselves.

### 3.21 First aid attendant responsibilities

- (1) The First aid attendant must
  - (a) promptly provide injured workers with a level of care within the scope of the attendant 's training and this Part,
  - (b) objectively record observed or reported signs and symptoms of injuries and exposures to contaminants covered by this Regulation, and
  - (c) refer for medical treatment workers with injuries considered by the First aid attendant as being serious or beyond the scope of the attendant 's training.
- (2) A First aid attendant must be physically and mentally capable of safely and effectively performing the required duties, and the Board may at any time require the attendant to provide a medical certificate.
- (3) The First aid attendant is responsible, and has full authority, for all First aid treatment of an injured worker until responsibility for treatment is accepted:
  - (a) at a place of medical treatment,
  - (b) by an ambulance service acceptable to the Board, or
  - (c) by a person with higher or equivalent First aid certification.
- (4) The First aid attendant does not have authority to overrule a worker's decision to seek medical treatment or the worker's choice of medical treatment.





## HAZARD BULLETIN

Headquarters: 350 Columbia St.  
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*Ivan Limpricht, President Frank Pozzobon, Secretary Treasurer*

*Issued February 2009*

## Important info for all Health & Safety Committee members!

It has come to the union's attention that some committee members electing to take WorkSafe BC-authorized Health & Safety courses have been told they will not have the \$85 tuition fee covered by the employer.

This is a violation of the Workers Compensation Act.

The Workers Compensation Act states (as excerpted below): The employer must provide the educational leave under this section without loss of pay or other benefits and must pay for, or reimburse the worker for, the costs of the training course and the reasonable costs of attending the course.

The Health & Safety courses offered through the BC Federation of Labour Health & Safety Centre are subsidized and approved by the Workers Compensation Board. The Board has repeatedly ordered employers to ensure that reasonable access to these courses is allowed, including the payment of expenses as per the law. We would advise all employers to comply with the Act – otherwise, a formal complaint will be lodged, and the union will request both the tuition, and that fines be applied under the Workers Compensation Act.

## WORKERS COMPENSATION ACT: Educational leave

- 135 (1) Each member of a joint committee is entitled to an annual educational leave totalling 8 hours, or a longer period if prescribed by regulation, for the purposes of attending occupational health and safety training courses conducted by or with the approval of the Board.
- (2) A member of the joint committee may designate another member as being entitled to take all or part of the member's educational leave.
  - (3) The employer must provide the educational leave under this section without loss of pay or other benefits and must pay for, or reimburse the worker for, the costs of the training course and the reasonable costs of attending the course.



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## Be safe ... it's your right & your responsibility! Refuse unsafe work!

It is vital all union members understand that under BC law, they are obliged to refuse such work. If they carry out work that creates an undue hazard due to their lack of training, they will be held responsible by their employer and the WCB (WorkSafe BC) for any accidents that might occur.

There are many situations when a worker is obliged to refuse to carry out hazardous work. Here are just a few such situations:

- operation of unsafe power equipment or use of potentially dangerous equipment without training; riding on forks or pallets;
- use of hazardous chemicals without training and instruction in the hazards;
- remaining in an unsafe or hazardous work environment;
- cleaning or maintaining power equipment without locking it out
- chasing or apprehending shoplifters.

If you are instructed to do any of the above, immediately report to your supervisor/manager and state you are able to carry out any work that does not put you or your co-workers at undue risk, but that you are obliged, under the law, to refuse to carry out any activity that places you or your co-workers at risk of serious injury.

Immediately report the issue to your Shop Steward, worker co-chair for your store's Health & Safety Committee, and the Union. If the situation cannot be resolved, you must call in a WorkSafe BC inspector.

Health & Safety Committee Reps: you have a special responsibility to ensure young and new workers are properly trained. If they are not, you must instruct them on their duty to refuse unsafe work. If there is an issue with this in your store, please call in your Union Representative immediately and the WorkSafe BC inspector for assistance. The regulation and law, in full, is below for your reference. In addition, ask your Union Rep for "Right to Refuse" cards from the union office.

### Refusal of Unsafe Work

#### 3.12 Procedure for refusal

- (1) A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.
- (2) A worker who refuses to carry out a work process or operate a tool, appliance or equipment pursuant to subsection (1) must immediately report the circumstances of the unsafe condition to his or her supervisor or employer.
- (3) A supervisor or employer receiving a report made under subsection (2) must immediately investigate the matter and
  - (a) ensure that any unsafe condition is remedied without delay, or
  - (b) if in his or her opinion the report is not valid, must so inform the person who made the report.
- (4) If the procedure under subsection (3) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, the supervisor or employer must investigate the matter in the presence of the worker who made the report and in the presence of:
  - (a) a worker member of the joint committee,
  - (b) a worker who is selected by a trade union representing the worker, or
  - (c) if there is no joint committee or the worker is not represented by a trade union, any other reasonably available worker selected by the worker.
- (5) If the investigation under subsection (4) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, both the supervisor, or the employer, and the worker must immediately notify an officer, who must investigate the matter without undue delay and issue whatever orders are deemed necessary.

#### 3.13 No discriminatory action

- (1) A worker must not be subject to discriminatory action as defined in section 150 of Part 3 of the Workers Compensation Act because the worker has acted in compliance with section 3.12 or with an order made by an officer.
- (3) Temporary assignment to alternative work at no loss in pay to the worker until the matter in section 3.12 is resolved is deemed not to constitute discriminatory action.



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*Ivan Limpricht, President Frank Pozzobon, Secretary Treasurer*

Issued November 2008

Hazard Bulletin for Save-On/Overwaitea/Coopers/  
PriceSmart UFCW 1518 Members

## Floor Waxing & Floor Stripping Health & Safety Procedures

Over the past year, union members at a number of Overwaitea Food Group locations have complained of chemical odours due to applications of floor stripping and waxing compounds. In one location, orders from Worksafe BC were written compelling the employer to ensure safer work procedures and communication with store committees and members.

Symptoms of exposure: floor stripping chemicals can cause respiratory irritation, and other solvents in the mix can cause headache or nausea if working in the immediate area when the chemical has been applied and the area not sufficiently ventilated. Floor waxing compounds are less toxic, but excessive odours can also cause discomfort.

### Procedures for all workers to follow:

1. If you experience any discomfort or symptoms of exposure to any chemical used in the workplace, immediately remove yourself to fresh air and report to first aid. Remember, this is your responsibility under Worksafe BC Regulation and a requirement under the Workers Compensation Act.
2. Report the hazard to your Health & Safety Committee Representative, Shop Steward, and management supervisor. Do not re-enter the area until you are feeling better, and are assured that the area is sufficiently ventilated .

### Union Stewards and Health & Safety Committee Worker Co-Chairs:

1. Ensure store management notifies you prior to scheduled floor stripping or waxing.
2. When meeting with store management, ensure janitorial crew follows proper procedures. These include dilution instructions for floor stripper chemicals, and limited floor area coverage per shift. Check that the contractor's agreement and checklist with the Overwaitea Food Group has been completed. Ensure store ventilation is increased overnight. Ensure no night crew members are assigned to work near the stripping and waxing aisles overnight.
3. Notify all union members of the scheduled activity, and ensure all members are instructed not to stay working in an area where excessive fumes are present and/or they experience symptoms of exposure (see above). Post a notice on the union board.
4. Assign a H&S Committee member or designate to meet on site with store management prior to store opening the next morning. They are to check for excessive odour and any treated floor areas where the material has been applied. If there are still excessive odours present, ensure all members reporting to work are advised to remove themselves from any work area if experiencing symptoms of exposure and discomfort. This early morning check is essential after floor-stripping. If waxing only has been done, monitor this. If there are any problems, use the same procedures as for floor stripping (above).

Notify your Union Representative immediately if there are any problems implementing these procedures, and if any member reports injury or illness due to any chemical exposures in the workplace.

**You have a right to a safe and healthy workplace...Please use it!**





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### Frequently Asked Questions

#### Occupational Health and Safety Regulation New Requirement - Part 4

## Working Alone or in Isolation, Late Night Retail Premises and Fuel Prepayment

February 1, 2008 Implementation Date

### 1. About the new requirements

#### Q: What are the new requirements for working alone or in isolation, and when do they come into force?

- A: The amendments to Part 4 of the Occupational Health and Safety Regulation (the Regulation) come into effect as law on February 1, 2008. There are three new sets of requirements.
- Working alone or in isolation: The first set of requirements applies to all employers. Employers must identify, eliminate and control hazards before a worker is assigned to work alone or in isolation. Employers must also develop and implement a procedure for checking the well-being of any worker assigned to work alone or in isolation.
  - Late night retail premises: The second set of requirements applies only to employers who have workers working alone or in isolation. In these cases, the employer needs written procedures for handling money and workers have to be trained in these procedures. Additionally, the employer must either ensure the worker is physically separated from the public by a locked door or other barrier, or have two or more workers assigned to work between 10 p.m. and 6 a.m.
  - Prepayment for fuel: The third requirement provides that employers must have a prepay system for all fuel

sold in gas stations and other refueling outlets. This requirement applies to all gas stations or other fueling outlets, with the exception of marine fueling stations.

### 2. Working alone or in isolation

#### Q: What is the definition of “to work alone or in isolation?”

- A: “To work alone or in isolation” is defined as working in circumstances where assistance would not be readily available to the worker (a) in case of an emergency, or (b) in case the worker is injured or in ill health.

#### Q: What is assistance that is readily available?

- A: For assistance to be readily available, four conditions should be considered:
- Presence of others – are there other people in the vicinity?
  - Awareness – will other persons be capable of providing assistance and be aware of the worker’s needs?
  - Willingness – is it reasonable to expect that those other persons will provide assistance?
  - Timeliness – will assistance be provided within a reasonable period of time?

#### Q: Do customers meet the requirements of assistance that is readily available?

- A: Generally no. Employers should not rely on the presence of customers to meet the conditions of assistance that is readily available. In some cases, such as in a busy shopping mall, however, there may be worker of other employers available to provide assistance.

#### Q: Can workers from different employers provide each other with assistance?

- A: Yes. If two or more workers of different employers are working together and each worker is capable of and willing to provide helpful assistance in a timely manner, then this qualifies as assistance that is readily available. For example, this may be the case where

a coffee/donut retailer is in same premises as a fuel vendor. Employers must ensure that the workers are capable of and willing to provide assistance and that the workers are aware of this arrangement.

**Q: If a worker is supplied with an electronic means of communication, such as a phone, radio, or personal alarm, does this qualify as assistance that is readily available to the worker?**

A: No. If the worker cannot be seen or heard by persons capable of offering and willing to offer assistance in a timely manner, then he or she is working alone or in isolation. Electronic means of communication may be one way to control hazards identified for a worker working alone or in isolation, but they do not remove the employer's obligation to meet the other working alone or in isolation requirements. For example, a home care or social worker, working alone and who is dispatched to situations where there is risk of violence, may be provided a communication device as part of the hazard identification and control process. A communication device may be one way to reduce hazards of working alone or in isolation; however, the worker is still considered to be working alone or in isolation.

**Q: Who do the working alone or in isolation requirements apply to?**

A: The requirements are intended to safeguard workers, as defined in the Workers Compensation Act, who are working alone or in isolation. Generally, that means a person that is in an employment relationship. In addition, the working alone or in isolation requirements only apply when the worker is working in circumstances that assistance would not be readily available in the event of an emergency, injury or illness.

**Q: What are some examples of workers who may be working alone or in isolation?**

A: Common situations and occupations where a worker may be working alone or in isolation include:

- A worker at a convenience store, retail outlet employee, parking attendant and taxi driver;
- A worker who meets clients out of the office such as a home care worker, or a social service worker;
- A worker who does hazardous work with no regular interaction with other people such as a forestry worker, boom boat operator, a worker in the freezer area of a cold storage facility or a night cleaner in a

plant;

- A worker who is isolated from other workers or public view such as a security guard, custodian, night shift worker in a community care or out patient department.

**Q: The new provisions say that identified hazards that cannot be eliminated should be reduced using engineering controls. What is an engineering control?**

A: "Engineering controls" are defined in the Regulation as the physical arrangement, design or alteration of workstations, equipment, materials, production facilities or other aspects of the physical work environment, for the purpose of controlling risk. Examples of engineering controls include installing physical arrangements in the workplace to separate a worker from customers and the public by locked doors, pay windows, protective barriers that are substantial enough to prevent access to the worker.

**Q: The new provisions say that identified hazards that cannot be eliminated or reduced using engineering controls, should be reduced using administrative controls. What is an administrative control?**

A: "Administrative controls" are defined in the Regulation as the provision, use and scheduling of work activities and resources in the workplace, including planning, organizing, staffing and coordinating, for the purpose of controlling risk. Examples of administrative controls include rearranging the work so that more than one person is always present in the workplace or prohibiting high risk work activities during times when a worker is working alone.

### 3. Late Night Retail Premises

**Q: Is the installation of a barrier mandatory in late night retail premises?**

A: No. The installation of a barrier is one option that employers have to meet the new requirements. They may also decide to have more than one worker working from 10 p.m. to 6 a.m. or lock the doors during those hours and use a pay window.

**Q: If employers do install a barrier, what does the barrier have to look like? Does it need to be**

**constructed from bullet-resistant material?**

A: There are no specific requirements about what a barrier must look like but the barrier must prevent the public from physically contacting or gaining access to the worker. Any barrier that is constructed from a material which fulfills this protective function is acceptable. The barrier need not be constructed from bullet-resistant material. However, the barrier should be constructed from material that is difficult to break and which will provide adequate protection to the worker.

**Q: Does the barrier need to go from floor to ceiling?**

A: No. The only requirement of the barrier is that it prevents the public from physically contacting or gaining access to the worker. A barrier that is not floor to ceiling should not be easy to climb over or under.

**Q: What if employers cannot practically install a barrier by February 1, 2008, when the amendments to Part 4 come into effect? Will any interim measures be allowed?**

A: The goal is compliance and WorkSafeBC's usual course is to work with employers to achieve compliance. If there is intentional non-compliance WorkSafeBC will deal with these situations as they arise. WorkSafeBC is not intending on penalizing employers who are actively seeking to be in compliance with the Regulation. Interim measures that an employer could use while awaiting installation of a barrier include:

- Locking doors to prohibit access and using a pay window
- Adjusting work shifts to ensure at least two workers are working during the late night hours
- Restricting business operating hours from 6:00 a.m. to 10:00 p.m., or
- Hiring a temporary security guard to physically monitor the site.

**Q: How are workers at late night retail premises expected to carry out necessary tasks, such as cleaning up and stocking shelves, if they are required to remain behind a barrier?**

A: The requirements to be physically separated from the public are not intended to prevent workers from performing their regular tasks and duties, such as cleaning up and stocking shelves. An option would be to lock the doors to the premises between the

hours of 10:00 p.m. and 6:00 a.m. and install a buzzer system. Workers would be able to move freely about the premises and perform any necessary tasks while the door is locked and no customers are present. When a customer requires access to the premises, the worker could move behind the barrier and then buzz the customer in. Alternatively, the worker could be working in the store behind a locked door and provide the goods desired through a pass-through window.

**Q: Can a worker working alone or in isolation lock the door between 10 p.m. and 6 a.m. and only let one customer in at a time?**

A: No. The new requirements for late night retail premises require that a worker be physically separated from the public by a locked door or barrier. A worker is not physically separated from the public if the door is locked but the worker is opening the door to allow customers inside, even if only one customer is being allowed inside at a time. Once a customer is allowed inside the retail premises, there is no longer a barrier between the customer and the worker.

**4. Prepayment for Fuel****Q: Are retail fueling outlets required to purchase and install equipment which will allow customers to pay-at-the-pump?**

A: No. The Regulation only requires that some form of prepayment is used; it does not make pay-at-the-pump mandatory. Under this requirement, employers must ensure that customers prepay for fuel, including at full service stations, in order to remove the risk of 'gas and dash' activity. Prepayment options include:

- Prepayment at the fuel pump by credit/debit card
- Prepayment for fuel to an attendant
- Payment by card-lock system which is typically used by the commercial trucking industry

**Q: Does the requirement that customers prepay for fuel only apply between the hours of 10:00 p.m. and 6:00 a.m.?**

A: No. The prepayment requirement applies 24 hours a day, seven days a week. The requirements apply no matter how many workers are working.

**Q: Does the prepayment requirement only apply in cities?**

A: No. The prepayment requirement applies throughout British Columbia.

**Q: Does the prepayment requirement apply where there's a full service gas station?**

A: Yes. The prepayment requirement applies to both self serve and full service stations.

**Q: Does the prepayment requirement also apply for propane?**

A: Yes. The prepayment requirement applies to propane.

**Q: How will customers paying by credit card know how much to pay the attendant? Will attendants need to refund customers who overpay?**

A: If customers are paying by credit card, the customers can give the credit card to an attendant or store clerk before fueling their vehicle. The actual purchase can then be charged to the credit card after fueling has occurred. The attendant or store clerk should know the exact amount to charge to the card and a refund transaction will not be needed.

**Q: How can customers prepay for fuel if they normally charge fuel to an account?**

A: Customers can still charge the fuel to their account. The customer will have to inform the attendant that he or she wants the fuel charged to his or her account before the fuel is pumped rather than after.

**Q: Does the prepayment requirement apply to marine fueling stations?**

A: No. The intention of the requirement is to remove the incentive for 'gas and dash' activities. As there is no major risk of gas and dash occurring at marine fueling stations, the prepayment requirement does not apply to marine fueling stations.

PLEASE POST ON UNION BULLETIN BOARD

Issued by UFCW Local 1518 Health and Safety Dept.



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*Issued November 2007*

## Get asbestos out of our workplaces!!!

- Asbestos-caused cancers kill more Canadian workers than any other occupational disease. In British Columbia alone, 48 workers, several as young as 52 years old, had fatal claims accepted for asbestos cancers in 2005. Cancer Control scientists have reported fewer than 1 in 5 deaths due to asbestos are even reported to Workers Compensation Board). It is estimated that there are over 250 BC workers a year who are dying from this preventable cancer ... that is over 1000 BC workers in the next 4 years!
- Asbestos cancers are increasing dramatically in all provinces, and health scientists report that this trend will continue through 2020. Over the next decade, thousands of Canadians will die from this terrible disease. Stats Canada has just released the devastating survival statistics for mesothelioma, an asbestos-caused cancer. 95% of all victims WILL NOT SURVIVE five years after diagnosis. This is the WORST SURVIVAL RATE of all cancers recorded.
- Asbestos can still be found in many of our members' workplaces. It may be part of old floor tiles, checkstand linoleum covers, or contaminated insulation materials. All BC workplaces are required to have a full inventory completed. Any asbestos containing materials must be labeled, and no work carried out on them during construction or renovations without notice to WorkSafe BC and full protective measures taken by skilled removal crews.

- Your Health and Safety Committees have the right to your worksite inventories. Each committee MUST demand a copy of it, and ensure that the materials are NOT exposed in any way. No renovation work should be carried out until asbestos material has been properly identified and procedures are put in place to remove this material.

## Support the worldwide movement to ban asbestos!!!

- \* Canada is a major exporter of chrysotile asbestos, mostly to developing countries with no controls over its use. The World Health Organization (WHO) has called on all member countries to immediately stop the use of asbestos
- \* The World Health Organization estimates that at least 90,000 men, women and children die due to asbestos exposures each year. Canada's role in promoting this cancer-causing product is disgusting. Help us send a message to Ottawa. Sign the letter posted on your UFCW1518.com website today





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Hazard Bulletin for Save-On/ Overwaitea/Coopers/  
PriceSmart & Safeway UFCW 1518 Members

## Hazardous Mists and Vapours From Toxic Chemicals

- UFCW Local 1518 members have been exposed to vapours from hazardous cleaning compounds used by contracted janitorial companies
- Recently the cleaning agent “Attac” wax stripper was found to be releasing emissions that were affecting the night crew at Save-On/Overwaitea stores, causing increasing irritation to the mucous membranes. This product has since been removed from all stores and replaced with “Freedom” floor strippers. However, “Freedom” also contains volatile chemicals that may be respiratory irritants. The employer must conduct routine air sampling to ensure exposures are not over 50% the maximum exposure limits. This order was made on Save-On stores, but WorkSafe BC stated that this practice is required in ALL workplaces.
- All ozone generators have been removed from the Save-On store inspected instead of enclosing these and setting up monitoring equipment ,in order to comply with orders by Worksafe BC. These generators have previously been located in exposed areas, which have been potentially high risk to members. All stores should check if the water purification ozone generators are properly enclosed. If not, there must be continuous air monitoring or the systems removed.
- Union Representatives and Co-Chairs, you are to fax a copy of ANY WorkSafe BC inspection report to the union head office at 604-434-4145.

Any Member Feeling Symptoms of Exposure  
To Chemical Vapors or Mists MUST leave the area of  
exposure, report to first aid, and Inform Your Shop  
Steward or Union Representative Immediately.

## HAZARDOUS VAPOURS AND MISTS SUMMARY

- Airborne CLEANING OR STRIPPING chemicals CAN SERIOUSLY affect your respiratory system.
- OZONE GENERATORS ENSURE that ozone delivery systems the ozone / air mixtures are enclosed. Where practicable, the employer must install continuous monitoring systems that detect emissions and accidental releases.



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## Hazardous Chemicals and Material Safety Data Sheets (MSDS)

It has once again been reported that some locations have been using chemicals covered by the Canadian Hazardous Products Act without ensuring that all workers working near that product have access to a current MSDS, and are specifically trained in the health hazards associated with exposure to that product.

This is illegal (see the regulation BELOW). Please ensure that all workers have access to MSDS, and are trained in the contents of the sheets. Serious injury may occur if this requirement is not complied with.

Workers exposed to such a product without the required training, access to MSDS, and appropriate protection must leave the vicinity immediately and report to first aid. Committees should ensure that the product is NOT USED until the required information is on site and available to workers.

An employer must ensure that general WHMIS Education is provided to worker on:

- Major hazards of controlled products in use at the workplace
- Rights and responsibilities
- Content required on labels and MSDS, and the significance of this information

## 5.4 Prohibition

- (1) An employer must ensure that a controlled product is not used, stored or handled in a workplace unless all the applicable WHMIS requirements concerning labels, identifiers, MSDSs and worker education and training are complied with, except as provided in subsection (2). An employer may store a controlled product in a workplace while actively seeking information required by subsection (1).





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Issued November 2005

## Baler Fatality

UFCW 1518 has issued a Hazard Alert after a grocery store worker died while in a baler. The Union immediately requested that employers inspect all balers.

Safeway responded to the Union's request that news of this fatality be circulated by the employers with the information below:

Store Managers and Joint Health and Safety Committees While it seems that we generally do not work in a hazardous industry, the attached document shows the risks involved with operating certain equipment, equipment we use in our store's on a daily basis. This hazard alert describes the failure of key piece of baling equipment which resulted in a fatality. This is not unlike a situation that happened in one of our Vancouver stores several years back when two employee narrowly missed a similar fate. After the Safeway incident, secondary safeguards were installed on all of our balers.

### What is the secondary safeguard?

A secondary safeguard is a control that would stop or delay the platen from crashing to the ground in the event that the original device holding up the platen fails. With most balers this would be large steel pins that hang from chains on either side of the baler. These pins are to be inserted into holes provided when the platen is raised and employees are tying a bale. On some models these pins could not be retrofitted so instead there is a large cable attached to the platen so if the pin holding the platen in is stressed or comes out of place, the cable will hold it up for a period of time.

### Should an employee ever enter the baler?

No, an employee should never enter the baler for any reason regardless of the situation. In addition to this, all body parts should stay out of the baler at all times.

### Should you inspect your baler?

Yes. As with all equipment we use, mixers, pallet jacks, band saws, etc. , they should all be periodically checked for wear and tear as well as for any missing parts.

### What should you look for?

Inspect your baler to ensure that there is a secondary safeguard. Your baler should have either option as described above. If it does not, please contact myself or David Mulligan and someone will be sent out to have a closer look. Please do not put in a service request.

### Anything else?

Yes, inspect the ram or platen (part that crushes the cardboard) attaches to the cylinder (long tube) for stress cracks along welds.

In some cases the platen is attached to the cylinder by a very large pin. This pin is held in by a much smaller cotter pin. Inspect both pins to ensure that they are in place. If the cotter pin is defective or somehow goes missing, the large pin can slowly work it's way out. This would cause the platen to drop.

Look for any hydraulic fluid leaks. A leak of hydraulic fluid could cause the platen to lower unexpectedly. Leaks could come from the hydraulic lines or from the cylinder itself (be sure to check the top of the baler).

Run the baler and check to see if the platen descends evenly on both sides, Then check to make sure that the emergency stop button works.

### What should you do if you find any of the deficiencies mentioned above?

The store Manager should put in a service request.

Please review this information with your Joint Committee. A baler inspection should be performed by both worker and management representatives, findings of the inspection should be documented in the committee meeting minutes.



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*Ivan Limpricht, President   Frank Pozzobon, Secretary Treasurer*

*Issued October 2005*

## H&S Committee Issues

### **Your employer's attempts to deny access to the WCB are illegal!**

Report all complaints and uncorrected hazards to the WCB and your Union Representatives.

- Health & Safety Committee members have sometimes been told by management that they are not to report hazards or any complaints to the WCB. They have been told to report them to management.
- This is a serious violation of your rights and duties under the BC Workers Compensation Act.
- **DO NOT UNDER ANY CIRCUMSTANCES FOLLOW SUCH DIRECTION!**

It is the responsibility and duty of all workers to report hazards. It is the duty of our Committee representatives to ensure all workers rights are respected.

This includes the obligation to ensure that no worker is dissuaded from reporting a hazard to the WCB. It is the duty of employers to ensure that all workers are informed of this right, and to ensure that no worker is discriminated against for reporting a problem to the WCB.

Apparently some managers appear to think they are above the law. They are not, and we will ensure that anyone violating your rights is reported to the WCB.

Please forward the names of any individual attempting to dissuade a member from reporting to the WCB.

Please refer to the clauses in the BC Workers Compensation Act attached to this bulletin for your reference.

Remember: Report all hazards and injuries to your Worker H&S Representative. Report all attempts to dissuade you from reporting to the WCB to your Union Head Office and to the WCB.

### WCB Prevention Line Telephone Numbers:

**Lower Mainland 604-276-3100**  
**Toll-free within B.C. 1-888-621-7233**



## HAZARD BULLETIN

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*Ivan Limpright, President   Frank Pozzobon, Secretary Treasurer*

*Issued April 2005*

## Health & Safety Bulletin

### First-aid attendants must record all reports of repetitive strain injury and its symptoms

Repetitive Strain Injuries are a very serious hazard in the jobs that UFCW 1518 members perform. It has recently come to the Union's attention that some employees designated as First-Aid Attendants have failed to record injury symptoms reported to them by members. There have even been cases reported where First-Aid Attendants have refused to record these symptoms.

To make matters worse, it has also been reported to the Union that workers have been refused the right to a copy of their First Aid report!

This is unacceptable. It is also illegal. It is a violation of the responsibilities of a First-Aid Attendant, and it is a violation of WCB law!

Section 3.19 of the WCB regulations states: "Workers may request or authorize access to their first aid records for any treatment or report about themselves."

### Section 3.21 states the First Aid Attendant must:

- (a) promptly provide injured workers with a level of care within the scope of the attendant's training and this Part,
- (b) objectively record observed or reported signs and symptoms of injuries and exposures to contaminants covered by this Regulation, and...

The Union will take any and all actions necessary to see that First Aid Attendants who refuse to properly carry out their duties will be removed.

Furthermore, the Union will file a formal complaint to the WCB and ask that such persons have their First Aid certification revoked.

Union members and all workers have a right to a healthy and safe workplace, and the Union has zero tolerance for such blatant violations of worker's rights.



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*Ivan Limpright, President*   *Frank Pozzobon, Secretary Treasurer*

Issued March 2005

# Killing Of Gas Bar Worker A Grim But Important Safety Reminder: DO NOT CHASE OR APPREHEND ROBBERS & SHOPLIFTERS!

Across Canada, people were shocked to hear of twenty-four-year-old Grant De Patie's death. Grant was a gas station attendant in Maple Ridge, and on March 8, he tried to stop a driver from leaving an Esso station on Dewdney Trunk Road and 248th Avenue without paying for gas.

Grant was run over and dragged for seven-and-a-half kilometres by the driver of a stolen car in Maple Ridge.

The price of the stolen gas: \$12.30.

The cost: Grant De Patie's life.

Many UFCW 1518 members work in Gas Bars, and many more members work in grocery stores or a retail environment where the threat of violence from shoplifters, robbers, and others is very real.

The death of Grant De Patie is a horrible reminder of why it is so important for UFCW 1518 members to resist the urge to play the hero when confronted with a violent, or even potentially violent situation.

In fact, company policy at Safeway and the Overwaitea Food Group forbids employees from trying to prevent robberies or other potentially violent situations.

The company's money is insured! Why would you risk your life for it??

Involving yourself in a violent or potentially violent incident is a sure way to not only endanger yourself, but your co-workers and the people around you! The death of Grant De Patie is a tragic example of what can happen when workers are caught up in potentially violent situations.

All workers have a fundamental right to come home from work healthy and safe. Tragically, worker fatalities are at an all time high in BC. Each year over the past four years reported fatalities have increased. Part of the problem is poor enforcement by the Workers Compensation Board in B.C.

The health, safety, and well-being of Local 1518 members is of the utmost importance to our Union and to each and every member of our union. We are joining all B.C. unions in developing a major campaign to stop the deregulation of health & safety in B.C. and to demand the WCB do its job.

Grant De Patie did not have to die. If there was a proper violence prevention program and training in place at his workplace, it's very possible he would be alive today. There was not, and the B.C. WCB has to share responsibility for that.

UFCW 1518 members must ensure that any incidents that could lead to potential violence are investigated by the Union's Health & Safety Committee Reps. Insist that proper violence prevention programs are in place in your workplace!

For more information on violence prevention please contact your Union Representative and Health & Safety Director Larry Stoffman.





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Issued March 2005

# Poison Gas Danger From Indoor Use Of Propane-Powered Machinery

- Several UFCW Local 1518 members from different workplaces have suffered from acute Carbon Monoxide (CO) poisoning in the past few weeks.
- One such incident led to a Save-On Foods store being evacuated and an assistant dairy manager taken to hospital. The assistant dairy manager had been power-washing the cooler with a propane-powered washer. The door was closed and Carbon Monoxide gas accumulated. Another incident led to the poisoning of two Snowcrest Packers maintenance workers when they were overcome by CO fumes from a propane forklift being used inside a large cooler.
- The Union has spoken with the employers involved in these incidents, and it is the Union's position that all power equipment used in enclosed areas must be electrically-powered. Snowcrest Packers has filed a detailed report with the WCB and have agreed to use only electric-powered equipment for that maintenance operation. The Union is waiting for Save-On's incident report and have urged them to ensure that only electric equipment is used indoors.
- In addition, all propane-powered equipment used indoors must be either safely ventilated to the outdoors, or equipped with up-to-date pollution control equipment and regularly tuned to ensure minimum Carbon Monoxide emissions. These are Workers Compensation Board

### MINIMUM STANDARDS:

Any member feeling signs or symptoms of Carbon Monoxide exposure (SEE BELOW) must immediately leave the work area, and seek fresh air!

### CARBON MONOXIDE HAZARD SUMMARY

- Carbon Monoxide can affect you when breathed in.
- Exposure to Carbon Monoxide can cause headache, dizziness, lightheadedness and passing out. Lower levels can affect concentration, memory and vision, and loss of muscle coordination.
- Extremely high exposure levels can decrease the ability of the blood to carry oxygen. This can cause a bright red color to the skin and mucous membranes, and coma with convulsions and death.
- Exposure during pregnancy can cause lowered birth weight in offspring.
- Carbon Monoxide is a HIGHLY FLAMMABLE GAS and a DANGEROUS FIRE HAZARD.

### IDENTIFICATION

Carbon Monoxide is a colorless, odorless gas or a liquid under high pressure. It is usually found as a waste product of incomplete combustion.

### WAYS OF REDUCING EXPOSURE

Where possible, use local exhaust ventilation at the site of chemical release. If local exhaust ventilation or enclosure is not used, respirators should be worn.

- Carbon Monoxide alarm detection systems should be installed in work areas to warn of dangerous exposure levels.



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*Ivan Limpricht, President*   *Frank Pozzobon, Secretary Treasurer*

Issued November 2004

## Health & safety committee members rights

The Union has received numerous complaints from UFCW Health & Safety Committee members regarding lack of management support for their duties as health & safety representatives. The most common problems are:

- Not enough time for committee meetings or duties
- Lack of direct participation in inspections and hazard identification and control
- Irregular meetings
- No response to recommendations
- Problems remain unresolved

The law requires that all employers ensure that our committee members are scheduled adequate time and resources to carry out all duties under the Workers Compensation Act. The law is reproduced below:

### Duties and functions of joint committee

130

- (a) to identify situations that may be unhealthy or unsafe for workers and advise on effective systems for responding to those situations;
- (b) to consider and expeditiously deal with complaints relating to the health and safety of workers;
- (c) to consult with workers and the employer on issues related to occupational health and safety and occupational environment;
- (d) to make recommendations to the employer and the workers for the improvement of the occupational health and safety and occupational environment of workers;

- (e) to make recommendations to the employer on educational programs promoting the health and safety of workers and compliance with this Part and the regulations and to monitor their effectiveness;
- (f) to advise the employer on programs and policies required under the regulations for the workplace and to monitor their effectiveness;
- (g) to advise the employer on proposed changes to the workplace or the work processes that may affect the health or safety of workers;
- (h) to ensure that accident investigations and regular inspections are carried out as required by this Part and the regulations;
- (i) to participate in inspections, investigations and inquiries as provided in this Part and the regulations;
- (j) to carry out any other duties and functions prescribed by regulation.

### Time from work for meetings and other committee functions

134

- (1) A member of a joint committee is entitled to time off from work for
  - (a) the time required to attend meetings of the committee, and
  - (b) other time that is reasonably necessary to prepare for meetings of the committee and to fulfill the other functions and duties of the committee.
- (2) Time off under subsection (1) is deemed to be time worked for the employer, and the employer must pay the member for that time.

- This means that in addition to a minimum meeting once per month, members have a right to time to participate in inspections, and incident investigations. They must also have time to consult with the members they represent.
- Both Safeway and the Overwaitea Food group allot so-called “health & safety hours” to store managers. This is an internal accounting practice for those companies and has NOTHING TO DO WITH THE TIME FOR HEALTH & SAFETY DUTIES YOU HAVE A RIGHT TO UNDER THE WORKERS COMPENSATION ACT.
- Safeway allots 8 hours per month to all stores for the monthly meeting. Time required for preparation, inspections, investigations, and worker consultation is in addition to that.
- The OFG allots different hours to different locations depending on the time they estimate is needed for that location. These hours are charged back to corporate office. They are guidelines, not rigid timelines. Again, THE TIME YOU NEED TO PROPERLY CARRY OUT YOUR DUTIES ARE NOT DEFINED BY THE COMPANY. This time must be determined by a full joint discussion in committee. If worker reps need more time, they must make that clear, and ask your union for assistance whenever necessary.
- Whenever you are not given time and resources to do your job on the committee, the employer is violating the law and our collective bargaining agreement.
- You must be scheduled to attend the monthly meeting, and your committee worker co-chair, and other worker reps must decide how they will participate in departmental, store and incident investigations.
- If you are a committee rep, and your rights are being violated it is essential that you immediately contact your Union representative. Your Union rep will address this directly with store management. The Union H&S Director will also intervene on your behalf, with your employer, and if necessary, the Workers Compensation Board.
- If this cannot be resolved then we will ensure that your Union Representative files a grievance on your behalf, to finally resolve the issue.

Remember: Store Management must ensure you are scheduled time for both meetings and all the other duties under the Workers Compensation Act. If they refuse to do so we will file formal complaints with the company, the WCB, and through the grievance procedure.

In addition, the employer MUST RESPOND to committee recommended actions within 21 days of notice, and MUST CORRECT hazards identified in inspections without delay.

If management does not address hazards when committee members identify a problem, be advised that WCB Regulation 3.12 requires all workers to not carry out any work practice that may cause undue risk of injury

Whenever our members have insisted their rights be respected we have had positive results. It is unfortunate that this is not the case throughout the employers/stores.

## Report all violations of your rights.

## Please post on union bulletin board

Issued by UFCW Local 1518 Health and Safety Dept.





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Issued February 2004

# Save-On-Foods/ Overwaita Cashiers: Dangerous Use Of Belted “Bridge” Checkstands

- The Union has received numerous complaints from Save-On/Overwaita Cashiers about belted “bridge” checkstands. When these checkouts first came into the stores the Union identified a number of ergonomic hazards and risk of injury for cashiers using them.
- We have always recommended that cashiers avoid the excessive and hazardous reaches to the customer carts and work with the bridge closed or partially closed, placing packed bags to the rear deck. Many cashiers have been working this way for years, in order to protect their health and safety.
- Save-On/Overwaita management has recently been ordering Cashiers to use the “walkthrough” method when working checkstands with the belted “bridge” design, despite cashiers’ insistence that this work practices is hazardous and the cause of complaint and injury.

The Union strongly recommends that Cashiers follow safer work procedures:

- Scan with the Bridge closed.
- Bag on the inside well, or the rear of checkout.
- If bagging using the inside wells, place bags onto the rear belt. (Many Cashiers are doing variations of this already in order to protect their health.) In many stores, cashiers have worked with the belt closed, packed groceries on the inside bagwell, and placed the bags on the rear belts. These were usually placed in the cart at the rear of the checkstand, by a clerk, or the cashier, after scanning the order. This method is safer, prevents injury, and works well.

Cashiers at Save-On-Foods/Overwaita are also advised that WCB Regulation 3.12 requires all workers to not carry out any work practice that may cause risk of injury.

## Do the following:

1. Ensure that all symptoms of injury (aches/pains) are recorded in the first aid record book.
2. If you experience symptoms of injury (such as pain in the arm, shoulder or back) schedule an appointment with your doctor and have this visit established as a WCB medical aid visit. (Note: This is extremely important to ensure any future eligibility for wage loss benefits).
3. If you are having difficulty using the walkthrough for bagging, inform your supervisor that you cannot continue to use the checkout with the bridge down, as it is causing or aggravating symptoms of injury. However, tell your supervisor that you can continue to work using the bridge up, (or partially closed as above) if this does not aggravate your injury.
4. Please note that you must clearly inform your supervisor that you are available for alternate work. If the supervisor does not agree, you must review the issue with a Shop Steward or other representative, in the presence of the supervisor.
5. If there is still no agreement, you must call the Workers Compensation Board (WCB) (604) 276-3100 in the Lower Mainland or toll-free within BC at 1-888-621-7233 and inform the WCB you are complying with Regulation 3.12, and need an inspector to rule on the issue.

It is illegal for an employer to discriminate against any worker for complying with this regulation (Work Refusal due to Undue Hazard).

Anyone suffering any type of discipline or loss of hours due to such a refusal must inform the Union immediately. The Union will grieve the matter or file a formal complaint with the WCB. It is therefore important that they follow the procedures as described above.



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*Issued May 2003*

## Methadone Clinics

Concerns have been raised by Safeway members where Methadone Clinics are in operation, or being opened.

We support methadone treatment programs. If organized properly they do not pose a health and safety risk. However, all members have a right to know what procedures are in place to ensure the H&S of workers directly impacted.

### **All health & safety committees should address the following areas of concern:**

- Biohazards training and procedures for all 1st aid attendants
- Violence prevention programs
- Incident investigations

These issues should be addressed as part of the store's ongoing health & safety program.

Concerns raised over biohazards or potential violence related to methadone treatment clients are not different than procedures that must be in place to protect members from any contact with customers, who may be potentially violent, or suffer from a bloodborne infection. However, if procedures in place increase the risks to our members, these procedures must be reviewed and changed.

If there are incidents that may lead to potential violence, these must be investigated by our H&S committee reps, and unsafe procedures immediately corrected. In addition, if any members are unsure of the procedures in place for biohazardous materials the employer must conduct proper education and training for affected workers.



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## Needlestick Injuries

The Union was informed of a recent incident in which a grocery store clerk was accidentally pricked with a discarded needle left on a shelf. The following important information on needlestick injuries should be read by all UFCW Local 1518 members.

Any employee who discovers a syringe must immediately contact the management representative in charge. Do not attempt to collect or touch the syringe yourself.

Never place needles in regular garbage under any circumstances – you may create a hazard for others.

Do not use your hands to feel or reach into any area or container if you can't see the contents or if you don't know what's there. Use a long-handled stick or other object to explore hidden spots or empty containers by turning them upside down.

### What to do when an exposure incident occurs:

The following exposure incidents are potentially harmful:

- Skin is punctured with a contaminated sharp.
- A mucous membrane (the eyes, nose or mouth) is splashed with blood and certain body fluids.
- Non-intact skin is splashed with blood and certain body fluids.

If any of the above exposure incidents occur, follow these steps:

#### 1. Get first aid immediately.

- If the mucous membranes of the eyes, nose or mouth are affected, flush with lots of clean water at a sink or eyewash station.
- If there is a sharps injury, allow the wound to bleed freely. Then wash the area with a non-abrasive soap

and water.

- If an area of non-intact skin is affected, wash the area thoroughly with non-abrasive soap and water.

#### 2. Report the incident.

Report the incident as soon as possible to your supervisor and first aid attendant. This should not cause significant delay in seeking medical attention.

#### 3. Seek medical attention immediately.

Seek medical attention immediately - preferably within two hours – at the closest hospital emergency room, or at a health care facility if there's no hospital emergency room in the vicinity. Immunizations or medications may be necessary. These may prevent infection or favorably alter the course of the disease if you do become infected. Blood tests should also be done at that time. You may need to see your family doctor within the next five days for follow-up, such as counseling and medications.

#### 4. Complete WCB claim forms.

If the exposure incident occurs at work, the appropriate claims forms must be prepared and submitted to the Workers' Compensation Board. For any questions about these types of claims, you may contact the WCB Occupational Disease Service at (604) 276-3007 or 1-800-661-2112.

Blood and body fluid contact with intact skin is not considered to be a risk for the spread of bloodborne pathogens. You should, however, thoroughly wash your hands and other affected areas immediately.

### Q. What infections can be caused by needlestick injuries?

A. Needlestick injuries can expose workers to a number of bloodborne pathogens that can cause serious or fatal infectious. The pathogens that pose the most serious health risks are:

- Hepatitis B virus (HBV)
- Hepatitis C virus (HCV)
- Human immunodeficiency virus (HIV) - the virus that causes AIDS

All FIRST AID workers should have a Hepatitis B vaccination unless they are immune because of previous exposure. HBV vaccine has proved highly effective in preventing infection in workers exposed to HBV. However, no vaccine exists to prevent HCV or HIV infections.

### Q. Who is at risk of needlestick injuries?

A. Any worker who may come in contact with needles is at risk, including utility clerks or anyone moving or contacting waste containers with public access.

### Q. Do certain work practices increase the risk of needle stick injury?

A. Past studies have shown that needlestick injuries are often associated with these activities:

- Failing to dispose of used needles properly in puncture-resistant sharps containers;
- Emptying garbage containers without proper protective gloves and safe handling procedures in place.

### Q. How can I protect myself from needle stick injuries?

A. Ensure that all workers at risk have been trained in safe procedures.

- Wear puncture resistant gloves when handling any refuse.
- Do not handle discarded needles. Refer to the safe procedures in the WCB booklet "Bloodborne Pathogens".
- Use the devices with safety features provided by the employer. Safety gloves should be provided for anyone handling refuse that could possibly contain needles.



- Promptly dispose of used needles in appropriate sharps disposal containers. Ensure they are conveniently located.
- Report all needlestick and sharps-related injuries promptly to first aid to ensure that you receive appropriate followup care. Never put compression on a needlestick injury. It must be allowed to bleed freely. The wound should be washed with soap and water and you should report to Emergency.
- Tell your employer and your health and safety committee member about any needlestick hazards you observe.
- Participate in education and training related to infection prevention.
- First Aid attendants should get a hepatitis B vaccination. Your employer should cover the cost.

If you have not been trained in safe work practices and provided proper protective equipment, do not handle any materials that may be contaminated with discarded needles.

You have an obligation to refuse to perform any work that is unsafe under BC OHS Regulation 3.12 and the Workers Compensation Act. Contact the WCB Prevention Line for immediate assistance: phone 604-276-3100





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## How to pick up sharps discarded in public places.

Needles and other items (e.g. condoms) that may carry the HIV and the hepatitis B and C viruses are often thrown away in streets, parking lots, bushes, regular garbage, public washrooms, etc

Management representatives are not to pick up sharps and other items without the proper equipment and personal protective equipment (PPE) and must follow the safe job procedures as stated below.

Never place needles in regular garbage under any circumstances – you may create a hazard for others.

Do not use your hands to feel or reach into any area or container if you can't see the contents or if you don't know what's there. Use a long-handled stick or other object to explore hidden spots or empty containers by turning them upside down.

### How to pick up a sharp and place it in a sharps container.

Follow the steps below to pick up improperly discarded sharps and other items that could carry HIV and the hepatitis B and C viruses:

1. Have disposable waterproof gloves (such as natural rubber latex, neoprene, nitrile and vinyl) and a proper sharps container ready. Latex gloves are available from the first aid kit and the sharps container is located in the Pharmacy department.
2. Put the gloves on. Place the sharps container next to the needle or other item. Do not hold the container in your hand, or you might accidentally jab yourself.
3. Use tongs to pick up the needle (or other item) and place it into the sharps container. Tongs should be available with the sharps container in the Pharmacy

department. If tongs cannot be found, pick up the needle by its shaft with your gloved hand. In both cases, place the needle into the sharps container, pointed end first, away from you. Do not insert your fingers into the opening of the container and keep your free hand out of the way.

4. Remove and discard the gloves and then wash your hands with soap and water (refer to procedures on the next page).
5. Do not fill the sharps container to the brim. When it is about three quarters full, replace it with a new one and properly dispose of the old one.

## Safe job procedures

### How to remove disposable gloves:

Remove disposable gloves as soon as possible if they become damaged or contaminated. Otherwise, remove them after you have completed the task at hand. Do not wash and reuse your gloves – use new gloves for each new task. Follow the steps below to ensure your hands do not contact any blood or body fluids:

1. With both hands gloved, grasp the outside of one glove at the top of the wrist. Peel off this glove from wrist to fingertips while turning it inside out, as you pull the glove off your hand and away from you. Hold the glove you just removed in your gloved hand.
2. With the ungloved hand, peel off the second glove by inserting your fingers on the inside of the glove at the top of your wrist. Turn the glove inside out while pulling it away from you, leaving the first glove inside the second.
3. Dispose of the entire bundle promptly in a waterproof garbage bag.

4. Wash your hands thoroughly with soap and water as soon as possible after removing the gloves and before touching non-contaminated objects and surfaces.

## Directions for washing hands:

Hand washing is one of the best defenses against spreading infections. It stops you from spreading infectious material from your hands to other areas of your body and other surfaces you may touch, and vice versa.

1. Wet hands under warm running water.
2. Lather hands with liquid soap for at least 20 seconds, scrubbing vigorously. Avoid using brushes that could damage the skin.
3. Wash all surfaces of the hands and fingers (even under the nails).
4. Rinse thoroughly under warm running water, directing the water from the fingertips backward to the wrists and arms.
5. Dry hands with paper towel. Use the towel to turn off the faucet. Discard the towel after use.

## Safe job procedures

### Safe Syringe Disposal for Pharmacy Department:

1. Only stores set up with a Bio-Medical Waste Company may accept syringes from customers.
2. Ensure all Pharmacy employees are trained in the proper procedures for syringe collection, storage and occupational exposure procedures.
3. Syringes may only be accepted if they are in an approved sharps container. Syringes can not be accepted in another type of container i.e. plastic bag, bleach bottle, etc. This method puts our employees at risk and also those of the Bio-Medical Waste Company. If a customer brings in syringes that are in a plastic bag, please offer them a "Sharps container" so they may transfer the syringes into it themselves.
4. Place "Sharps container" in a secure place in the Pharmacy Department.

### Safe Handling of Blood Glucose Meters and other Diabetes Equipment:

1. Upon presentation of a patient's personal blood glucose meter or insulin pen, pharmacy personnel will immediately don fresh latex gloves, regardless of the condition of the meter or insulin pen.
2. No blood may be drawn by pharmacy personnel during demonstration of any diabetes equipment; control solutions must be used at all times (exception: Sof-Tact meter, see point 4). Lancing devices must not be used to poke anyone. Lancets must be removed immediately after the device has been demonstrated and placed in the sharps container.
3. Before demonstrating lancing devices, pharmacy personnel will first check to ensure no lancets are already in the device. Any lancet currently in the demonstration device should be capped, carefully removed and placed in a sharps container immediately.
4. When demonstrating the Sof-Tact meter, pharmacy personnel will first don new latex gloves. The meter is cleaned in front of the patient. A new endcap is placed on the meter. The patient loads his own lancet and performs the test on them self. The patient must remove the lancet, used testing strip, used encap and place in sharps container. The meter is cleaned again by the patient using the cleaning supplies as provided by the Meter Company.
5. It is the responsibility of the patient to place any blood contaminated demonstration equipment or supplies into the sharps container. Under no circumstances is any pharmacy personnel to handle equipment or supplies that are contaminated by the patient's blood.
6. No personal lancing devices will be handled by pharmacy personnel until the patient has demonstrated that there is no lancet currently in the device.
7. When a patient presents a trade in meter, please refer to the Diabetes section of the Safeway web site for specific details on which companies require retention of the meter at pharmacy level. If retaining the meter is not required, have the patient place the used meter into a bag and dispose of in the regular trash. If required to retain the meter, have the patient place the meter into a Zip Lock bag and seal. Store the meter as required until the Vendor Representative arrives to process the trade in. If there is no

information regarding a particular Meter Company, follow the procedure to retain the meter.

- Please refer to section 4.11 of the Policy and Procedures manual for policies on handling sharps. You may also refer to this Exposure Control Plan for: Safe Syringe Disposal Policy and further information.

## Safe job procedures

### Blood and bodily fluid contact precautions

Disposable latex gloves must be used by all persons whenever contact with blood or other body fluids is anticipated. Discard gloves after each use.

### CPR ventilators must be used whenever giving mouth-to-mouth resuscitation.

Cleanliness is essential to preventing infection. All persons must wash their hands:

- Before and after contacting casualties
- Before and after handling wounds, dressings or bandages, or first aid instruments
- Whenever hands are visibly soiled
- Before eating
- After using the toilet
- After blowing or wiping the nose

### First aid treatment procedures:

- Always wear gloves.
- If necessary, a plastic apron should be worn.
- Contaminated bandages, pads and dressings can be disposed of down the toilet, passed on to ambulance for disposal or may be disposed of in the compactor.
- Remove gloves and place in a strong plastic bag. Bag can be passed on to ambulance attendant for disposal or placed in the compactor.
- Contaminated clothing should be laundered.
- Wash hands thoroughly using a germicidal soap from a first aid kit.

### Cleaning spills of blood and other contaminated materials:

- Put on plastic gloves and, if splashing is expected, chemical goggles.

- If necessary, a plastic apron should be worn.
- Visible material should be removed with disposable towels and placed in a strong plastic bag.
- Entire area must be wiped thoroughly using towels and a 1:10 solution of bleach and water.
- Towels must again be placed in the strong plastic bag.
- Where necessary, aprons, shoes and goggles should be wiped to decontaminate them.
- Remove gloves and place in a strong plastic bag and sealed. Bag can be passed on to ambulance attendant for disposal or may be disposed of in the compactor.
- Contaminated clothing should be laundered.
- Wash hands thoroughly using a germicidal soap from a first aid kit.

## Training

Please use the following to document the training of employees regarding the policies and procedures concerning occupational exposure to bloodborne pathogens. The trainee and trainer must both sign the sheet and record the date of the training in order to monitor which employees are aware of the risks and the appropriate policies and procedures. Any new employee should be trained as soon as he/she starts in the store and the training shall be updated annually during April of each year. These sign-off's should be filed in your Health & Safety Training Files binder.

Please keep the original and blank sign-off sheets (following pages) as part of this document for future use.

Once trained, all employees are responsible for complying with the procedures for their own safety as well as the safety of others. Failure to do so may result in disciplinary action.

Along with the sign off sheet, First Aid Attendants must review the following safe job procedures:

- How to remove disposable gloves
- Directions for washing hands
- Blood and bodily fluid contact precautions

Along with the sign off sheet, Pharmacy Staff must review the following safe job procedures:

- How to remove disposable gloves
- Directions for washing hands
- Safe syringe disposal for Pharmacy Department, Safe



Handling of blood glucose meters and other diabetes equipment.

Along with the sign off sheet, Management must review the following safe job procedures:

- How to remove disposable gloves
- Directions for washing hands
- Blood and bodily fluid contact precautions
- How to pick up discarded Sharps
- How to pick up a sharp and place it in a container

All other employees: Review the exposure control procedures – general, sign- off.

## Occupational Exposure Incident

### What to do when an exposure incident occurs:

The following exposure incidents are potentially harmful:

- Skin is punctured with a contaminated sharp.
- A mucous membrane (the eyes, nose or mouth) is splashed with blood and certain body fluids.
- Non-intact skin is splashed with blood and certain body fluids.

### If any of the above exposure incidents occur, follow these steps:

#### 1. Get first aid immediately.

- If the mucous membranes of the eyes, nose or mouth are affected, flush with lots of clean water at a sink or eyewash station.
- If there is a sharps injury, allow the wound to bleed freely. Then wash the area with a non-abrasive soap and water.
- If an area of non-intact skin is affected, wash the area thoroughly with non-abrasive soap and water.

#### 2. Report the incident.

Report the incident as soon as possible to your supervisor and first aid attendant. This should not cause significant delay in seeking medical attention.

#### 3. Seek medical attention immediately.

Seek medical attention immediately - preferably within two hours – at the closest hospital emergency room, or at a health care facility if there's no hospital emergency room in the vicinity. Immunizations or medications may be necessary. These may prevent infection or favorably alter the course of the disease if you do become infected. Blood tests should also be done at that time. You may need to see your family doctor within the next five days for follow-up, such as counseling and medications.

#### 4. Complete WCB claim forms.

If the exposure incident occurs at work, the appropriate claims forms must be prepared and submitted to the Workers' Compensation Board. For any questions about these types of claims, you may contact the WCB Occupational Disease Service at (604) 276-3007 or 1-800-661-2112.

Blood and body fluid contact with intact skin is not considered to be a risk for the spread of bloodborne pathogens. You should, however, thoroughly wash your hands and other affected areas immediately.

# 7 APPENDIX

## Appendix 7-1

### Appendix 7-1: Duty to Accomodate



# The duty to ACCOMMODATE and you

## What is the Duty to accommodate?

Many of our members suffer on and off the job injury, and this pamphlet addresses the employer's "duty to accommodate" in such circumstances. Injuries often affect a person's ability to perform certain tasks on the job, and the "duty to accommodate" means that employers are obliged to look for ways to modify tasks or jobs to ensure these injured workers can continue to work and enjoy their rights and benefits under our collective agreements.

Fair access to employment is a fundamental legal right for all Canadians, and Canadian and B.C. Human Rights legislation prohibits any discrimination against persons for reasons of physical or mental disability, gender, family status, or religious belief. The Supreme Court of Canada has further ruled that all employers must seek to accommodate persons with injury and disability by ensuring that work and work processes are designed and modified to ensure equal access to all Canadians.

## What are my EMPLOYER'S Responsibilities?

All employers must attempt to ensure workers with a disability are accommodated in the workplace, short of undue hardship on their business. "Undue hardship" is a strict legal test, and an employer must demonstrate significant disruption to the point of endangering the viability of their business, if an accommodation is to be seen as not possible. Arbitration awards and court decisions have repeatedly addressed this and defined the responsibilities of employers in looking for suitable accommodations. These include:

- Designing workplaces, procedures, and work rules to ensure that persons with physical restrictions due to injury or disabilities can access work
- Modifying existing jobs to enable injured workers to return to work
- Looking for alternative jobs or combining tasks if required to accommodate

Employers are not required to create jobs or work tasks that do not presently exist, nor are they required to accommodate persons with disabilities if to do so would create significant hardships on their ability to run the enterprise or significantly impact the rest of the workforce. It is the employer's responsibility to ensure disruptions are minimized when implementing a work accommodation.

## What are Workers' Rights and Responsibilities?

If you have an injury or disability that restricts your ability to perform your usual job duties, you have a right to seek a workplace accommodation. The accommodation should minimize impacts on both you and your co-workers. If at all possible, you should be accommodated in your pre-injury job. If this is not possible, job modifications, or different tasks, should be assigned. If this is not possible, assignment to a different job, or a different location, may be required. Workers seeking an accommodation must supply a clear description of any limited capabilities they have that may affect their ability to perform a job or job task. Medical verification will be required. However, you have a right to complete confidentiality, and any medical information the employer may require is limited to only that needed for your accommodation on the job. Workers must cooperate with the employer in seeking an appropriate accommodation.

## The Role of Your Union

Your Union is committed to ensuring both your rights to a fair accommodation and all members' rights, under the collective agreement, are respected. While the employer is responsible for developing and implementing a proper accommodation arrangement, the Union must also be involved to ensure that the best arrangements are made. It is the Union's objective to return all workers who have restricted capacities to their jobs, and to ensure equal and fair access to all. At the same time, we seek to ensure our injured member's rights under the collective agreement are fully respected, and that there is little if any impact on co-workers. It is very important the Union and all of its members work together to support both our members needing accommodations, and our collective efforts to minimize any impacts on both those with injuries, and co-workers.

## Provincial Accommodation Committees

The Union is also there to assist all of our members no matter who is your employer.

For example, your Union has established an Accommodation Committee that meets regularly with both Canada Safeway and the Overwaitea Food Group. Your representatives on this committee review all the information required and work with employers to ensure the best accommodations are implemented. The Union has also helped develop specific procedures and information forms that are used in the accommodation process. The Union committee also ensures the rights of all our members are respected, and

coordinates the involvement of the member, coworkers, and your Union Representative. In the event an agreement on an accommodation cannot be made to the satisfaction of the worker, or the employer, or the Union, the issue will be heard before an accommodation arbitrator, who will make a decision, based on current “duty to accommodate” law.

If you are seeking an accommodation, or need more information, it is very important that you contact your Union Representative for assistance, guidance and support.

**Q: My doctor has advised me that I can no longer do all of the lifting and repetitive work on my job due to a long-term injury. Who should I contact?**

**A:** Inform your manager and Union Representative right away. You should also receive a work restriction form from the company, for your doctor to complete. The form, and any information you and your Union rep, and onsite manager can supply regarding possible accommodation, will be reviewed through the provincial accommodation committee. Your representatives on that committee will contact you. While this process is occurring, immediately discuss temporary assignment to alternate duties with your employer and Union Representative to ensure you do not lose hours or wages if you are capable of alternative work.

**Q: I have been on WCB benefits and now the WCB has informed me that since I cannot return to my old job, I must begin a job search program, (or retraining program) with them, to maintain any benefits. Do I have to quit my job with my employer?**

**A:** No! The first option is always to seek an accommodation with your pre-injury employer. The WCB does not enforce human rights law, and if an employer refuses to accommodate an injured worker the WCB may not challenge this. You should immediately contact your Union Representative to ensure that the Accommodation committee can begin to assist you.

**Q: There are parts of my job I can do, within my medical restrictions, and parts I cannot. Can the accommodation committee help?**

**A:** Yes. If your job can be modified, or tasks bundled together that you can do, we will try to arrange this.

**Q: My doctor has written a note to my employer asking that I be accommodated due to my medical restrictions. Is this enough medical information?**

**A:** Often it is not. The accommodation committee needs a more detailed description of your limitations, in order to determine the best possible accommodations available. We have developed forms for this purpose that are available from your employer. A maximum of \$50 will be paid by the employer (as specified in your collective agreement) for completion of this form. This is confidential information and a copy should be sent to the Accommodation Committee.

**Q: Will I still be entitled to my scheduled hours (by seniority) if I am accommodated due to a disability?**

**A:** The committee will look for all the available hours in duties that are suitable for you, and try to ensure that you are working up to whatever hours you would normally be scheduled. This process may take time, however, and there may be times when this goal cannot be immediately achieved.

**Q: Will I have to be transferred to another location in order to be accommodated?**

**A:** It is our goal to first try to exhaust all available opportunities in your own location. Where this is not possible then we will look for opportunities in other locations.

**Q: Is work in other job classifications available to me?**

**A:** Yes, if necessary to ensure your accommodation. Our goal is to see persons accommodated in their own jobs, classification, and location. When this is not possible, we will look for suitable work elsewhere, including in other classifications.

**Q: If I work in another classification with a different rate of pay, do I continue to receive my original pay rate?**

**A:** No. You will be paid the same rate as others working the same job.

**Q: What is a temporary accommodation?**

**A:** When a suitable permanent accommodation cannot be immediately found we may temporarily place a person in a temporary vacancy. We then continue to look for an accommodation arrangement that is not subject to temporary vacancies.

**Q: Are all accommodations permanent?**

**A:** No. You are responsible for reporting any significant changes in your work capacity. Accommodation arrangements will be reviewed periodically, and whenever a change in your condition warrants it. If you recover from a chronic condition, you will no longer require a special arrangement. If you are finding it difficult to continue in an accommodation, notify the committee, and we will address any new issues that arise.

**Q: Is there a time limit to apply?**

**A:** No. However, you should contact us as soon as you are aware of the need for an accommodation.

**Q: Am I still covered by WCB?**

**A:** Yes. All workers have a right to WCB benefits if they become injured due to their employment.

**Q: What about vacancies?**

**A:** We will use temporary vacancies, if needed, in order to ensure a permanently injured member has work, while we seek something more permanent. Temporary vacancies may be positions open due to maternity leave, vacations, or other leaves of absence. We will consider temporary assignments of co-workers to different tasks within a classification in order to temporarily accommodate a

member only as a last resort. These assignments would not result in any employee losing hours or benefits. Any members potentially affected will be consulted, and if alternative arrangements can be made they will be.

**Q: How much does the employer have to do before there is an undue hardship?**

**A:** Job modifications or alternative work arrangements must be implemented unless they significantly threaten the viability of an employers business. This will depend on the size of the employer and the options available to them, of course. The courts have made this a high standard, and all reasonable attempts to accommodate workers with disabilities must be made. There is no \$ dollar limit set or established.

**Q: What is an undue hardship on other members?**

**A:** Any arrangement that results in another member losing hours or benefits, (other than through normal operation of seniority) would be an undue hardship. Temporary assignment from one position to another are not. However, we will seek to avoid any disruption if at all possible. At the same time we urge and expect all of our members and employers to assist in finding the best accommodation for injured employees.

**Q :If I am dissatisfied with an accommodation proposal, what should I do?**

**A:** Whenever members are dissatisfied with an accommodation arrangement, you or your co-workers should contact the union's Duty To Accommodate Committee for advice and assistance, as always.

Please remember that the accommodation process is an evolving one. Many questions arise in the course of each individual case. If you wish to discuss the "duty to accommodate" either for yourself, or on behalf of your co-workers, please contact your Union Representative.





# 8

# APPENDIX

## Appendix 8-1

Appendix 8-1: What to do if you are hurt at work



# What to do if you are hurt at work!

## WHAT FACTORS CAUSE THESE SIGNS OR SYMPTOMS?

The presence of one or more of these factors increase the risk of injury.

- Lifting and handling heavier or slippery objects;
- Twisting with a load;
- Working in awkward postures, such as bent or flexed wrists, arms extended, or raised over or above shoulder height;
- Reaching far forward or far behind;
- Making fine hand movements;
- Rapid repetitive movements;
- Working with a twisting of the wrist;
- Gripping with force, especially a pinch grip (or when handling more slippery objects);
- Working with cold hands;
- Working with vibrating tools or on vibrating surfaces;
- Sitting, standing, or holding an object in the same position for a long time;
- Working with tools that put direct pressure on body parts;
- Lack of job variation;
- Inadequate or delayed rest breaks.

## WHEN SHOULD YOU REPORT AN INJURY?

An injury should be reported immediately or as soon as you realize you have signs or symptoms of an injury, whether or not they result in time loss. Seek medical attention for your injury as soon as possible. If you need an ambulance or transportation from your workplace to your doctor's office or the hospital, your employer is required to pay those costs. Be sure to tell your doctor your injury is work related.

## TO WHOM DO YOU REPORT THE INJURY?

### a) Your employer.

If you're injured at work, you must report it to your employer immediately. Do so right away, or you may have more difficulty having your claim processed and accepted! Any employer telling you to not report an injury or disease, or even trying to talk you out of reporting it to WorkSafe BC, is breaking the law.

### b) Report to WorkSafe BC as soon as possible.

If you miss work as a result of your injury, please call the WorkSafe BC Teleclaim Contact Centre. If a WorkSafe BC staff member asks you to complete an Application for Compensation and Report of Injury or Occupational Disease (Form 6) at any time, it is important that you do so and return it to WorkSafe BC as soon as possible.

### c) In addition, you need to:

- record the injury in an injury record book;
- report the incident to your workplace Health & Safety Committee Representative;
- see your doctor, and he/she will report it to WCB.

## WHY REPORT AN INJURY IF THERE IS NO TIME LOST FROM WORK?

- If an injury or a potential injury is reported promptly, even if there is no time missed from work, a medical aid claim is established when you see your doctor. This can be upgraded to a wage loss claim should you later need to miss time from work;
- Failure to follow this procedure may affect your coverage if you should later need to file a claim for this injury;
- If signs and symptoms of injury are recognized, the employer can be alerted to hazards that need to be corrected to prevent further injury;
- WorkSafe BC uses the record of the hazard or injury you have reported to ensure your employer corrects the problem that led to your symptoms of injury.

## WHAT ARE CONSIDERED SIGNS AND SYMPTOMS OF INJURY?

Signs and symptoms are terms for evidence of an injury or disease. Symptoms can be felt but not seen, while a sign, such as swelling, may be obvious. The following is a list of the most common signs and symptoms of injury related to Repetitive Strain Injury (RSI).

## SIGNS AND SYMPTOMS

### Wrist and hand

- pain over the wrist, hand, or up the arm;
  - numbness and tingling;
  - weakness when grasping;
  - swelling in the wrist;
  - whitening of fingers when exposed to cold.
- e.g. Tendonitis, Carpal Tunnel Syndrome, Hand Arm Vibration Syndrome.

### Neck

- pain in the neck and upper back;
  - headache.
- e.g. Neck strain

### Shoulder

- pain over the shoulder, down the arm;
  - numbness and tingling in the arm;
  - reduced range of movement;
  - loss of strength.
- e.g. Tendonitis, Bursitis, Rotator Cuff Syndrome

### Elbow

- pain on either side of the elbow, over the elbow, or in the arm;
  - tingling in the forearm;
  - reduced range of movement, weakness in the elbow joint, swelling of the elbow.
- e.g. Tendonitis, Epicondylitis, Bursitis.

### Back

- pain in the back and down the legs;
  - reduced ability to twist or bend;
  - loss of strength;
  - numbness and tingling in the legs.
- e.g. Back Strain.

## Work-related diseases

Report work-related diseases as soon as you notice the symptoms. Even if you're not working or have changed jobs, when you realize you have a work-related disease, contact WorkSafe BC right away.

## REMEMBER...

- **Report all hazards;**
- **Make sure they are recorded in a first aid record book and in safety committee minutes;**
- **Report all symptoms with a visit to your own doctor. Ensure that all medical visits are recorded as a medical claim with WorkSafe BC;**
- **If hazards remain uncorrected, call the WorkSafe BC Prevention Division and insist an inspection and order be made;**
- **Call the Union for further assistance.**

## TELECLAIM CONTACT CENTRE

**Call 1-888-WORKERS to report a work-related injury. Are you a worker who was injured at work? Have you missed time at work as a result? If so, you should report your injuries to WorkSafe BC by calling their Teleclaim Contact Centre. They will help you complete an injury report, understand the claim process, and access services to assist in your recovery and return to work.**