

# Element 10

## Program Administration and Communication





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# Program Administration and Communication Program

## Purpose

A health and safety program addresses all aspects and components of the Town of Sexsmith operation from a health and safety viewpoint. It involves management and workers in the identification and control of health and safety risks, finding and maintaining solutions to ensure healthy and safe workers and worksites.

There are three key reasons the municipality implements a health and safety program:

### Moral Obligations

Society expects employers to protect their workers from harm. Municipalities must develop and maintain healthy and safe workplaces and communities.

### Legal Requirements

Municipalities must ensure they meet all legislative and regulatory requirements relating to their worker's health and safety. An effective municipal health and safety program can help to demonstrate they are following reasonable and practicable protection for workers; reasonable care exercised, due diligence efforts completed and documented.

### Financial Benefits

An effective program will reduce both the direct and indirect costs associated with accidents. Since the inception of assistance in the implementation of health and safety training programs from the Alberta Municipal Health and Safety Association in 1990, and the Partnerships in Injury Reduction Program in 1992 are support agencies for municipalities achieving their initiatives in injury loss reduction strategies.

### Benefits

- Minimized accident costs (direct and indirect)
- Improved worker productivity
- Improved employee well being and job satisfaction
- Lower WCB premiums

## Legislation

*The Alberta Occupational Health and Safety Act, Part 5 Health and safety program requires any employer who employs 20 or more workers shall establish, in conjunction with the joint work site health and safety committee, a health and safety program that includes, at minimum the following elements:*

- *Health and safety policy*
- *Hazard assessment identification, risk assessment and identifying controls used to eliminate or control hazards*
- *Emergency response plans*
- *Roles and responsibilities of the employer, supervisors, and workers at the work site*
- *Inspection schedules*



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- *Procedures to follow to protect other employers or work site parties when conducting work at the work sites*
- *Orientation and training for workers, supervisors*
- *Incident reporting and investigation procedures*
- *Procedures for worker participation in inspections, investigations of injuries, incidents and work refusals*
- *Procedures for reviewing the health and safety program, minimum every three (3) years*
- *Any additional program element set out in the regulations*

### Communication Directive and Procedures

Health and safety meetings and involving workers are the employer's most effective method for satisfying the legislation's right of workers to be informed.

Managers or supervisors may request any additional worksite parties, such as volunteers, contractors, prime contractors, sub-contractors, service providers, elected officials when hired as a contractor or volunteer, and any other worksite party to attend a meeting, especially when the other worksite party's activities may affect or alter the municipality's workers or work activities.

Each department shall hold and document quarterly general health and safety meetings, and where work activities require daily site-specific hazard assessments, then daily hazard assessment and pre-job safety meetings with affected staff shall be conducted and documented.

Scheduling meetings on a continual and regular basis ensures the minimum required health and safety meetings are conducted and helps to ensure continual communication is documented and shared amongst all workers.

Committee meetings are another avenue where the municipality informs workers of hazards and changes in the workplace and provides health and safety representatives and committee members meaningful participation.

Health and safety meetings may vary in topics and can include; communicating recommendations after audits and gap analysis reviews, corrective actions from investigations, changes in directive, procedures, legislative changes affecting the roles, responsibilities, and accountabilities of all work site parties, identifying positive findings and preventative actions from inspections.

Managers and supervisors are responsible for planning topics to discuss in advance of the meeting. Meeting topics should be relevant to the work performed by that department or work crew.

Document all health and safety meetings and attendance records kept. Completed meeting topics must be signed off on by the manager, supervisor, and all workers attending the meeting.

### Responsibilities

#### CAOs and Managers

Managers are responsible for ensuring their departmental health and safety meetings occur and the topics discussed are appropriate and relevant.



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Managers are responsible for attending the health and safety meetings and making their staff available for attending the meetings, audit reviews, or committee/representative duties, reviewing health and safety meetings and sign off on the health and safety meeting forms.

At a minimum, the CAO and managers are to attend general health and safety meetings twice a year.

Managers are responsible for ensuring all appropriate health, and safety forms are completed as required from the health and safety program and ensuring records retained as per the records management procedures and audit requirements.

The manager or supervisor will be responsible for ensuring all workers are followed up with if a worker misses a general health and safety meeting. Documenting the follow up with the worker is necessary to capture, e.g. review topics and expectations and ensure the employee signs the attendance sheet.

### Supervisors

Supervisors are responsible for conducting and attending quarterly health and safety meetings, and when required the daily hazard assessment and pre-job safety meetings, keeping a detailed record of the attendance and topics discussed using the appropriate meeting minute form.

Supervisors are responsible for attending general health and safety meetings twice a year.

Supervisors are responsible for coordinating the completion of all health and safety forms and submitted to their manager as required from the health and safety program and ensuring records retained as per the records management procedures and audit requirements.

### Workers

Workers are responsible for attending all health and safety meetings scheduled and participating fully in the meetings and may be called upon to present concepts or ideas when requested.

Workers are encouraged to provide feedback at the meetings and anytime where they feel necessary when a health and safety issue or concern exists.

Workers are responsible for ensuring all required health, and safety forms are completed and submitted to their supervisor as required from the health and safety program and ensuring records retained as per the records management procedures and audit requirements.

### Health and Safety Meeting Processes and Schedules

The following are the minimum health and safety meeting schedules and mandatory attendance for all workers, managers, supervisors.

CAOs, Managers, and supervisors are to participate in their department general health and safety meetings twice a year.

When a manager or supervisor cannot attend the monthly department meeting, then a designate must be identified, and managers must review and sign off on all the quarterly department health and safety meeting records.



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Workers are expected to participate in the health and safety meetings. If a worker misses a health and safety meeting, their manager or supervisor is responsible for following up and having the worker sign off on the meeting notice.

The quarterly department general health and safety meetings recorded using the Department General Health and Safety Meeting form.

The daily hazard assessment and pre-job safety meetings recorded using the Hazard Assessment and Pre-job Safety Meeting form.

Health & Safety Meeting Schedule		
Department General Health & Safety Meetings  (For all facilities and departments)	Quarterly or more often if required	Managers Supervisors Workers
Joint Worksite Health and Safety Committee Meetings	Quarterly, or more often if issues arise or a request for a special meeting	Co-chairs Employer Reps Worker Reps
Hazard Assessment & Pre-job Safety Meeting	Daily or start of a new project	Manager Supervisors Workers Contractors, volunteers and any other worksite party assigned to the project or worksite
Health and Safety Representatives Meetings with Employer	As needed or can be included as part of the General Health and Safety Meetings	Health and Safety Representatives Managers Supervisors

### Health and Safety Goals and Objectives

Management's implementation of continual improvement initiatives, such as conducting audits, inspections, and reporting on hazardous conditions helps support the injury and loss reduction strategies.

Realistic goals and objectives based upon past performance and audit findings and expected outcomes will be the basis to measure the proactive safety efforts of all workers from all levels.

### Leading Indicator Data Collection

Data collected regarding safety provides management with an overview of the health and safety program's activities and results. Examining summaries includes information to determine trends and set priorities for future safety program measures.



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Leading Indicators may include the following;

- Near Miss and Work Refusal Incidents.
- Hazardous Identification Reports.
- Incident Reports – corrective measures and lessons learned from reports of injuries, illnesses, property damages, and environmental spills or releases.
- Completed Health and Safety Activities, e.g., number of formal inspections completed, number of Toolbox Talk Meetings, Managers Health & Safety Meetings, Safety Observation Reports, Non-compliances, Formal Inspections.
- Training Requirements and Tracking Completions.
- Completing program element reviews to provide a gap analysis of the overall implementation and continual improvements to the health and safety management system.

### Lagging Indicator Incident Data Collection

Collecting incident statistics often help managers, supervisors, and health and safety representatives and committees to determine trends in incidents.

- Km Driven
- Vehicle Accidents
- Average Number of Employees
- Work Hours
- Lost Time Injuries
- Lost Workdays
- Restricted /Modified Work Cases
- Medical Aids
- First Aids
- Near Misses

### Incident Frequency Formulas

Injury Frequency =  $\frac{\text{no. of lost time injuries} \times 200,000}{\text{no. of work hours worked}}$

Injury Severity =  $\frac{\text{no. of lost days} \times 200,000}{\text{no. of work hours worked}}$

Vehicle Incident Rate =  $\frac{\text{vehicle incidents} \times 1,000,000}{\text{Km Driven}}$

### Audits and Reviews

Internal auditing will be completed on an as-needed basis and utilizing the AMHSA Audit Tool or the WHMIS Implementation/Evaluation and Health & Safety Communication, Reporting and Commercial Vehicle Score Cards are additional methods to measure program implementation and integration into daily, weekly and monthly business activities.



Example of Evaluation Score Cards developed are;

- Communication Score Card
- Reporting Score Card
- Commercial Vehicle Score Card
- WHMIS 2015 Implementation Checklist
- WHMIS 2015 Evaluation Score Card
- AMHSA Audit Tool and Suggested Documentation List

### Maintaining Health & Safety Documents

Health and Safety systems are a continually evolving process; records must be maintained to keep track of this process. These records provide reference and information necessary to access the program. Completed health and safety records and forms demonstrate due diligence and support to the overall success of the Health and Safety Management Program.

The following Health and Safety records shall be kept for a minimum of three (3) years once the document is superseded or deemed obsolete. During investigations the following documents may need to be retained for a more extended period until all investigations or appeals are settled.

Examples of health and safety records, but not limited to;

- Approved and signed copies of the current and previous versions of the health and safety manual and policies
- Hazard assessments, formal reports, and site-specific reports
- Safe work policies, procedures, and practices
- Manufacturer user manuals
- Training exams, training manuals
- Employee orientations, training certificates, competency assessments, disciplinary reports
- Incident reports and the follow up investigation reports and all supporting documentation
- Emergency response plans, emergency procedures, muster maps
- Health and safety meeting minutes and signed attendance rosters
- Terms of Reference signed copies and previously signed copies
- Health and safety committee/representative meeting minutes, recommendation reports, etc.
- Contractor pre-qualification records, list of pre-qualified contractors and supporting contractor pre-qualification records
- Orientation records of visitors (may include sign in/out records), volunteers, contractors, and other worksite parties
- Inspection reports on facilities, commercial vehicles, pre-use inspections, and preventative maintenance records and documents

### Permanent Health and Safety Records

Legislation requires permanent retention for specific health and safety activities. The following are examples of permanent health and safety activities.





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Retain all original copies of health and safety records deemed permanent at the Administration Office. The department may keep copies of the health and safety documents in their filing system for a convenience copy.

- Noise Survey Results – noise measurements taken from an Occupational Hygienist or conducted internally on equipment and worker's exposures to noisy work sites.
- Health surveillance summary reports on noise exposure, pulmonary function, and audiometric summary reports - (received from a health services professional).
- Exposure records or reports of possible exposure or discovery of any substances or processes requiring a code of practice. The Alberta OHS Code, Schedule 1 Chemical Substances outlines a specific list of substances and processes. Examples of exposure records; asbestos, lead, silica, etc. in the workplace.
- Exposure records and reports from moulds, bacteria and any biological exposures that could lead to a worker's illness.
- Abatement reports from qualified agencies for the removal of hazardous materials, such as mould, lead, asbestos, etc.
- Any reports or investigations that deal with illnesses or permanent injuries from employees due to exposure to chemical substances, biological substances, or agents.

### FOIPP Statement

The following generic FOIPP statement is to be used on all forms that collect personal information. Examples of completed internal health and safety forms requiring a FOIPP statement;

- Incident Reporting Forms
- Major & Serious Incident Investigation Reports
- Witness Statements
- Workplace Harassment and Violence Investigation Form
- Orientation Forms (New/Transferring Worker, Contractor, Volunteer)
- Competency Assessments
- Disciplinary and Non-compliance Reports

The font size is not be any smaller than 8pt and can be in any font style. The following are the FOIPP telephone numbers to use for each partnering municipality

Town of Sexsmith	780-568-3681
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### Town of Sexsmith FOIPP Statement

*The Town of Sexsmith is committed to keeping personal information that it collects from its visitors, volunteers, customers, employees and contractors accurate, confidential and secure. Town of Sexsmith will disclose information in connection with a legal proceeding. Only the information specifically requested by legitimate authorities will be disclosed, questions regarding the collection of personal information may be made to 780-568-3681. This information is collected in accordance with the FOIP Act, Section 33( c).*

### Records Retention Recommendations

Health and safety records and completed documentation are to be kept at minimum of at least 5 years, with the following exceptions.



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- At year end then negotiated where health and safety records kept for records retention
- Refer to the General Records Filing Practices to determine where originals and copies are recommended being retained.
- Any health and safety record with personal information must be kept in a secure and locked filing system, FOIPP requirements.

Type of Record	Description of documents	Minimum Retention
Reporting Records	All types of minor and most major incident investigation and reporting records  Workplace inspections  Recommendation reports from committees/representatives	12 years
Noise Surveys Abatement	See the permanent records descriptions included in Permanent Records Section.	Permanent
Health Surveillance Records		
Workers occupational illness and exposure records		
Investigation records of worker's illness or permanent injury		
Employee Records and Committee Member Records	Training certificates, orientation records, competency assessments, disciplinary records, committee training certificates	12 years after the employee leaves the municipality
Contractor Records	Pre-qualification, orientation and copies of training, monitoring records and any additional communication to contractors, prime contractors	7 years after the contractor is no longer used
Internal and external safety audits	Internal audits and annual evaluations of health and safety activities, including trend analysis	11 years
Incidents involving pool or summer programs involving children	All minor or major incidents reported where members of the public or children were injured at a municipal facility	18 years
Policies and Procedures	Health and Safety Policy Workplace Violence Prevention Policy Workplace Harassment Prevention Policy Codes of Practices Safe work practices and procedure documentation	Permanent or at least 20 years



### General Records Filing Practices

The following are tips and are noted as standard records keeping practices. The following records are the commonly created health and safety document, completed form or report generated from an observation, inspection or investigation.

#### *Element 1 - Policies, Health and Safety Manuals*

- Original signed copy of health and safety manual and policies (H&S Policy, Workplace Harassment and Violence Policies) kept in main Administration Office
- Copies kept at Facility locations, shredded when new updates are distributed

#### *Element 2 - Formal Hazard Assessments and Site-specific Hazard Assessment Reports*

- Signed off annual originals kept in main Administration Office
- Copies kept at Department filing records for on-going reviews, updates and changes
- Original site-specific hazard assessment records may be kept at Department location

#### *Element 3 - Codes of Practices and Safe Work Practices & Procedures*

- Originals kept in main Administration Office or in a secure shared drive space
- Copies distributed to Department offices
- If keeping records in electronic format, then keep previous versions in separate electronic filing area with restricted access to read only (need to retain previous versions for investigation and litigation purposes)

#### *Element 3 – Preventative Maintenance*

- Originals kept in Department offices, in a secure shared drive space
- Filed by Unit Number of equipment/vehicle and general filing topics may vary; Tools, Air Monitoring Bump/Calibration Test

#### *Element 4 – Committee/Representatives Records*

- The committee/representatives to determine with CAO where originals are filed and kept
- Copies distributed to Departments and Facility locations
- Keep original signed meeting records, recommendation reports, contact lists, etc.
- Original committee training certificates kept in Employee file

#### *Element 5 - Employee Records*

- Keep originals at main Administration Office, locked and secured
- Job position and interview and selection reports
- Resume, education and training records
- All training certificates, first aid training, job specific training
- Health and safety orientation, copies may be kept in Department Manager's filing, secured and locked
- Copies of incident records, positive observations and violation/disciplinary records
- Termination records
- Training Matrix Spreadsheet is kept with person in charge of updating, copies distributed to Department Manager for follow up and reference

#### *Element 6 - Contractor Files*

- Organize by name of contractor, or may organize by one-time use contractors



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- Keep all pre-qualification, orientations, inspection and observation/violation reports and copies of the contractor's workers training records
- Keep tendering and selection records

### *Element 6 – Volunteer Event Files*

- Organize by name of events and year of event
- Keep orientations records, site specific hazard assessments, inspection records and observation and violation records

### *Element 7 - Inspection Reports*

- Organize by Facility or yearly inspections, i.e. Shop Inspections, Water Treatment Plant, Administration Office, Rink, Arena, etc.
- Originals may be kept at Department/Facility location through year

### *Element 8 – Emergency Response Records*

- The drill/evacuation records are completed on an annual basis, may be organized by a single file
- Original emergency response drills/table topics may be kept at Department/Facility location
- Actual emergency records, originals sent to CAO for review and filing
- Copies of actual emergency records may be kept at facility location
- Keep first aid records in incident records
- Keep first aid training certificates in employee file, employee need to keep copy on person and department manager may keep copy at facility, locked and secured

### *Element 9 - Incident Reports*

- File completed reports at main Administration Office, locked and secured
- Copies may be kept at other facilities, as long as the record can be kept in a secure locked cabinet

### *Element 10 – Program and Meeting Records*

- Keep audit reports with CAO, copies and areas of improvement report copies are sent to Department Managers for follow up and reference
- Keep incident summary statistics and trend analysis records with CAO, copies are sent to Department Managers for any follow up and reference
- Original signed meeting minutes and signed attendance rosters may be kept at Department filing area



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### Element 10 – Forms & Checklists