

Element 3

Hazard Controls





Table of Contents

Preventative Maintenance Program	5
Purpose.....	5
Regulations, Standards and Manufacturer’s Specifications.....	5
Preventative Maintenance Directive Statement	5
Roles and Responsibilities	6
Managers and Supervisors	6
Workers.....	6
Preventative Maintenance Program	6
Records	7
Vehicle Maintenance and Documentation	7
Inventory List Sample.....	7
Maintenance Personnel and Operator Qualifications	8
Preventative Maintenance Program Procedures	8
Preventative Maintenance and Pre-use Inspection Schedules	9
Preventative Maintenance Schedule for Commercial Vehicles and Trailers.....	10
Truck and Trailer Pre/En-route/Post Inspections.....	11
Walk Around Pre-use Checks	11
Check Additional Items	12
Hazardous Materials and Products Program.....	13
Purpose.....	13
Definitions.....	13
Legislation.....	13
WHMIS Directive & Procedures	13
Responsibilities	14
Managers & Supervisors.....	14
Workers.....	14
Contractors, Suppliers & Other Worksite Parties	14
WHMIS Program Procedures	15
WHMIS Training and Education Process and Procedures	15
WHMIS Worker Education and Training Must Include;	16
WHMIS Workplace-specific Training Must Include;	16
Developing a WHMIS Training Program – General and Workplace-Specific	16
Annual Assessment and Frequency of Training	17
Chemical & Biological Hazard Program	19
Legislation.....	19
Chemical and Harmful Substances Procedures	19



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

Harmful Substances - Worker Exposure.....	19
Chemical Substances Requiring A Code of Practice	20
Airborne Concentration Measurements	22
Worker Decontamination.....	22
Storage of Harmful Substances.....	22
Working Alone Program.....	24
Purpose.....	24
Legislation.....	24
Working Alone Directive Statement.....	24
Responsibilities	25
Managers and Supervisors	25
Workers.....	25
Working Alone Hazard Assessments Guidelines	25
General Working Alone Procedures	26
Handling Cash and Making Deposits General Procedures	27
Recommended Emergency Kit Supplies	27
Letting Others Know.....	27
Assessing the Worksite	28
General Call-in Procedures	28
Safe Driving Practices.....	28
Following the Safe Driving Rules.....	29
Workplace Harassment Prevention Policy.....	30
Workplace Violence Prevention Policy	31
Workplace Harassment and Violence Prevention Procedures.....	32
Definition of Harassment.....	32
Definition of Violence, included Domestic Violence	33
Definition of Sexual Harassment	33
What is not Harassment and Violence in the Workplace	34
Managers and Supervisors Responsibilities.....	34
Workers Responsibilities	35
Consequences for Not Reporting	35
Reporting Procedures.....	35
Investigation Procedures	36
Investigation Process	37
Informing Parties & Confidentiality	37
Reporting to Alberta Labour, OHS Contact Centre.....	37
Investigation Training Requirements.....	38



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

Reviewing and Updating the Workplace Harassment and Violence Policies & Procedures	38
Obtaining Assistance & Entitlement to Pay.....	38
Dealing with Potentially Dangerous Situations	40
Steps to De-escalate a Difficult Person or Situation	40
Value of Documenting Customer Complaints	41
Element 3 – Forms & Checklists	42



Preventative Maintenance Program

Purpose

The purpose of the preventative maintenance program is to control the losses of human and material resources through correcting deficiencies found in vehicles, equipment, tools, PPE, and unsafe acts or unsafe conditions.

Preventative maintenance includes identifying critical components of facilities and permanent structures owned by the municipality. Examples of municipal owned structures and facilities may include, but not limited to;

- Administrative Offices
- Campsites and sanitary dump stations
- Museums and Tourist Booths
- Pools, Arenas, Rinks
- Public Works Shops and Yard
- Community Halls
- Fire Halls
- Water/wastewater facilities and unoccupied lift stations and pumps

Regulations, Standards and Manufacturer's Specifications

Commercial vehicles need to comply with the National Safety Codes standards for maintaining commercial vehicles and pre-use/post-use driver inspection records.

Annual CVIP inspections are required for commercial vehicles or a combination of a commercial vehicle, including a trailer with a registered with a weight 11,794 kg or greater.

Regulations, standards, or manufacturer's specifications may be in equipment operations manuals or user instruction manuals and need to be included with preventative maintenance program records to determine maintenance schedules and third party and regulatory inspection requirements.

NFPA 10 – Portable fire extinguishers are to be annually inspected by a qualified third-party inspector to ensure portable fire extinguishers are safe to operate.

Preventative Maintenance Directive Statement

It is the directive of the Town of Sexsmith to maintain all its trucks, tools, and equipment in a condition that will maximize the safety of all personnel in compliance with all legislated requirements.

To accomplish this, a "Preventative Maintenance Program" shall be maintained that will include the following components:

1. Adherence to applicable regulations, industry standards, and manufacturers' specifications



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

2. Utilizing the services of appropriately qualified maintenance personnel, and
3. Scheduling and documentation of all maintenance work

The municipality will develop a comprehensive maintenance program and schedules for their commercial vehicles, equipment, PPE, hand tools, calibration units used explicitly in the public works shops and other operational facilities.

Roles and Responsibilities

Managers and Supervisors

Managers and supervisors ensure completion of all preventative maintenance for all equipment, vehicles, commercial vehicles in accordance with legislative, regulations and manufacturer's specifications.

Managers are to maintain an accurate and current maintenance schedule for all equipment, vehicles, tools, PPE, fire equipment, and extinguishers and components of facility and structures.

Facility manager is responsible for maintaining each facility in a healthy and safe manner, according to legislative, regulatory and manufacturer standards for all components of each facility. Components of a facility, may include, but not limited to;

- Fire equipment and fire extinguishers
- HVAC systems
- Pumps and piping systems
- Ammonia equipment and operational components
- Pool chemical operation components, pumps and equipment
- Facility sidewalks, building entrances, windows and doorways, flooring

Managers and supervisors are to ensure qualified persons have the appropriate skills, accreditation, and certification when performing preventative maintenance or providing annual or regulatory safety inspections on vehicles, tools, equipment, fire equipment/extinguishers, etc.

Workers

Workers are to follow preventative maintenance schedules and complete pre-use inspections on vehicles, equipment, tools, PPE, etc. before using the items.

Workers are to report any minor or major defects, and when unsure of using a piece of equipment, tools, vehicles, etc. are to consult with their supervisor or manager.

Preventative Maintenance Program

In addition to ensuring that workers use the tools and equipment, tools, and equipment properly inspected, maintained, and kept in good repair.

Warning tags should be used to prevent workers from operating damaged or defective equipment, and lock-out tags used when a machine is under maintenance. A "Do Not Use" tag



Element 3 – Hazard Controls

Implemented: 2020-01-01

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or lock out will be used to remove vehicles, equipment, tools, PPE, etc. when conducting maintenance.

In addition to the provincial and federal regulations, manufacturers also have specifications for maintenance.

Records

Every Preventative Maintenance Program must contain a recording system and maintain completed internal maintenance and third-party maintenance records for all vehicles, equipment, tools, PPE, fire equipment/extinguishers, and components of facilities and structures.

The preventative maintenance system recording system will document the completed maintenance; the completion date, and by whom. Inventory lists and maintenance schedules will serve as a guide for monitoring the program.

Maintenance records, such as completed work orders, inspection checklists, and third-party inspections and maintenance records kept for the life of the asset; vehicle, equipment, tool, PPE, fire equipment/extinguisher, etc.

Operators (Drivers) are to keep the following preventative maintenance and pre-use/post-use inspection records in the commercial vehicle;

- ✓ Alberta Transportation Schedule 1 Inspection schedule
- ✓ A current copy of the CVIP inspection report
- ✓ Pre-use/post-use inspection reports

Vehicle Maintenance and Documentation

Maintenance records for each truck are recorded and filed within the central office. Information within each file includes;

1. Records of all inspections, repairs, lubrication, and completed maintenance work, including dates, odometer readings, etc.
2. Annual CVIP reports, original report.
3. Pre and Post trip Inspection Reports
4. Specific data and information about the unit's serial number, manufacturer's data, tire sizes, make and model numbers, etc.
5. Notice of manufacturer's defects received, and corrective work completed.

Inventory List Sample

A current inventory list of the municipality's equipment kept in the central administrative office, which may include the following, but not limited to;



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

- Backhoe
- Grader
- Truck Units
- Lawn Mowers
- Bobcat
- Manlift Bucket Truck
- Industrial Snowblower
- Transport Vehicles
- Fire vehicles
- Boats
- Miscellaneous tools and equipment
- Fire extinguishers
- Facility/Structure HVAC, pumps, ammonia systems, and other major components
- Calibration Units, personal air monitors

Maintenance records, such as, work orders and third-party inspections, internal maintenance records may be kept within the Facility or Public Works centralized filing system.

Maintenance Personnel and Operator Qualifications

The qualifications of maintenance personnel and operators are crucial to the success of the Preventative Maintenance Program.

Any person who performs maintenance work or operates the equipment should have the appropriate skills, accreditation and/or certification.

The monitoring functions in a maintenance program fall into two areas;

1. The workers responsible for operating and servicing or maintaining equipment must monitor the equipment to ensure that appropriate checks and maintenance completed.
2. Management must monitor the entire preventative maintenance program to ensure that it is functioning as part of the overall effectiveness and keeping with the intention of the municipality's health and safety directive.

Preventative Maintenance Program Procedures

The municipality is committed to operate equipment that is in good safe operating condition.

The following Maintenance Procedures are to be followed by all workers, supervisors, managers, contractors, and subcontractors working on municipal assets or municipal worksite.

- All equipment operated and maintained according to the manufacturer's specifications.
- Operators are to be aware of the piece of equipment's capabilities.
- Operators are responsible for maintaining their equipment or vehicle in a safe operating condition at all times. If assistance is required, notify your supervisor or mechanic.



Element 3 – Hazard Controls

Implemented: 2020-01-01

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- Ensure all safeguards are in place to protect the operator from debris or material entering the cab of the machine.
- During the operation of equipment always keep the doors and windows closed.
- Replace damaged window glass or screens as soon as possible and before it affects the operators' vision, or the integrity of the protection required.
- Exhaust systems are to be maintained to prevent fumes or vapours, or excessive noise entering the cab of the machine.
- All equipment and vehicles or machinery require adequate lighting for hours of darkness operations.
- Ensure the machine is clean and free of flammable debris.
- Machine controls are to be maintained with proper knobs to prevent injury to workers.
- Any hydraulic leaks must be repaired immediately to prevent a risk to workers and to protect the environment.
- Seat belts are to be maintained in good working order and must be available for use.

Preventative Maintenance and Pre-use Inspection Schedules

1. Heavy Equipment (hoes, graders, etc.)
 - a. The operator completes the pre-use inspection.
 - b. 250-hour preventative maintenance and service inspection completed by a mechanic or other qualified personnel.
2. Lawn mowers and diesel engine units
 - a. The operator completes the pre-use inspection.
 - b. 150-hour preventative maintenance and service inspection completed by a mechanic or other qualified personnel.
3. Trucks and trailers with a GVW of 11,794 kg or greater
 - a. Drivers complete the daily pre and post shift inspection.
 - b. 3,000 km preventative maintenance inspection completed by a mechanic or other qualified personnel.
 - c. C.V.I.P. – Annual truck inspection completed by a certified mechanic.
4. Transport vehicles
 - a. Drivers complete the daily pre and post shift inspection.
 - b. 3,000 km general service and maintenance inspection to be completed by a mechanic or other qualified personnel.
5. Facility or Structure
 - a. preventative maintenance components to follow manufacturer's requirements or legislative/regulatory standard.



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

6. Calibration units, such as personal air monitors, noise dosimeters, etc.
 - a. Workers using personal air monitors, or any other monitoring device requires a pre-use bump testing and documenting the bump testing requirements
 - b. Manufacturer specifications may require annual third-party calibration testing of the bump testing station or instructions for competent workers to annually run a calibration test of the bump testing station. This needs to be documented on the calibration/bump testing log sheet.
7. Fire Vehicles, passenger and commercial vehicles over 11,794 kg or greater
 - a. Firefighters complete post-incident trip inspections, pre-use parade inspections and monthly detailed vehicle inspections
 - b. Fire vehicles use low kms between CVIP inspections and preventative maintenance, meeting 5,000 km preventative maintenance inspections by a certified mechanic.
 - c. C.V.I.P – Annual truck inspection for vehicles over 11, 794 kgs by a certified mechanic.
 - d. Fire vehicles adopt the NFPA vehicle pumping testing, vehicle life cycle and preventative maintenance requirements.

Preventative Maintenance Schedule for Commercial Vehicles and Trailers

Preventative Maintenance on the commercial vehicles and trailers over the gross vehicle weight, GVW of 11,794 kg governed under the National Safety Codes includes a 3,000km service and maintenance inspection.

Items in this Preventative Maintenance inspection include;

1. Body, doors, seats, fenders, bumpers, mud flaps, sun visors, latches, door releases, chassis frame, underbody drive shaft hanger, brackets, guards, windshield, windows, mirrors.
2. Fuel tank, filler cap, and fuel lines, exhaust system.
3. Brake friction components, hydraulic, vacuum and air components, mechanical components, service brake pedal, air brake system, parking brake, emergency brake, service brake.
4. Engine controls, steering column, and box, wheel alignment, steering linkage.
5. All suspension components.
6. Horn, windshield wipers and washers, heating and defrosting, starting switch, lamps, lights, and reflectors.
7. Tires, wheel studs, rims, and bearings.
8. Lubrication components.
9. Fifth wheel coupling devices, trailer hitches, trailer mount and connecting devices (trailers).



Truck and Trailer Pre/En-route/Post Inspections

Inspections of our truck and trailers are of three basic types:

1. Pre-Trip Inspections – Inspections conducted before each trip takes place. The inspection is required by provincial and federal law to detect defects that could cause accidents, breakdown, or poor performance of the unit.
2. En-route Vehicle and Load Inspections – The load inspections are conducted within the first 80 km after loading the vehicle and then re-inspect the load and securement system every 240kms or every 3 hours or when the operator stops. When the operator stops, a visual inspection is required to check on critical items such as, but not limited to; tires, wheels, rims, brakes, lights, and the securement of the load.
3. Post-Trip Inspections – These inspections are also a requirement of provincial and federal law and take place at the end of a trip, day, or tour of duty. The Post-Trip Inspection identifies any defects that the driver has discovered during the operation of the vehicle.
4. Fire vehicles are post-inspected after an emergency incident call out, pre-use parade vehicle inspections, and monthly detailed vehicle inspections.

Walk Around Pre-use Checks

The walk around drawing shows one of the ways of making a full circle check of the unit you are driving. You should do a Walk Around Check before you start your trip.

The order you do the check can be changed, but make sure you check everything listed on the diagram and always make a complete circle around the vehicle. *Note: before starting a check, make sure you block the wheels and apply the parking brake.*

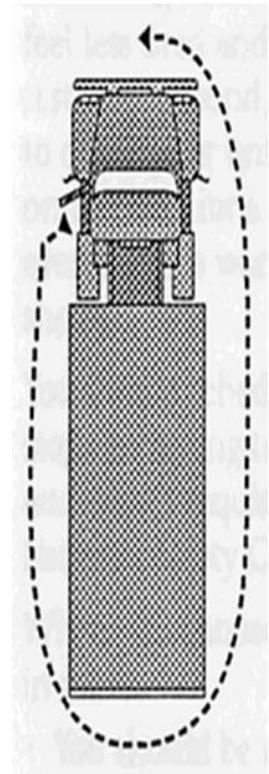


Element 3 – Hazard Controls

Implemented: 2020-01-01

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- ✓ Windshield Wipers
- ✓ Windows
- ✓ Mirrors
- ✓ Horn
- ✓ Saddle Tanks
- ✓ Hose Connectors
- ✓ Tail and Clearance Lights
- ✓ License Plates
- ✓ Racks
- ✓ Doors
- ✓ Brake Lights
- ✓ Radiator and Crank Case Levels
- ✓ Wheels, Lug Nuts, and Tires
- ✓ Exhaust System
- ✓ 5th Wheel
- ✓ Landing Gear
- ✓ Suspension
- ✓ Tarps and Lashings
- ✓ Signal Lights
- ✓ Clearance Lights
- ✓ Head lights



Check Additional Items

- ✓ The vehicle for damage to lights, clearance lights, bumpers, fenders, and mud flaps.
- ✓ The tires for damage, wear proper inflation, missing valve caps, wheel lug nuts, and objects lodged between the dual wheels.
- ✓ All springs for sag, U-bolts for tightness, pintle hitches for signs of cracks, and under the truck for signs of fluid leaks.
- ✓ The rear-view mirrors and mountings and that the doors handles and latches all work properly.
- ✓ The fuel tanks, fuel levels, the air vent, and proper fitting cap.
- ✓ The tarps, lashings, tailgates, placards, safety chains, and rear doors (if applicable).



Hazardous Materials and Products Program

Purpose

WHMIS 2015 is an update of the previous chemical hazard system, WHMIS 1988, and incorporates elements of the Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

WHMIS 2015 includes the new harmonized criteria for hazard classification and establishes the requirements for labels and Safety Data Sheets, (SDSs).

Definitions

GHS – Globally Harmonized System

SDS – Safety Data Sheet

WHMIS – Workplace Hazardous Materials Information System

TDG – Transportation of Dangerous Goods

Legislation

The Alberta OHS Code, Part 29, WHMIS outlines the employer's and worker's responsibilities regarding the safe handling, storage, and usage of hazardous materials and products at the worksite. The Code outlines the requirements for the application of a WHMIS program, training requirements, label requirements, decanting and transferring, laboratory sampling, safety data sheets availability and updates, and providing information to medical professionals as part of the emergency management program.

Additional legislation for hazardous products and materials include the Canada Hazardous Products Act, Canada Explosives Act, Canada Pest Control Products Act, Canada Nuclear Safety and Control Act, Canada Consumer Product Safety Act and the Canada Transportation of Dangerous Goods Act.

Materials or hazardous products, which fall into the additional Canadian legislation for hazardous products legislation, additional training, and develop safe work procedures and emergency procedures are, such as Fire Department handling Fire Works or Public Workers receiving, storage or transportation of dangerous goods or fuels and materials of a specified quantity.

The Alberta OHS provides a WHMIS 2015 for Employers guideline, as an interpretation of the federal Hazardous Products Act and Alberta OHS legislation requirements around WHMIS training requirements for workers.

The Federal Transportation of Dangerous Goods provides a guideline and qualified third-party agencies to conduct employer and worker training in the TDG legislation.

WHMIS Directive & Procedures

The Town of Sexsmith values the safety and wellbeing of managers, supervisors, workers, volunteers, elected officials, contractors, sub-contractors, prime contractors, service providers,



Element 3 – Hazard Controls

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self-employed persons, and any other worksite party hired to conduct work activities on behalf of the municipality or volunteering for the municipality.

The Town of Sexsmith will require compliance with the federal and provincial compliance regulations for hazardous products, transportation of dangerous goods, and the WHMIS 2015 regulations.

Managers and supervisors shall provide general and workplace specific WHMIS 2015 training and education for all workers and other worksite parties who are exposed or likely to be exposed to hazardous materials in the performance of their job duties or volunteering duties.

The Town of Sexsmith shall consult the joint health and safety committee to ensure the appropriateness of the training and education materials and programs.

Responsibilities

Managers & Supervisors

- Ensure training for workers, and any other worksite party to the general and workplace specific WHMIS program and TDG, when applicable.
- Ensure all hazardous products and materials have supplier labels upon receiving the goods and refuse to accept goods or materials where supplier labels are missing.
- Ensure the use of workplace labels when decanting products.
- Follow up on any incidents or near misses reported of spills or releases.
- Report any spills or releases to the appropriate regulatory body, when required.

Workers

- Participate in WHMIS 2015 training and education.
- Report any violation of safe work procedures connected to WHMIS 2015 to their immediate supervisor, manager, or safety representative.
- Inform their immediate supervisor, manager, or safety representative when they do not have the proper information on a hazardous product or material, such as a missing workplace label, supplier label or a missing safety data sheet.
- Report spills or releases of hazardous materials or products immediately to their supervisor, manager, or a health and safety representative.

Contractors, Suppliers & Other Worksite Parties

When contractors are bringing their hazardous products and materials onto a municipal worksite or a worksite under the control of the municipality the contractor or supplier shall;

- Identify if their products are hazardous.
- Prepare labels and SDSs to provide to purchasers of hazardous products intended for use in the workplace.
- Provide proof of trained workers responsible for handling, using, storing hazardous products and materials.



WHMIS Program Procedures

The municipality will ensure control measures are implemented to reduce the risk of accidental spills, releases, or worker exposures to hazardous products and materials.

- Keep all areas current on the WHMIS 2015 legislative changes and any applicable transitional timelines.
- Meet all regulatory and legislative standards.
- Provide training to all workers, managers, supervisors, volunteers and other worksite parties with information and training on hazardous materials and the safe use of hazardous products in the workplace
- All containers holding hazardous materials have appropriate labels;
- Safety Data Sheets are current, accessible, and contain additional hazard and precautionary information.
- New products purchased have supplier labels, and managers are to refuse delivery when supplier labels are missing.
- Ensure suppliers provide the appropriate supplier labels and safety data sheets.
- Hazard assessments are completed and reviewed, and control measures are implemented to protect the health and safety of workers.

WHMIS Training and Education Process and Procedures

The www.whmis.org website outlines the regulations and legislation for employers to train their workers on WHMIS 2015.

A generic WHMIS training certificate is only one part of the training. The WHMIS legislation recognizes general or generic training as completing half of the required training.

Workplace-specific is the second half of the required WHMIS training for workers and worksite parties.

Training requirements include the general and workplace-specific for new workers, volunteers, contractors, sub-contractors, prime contractors and any other worksite party working with or may have an exposure to hazardous materials and products on the municipal worksite or a worksite under the control of the municipality.

Previous employer's WHMIS training cannot be accepted toward completing WHMIS training, as often it is completed in-house and specific to that organization's hazardous products.

What can be counted as a worker being partly trained is an on-line course, AMHSA or CCOHS on-line course. The on-line course is not enough to meet all the new training requirements under the legislation.

Acceptable Training Completion Example

If a worker or volunteer has a completed WHMIS training certificate from CCOHS or AMHSA, HR Downloads, or any other qualified training provider, this satisfies the general WHMIS training requirement.

- The manager and supervisor will need to complete a workplace-specific training.



Element 3 – Hazard Controls

Implemented: 2020-01-01

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- The workplace specific training may include reviewing hazardous products during a health and safety meeting with affected workers.

Unacceptable Training Completion Example

If the worker shows a WHMIS training certificate that indicates “ABC Company WHMIS trained,” this does not count for general training or meet the workplace-specific training for the municipality.

The worker needs both a general and workplace-specific WHMIS training.

WHMIS Worker Education and Training Must Include;

The following excerpt is from the WHMIS 2015 for Employer guideline.

Employers must provide WHMIS training for workers if they work with or near a hazardous product. The training and education must be tailored to the hazardous products at the work site and must be developed in conjunction with the health and safety committee or health and safety representative.

- *General education about WHMIS*
- *Workplace-specific (product and task-specific) training components that apply in the workplace where the hazardous product is used.*
- *Education in the purpose and significance of that information to workers’ health and safety on the job, and*
- *Education pertaining to workplace-specific WHMIS program administration, and location of safety data sheets.*

WHMIS Workplace-specific Training Must Include;

The following excerpt is taken from the WHMIS 2015 for Employer guideline.

Workplace-specific WHMIS training instructs workers on the hazards of the products they work with or may be exposed to in the workplace. Training will also include a review of safe work procedures applicable to those products.

- *The product specific hazard information provided by the supplier and all other hazard information of which the employer is aware.*
- *The different modes of product identification such as colour codes, number codes and any other means of clear identification used to label hazardous products in transfer systems (piping, conveyors, etc.), or reaction (process) vessels.*
- *Safe work instructions for the safe use, handling, or storage of hazardous products used at the workplace.*

Developing a WHMIS Training Program – General and Workplace-Specific

When developing a general and workplace-specific training program, managers and supervisors are to consult with health and safety representatives, affected workers. Consultations with



Element 3 – Hazard Controls

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managers, supervisors, workers, and health and safety representatives, or a health and safety committee - if there is a committee, helps build a comprehensive program.

General training for workers provides an overview of the legislation, roles, and responsibilities of workers, employers, and suppliers. Worker and health and safety representatives are encouraged to comment and provide recommendations on the;

- Content of the program
- Amount of training?
- Who needs the training?
- How are new workers, volunteers trained during their orientations?
- Who will deliver the training program???

Workplace-specific training and education program shall include information on the following;

- A review of hazardous products and materials used in the workplace
- Responsibilities of contractors on-site using the hazardous products and materials
- Supplier labels
- Hazard symbols and pictograms
- Safety data sheets and how to find information quickly, e.g., first aid and emergency procedures
- Hazard groups
- Hazard classes
- Hazard categories
- Hazard statements
- Signal words
- A review of additional safe work and emergency procedures for;
 - The safe use, storage, handling and disposal of hazardous materials in the workplace
 - Handling and cleaning spills and releases
 - An emergency event involving hazardous products
 - Information to provide to medical professionals
 - Workplace-specific training on measures for working safely with hazardous products and materials

Annual Assessment and Frequency of Training

The WHMIS law does not specify the frequency of WHMIS education and training.

The employer must ensure that education and training are adequate to the risk and hazards in the workplace.

An annual assessment of the WHMIS program is a requirement, under the WHMIS legislation. The yearly evaluation helps provide an assessment on an ongoing basis, and employers are to check on the workers' knowledge and understanding.

To assist managers and supervisors with the annual assessment of their department's WHMIS program, they are to use the WHMIS 2015 Annual Evaluation Report.



Element 3 – Hazard Controls

Implemented: 2020-01-01

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When a new worksite or a department wishes to implement a WHMIS program, managers and supervisors are to use the WHMIS 2015 Implementation Checklist as a guideline.

WHMIS legislation no longer requires a mandatory 3-year recertification requirement, the best practice other municipalities and industry follows is minimum 3-year recertification of a workplace-specific overview as a training refresher.



Chemical & Biological Hazard Program

Legislation

The Alberta Occupational Health and Safety Code, Schedule 1 Chemical Substances and processes are requiring a code of practice, and Table 1 Occupational exposure limits for chemical substances.

Chemical and Harmful Substances Procedures

Chemical hazards and harmful substances can be in the form of airborne chemicals and hazardous substances and fluid chemicals and hazardous substances. They can be naturally occurring or brought in for the work at hand.

Chemical storage, usage, and application are in water treatment plants, sewage treatment plants, swimming pools, and other municipal worksites.

Harmful Substances - Worker Exposure

- Managers and supervisors must ensure a worker's exposure to any substance listed in the Alberta OH&S Code, Schedule 1, and Table 2 is as low as reasonably practicable, and the exposure does not exceed the identified occupational exposure limit.
- If occupational exposure limits are not established for a harmful substance present at a work site, an employer must ensure that all reasonably practicable steps are taken to keep workers exposure to that hazardous substance as low as reasonably practicable.
- If a worker is exposed to a substance listed in the Alberta OH&S Code, Schedule 1, Table 2 at a concentration that exceeds its 8-hour occupational exposure limit, but is less than its 15-minute occupational exposure limit, the employer must ensure that:
 - Each 15-minute period of exposure is followed by a period of at least 60 minutes during which the airborne concentration of the substance is at or below its 8-hour occupational exposure limit,
 - The worker cannot be subjected to more than 4 of the 15-minute periods of exposure in a continuous 24-hour period, and
 - The 8-hour occupational exposure limit cannot be exceeded.

Workers are not to be exposed to a substance listed in Alberta OH&S Code, Schedule 1, and Table 2 at a concentration exceeding its ceiling limit at any time.



Chemical Substances Requiring A Code of Practice

The following are the identified substances and processes requiring a code of practice, AB OHS Schedule 1, Table 1.

- Arsenic and Arsenic compounds
- Asbestos
- Benzene
- Beryllium
- 1,3 Butadiene
- Cadmium
- Coal Tar Pitch Volatiles
- 1,2 Dibromoethane (Ethylene dibromide)
- Ethylene Oxide
- Hexachlorobutadiene
- Hydrazine
- Hydrogen Sulphide
- Isocyanates
- Lead and Lead Compounds
- Methyl Bromide
- Methyl Hydrazine
- Perchlorates
- Silica Crystalline, Respirable
- Styrene in Styrene Resin Fabrication
- Vinyl Chloride (Chloroethylene)
- Zinc Chromate

If chemicals listed in Schedule 1, Table 1 is present at a worksite, then managers and supervisors are to control exposure limits and create the required Code of Practice related to chemicals used in work activities.

Managers and supervisors are to provide safety data sheets and any other relevant information for all chemicals used in work processes and chemicals readily available at the worksite or workplace to Service Providers.

Chemical substances will be stored in proper containers to minimize the potential for a spill.

Chemicals must be stored according to the manufacturer specifications and stored appropriately to reduce exposure or accidental spills or leakages and in areas away from water and storm water.

Chemical, biological, and harmful substances can be found at the worksite or in the workplace. Managers and supervisors are responsible for protecting workers against the inadvertent effects of chemical hazards.

The three main routes of entry of a substance into the body are;

- Inhalation — by being inhaled.
- Dermal — by being absorbed through the skin.
- Oral — by being swallowed.

Workers must be trained in WHMIS 2015 and relevant Safety Data Sheets and when required, trained in Transportation of Dangerous Goods, TDG.



Element 3 – Hazard Controls

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Managers and supervisors must complete chemical hazard identification, risk assessment, and implement the appropriate level of controls in work activities and work processes.

- Secondary storage and spill containers, ventilation,
- Available safety data sheets, training,
- Safe work and chemical handling procedures for the use, storage,
- Cargo securement and transportation of chemicals,
- Procedures when working in proximity of chemicals used and stored,
- PPE and PPE training.

Examples of Potential Health Hazards

H₂S is naturally occurring and can cause death. Many other chemicals are manufactured including asbestos at the worksite that can cause respiratory and other life-threatening ailments.

- If there is a possibility of worker exposure to a harmful substance at a worksite, an employer must identify the health hazards associated with the exposure and assess the Worker's exposure.
- The employer must ensure possible worker exposure to a harmful substance at a worksite; workers are to be;
 - Informed of the health hazards associated with exposure to that substance
 - Informed of measurements made of airborne concentrations of hazardous materials at the worksite
 - Trained in procedures developed to minimize the workers' exposure to hazardous substances and understand the procedures.
- The potential health hazards can be devastating.
 - Hazardous chemicals and harmful substances can cause respiratory failure long term disability or even death.
 - The chemical substances listed on the previous page, require a Code of Practice for their use. MSDS information must be available to Workers that may always be exposed to hazardous chemicals at the worksite.
 - Workers must be knowledgeable about the health hazards associated with these chemicals and harmful substances.
 - Workers must wear the appropriate PPE when there is even a possibility of exposure, including SABA and SCBA.
 - Continuous monitor airborne hazardous chemicals at the worksite with a continuous reading or direct reading instrument.



Airborne Concentration Measurements

The following are excerpts from the Alberta OHS Code Part 4, Section 20.

If a worker measures the airborne concentration of a harmful substance for complying with the occupational exposure limits as required by the Code or Practice, the worker must make the measurement in accordance with the NIOSH Manual of Analytical Methods, 4th Edition (August 1994), published by the United States Department of Health and Human Services, as amended up to and including the 2nd supplement (January 15, 1998), or using methods or procedures that are approved by a Director of Occupational Hygiene.

If there is no analytical method or procedure that complies with the subsection above, and employer may use a continuous reading direct reading instrument to measure hydrogen sulphide concentration in the air if the instrument is used, calibrated and maintained according to the manufacturer's specifications.

If the person is counting fibers, the person must apply NIOSH Method 7400 and only to particles that meet the size criteria for fibers.

An employer must record the results of the measurements and keep them for three (3) years after the completed measurement date.

Worker Decontamination

The following are excerpts from the Alberta OHS Code Part 4, Section 23-24.

Where there is a possibility of worker exposure or a worker having chemicals splashed on skin or clothing or in the eyes; the employer must have available a mobile shower unit, or eye wash unit, or drench unit applicable to the type of work and the type of chemicals.

- If a harmful substance at a worksite contaminates a worker, the employer must provide the facilities, including showers, the worker needs to remove the contamination before the worker leaves the worksite.
- Or, for less severe clothing contamination there will be provision for the worker to leave the worksite and don clean clothing before returning to work or take off coveralls and replace them with clean coveralls.

Storage of Harmful Substances

The following are excerpts from the Alberta OHS Code Part 4, Section 27.

An employer must ensure that a harmful substance used or stored at a worksite;

- *Is clearly identified, or its container is clearly identified*



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

- *Is used and stored in such a way that the use or storage is not a hazard to Workers and the environment.*
- *Identify all hazardous substances with WHMIS labeling, and safety data sheets are available for workers to use where the hazardous chemicals and products used.*



Working Alone Program

Purpose

“Working alone” means that a worker is working alone at a work site and that assistance is not readily available if there is an emergency or the worker is to become injured or ill.

In certain circumstances, situations or environments are unsafe and require special working alone arrangements to minimize potential hazards. “Alone” means that the worker is beyond visual or audible range of any other individuals for more than a few minutes at a time. An effective means of communication (radio, telephone, GPS or other devices) between the worker and person(s) capable of responding to the worker's needs shall be established.

Legislation

The Alberta OHS Code, Part 28 Working Alone the employer must, for any worker working alone, provide an effective communication system consisting of; radio communication, landline or cellular telephone communication, or some other effective means of electronic communication that includes regular contact by the employer or designate at intervals appropriate to the nature of the hazard associated with the worker's work.

The Alberta OHS Code, Part 2 Hazard assessment, elimination and control the employer must assess a work site and identify existing and potential hazards before work begins at the worksite or prior to the construction of a new worksite. Working alone is an identified hazard and must be identified on hazard assessment forms, risk assessed, and control measures identified and implemented.

Working Alone Directive Statement

The Town of Sexsmith is committed to providing a safe and health environment for all workers and includes when workers are working alone or in isolation from each other.

The Working Alone Directive helps minimize risks when workers are working alone or in isolation from each other.

Working alone in certain circumstances, situations, or environments can be unsafe and requires special arrangements to minimize potential conditions and hazards.

Managers, supervisors, and workers, who will be working alone or in isolation, are to develop a site-specific call-in process based upon the risk level of the worksite hazards.

Workers who work alone or those responsible for checking on workers working alone should be competent in their tasks and trained; knowing what their responsibilities, call-in procedures, and any other person that is assigned to check on the worker.



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

Responsibilities

Managers and Supervisors

Assess the worksite hazards and competency level of the assigned worker and determine if the worker is competent and safe to work alone or in isolation. Take all reasonable steps to eliminate, and if that is not possible, then control the hazards associated with working alone.

Managers, supervisors, and the affected workers shall complete a hazard assessment to identify all or any actual risks and hazards when working alone or in isolation.

Managers and supervisors are to ensure working alone procedures are developed, implemented, communicated, and enforced, in situations where workers will be working alone, traveling long distances or working in isolation.

Identify the site-specific call-in process for working alone and ensure affected workers are trained in the working alone call-in and reporting procedures.

Managers, supervisors, or other workers assigned to check-in with workers who are working alone or in isolation are to pre-determine a check-in schedule. The check-in schedule is based upon the risks and hazards associated with the worksite.

Workers

Must comply with the working alone procedures and the site-specific call-in procedures.

The worker who is working alone must report anything unhealthy or unsafe and cooperate with their supervisor or manager immediately.

If the working alone or in isolation is unsafe or dangerous, based upon the reasonable ground, the worker must inform their manager or supervisor immediately and may be asked to participate in correcting the worksite hazard.

Working Alone Hazard Assessments Guidelines

Managers, supervisors, and workers are to work together in assessing the worksite and evaluating situations where workers will be working alone, traveling long distances greater than 100 kms or working in isolation, and identifying the site-specific working alone procedures and call-in procedures.

Managers, supervisors, and workers will evaluate working alone assignments on a job-to-job basis and consider the following risk factors for working alone:

- Tasks and hazards performed at the worksite.
- Consequences resulting from a “worst case” scenario. Asking the question, “What if?”
- Likelihood for other persons to be in the area.
- The possibility that a critical injury or incident could prevent the worker from calling for help or leaving the workplace.
- Emergency response time.



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

- Worker's training and experience and abilities
- Frequency of job supervision, if any.

The site-specific working alone/isolation call-in procedures identify the following steps;

- Assignment of a designated worker to contact the lone worker.
- Contact intervals must be pre-determined (based on hazards, but no more than 2-hour intervals).
- Identify how often check-ins from workers during the day and at regular intervals, such as a check at the end of the work shift or upon arrival after long distant driving, (greater than 100kms).

Examples of Suggested Check-in Schedules;

- Low Hazard Work – at the beginning and end of work.
- Medium Hazard Work – at the beginning and the end of work plus once every 2-3 hours.
- High Hazard Work – At the beginning and end of work plus once every 15 to 30 minutes.

General Working Alone Procedures

The Working Alone Safety A Guide for Employers and Employees, Alberta Government and the Working Alone Best Practices, September 2000 guidelines used to develop the general working alone procedures.

Where site-specific working alone practices are identified, will require managers, supervisors and workers develop specific safe work practices to reduce the risks of working alone or in isolation.

There are times when staff are required to either work alone or isolated, such as, meeting clients in their homes or conduct work site inspections or handle cash and make deposits or other tasks where the worker leaves the Administration Office location.

A few examples in the Administration Office staff who may be working alone;

- The FCSS Coordinator to occasionally make client calls to seniors who are isolated and need to obtain signatures on program documents.
- Administrative staff who collect cash and make deposits, mail deliveries, obtaining supplies.
- Firefighters or Development/Planning staff conducting compliance site inspections.
- Staff who need to drive.
- Attending off-site meetings, training sessions, conferences.
- Volunteers working alone or in isolation from each other.
- After hours inspection at a facility or dealing with pool chemicals.



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

Handling Cash and Making Deposits General Procedures

For staff who handle cash and make deposits, the ***Robbery Prevention Standard*** and the ***Robbery Checklist*** are available to reference for training on how to keep oneself safe during a robbery and strategies for reducing the temptation of attracting potential robbers.

Handle cash away from public view and reduce the visibility of money.

When making deposits, change the routes daily and keep cash in an undisclosed bag.

If large deposits are required, then arranging with the Peace Officer for escort to the bank may be a viable option.

Managers and supervisors and workers are to work together to develop their site-specific robbery practices and safe delivery procedures, communicate the procedures and train workers who handle cash on robbery prevention, what to do in a robbery situation, and safe delivery of cash deposits to the bank.

Recommended Emergency Kit Supplies

An emergency kit and first aid kit available in the vehicle are recommended, especially when traveling long distances or continually working alone or in isolation from other workers.

- Type P First Aid kit (personal size first aid kit).
- Moving booties or a second pair of inside shoes, (always keep your footwear on when entering a home).
- Emergency contact list pre-programmed into cell phones or a printed list available in the worker's vehicle.
- Cell phone and charger cord (this may be your cell phone and charger cord).

Letting Others Know

Keeping your Outlook Calendar open and available for all the staff to access is a valuable tool to let others know of your schedule, who you are meeting, and where you are going. Other tools are to develop a separate schedule or a list of site inspection visits with your team.

Information to include in your Meeting Schedule or Check in/out Board;

- Name of client you are visiting.
- Address of site.
- Contact information, telephone numbers.
- Approximate visit time or length of stay.
- Include any other details that may help know where you are going or the site conditions.
- End of shift call-in procedures, i.e., 1070 check-ins, call reception to inform others of your whereabouts.

The in/out board is an easy visual tool for others to reference when you are out and your expected return times.



Element 3 – Hazard Controls

Implemented: 2020-01-01

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Assessing the Worksite

When arriving on the site, make a visual inspection before leaving your vehicle. The visual inspection may include;

- General location of the site.
- Is there clear visibility or are there trees and shrubs blocking your visibility to the client site
- Determine the best place to park your vehicle so that it provides easy access in the event of an emergency departure.
- If parking in a cul-de-sac, then park your vehicle in the direction you will be exiting.
- If you feel unsure or unsafe (having a gut feeling you should leave), then do not enter the client site. Reschedule when someone else can accompany you or if needing law enforcement to accompany your delivery.
- Avoid confrontations.

General Call-in Procedures

Calling in to let your coworkers, supervisors, and teams know that you arrived at the destination and calling in when you leave needs to be determined based upon the risk and nature of the working alone situation.

The following are guidelines to determine how often to call-in when arriving and before departure.

- If you will be away for more than 2 hours or travelling distances greater than 100kms, then call in to let your co-workers, supervisor, and manager know you are okay, arrived/departing, or need assistance.
- If you will be delayed by a significant amount of time when returning to the office, such as more than an hour, then call in and let someone know to change the return time on the in/out board.
- If you are not returning to the office, then let your coworkers know, Supervisor, or Manager.

Site-specific call-in procedures and identifying internal emergency contacts and contact information will need to be identified and developed for each department where workers are working alone, after hours, or in isolation from each other.

Facilities, such as FCSS home workers, pool or water/wastewater facilities or public works, fire halls, field sites, may use their site-specific hazard assessment form or the ERP site-specific form to identify their working alone call-in procedures. A supervisor or manager may wish to document the check-in/out times in their communication book or have a separate log, when recording worker check-ins.

Safe Driving Practices

The first question to ask yourself before driving to the site, is the trip necessary?

Poor weather conditions or other circumstances may require you to reschedule the trip.



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

The operation of motor vehicles must follow all safe driving laws, vehicle codes, traffic laws, company procedures, and manufacturer's recommended operating guidelines.

The municipality will not be responsible for any speeding tickets, distractive driving tickets, or any other provincial operator driving offences where the ticketing offense is about the operator's unsafe driving operation.

Conduct a walk around of your vehicle. Is the vehicle fit for the travel?

Report any deficiencies, such as a broken taillight, flat tire, low tire, or any other damages that may need repairs.

If you are using your personal vehicle for work activities, then it is your responsibility to maintain your personal vehicle. A supervisor or manager may conduct a visual check of your vehicle.

Following the Safe Driving Rules

- Self-check your fatigue level, are you fit to drive?
- Wear your seat belt.
- Drive defensively.
- Drive within the posted speed limits or to the road conditions.
- Pull over to a safe space and make your telephone calls.
- Smoking in the municipal vehicle or municipal equipment is prohibited.
- Smoking is only allowed in designated areas.
- Following distractive driving regulations.



Workplace Harassment Prevention Policy

The management of the Town of Sexsmith is committed to providing a respectful and harassment-free work environment for all workers. Management expects all workers to treat each other with respect and dignity. Harassment is not to be tolerated by any person at or outside of the worksite including contractors, board members, public users, facility management and staff, customers, clients. Harassment is a serious issue, which harms workplace culture and the health and safety of workers.

The Town of Sexsmith, as the employer, is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of harassment. All managers, supervisors, workers, volunteers, elected officials, prime contractors, contractors and all worksite parties are obligated to uphold this policy and work together to prevent workplace harassment.

Workplace harassment is defined as any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offense or humiliation to a worker, or adversely affects the workers' health and safety, AB OHS Act, Section 1(q), and includes; conduct, comment, bullying or action because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation, and a sexual solicitation or advance.

Reasonable action taken by the employers or supervisor relating to the management and direction of workers or a worksite is not workplace harassment.

In support of this policy, implementation of the workplace harassment prevention procedures is available for all workers and worksite parties. It includes measures and procedures to protect workers from the hazard of harassment and a process to report incidents or raise concerns.

The Town of Sexsmith will ensure this directive and the supporting procedures are implemented and maintained. All workers and supervisors will receive relevant information and instruction on the content of the directive and procedures.

Supervisors will adhere to this directive and the supporting procedures. Supervisors are responsible for ensuring that workers follow and use the control measures and procedures and workers have the information they need to protect themselves.

All workers must work in compliance with this directive and the supporting procedures. All workers are required to raise any concerns about harassment and to report any incidents to the appropriate person.

The Town of Sexsmith will investigate and take appropriate corrective actions to address all incidents and complaints of workplace harassment in a fair, respectful and timely manner.

The Town of Sexsmith pledges to respect the privacy of all concerned, as much as possible. The Town will not disclose the circumstances related to an incident of harassment or the names of the parties involved, (including the complainant, the person alleged to have committed the harassment, and any witnesses). Disclosure of circumstances and names of the parties involved may be necessary to investigate the incident, to take corrective action, to inform the parties involved in the incident of the results of the investigation and implementation of corrective actions, or as required by law.

No worker can be penalized, reprimanded or discriminated against or harassed or in any way criticized when acting in good faith while following this directive and the supporting procedures for addressing situations involving harassment. The harassment prevention directive does not discourage a worker from exercising the worker's rights under any other law, including the *Alberta Human Rights Act* or contacting Police or filing a grievance.

Rachel Wueschner, CAO Signature

Date

Kate Potter, Mayor Signature

Date



Workplace Violence Prevention Policy

The management of the Town of Sexsmith is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. The Town will take whatever steps are reasonable to protect our workers from the potential hazards associated with workplace violence. Violent behavior or threat of violence in the workplace is unacceptable from anyone. This policy applies to contractors, board members, public users, facility management and staff, customers, and clients.

The Town of Sexsmith, as the employer, is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of violence. All managers, supervisors, workers, volunteers, elected officials, prime contractors, contractors and all worksite parties are obligated to uphold this policy and work together to prevent workplace violence.

Violence, whether at a work site or work related, is the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm and includes domestic or sexual violence.

In support of this directive, implementation of the workplace violence prevention procedures is available for all workers and worksite parties. The prevention procedures include measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents or raise concerns.

The Town of Sexsmith will ensure this directive and the supporting procedures are implemented and maintained. All workers and supervisors will receive relevant information and instruction on the content of the prevention directive and procedures.

Supervisors will adhere to this directive and the supporting procedures. Supervisors are responsible for ensuring that workers follow the control measures and procedures and workers have the information they need to protect themselves.

All workers must work in compliance with this directive and the supporting procedures. All workers are required to raise any concerns about workplace violence and to report any violent incidents or threats to the appropriate person.

The Town of Sexsmith will investigate in an objective and timely manner and take appropriate corrective actions to address all incidents and complaints of workplace violence in a fair, respectful and timely manner.

The Town of Sexsmith pledges to respect the privacy of all concerned as much as possible. The Town will not disclose the circumstances related to an incident of violence or the names of the complainant the individual alleged to have committed the violence and any witnesses. Disclosure of details and names of the individuals involved may be necessary to investigate the incident, to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, to inform workers of a specific or general threat of violence or potential violence, or as required by law. The employer will disclose only the minimum amount of personal information required that is necessary to inform workers of a specific or general threat of violence or potential violence.

No workers can be penalized, reprimanded, discriminated or harassed or in any way criticized when acting in good faith while following this directive and the supporting procedures for addressing situations involving workplace violence. This violence prevention directive does not discourage a worker from exercising the worker's right under any other law, including the *Alberta Human Rights Act*, or contacting Police or filing a grievance.

Rachel Wueschner, CAO Signature

Date

Kate Potter, Mayor Signature

Date



Workplace Harassment and Violence Prevention Procedures

The management of the Town of Sexsmith recognizes the potential for workplace harassment and violence and other aggressive behavior directed at managers, supervisors, workers, volunteers, elected officials, prime contractors, contractors or other worksite parties, visitors, customers, and clients.

The Town of Sexsmith will not tolerate any behavior from anyone that intimidates, threatens, harasses, abuse, injuries or otherwise victimizes managers, supervisors, workers, volunteers, elected officials, prime contractors, contractors and other work site parties, customers or clients and will take the appropriate protection measures from any potential hazards associated with workplace violence and harassment.

Workers have the right to contact the Alberta Human Rights and Citizenship Commission to file a complaint of sexual harassment and, if circumstances warrant it, may file a charge of assault with the police. A claim must be made to the Alberta Human Rights and Citizenship Commission within one year after the alleged incident.

Management is committed to providing for all municipal workers, other worksite parties, visitors, and volunteers the appropriate level of protection from the hazards associated with workplace harassment and violence.

Management will ensure hazards associated with workplace violence and harassment are identified on the formal and site-specific hazard assessment reports and processes and will review hazard assessment reports after each incident of workplace violence and harassment.

Hazard assessment processes will include the identification of the types of potential harassment and violence hazards and the identification of applicable control measures, such as training, procedures, engineering and security measures to reduce the occurrence of workplace harassment and violence.

Definition of Harassment

Workplace harassment is defined as any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offense or humiliation to a worker, or adversely affects the workers' health and safety, (AB OHS Act, Section 1(q)), and includes;

- *conduct, comment, bullying or action because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation, and a sexual solicitation or advance.*

Harassment occurs when a worker is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, colour, place of origin, gender, mental or physical disability, ancestry, marital status, sexual orientation, family status, or source of income. Alberta's human rights laws prohibit harassment in the workplace on these grounds.

All harassment is offensive, and in many cases intimidates others. It will not be tolerated within the municipality or at all municipal worksites or worksites where the municipality has control and responsibility to oversee the health and safety of worksite parties.



Element 3 – Hazard Controls

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EXAMPLES OF HARASSMENT WHICH WILL NOT BE TOLERATED;

- Verbal or physical abuse, threats, derogatory remarks, jokes, including jokes on weight and height.
- Innuendo or taunts about any employee's appearance, religious beliefs, colour, place of origin, mental, physical disabilities, ancestry, marital status, family status, source of income, gender or gender identity.
- Display of pornographic, racist or offensive signs or images; practical jokes that result in awkwardness or embarrassment; unwelcome invitations or requests, whether indirect or explicit.

Definition of Violence, included Domestic Violence

Workplace violence, whether at a worksite or work-related sites, means the threatened, attempt or actual conduct of a person to causes or is likely to cause physical or psychological injury or harm, and included domestic or sexual violence, AB OHS 1(yy).

When an employer is aware that a worker is exposed to domestic violence or is likely to be exposed to domestic violence at a works tie, the employer must take reasonable precautions to protect the worker and any other persona at the worksite likely to be affected, AB OHS Code Part 27 (390.3).

Violence in the workplace may fall into one of the following categories;

- Stranger violence (such as a robbery or kidnapping).
- Client/customer violence.
- Co-worker violence.
- Violence related to domestic issues.

Definition of Sexual Harassment

Sexual harassment, being discrimination on the grounds of gender, is a violation of the Alberta Human Rights, Citizenship, and Multiculturalism Act. Unwanted sexual advances, unwelcome requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature constitute sexual harassment when;

1. submission to such conduct is made either explicitly or implicitly a term of, or condition of, an individual's employment; or
2. submission to, or rejection of, such conduct by an individual affect that individual's employment.

Sexual harassment can include such things as pinching, patting, rubbing or leering, inappropriate or sexual jokes, pictures or pornographic materials, comments, suggestions, innuendoes, requests or demands of a sexual nature. The behaviour need not be intentional to be considered sexual harassment.

EXAMPLES OF WORKPLACE VIOLENCE AND HARASSMENT;

The following harassing and violent behaviours are not just limited to these examples. The examples identified are to provide a guideline of harassing and violent behaviour and not tolerated at the municipality.

- Verbal abuse, in person or on the telephone
- Threats, pranks, rumors, bullying
- Derogatory remarks, jokes, innuendo or taunts about appearance, religious beliefs, race, sexual orientation, physical appearance, weight, age
- Display of offensive images.



Element 3 – Hazard Controls

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- Practical jokes that result in awkwardness or embarrassment
- Unwanted physical contact such as touching, patting, pinching or punching
- Theft, Robbery, Kidnapping
- Rowdy or destructive behavior such as kicking, shoving and hitting
- A banned individual who is identified through the formal investigation process
- Arson

What is not Harassment and Violence in the Workplace

Reasonable actions taken by an employer or supervisor while managing and directing workers are not considered harassment. Reasonable actions considered to be part of a manager's or supervisor's work functions include changing work assignments, scheduling, assessing and evaluating work performance, inspecting workplaces, implementing health and safety measures, and taking disciplinary action such as dismissing, suspending, demoting, or reprimanding with just cause. Done reasonably and fairly, these actions should not be considered to be workplace harassment.

Differences of opinion or minor disagreements between co-workers are also not generally considered to be workplace harassment but can turn into harassment if no steps are taken to resolve the conflict. Similarly, difficult conditions of employment such as professional practice limitations, organizational changes, or financial restrictions, are not considered harassment.

Work-related stress, on its own, does not constitute harassment. However, an accumulation of stress factors resulted from harassing behaviours such as those described earlier may result in a harassment situation — Alberta Labour Harassment and Violence in the Workplace, *OHS requirements for workers and employers*, Bulletin LI045.

Managers and Supervisors Responsibilities

It is the responsibility of managers and supervisors or anyone supervising one or more employees to take immediate and appropriate action to report or deal with incidents of violence and harassment.

Managers and supervisors need support from workers to have all types of harassment, and violent situations reported.

- Ensure formal and site-specific hazard assessment reports and processes identify all potential situations and controls are in place to eliminate or control workplace violence and harassment.
- Ensure the appropriate control measure and protection procedures are implemented to minimize the risk to workers from workplace harassment and violence and documented on hazard assessment reports.
- Inform all workers on the potential for harassment and violence and identify any risks that are specific to the worker's work area and work activities.
- Ensure workers are trained on workplace harassment and violence policies and prevention procedures and trained in recognizing and are knowledgeable in using the appropriate responses to situations involving workplace harassment and violence.
- Ensure investigations are completed for all reported incidents of workplace violence, and corrective actions and preventative measures are identified, implemented, and workers are informed on the corrective or preventative measures.



Element 3 – Hazard Controls

Implemented: 2020-01-01

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- Ensure the health and safety representatives and committee members, where there is a committee, are involved in the review and updates to the Workplace Harassment and Violence Directive and Prevention Procedures.

Workers Responsibilities

- Required to follow the Workplace Harassment and Violence Directive and Protection Procedures and use all appropriate control measures to protect themselves and others from the occurrences of workplace violence and harassment in the workplace.
- Refrain from participating or causing workplace harassment and violence in the workplace, AB OHS Act, Part 1, Section 5.
- Must participate in Workplace Harassment and Violence directive and procedure training and training in recognizing violence and harassment in the workplace, reporting procedures, and obtaining assistance.
- Must immediately report all incidents of workplace harassment or violence to either their supervisor, any manager, HR personnel, health and safety representative or committee members, CAO.
- Workers are required to report workplace harassment or violence incidents, whether the worker has witnessed or been the victim of workplace harassment or violence. AB OHS Act, Section 5(e).
- Must participate in work site hazard assessments and implementing controls and procedures to eliminate or control the associated hazards associated with workplace harassment and violence.
- Must refrain from disclosing any confidential or personal information during or after the investigation, when asked to provide witness statements or be interviewed or involved with the investigation of incidents involving workplace harassment and violence.

No worker can be penalized, reprimanded, or in any way criticized when acting in good faith while following the procedures for addressing situations involving workplace harassment and violence.

Consequences for Not Reporting

When incidents of workplace harassment and violence are not reported, the unhealthy and unsafe work environment continues to exist.

Unreported incidents compromise the municipality's ability to prevent the harassment or violence from happening in the first place. Managers and supervisors are unable to help workers from continual exposure to workplace harassment and violence, if workers do not report incidents.

Unreported incidents of workplace harassment and violence impacts your safety and the safety of other workers, customers, and the community.

Reporting Procedures

If a worker witnesses a situation of harassment or violence, or the worker is exposed to harassment or violence in the workplace, the following steps are to be taken to stop the offense.

It is the responsibility of all managers, supervisors, and workers to report incidents of workplace harassment and violence. Being a bystander is an act of omission and may result in discipline to the individual who fails to report an act of violence or harassment in the workplace.



Element 3 – Hazard Controls

Implemented: 2020-01-01

Revised:

- If you feel safe to do so, informing the individual and ask them to stop and the behaviour is unwelcome.
- If you do not feel safe or feel you are unable to speak directly to the person, then ask for assistance in telling the individual to stop.
- Keep a record of incidents (date, times, locations, possible witnesses, what happened, your response).
- Report the incident right away and make notes and document the details of the incident as soon as it is safe to do so, recording details helps you remember the details of the event over time.
- If the unwelcome behaviour does not stop or escalates a more formal approach will need to be taken and may require the involvement of either or a combination of;
 - Department Managers
 - Human Resources Personnel
 - Supervisors
 - Health and Safety Representative or Committee Members, if available and are competent to assist
 - Third Party Investigator, for severe incidents of harassment and violence

Report all incidents of workplace harassment and violence to your supervisor. If the person you are reporting on is your supervisor, then report to your department manager.

If the person you are reporting on is your department manager, or you do not feel safe to report to your department manager, then report to any other department manager, CAO, Health & Safety Representative or Committee member.

If the person you are reporting on a senior level manager, then report to the CAO.

If the person you are reporting on is the CAO, then you report the incident to the mayor or member of the council.

Workers have the right to report incidents of workplace harassment or violence to the OHS Contact Centre at Toll free: 1-866-415-8690 (Alberta) or Phone: 780-415-8690 (Edmonton).

Investigation Procedures

All reported workplace harassment and violence incidents must be documented using the appropriate reporting form.

Managers and supervisors are to investigate workplace harassment and violence occurring in their areas and document the investigation process.

If the offending party is the manager or supervisor, then the CAO and other department managers not involved in the areas where the incident took place will investigate the event of workplace harassment and violence.

If the complaint of workplace harassment and violence is against the CAO, then a member of the council or mayor may be involved in the investigation.

The CAO and Elected Officials may opt to hire a qualified and trained third-party investigator if;

- The complaint is a serious workplace incident, as defined by Alberta Act Section 40.
- The complaint is severe enough in nature, albeit the incident does not meet the threshold under Alberta Act Section 40.



Element 3 – Hazard Controls

Implemented: 2020-01-01

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Investigation Process

1. Once a complaint is received, it will be kept strictly confidential. Managers and supervisors will immediately investigate, and all necessary steps taken to resolve the problem. If appropriate, action taken may include conciliation.
2. Upon receiving a documented complaint, the complainant will receive a written acknowledgement including the steps being taken to resolve the complaint.
3. Interview both the complainant and the alleged harasser, as will any individuals who may be able to provide relevant information. All information will be kept in confidence.
4. If the investigation reveals evidence to support the complaint of harassment or violence, then managers and supervisors are to implement corrective actions, which may include, but not limited to;
 - An apology.
 - Both the victim or perpetrator may require training or counselling.
 - Separating the victim and perpetrator from each other may be a permanently or temporarily solution.
 - Discipline may include suspension or dismissal, and the perpetrator will have the incident documented in their personnel file.
 - The complainant will not have documentation added to their personnel file, where the complaint is filed in good faith, whether the complaint is upheld or not.
5. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser.
6. Regardless of the outcome of a harassment or violence complaint made in good faith, the worker lodging the claim, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors.
 - Retaliation includes dismissal, demotion, unwanted transfer, denial of opportunities within the company or harassment of an individual; as a result, the worker has made a complaint or has provided evidence regarding the claim.

Informing Parties & Confidentiality

Employers will not disclose the circumstances related to an incident of harassment and violence or the names of the complainant, the person alleged to have committed the violence and any witnesses, except;

- Where necessary to investigate the incident.
- To take corrective actions to be taken to address the incident.
- Inform parties involved in the incident of the results.
- Where necessary to inform workers of a specific or general threat of violence or potential violence.
- As required by law.

All personnel involved in the investigation process, providing witness statements or details to the incident of workplace harassment and violence are to keep all information regarding the details confidential during the investigation process and post-incident.

Reporting to Alberta Labour, OHS Contact Centre

When an incident of harassment and violence occurs at a worksite, the prime contractor, or if there is no prime contractor, then the employer shall report the incidents of harassment and violence to the OHS Contact Centre when the incident resulted in the death of a worker or the incident resulted in the worker being admitted into the hospital, AB OHS Act Section 40.



Element 3 – Hazard Controls

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Revised:

If the incident of the workplace harassment or violence had the potential for causing serious injury to a person occurs at a work site, the prime contractor or, if there is no prime contractor, the employer shall, (AB OHS Act, Section 40(5));

- *Report the time, place and nature of the incident.*
- *Carry out an investigation into the surroundings of the incident.*
- *Prepare a report outlining the circumstances of the injury or incident and the corrective actions.*
- *Ensure a copy of the report is readily available and proved to an officer on demand.*
- *Provide a copy of the report to a Director of Inspections.*

Investigation Training Requirements

Managers, supervisors, health and safety representatives, committee members require incident investigation training and may include additional specialized training when investigating workplace harassment and violence incidents. If hiring a third-party investigator, managers hiring the investigator must ensure the hired investigator is qualified as workplace harassment and violence investigator.

Serious incidents or complex incidents of workplace harassment and violence may involve the Police or Peace Officer assistance.

Reviewing and Updating the Workplace Harassment and Violence Policies & Procedures

Managers and supervisors will consult with the health and safety representatives and committee, if a committee is required, on the workplace harassment directive and procedures.

Review Workplace Harassment and Violence Policies and Protection procedures, at a minimum;

- Every three (3) years.
- After an incident of workplace violence or harassment.
- When either the health & safety representative or committee request a review or update.

Obtaining Assistance & Entitlement to Pay

An employer must ensure that a worker reporting an injury or adverse symptoms resulting from an incident of violence or harassment is advised to consult a health professional of the worker's choice for treatment or referral, AB OHS Code Part 27, Section 391.2.

When a worker is treated or referred by a physician and if the treatment session occur during regular work hours, the employer at the work site where the incident occurred shall not make a deduction from the worker's pay or benefits for the time during which a worker attends the session, AB OHS Code Part 27, Section 392.

Managers and supervisors are responsible for informing the workers or others involved in the workplace harassment and violence of their rights for obtaining assistance and entitlement to pay and where additional assistance or help can be obtained.

Additional assistance; Employee Assistance Program, Worker's medical doctor or counsellor, Alberta Health Services and the Canadian Mental Health Association of Grand Prairie.



Element 3 – Hazard Controls

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Canadian Mental Health Association, Grande Prairie

9713 100 Avenue
Grande Prairie, Alberta T8V 0T5
T: (780) 814-2349
E: info@gpcmha.ca
W: www.gpcmha.ca

Alberta Health Services, Addictions and Mental Health

Grande Prairie Aberdeen Centre
9728 101 Avenue
Grande Prairie, Alberta T8V 5B6
T: (780) 833-4323
W: www.albertahealthservices.ca

Health Link

Call 811 to have an Information & Referral Specialist help find the service that's right for you. We're available 24/7 to help.

Emergencies – 911 (24/7)

Addictions Help Line – 1-866-332-2322 (24/7)

Mental Health Helpline – 1-877-303-2642 (24/7)



Dealing with Potentially Dangerous Situations

We all have different degrees of tolerance for certain behaviours or risks. Trust your judgement without second-guessing yourself.

Any incident where you feel threatened, intimidated, feel there is a potential for physical injury, the priority is to get out, get help and report the incident.

- Always be prepared to ask for help and report the incident, when safe to do so.
- Remain calm and resist becoming angry.
- Engaging in unprofessional behaviour distracts from resolving the situation.
- Take the necessary precautions to ensure the safety of yourself, other workers, and the public.
- Refrain from using abusive language or escalating the situation with the individual.
- Be a professional and refrain from being enticed. Engaging in horseplay and engaging in taunting and retaliation from other workers, members of the public or children may be grounds for your discipline.
- If the individual continues the offensive behaviour, assess the situation, and use good judgment. If necessary, contact the Police or Peace Officer for assistance.
- It is strictly prohibited to retaliate against the individual — interpretation of sexual or violent offense can be as simple as placing your hands on the individual.
- If the facility is equipped with a panic button, and it is safe to do so, use the emergency call button or use the emergency safe word, e.g., being threatened with physical harm, being robbed, harassed or taunted.
- Complete an incident report and document the event details when safe to do so, as details are easily forgotten soon after an incident.

Steps to De-escalate a Difficult Person or Situation

Make the focus on getting the individual to comply with your request, rather than getting the individual to cooperate. The difficult person is not at the stage to cooperate with you.

For example,

1. Introduce yourself professionally.
2. Ask how you can help.
3. Refrain from agreeing with the difficult person, especially the difficult person is making derogatory remarks. For example, the difficult person comments, such as “What is the problem with everyone here, are they stupid?”
4. Showing empathy is a skill of self reflecting and identifying the difficult person has a story and empathy begins with understanding how the other person’s story relates to the other person’s behaviour.
5. Demonstrate empathy.



Element 3 – Hazard Controls

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Difficult people are individuals who often;

- Are frustrated with the situation or request.
- Venting their anger or frustration is generally not about you, remember not to take their comments personally.
- Most difficult individuals are not there to hurt you, they often see you as the object to vent.
- Being prepared and having a plan of how you will handle the situation, such as knowing your hot spots will help prepare you from not taking the bait and responding to your hot spots.

If the difficult person crosses the line and you feel the situation is becoming dangerous, ***Your Safety is priority.***

When communicating with difficult people;

- Be respectful.
- Refrain from making stereotypical remarks.
- Make your default approach as the professional.
- Refrain from taking things personally and when needed, take a mini-break or time-out.

Value of Documenting Customer Complaints

Documenting customer complaints and issues provides evidence to determine the root causes of a customer's complaints in the first place.

Keeping a log and accurate details are valuable to management when identifying root causes and trends. Workers, Health and Safety Representatives and Committee members and management have the responsibility to work together to eliminate or change ineffective procedures or unhealthy or unsafe work practices that may contribute to customer dissatisfaction.

For example, one municipality determined the root causes to customer's complaints of high taxes developed a one-page guideline, which outlined the distribution of fees for all individual services. The one-page guidance provided available information the workers supplied to the taxpaying pub.

Record complaints and compliments on the Complaint/Compliment Log form.



Element 3 – Hazard Controls

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Element 3 – Forms & Checklists