

Toolkit for staffing firms



occupational

health and safety

About this Document

Staffing firms experience particular health and safety challenges because of the nature of the employment relationship between the staffing firm, the client and the worker. Both the staffing firm and the client have responsibilities for the health and safety of the worker under the *Alberta Occupational Health and Safety Act, Regulation and Code*. These responsibilities co-exist and overlap, therefore each organization must meet their obligations as employers to the worker. However, the overlapping nature of these obligations can create uncertainty as to which employer is responsible for fulfilling the duties.

This *Occupational Health and Safety Toolkit for Staffing Firms* has been developed to support and assist staffing firms in understanding and fulfilling their occupational health and safety responsibilities. It has been developed for use by all staffing firms in Alberta. It is meant to be read in its entirety to provide information on the legislated roles and responsibilities for workplace health and safety in Alberta. The laws for health and safety are **minimum requirements**. Some best practices¹, tools, forms and a list of resources are provided to assist employers in meeting or exceeding the minimum requirements.

For clarity, legislated requirements (laws) are specifically identified by putting them in yellow text boxes.

The document is divided into seven (7) parts:

Part 1: Introduction - provides an overview of the content and format of the document and its application to the staffing industry.

Part 2: What are the Laws for Occupational Health and Safety in Alberta? - provides an overview of some of the general roles and responsibilities for workplace health and safety under Alberta's Occupational Health and Safety legislation.

Part 3: Health and Safety Management Systems - provides information on what is included in a comprehensive health and safety management system.

Part 4: Phases of Assignment - provides a breakdown of specific considerations related to the different phases of assignment of workers by the staffing firm.

Part 5: Glossary - provides a definition of terms as they are used in this document.

Part 6: Resources - provides a list of resources where employers may obtain more detailed information as specifically required for their industry.

Part 7: Forms - provides sample forms that may be used by the staffing firm.

¹ **Best Practice**—For the purpose of this document, a best practice in health and safety is defined as a program, process, strategy or activity that: has been shown to be effective in the prevention of workplace injury or illness; has been implemented, maintained and evaluated; is based on current information; and is of value to, or transferable to, other organizations. Best practices are living documents and must be reviewed and modified on a regular basis to assess their validity, accuracy and applicability. They may and often do exceed the requirements of OHS legislation.

Not all requirements under the *OHS Act, Regulations and Code* are discussed in this resource. **This resource is not intended to be legal advice nor is it a definitive guide to the legislation.** You are advised to review the legislation thoroughly and to consult a lawyer if you have any specific legal issues. In case of inconsistency between this resource and the occupational health and safety legislation or any other legislation, the legislation will always prevail.

For more detailed information, refer to the *OHS Act, Regulation or Code*, and to the employers' safe work procedures. Employer's safe work practices and site-specific requirements may exceed the minimum requirements of the OHS Legislation.

For information about the OHS Legislation, call 1.866.415.8690 or visit www.worksafely.org

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Purpose of This Document

Staffing Firm/Client Responsibilities

In staffing arrangements, the *Alberta Occupational Health and Safety Act* recognizes both the staffing firm and client as having employer responsibilities. There exists a dual responsibility to ensure the health and safety of workers: both parties have duties under the *Act*.

Staffing firms should provide **general orientation and training for workers** and determine the type of work and potential hazards at a workplace **prior** to supplying labour. In some cases (on-site managed locations especially) the staffing firm may also be responsible for site specific orientation when contracted to do so by the client. It is strongly recommended that a client facility tour be conducted prior to placing any workers to ensure that:

- there is clear understanding with respect to who will be responsible for site-specific training
- assessment of worker competency²
- the client has an adequate health and safety management system in place.

Clients have a legal obligation to take every reasonable precaution to ensure workers are protected. Employers are responsible for the health and safety of all workers on their work sites, and must meet the legislated requirements outlined in the *Alberta Occupational Health and Safety Act, Regulation and Code*. This includes staffing firm employees.

Both parties are jointly responsible for the health and safety of workers.

Some general practices for staffing firms to consider include, but are not limited to:

- advising staffing firm employees of their general health and safety obligations under the *Alberta Occupational Health and Safety Act, Regulation and Code* and other applicable legislation, and what steps to take if they have any health and safety concerns



Other Legislation may include:

- Employment Standards Code: www.qp.gov.ab.ca/documents/acts/E09.cfm
- Alberta Human Rights Legislation: www.albertahumanrights.ab.ca/
- Workers' Compensation Board: www.wcb.ab.ca/home/

- ensuring staffing firm employees have the qualifications, capabilities and competencies required for the assignment
- providing staffing firm employees with general health and safety orientation (e.g., WHMIS)

² **Competent Worker**—An adequately qualified, suitably trained person with sufficient experience to safely perform work without supervision.

- ensuring, as a condition of assignment, that the client has policies and procedures that will result in staffing firm employees being made aware of, and protected from, existing/emerging hazards specific to the client's workplace
- conducting, whenever possible, on-site surveys before assigning their employees
- discussing and clarifying with the client the respective responsibilities for the health and safety of staffing firm employees (i.e. site specific orientation)
- ensuring that staffing firm employees know who to contact with health and safety concerns in each workplace to which they are assigned (e.g., workplace hazards, complaints, work refusals), and within the staffing firm
- bringing to the attention of the client any health and safety concerns at the workplace that are raised by staffing firm employees
- removing staffing firm employees from the client's workplace if there are any concerns about unsafe or unhealthy working conditions

Acknowledgments

This *Occupational Health and Safety Toolkit for Staffing Firms* has been developed in consultation with staffing firm employers, the Association of Canadian Search, Employment and Staffing Services (ACSESS), the Alberta Workers' Compensation Board (WCB) and the Alberta Government - Employment and Immigration (AE&I), Workplace Health and Safety. The purpose of this project was to provide a toolkit of basic information on workplace health and safety to assist the staffing firm industry in Alberta in achieving compliance with current Occupational Health and Safety regulatory requirements and ensuring the health and safety of all their workers.

We acknowledge the valuable contributions of the organizations and their representatives who participated in this project.

- ACSESS
- Adecco
- Alberta Association for Safety Partners
- BOWEN
- CADRE
- Floater Staffing Inc.
- Kelly Services
- Manpower
- Matrix
- Prime Staffing
- Spherion
- Temporary Industrial Personnel Specialists
- Workforce Temporary Services

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PART 1:

introduction





Staffing Services Industry - What we do

Services

Staffing services means all employment-related services including the following:

Human Resource Consulting

A staffing firm advises clients on a broad range of work force solutions, including strategies and services for optimizing staff and skill levels, worker productivity, training, and recruitment and retention.

Long-Term and Contract Help

A staffing firm hires its own workers and assigns them to support or supplement a client's work force on longer-term assignments. Workers are recruited, screened, and assigned by the staffing firm.

Managed Services

A staffing firm assumes full responsibility for operating a specific client function (e.g., call centre) on a continuing basis.

Outplacement

A staffing firm provides career transition services, including career counselling, testing, training, interview coaching, and referrals, to assist a client's separating workers.

Payrolling

A staffing firm places on its payroll workers recruited or hired by the client. Payrolling is distinguished from PEO arrangements in that the workers generally are on temporary assignments and make up a small proportion of the client's work force.

Professional Employer Organization (PEO or Employee Leasing)

A business places all or most of its work force on the payroll of a staffing firm, and the staffing firm assumes responsibility for payroll, benefits, and other human resource functions.

Recruitment and Placement

A staffing firm finds qualified job candidates and brings them together with potential employers for the purpose of establishing a "permanent" employment relationship.

Temporary/Contingent Staffing

A staffing firm hires its own workers and assigns them to support or supplement a client's workforce to keep fully staffed during busy times, gain special expertise or staff special projects, or fill temporary vacancies. Workers are recruited, screened, and assigned by the staffing firm.

Temporary to Permanent Hire

A staffing firm worker is hired by a client for a trial period, during which both the worker and the client consider establishing a "permanent" employment relationship.

Training

Staffing firms demonstrate their market leadership by offering a vast selection of training services, which can attract, prepare, and retain candidates. Staffing firms offer training services to their employees to increase their skills and knowledge, creating opportunity for current and future workforce contributions. Training increases retention in existing assignments and prepare the associate for future assignments. This may be a supplemental or stand alone service offering. In industrial settings, added training services also reduce loss and increase productivity.

Occupational Categories**Health Care**

Physicians, dentists, nurses, hygienists, medical technicians, therapists, home health aides, custodial care workers, etc.

Industrial

Manual labourers, food handlers, cleaners, assemblers, drivers, tradesmen, machine operators, maintenance workers, etc.

Information Technology

Consultants, analysts, programmers, designers, installers, and other occupations involving computer sciences (hardware or software) or communications technology (Internet, telephony, etc.).

Office-Clerical

Secretaries, general office clerks, receptionists, administrative assistants, word-processing and data entry operators, cashiers, etc.

Professional-Managerial

Accountants, bookkeepers, attorneys, paralegals, middle and senior managers, advertising and marketing executives, and other non-technical occupations that require higher skill or education levels.

Technical

Engineers, scientists, laboratory technicians, architects, draftsmen, technical writers and illustrators, and other individuals with special skills or training in technical fields involving math or science (not including information technology).

What is workplace health and safety?

Workplace health and safety is about preventing workers from injuries or illnesses caused by what they do at work. Health and safety is critical on every work site to make sure that every worker goes home safe and healthy at the end of their work day.

Why should businesses pay attention to health and safety?

It is the right thing to do.

Protecting workers from injury and illness is the right thing to do.

It's the law.

Workplace health and safety is about the prevention of workplace injury or illness. Because it is such an important issue, there are laws in place to ensure that Albertans have a safe and healthy place to work.

Health and Safety is also good business.

Informed employers also realize that health and safety is good business – and that health and safety pays in more ways than one.

More Business, Better Business

A safe and healthy business is a well-managed business. That's why:

- many companies check to ensure that suppliers have a good health and safety record before they contract them for work or to provide services
- financial institutions are interested in a firm's health and safety record when considering a loan application

An unsafe business exposes you to liabilities that others don't want to assume.

Better Quality

Many businesses, large and small, have found that the quality of their product improved and that it also forms the foundation of a safe and healthy workplace, after they corrected health and safety problems.

Many factors contribute to improved quality, such as

- training
- effective communication
- worker involvement
- a system for ensuring standards are met

Like quality, health and safety has to start at the top with management commitment.

More Motivated Workers

An active commitment to health and safety lets workers know that they matter most. You have already invested in your workers through training and on-the-job experience. It makes sense to keep them in their jobs by preventing injury and illness.

This document is meant to provide information and strategies to help small businesses meet the requirements of the legislation and provide for the health and safety of their workers.

Alberta: Top Issues in health and safety in the Staffing Industry

In Alberta, the top 5 types of injury³ in staffing firms are:

1. Sprains, strains and tears
2. Other traumatic injuries and diseases
3. Surface wounds and bruises
4. Open wounds
5. Fractures and dislocations

The top events causing disabling injury⁴ are:

1. Struck by object
2. Overexertion
3. Bodily reaction
4. Fall on same level
5. Caught in object

Each company/employer should monitor and be aware of their injury and illness data. This can be accessed through the Workers' Compensation Board Loss Control Reports available at: www.wcb.ab.ca/onlineservices/lcr.asp

³ Alberta WCB Disabling injury data, 2007

⁴ Alberta WCB Disabling injury data, 2007

Measuring Your Commitment and Involvement in Occupational Health and Safety

The following checklist may assist you in determining your health and safety status.

Question	Yes	No
1. Do you know and understand what your responsibilities are under the Occupational Health and Safety laws of Alberta?		
2. Do you know where to access information on the Occupational Health and Safety laws?		
3. Do you set objectives for health and safety just as you do for other business operations?		
4. Do you have definite procedures in place to identify and control hazards?		
5. Have you completed a written hazard assessment?		
6. Is health and safety on the agenda at every meeting?		
7. Have you explained health and safety responsibilities to all employees and made sure that they understand them?		
8. Is there a hazard reporting procedure in place that encourages employees to report all unsafe conditions and unsafe practices to their supervisors?		
9. Are managers, supervisors, and workers held accountable for health and safety just as they are for other business functions?		
10. Do you conduct regular work site inspections?		
11. Do you do regular maintenance of equipment or machinery?		
12. Do you enforce proper work procedures regardless of the work schedule?		
13. Do you ensure that proper safety procedures are reviewed before the job starts?		
14. Are health and safety concerns considered in budget planning?		
15. Do you take an active role in all aspects of your health and safety system?		

Adapted from Canadian Centre for Occupational Health and Safety

Note: This is not a comprehensive list. It should be considered only an indicator of your commitment to good health and safety practices.

If you answered:

Yes - to all of these questions - you are probably very committed and involved in your program.

Yes - to only some of them, you may need to reassess your commitment in the specific areas where you did not answer yes, you need to be fully committed and demonstrate your commitment by being involved in all aspects of your health and safety program. **This document will help to answer yes.**



PART 2:

what are the laws for OHS in Alberta?





Part 2:

What are the laws for occupational health and safety in Alberta?

Alberta's Occupational Health and Safety Legislation are laws that help protect the health and safety of workers at work.

Alberta's OHS legislation has three (3) parts:

1. *Occupational Health and Safety (OHS) Act*
2. *Occupational Health and Safety (OHS) Regulation*
3. *Occupational Health and Safety (OHS) Code*

The OHS Act:

- Sets minimum standards to protect and promote the health and safety of workers throughout Alberta.
- Defines the obligations of employers, workers, contractors, prime contractors and suppliers.
- Establishes the authority and powers of government officials to enforce the law
- Specifies maximum penalties
- Establishes broad rules of procedure in the case of a workplace incident.
- Creates the authority of the *Regulation and Code*.

The OHS Regulation:

- Establishes broad provisions (rules) that apply to all Alberta workplaces. These provisions reflect government policies and are the minimum requirement to ensure the protection of Alberta workers.
- Contains specified administrative processes.

The OHS Code:

- Contains detailed technical requirements for creating safe and healthy workplaces. In some cases, the provisions specify an "objective" requirement - which allows the use of options. In other cases, the provisions specify precisely what is required - these provisions must be met in order to remain in compliance.
- Contains references to recognized technical Standards (such as Canadian Standards Association - CSA).

Where Do I Find the Legislation?

The Occupational Health and Safety legislation is available on the Government of Alberta – Alberta Employment and Immigration (AE&I) website at:

www.employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/307.html

Explanation guides to assist in interpretation of the legislation are available at:

www.employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/307.html

Official printed copies may be purchased from the Queen's Printer at:

www.qp.gov.ab.ca/documents/acts/OO2.cfm

or:

Edmonton Bookstore
Main Floor, Park Plaza
10611- 98 Avenue
Edmonton, Alberta T5K 2P7
Phone: 780-427-4952
Fax: 780-452-0668

Who is covered under the Alberta Legislation?



The OHS Act, Regulation and Code affect most workers and employers in Alberta. The major exceptions are:

- Farmers and ranchers
- Domestic workers (such as nannies, housekeepers) and persons working at home
- Workers in federally regulated industries (for example, banks, transportation companies crossing provincial borders, television and radio broadcasters)

Reference: *OHS Act*, Section 1(s)

General Obligations of Employers

Who is an employer?

Under the *Alberta Occupational Health and Safety Act*:



An employer means:

- A person who is self-employed in an occupation
- A person who employs one or more workers
- A person designated by an employer as the employer's representative, or
- A director or officer of a corporation who oversees the occupational health and safety of the worker employed by the corporation

Reference: *OHS Act*, Section 2 (1)

Employer Responsibilities

Under the *OHS Act*, employers are responsible for ensuring the health and safety of all workers at the work site. There are also specific requirements of employers depending on the hazards and the work that is to be done. Some of these include, but are not limited to the following:



Employers must:

- Do everything reasonably practicable to ensure the health and safety of workers under their employment or direction
- Conduct a written hazard assessment and implement controls
- Ensure that workers are aware of their responsibilities and duties under the *OHS Act*
- Ensure that all equipment used at a work site is properly maintained and safe for use
- Ensure that workers completing work are either competent to do so, or under the direct supervision of a worker who is competent
- Ensure that workers are adequately trained in the safe operation of equipment, including safety equipment
- Ensure that workers are adequately trained in the use of safe operating procedures, including any procedures designed to minimize the workers exposure to a harmful substance

Reference: *OHS Act*, Section 2(1), *OHS Regulation* Sections 12, 13, 15

Some specific requirements are addressed throughout this document, but employers must refer to the ***Alberta Occupational Health and Safety Act, Regulation and Code*** to determine the requirements specific to their work and work sites.

Due Diligence & Obligations to Ensure a Safe and Healthy Workplace

Due diligence is the level of judgment, care, prudence, determination, and activity that a person would reasonably be expected to do under particular circumstances.

Employers are required by the Alberta OHS Legislation to ensure, as far as **reasonably practicable**, the health and safety of both the workers engaged in the work of that employer and those workers not engaged in the work of that employer, but present at the employer's work site at which that work is being carried out.

What does "reasonably practicable" mean?

At first glance "reasonably practicable" looks like a pretty subjective way of determining someone's guilt or innocence. However, "reasonably practicable" is a legally defined term that is assessed using the "reasonable person test".

What would a dozen of your peers consider reasonable in a similar set of circumstances? Your peers would likely review what you did and compare it against what they do in their own operations. Some of them might do more, others less. The result would be a balanced and wise judgment that could be defended to others.

By including the words "reasonably practicable", legislators make the *OHS Act* what is known as *strict liability* legislation, and introduce the possibility of *due diligence as a defense*.

Three main factors are used by the court in determining a valid defense of due diligence:

- **Foreseeability** – could a reasonable person have foreseen that something could go wrong?
- **Preventability** – was there an opportunity to prevent the injury or incident?
- **Control** – who was the responsible person present who could have prevented the injury or incident?

The demonstration of due diligence and employer responsibilities would apply to *both* the staffing firm and the client of the staffing firm. The staffing firm is required to do everything reasonable to protect the health and safety of their workers. The client's role is to provide appropriate support, resources and authority to enable workers to carry out their duties and responsibilities and ensure that workers are trained and supervised. The staffing firm should identify who will be fulfilling each responsibility prior to assigning employees to a site as the staffing firm is jointly responsible. Clear and open communication between the staffing firm, client and worker is critical.

For more information please refer to the Workplace Health and Safety Due Diligence bulletin available at www.employment.alberta.ca/documents/WHS/WHS-PUB_li015.pdf

Worker Responsibilities

Workers have responsibilities under the OHS legislation as well. These are outlined throughout the *OHS Act, Regulation and Code* and include, but are not limited to the following:



Workers must:

- take reasonable care to protect the health and safety of themselves and other workers while performing their duties
- not perform work they are not competent to do unless they are under the supervision of a competent worker
- immediately report to their employer any equipment that is unsafe or not functioning properly
- follow health and safety work procedures developed by their employer
- participate in and apply training provided by the employer regarding safe operations of equipment or harmful substances they may be exposed to
- wear personal protective equipment required by their employer
- refuse to do work that may put them or another worker in “imminent danger”

Reference: *OHS Act*, Sections 2(2), 35. *OHS Regulation* Sections 14, 15

Prime Contractors

In some cases there may be multiple employers working on a work site. When this situation occurs, there must be one employer who takes on the responsibility of “prime contractor” for workplace health and safety. The prime contractor must take steps to ensure the health and safety of all employers at the work site.

The prime contractor must ensure the *OHS Act, Regulation and Code* are complied with. The *OHS Act* does not require the prime contractor to be present at the work site. It does require the prime contractor to ensure, as far as it is reasonably practicable, compliance with the *OHS Act, Regulation and Code*.



If there are 2 or more employers involved in work at a work site at the same time, there must be a “prime contractor”.
The prime contractor for a work site is:

- The contractor, employer or other person who enters into an agreement with the owner of the work site to be the prime contractor, or
- If no agreement has been made or is in force, the owner of the work site

Reference: *OHS Act*, Section 3

Other Specific Requirements

Specific requirements for health and safety are included throughout the *OHS Act, Regulation* and *Code*. Some key areas applicable to all industries include:

Serious Injuries and Accidents/Incidents



Employers must report to the Government of Alberta (GOA) Workplace Health and Safety:

- An injury or accident that results in death
- An injury or accident that results in a worker being admitted to a hospital for more than 2 days
- An unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing a serious injury
- The collapse or upset of a crane, derrick or hoist
- The collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure

Reference: *OHS Act*, Section 18

Section 18 of the *OHS Act* also has requirement for employers to conduct an investigation if an injury or accident occurs at a work site, or of an accident that has the potential to cause a serious injury.



If a serious injury or accident occurs at a work site the employer shall:

- Report it to Workplace Health and Safety
- Carry out an investigation into the circumstances surrounding the serious injury or accident
- Prepare a report outlining the circumstances of the serious injury or accident and the corrective actions, if any, undertaken to prevent the recurrence of the serious injury or accident
- Ensure that a copy of the report is readily available for inspection by an officer
- Retain the report for 2 years

Reference: *OHS Act*, Section 18

Upon notification of an incident Workplace Health and Safety (WHS) would request the staffing firm, either through an Order or written comment, have an investigation completed and a report produced. It would be the responsibility of the staffing firm to determine who would complete the investigation and report.

The incident investigation report can be completed by the staffing firm and/or the client. The staffing firm and the client may choose to complete the investigation jointly or to complete their own reports. Despite which method is chosen WHS would expect the report or reports to contain the circumstances and causes of the incident along with specific preventative measures. WHS may follow-up with both the staffing firm and the client to ensure that the preventative measures have been implemented.

Depending upon the seriousness of the incident or in the case of a worker fatality WHS may conduct their own independent investigation.

For more information please refer to the Workplace Health and Safety Reporting Injuries and Incidents bulletin available at:

www.employment.alberta.ca/documents/WHS/WHS-PUB_li016.pdf

Also refer to the eLearning program on the investigation of incidents at:

www.employment.alberta.ca/whs/learning/Incident/Incident.htm

Note: There are also additional requirements for reporting injuries to the Worker's Compensation Board (WCB). These are covered under the *Worker's Compensation Act*, which is different from the Occupational Health and Safety legislation. For more information and access to WCB publications and forms, go to: www.wcb.ab.ca

Imminent Danger

Section 35 of the *OHS Act* outlines both the employers and workers responsibilities in regard to the workers responsibility to refuse work where there exists an imminent danger.



Imminent danger means “a danger that is not normal for that occupation, or a danger under which a person engaged in that occupation would not normally carry out the person’s work.

Reference *OHS Act*, Section 35 (2)

Worker Responsibilities:



No worker shall:

- carry out any work, if on reasonable and probable grounds, the worker believes that there exists an imminent danger to the health or safety of that worker
- carry out any work if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the work site, or
- operate any tool, equipment if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the work site

A worker who refuses to carry out work or operate a tool, appliance or equipment shall, as soon as practicable, notify the worker's employer at the work site of the worker's refusal and the reason for refusal.

Reference: *OHS Act*, Section 35 (1) & (3)

Employer Responsibilities:



On being notified of refusal to work under imminent danger, the employer shall

- investigate and take action to eliminate the imminent danger
- ensure that no worker is assigned to use or operate the tool, appliance or equipment or perform the work for which a worker has made notification of refusal to work unless
 - the worker to be assigned is not exposed to imminent danger or
 - the imminent danger has been eliminated
- prepare a written record of the worker's notification, the investigation and action taken
- give the worker who gave the notification a copy of the record

Reference *OHS Act*, Section 35 (4)

For example:

A staffing firm employee (worker) is assigned to work at a client's warehouse as a general labourer. Duties are identified as cleaning of the warehouse floor. Upon arrival at the site, the worker is directed by the site supervisor to operate a forklift. The worker has never operated a forklift or received training in the safe operation of a forklift.

The worker believes that he/she may cause to exist a situation of imminent danger if he/she follows the site supervisor's instructions to operate the forklift. The worker refuses to operate the forklift and reports his/her concerns to the client and the staffing firm.

The client/staffing firm must now remove the worker from the perceived situation of imminent danger, document the worker's notification of his/her work stoppage, investigate the incident and prepare a written report. The client can either provide training to the worker who refused the work to ensure that the worker is competent to operate the forklift, or alternately have a competent worker operate the forklift.

The worker is acting in accordance with Section 35, as operating the forklift with no training or experience would cause to exist a danger under which the worker would not normally carry out their work.

Occupational Health and Safety Code

The following is a list of all parts of the *OHS Code*. It is provided here only to increase awareness of the many parts of the *OHS Code*. For the most recent version access the GOA WHS website. If any Parts of the *OHS Code* apply to your work site refer to the *OHS Code* and Explanation Guides available at:

www.employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/3969.html

Topic	Part of OHS Code
• Definitions and General Application	Part 1
• Hazard Assessment, Elimination and Control	Part 2
• Specifications and Certifications	Part 3
• Chemical Hazards, Biological Hazards and Harmful Substances	Part 4
• Confined Spaces	Part 5
• Cranes, Hoists and Lifting Devices	Part 6
• Emergency Preparedness and Response	Part 7
• Entrances, Walkways, Stairways and Ladders	Part 8
• Fall Protection	Part 9
• Fire and Explosion Hazards	Part 10
• First Aid	Part 11
• General Safety Precautions	Part 12
• Joint Work Site Health and Safety Committee	Part 13
• Lifting and Handling Loads	Part 14
• Managing the Control of Hazardous Energy	Part 15

Topic	Part of OHS Code
• Noise Exposure	Part 16
• Overhead Power Lines	Part 17
• Personal Protective Equipment	Part 18
• Powered Mobile Equipment	Part 19
• Radiation Exposure	Part 20
• Rigging	Part 21
• Safeguards	Part 22
• Scaffolds and Temporary Work Platforms	Part 23
• Toilets and Washing Facilities	Part 24
• Tools, Equipment and Machinery	Part 25
• Ventilation Systems	Part 26
• Violence	Part 27
• Working Alone	Part 28
• Workplace Hazardous Materials Information System (WHMIS)	Part 29
• Demolition	Part 30
• Diving Operations	Part 31
• Excavating and Tunneling	Part 32
• Explosives	Part 33
• Forestry	Part 34
• Health Care and Industries with Biological Hazards	Part 35
• Mining	Part 36
• Oil and Gas Wells	Part 37
• Tree Care Operations	Part 39
• Utility Workers - Electrical	Part 40
• Work Requiring Rope Access	Part 41

For further information on how to find information in the *OHS Act, Regulation* and *Code* access the WHS eLearning program on the Legislation at:

www.employment.alberta.ca/whs/learning/Legislation/Legislation.htm

Publications and bulletins are available on a variety of health and safety topics at:

www.worksafely.org

NOTE: As part of the Alberta government's continued commitment to workplace health and safety, Alberta Employment and Immigration (AE&I) conducts a regular review of the *OHS Code*. **Go to www.worksafely.org to find more information on the Code review process and to make sure that you have the most current legislation information.**

General Information

Role of the Government of Alberta Occupational Health and Safety (OHS) Officer

The role of the Occupational Health and Safety Officer is to ensure that employers meet minimum legislated standards to provide healthy and safe workplaces as outlined in the *OHS Act Regulation* and *Code*. Officers typically do this through a combination of education and conducting inspections of worksites. Officers also investigate serious incidents and worker fatalities.

Along with this enforcement role, Occupational Health and Safety Officers provide information to employers and workers on their minimum requirements to meet the standards expressed in the legislation, and the resources available to develop their health and safety program.

Occupational Health and Safety Officers may visit work sites for a variety of reasons, such as but not limited to:

- To address complaints received about possible health and safety concerns
- To investigate a serious incident or worker fatality
- To respond to a reportable notification under Section 18 of the *OHS Act*
- To meet with an employer as part of the Workplace Health and Safety Targeted Program
- To conduct a presentation to provide information on the legislation
- To conduct an unannounced inspection of a worksite

If an inspection occurs at your site expect that the Occupational Health and Safety Officer may conduct a meeting with the employer representative and/or inspect the site to determine compliance with the legislation. The Officer may write an order to the employer to correct any deficiencies related to the legislation. A follow-up inspection is then completed at a later defined date to ensure compliance with the orders written. A written Client Contact Report (CCR) is provided to the employer after the meeting or inspection.

To file a complaint or report a serious incident call the WHS Contact Centre toll-free at 1-866-415-8690, 24 hours a day, seven days a week.

To file a complaint or request information you may also go to the WHS website at: www.employment.alberta.ca/whs-contact

Under Section 8 of the *OHS Act*, OHS Officers can access your work site at any time.



Inspection

An officer may

- at any reasonable hour enter into or on any work site and inspect that work site
- require the production of any records, books, plans or other documents that relate to the health and safety of workers; examine them, make copies of them or remove them temporarily for the purpose of making copies
- inspect, seize or take samples of any material, product, tool, appliance or equipment being produced, used or found in or on the work site that is being inspected
- make tests and take photographs or recordings in respect of any work site
- interview and obtain statements from persons at the work site

Reference: *OHS Act*, Section 8

Stop Work Order

When an officer believes that the work is unsafe or unhealthy at a work site, the officer may write an order for the person responsible for the work

- to stop the work that is specific in the order, and
- to take measures as to ensure that the work will be carried out in a healthy and safe manner,

Reference: *OHS Act*, Section 9

What the OHS Officer Does Not Do

Occupational Health and Safety Officers cannot assist employers in writing or making a comment on the quality of health and safety policies and procedures. This is the exclusive responsibility of the employer.

Officers cannot grant acceptances to legislated requirements. This must be done by making written application to the Policy and Legislation Branch.

Lastly, Officers cannot assist staffing firms in conducting investigations, nor do they have any direct involvement or influence with the Workers Compensation Board on any particular claim.



Resources for OHS Laws in Alberta:

- eLearning program on the Legislation at:
www.employment.alberta.ca/whs/learning/Legislation/Legislation.htm
- *OHS Act*: www.qp.gov.ab.ca/documents/acts/O02.cfm
- *OHS Regulation*: www.qp.gov.ab.ca/documents/Regs/2003_062.cfm?frm_isbn=077971752X
- *OHS Code*: www.employment.alberta.ca/documents/WHS/WHS-LEG_ohsc_2006.pdf
- *OHS Code Explanation Guide*: www.employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/3969.html
- Employer's Guide: *Occupational Health and Safety Act*:
www.employment.alberta.ca/documents/WHS/WHS-PUB_li009.pdf
- Worker's Guide: *Occupational Health and Safety Act*:
www.employment.alberta.ca/documents/WHS/WHS-PUB_li008.pdf
- Due Diligence: www.employment.alberta.ca/documents/WHS/WHS-PUB_li015.pdf
- Prime Contractor: www.employment.alberta.ca/documents/WHS/WHS-PUB_li018.pdf
- Reporting Injuries and Incidents: www.employment.alberta.ca/documents/WHS/WHS-PUB_li016.pdf



PART 3:

health and safety management systems





To ensure the health and safety of their workers, staffing firms may develop a comprehensive health and safety management system for their own company. This will increase awareness of workplace health and safety in general, and will allow them to better assess the presence and effectiveness of the health and safety systems of the clients where they direct their workers to work.

What is a Health and Safety Management System?

A health and safety management system is a process put in place by an employer to minimize the incidence of injury and illness at the workplace. The scope and complexity of a health and safety management system varies, depending on the type of workplace and the nature of the work performed.

The Alberta Government (GOA) *Partnerships in Health and Safety Program* is based on the premise that when employers and workers voluntarily build and implement effective health and safety systems in their own workplaces, the human and financial costs of workplace injuries and illnesses will be reduced. The department believes that supporting health and safety systems leads to larger reductions in injuries than regulatory compliance alone.

The purpose of a Health and Safety Management System is to identify, assess and control workplace hazards. To be effective, the following components are considered essential in the *Partnerships in Health and Safety Program* and form the foundation of the health and safety management system:

- clearly stated company health and safety policy and management commitment
- identification and analysis of health and safety hazards at the work site
- control measures to eliminate or reduce risks from hazards
- an inspection program
- worker competency and training
- emergency response planning
- incident reporting and investigation
- program administration

Employers may have their health and safety management system formally recognized by achieving a Certificate of Recognition (COR). A Certificate of Recognition is issued jointly by Alberta Employment and Immigration and a Certifying Partner (CP) and recognizes that the employer's health and safety management system has been audited by a certified auditor and found to meet the Partnerships standard. A Certifying Partner is an organization that has committed to working with AE&I toward improving health and safety. Certifying partners have agreements with AE&I to provide training, review audits and issue COR's to employers whose audits meet quality assurance standards.

The steps to achieve a COR are:

1. Contact and align with a Certifying Partner.
2. Develop and implement a health and safety management system that meets the Partnerships standard.
3. Select an appropriate audit instrument recognized by the Certifying Partner.
4. Select an external auditor acceptable to the Certifying Partner.
5. Have an audit completed and achieve a pass mark of not less than 80% overall and not less than 50% in any one element.
6. Submit the audit to the Certifying Partner for a quality assurance review.
7. Request the Certifying Partner to issue a COR through AE&I if the audit meets quality assurance standards.
8. Maintain the COR through a cycle of maintenance and re-certification audits.

Detailed information for the *Partnerships in Health and Safety Program* including contacts, the COR program, benefits from obtaining a COR, and contact information for Certifying Partners is available on the WHS website under Partnerships at:

www.worksafely.org

In addition to minimizing injury and illnesses to workers, a valid COR allows employers to participate in the Workers Compensation Board (WCB) Partners in Injury Reduction (PIR) financial incentive. Details on these financial incentives are available at:

www.wcb.ab.ca/employers/reduce.asp#

ACSESS is committed to promoting the *Partnerships in Health and Safety Program* and is a Partner with the GOA in the promotion of health and safety. More details can be found on the ACSESS website at:

www.acsess.org/GOVERNMENT/ABpartnerships.asp



Resources for Health and Safety Management Systems:

- eLearning program on the Health and Safety Management Systems at:
www.employment.alberta.ca/whs-elearning
- Partnerships in Health and Safety:
www.employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/277.html

PART 4:

phases of assignment





Phase	Topics
Phase 1: Pre-Assignment	<ol style="list-style-type: none">1. Job Description2. Agreements3. Site Visit/Contact4. Requesting Job Hazard Analysis (JHA's) & Hazard Assessment Information5. Worker Competency and Training6. Worker Pre-Assignment/ Staffing Firm Orientation
Phase 2: Assignment	On-Site/Client Orientation
Phase 3: Assignment Management	<ol style="list-style-type: none">1. Reporting Unsafe/ Unhealthy Conditions2. Reporting and Investigating Incidents and/or Injuries3. First Aid4. Emergency Response



phase 1

pre-assignment

- 1 Job Description
- 2 Agreements
- 3 Site Visit/Contact
- 4 Requesting Job Hazard Analysis (JHA's) & Hazard Assessment Information
- 5 Worker Competency and Training
- 6 Worker Pre-Assignment/ Staffing Firm Orientation



1. Job Description

Staffing firms should ensure that the job description adequately reflects the activities and tasks to be performed.

Examples of questions to ask include, but are not limited to:

- Do the tasks match your understanding of the work that will be carried out by the job title/description?
- What equipment will the worker be required to operate and what are the dangers associated with using this equipment?
- What materials and substances will the worker be required to use or to which they may otherwise be exposed?
- What are the hours of work?
- Will the worker be required to work overtime?
- What is the frequency of supervision and who will be supervising the worker?
- What is the training required to do the job prior to placement?
- What site specific training is required?
- Is personal protective equipment required? (PPE)

It is important to identify the qualifications and experience that the worker must possess for the specific job including, but not limited to:

- Level of skills
- Knowledge
- Competency
- Experience
- Certification

When assigning workers to a job it is important to match the worker's qualifications and skills with the job tasks required.

The staffing firm should ensure, as a condition of assignment, that the client has policies and procedures that will result in staffing firm employees (temporary workers) being made aware of, and protected from existing/emerging hazards specific to the client's workplace.

2. Agreements

The agreement between staffing firm and client should clearly state that both parties are legally responsible for the health and safety of staffing firm employees (workers). In addition to having this clause in contractual agreements, the staffing firm should undertake to advise the client about their respective responsibilities for the health and safety of workers.

3. Site Visit/Contact

The staffing firm does not control the physical workplace in which their employees will be working. However, it is important to ensure that the client has adequate health and safety systems in place, and to place their employees in safe and healthy workplaces.

During the pre-assignment site visit, the staffing firm should look for evidence that compliance with the Alberta OHS legislation is maintained and that an effective health and safety system is in place including, but not limited to:

- A health and safety policy manual with policies and procedures
- Written hazard assessment and evidence that controls are in place for identified hazards
- Orientation and training processes
- Incident reporting and investigation processes
- First aid services
- Emergency response plan
- Safe work procedures

4. Requesting Job Hazard Analysis⁵ (JHA's) & Hazard Assessment Information

Legislated responsibilities

Hazard identification and control is at the foundation of occupational health and safety, and is a requirement under the *Alberta Occupational Health and Safety Code*. Employer responsibilities include, but are not limited to:



Under the OHS Code, Part 2, employers must:

- Assess a work site and identify existing and potential hazards before the work begins
- Prepare a written and dated hazard assessment, including the methods used to control or eliminate the hazards identified
- Where possible, involve workers in the hazard assessment
- Make sure workers are informed of the hazards and the methods used to control the hazards

Reference *OHS Code, Part 2*

⁵ A job hazard analysis (JHA) is a procedure which helps integrate accepted safety and health principles and practices into a particular task or job operation. In a JHA, each basic step of the job is to identify potential hazards and to recommend the safest way to do the job. Source: Canadian Centre for Occupational Health and Safety (CCOHS), OHS Answers: Job Safety Analysis at: www.ccohs.ca/oshanswers/hsprograms/job-haz.html

Hazard assessment is not a one time thing. The laws require that:



An employer must make sure that a hazard assessment is done:

- At reasonably practicable intervals to prevent the development of unsafe and unhealthy working conditions
- When a new work process is introduced
- When a work process or operation changes
- Before the construction of a new work site

Reference: *OHS Code, Part 2*

Staffing Firm/Client Responsibilities

The OHS Legislation provides *minimum requirements* for occupational health and safety.

Staffing firms are responsible for conducting hazard assessments for their own work sites as outlined in the OHS legislation.

It is the joint responsibility of the staffing firm and client, as the employer, to conduct the written hazard assessment and implement controls as required under the OHS legislation for their work sites. The client may actually perform the hazard assessment; however, the staffing firm must ensure that an adequate hazard assessment is completed and appropriate controls are in place.

As a best practice, it is recommended that prior to assigning their workers to a client work site the staffing firm meets their shared responsibilities for the health and safety of their workers by:

- validating that the client has a written hazard assessment and controls have been implemented
- determining that the client has a health and safety system in place
- matching the hazard assessment to worker job duties

One way to do this is to conduct a client facility tour prior to placing any workers at that site. A proactive approach between the staffing firm and the client will help to ensure the health and safety of workers directed to work at that site.

This assessment will also ensure that there is clear understanding of the client expectations regarding general competency requirements for the workers prior to coming to the site. **If the staffing firm does not believe that the work site will be a safe and healthy place for their workers to work they should not send them to that site.**

Sample forms on Assessment and Control of Hazards are provided in Appendix A:

- Sample 1 - Health and Safety Policy
- Sample 2 - Hazard Assessment Form
- Sample 3 - Workplace Inspection Checklist
- Sample 4 - Preventative Maintenance Policy
- Sample 5 - Housekeeping

Worker Responsibilities

As part of their orientation workers should be made aware of their responsibilities to report hazards. The staffing firm should ensure that prior to placement workers know:

- how to report hazards at the client work site, including who they report to
- when and how to report hazards to the staffing firm
- when and how to report hazards to the Government of Alberta, Workplace Health and Safety

Why Conduct a Hazard Assessment?

Assessing hazards means taking a careful look at what could harm workers at the work site. The purpose of hazard assessment is to prevent work-related injury or illness to workers.

In its simplest form, a hazard assessment answers the question “What if...”

- there is no guardrail around that elevated work platform?
- seat belts are not worn in all company vehicles?
- workers do not wear eye protection while grinding?
- workers do not test the atmosphere before entering a vessel?
- one of our workers becomes injured or dies because.....?

Benefits of performing a hazard assessment may include:

- reducing the number and severity of workplace injuries
- identifying the need for worker training
- identifying poor or missing procedures
- increasing workers’ participation and ownership of workplace health and safety
- reducing production losses and damage to equipment and property
- providing a useful tool when investigating incidents

Identifying and Assessing Hazards

What is a Hazard?



A hazard is any situation, condition or thing that may be dangerous to the safety or health of workers.

Reference: *OHS Code*, Part 1.

Hazards may be grouped into four main categories:

Physical and Ergonomic Hazards	Examples include, but are not limited to: <ul style="list-style-type: none">• Lifting and handling loads e.g. manual materials handling• Repetitive motions• Slipping and tripping hazards e.g. poorly maintained floors• Moving parts of machinery• Working at heights e.g. elevated platforms, roofs• Pressurized systems e.g. piping, vessels, boilers• Vehicles e.g. forklift trucks, trucks, pavers• Fire• Electricity e.g. poor wiring, frayed cords• Excess noise e.g. portable hand held tools, engines• Inadequate lighting• Extreme temperatures• Vibration• Ionizing radiation• Workplace violence
Chemical Hazards	Examples include, but are not limited to: <ul style="list-style-type: none">• Chemicals e.g. battery acids, solvents, cleaners• Dusts e.g. from grinding, asbestos removal, sandblasting• Fumes e.g. welding• Mists and vapors• Gases
Biological Hazards	Examples include, but are not limited to: <ul style="list-style-type: none">• Viruses, fungi, bacteria• Moulds• Blood and body fluids• Sewage
Psychological Hazards	Examples include, but are not limited to: <ul style="list-style-type: none">• Working conditions• Stress• Fatigue

How to Conduct a Hazard Assessment

There are a number of ways to find hazards in the workplace including:

- Walk around and look at your workplace and at how work is done. Ask your workers what they consider unsafe.
- Think about what could possibly go wrong and don't overlook the things that people may have 'worked around' for years. Ask yourself "what if...?"
- Review any information you may have on a particular piece of equipment (manufacturer's specifications) or chemical (Material Safety Data Sheets (MSDS's)) to see what it says about safety precautions.
- Talk to others in similar industries to find out what sort of incidents they have had.

More formal processes for conducting a hazard assessment may include:

- **Physical inspections** using a checklist.
- **Task or job hazard analysis** – breaking jobs down into tasks and identifying the hazards involved with each task.
- **Process analysis** – following a process from start to finish and identifying the hazards involved at each stage.
- **Incident investigation findings** – results of incident investigation may identify the hazards involved.

Questions to Ask When Looking for Hazards may Include but are not Limited to

- *Is your working environment a building, office, yard, laboratory, trench, roof, delivery van?*
- *How suitable are the things you use for the task? Are they easily accessible?*
- *How might people be hurt directly by equipment, machinery and tools?*
- *How might people be hurt indirectly through noise, fumes, radiation, etc?*
- *How might people be hurt by using chemicals and/or other materials (paints, solvents, fuels, toner, oils, plastics, acids, pesticides, gases, biological samples, wastes)?*
- *Are workers using equipment and materials correctly?*

For further information on Hazard Assessment and Control access our eLearning program at: www.employment.alberta.ca/whs/learning/hazard/Hazard.htm

Eliminating and Controlling Hazards

The responsibility for controlling hazards at the client work site is with the client employer. The staffing agency should review the written hazard assessment completed by the client when conducting the client assessment and prior to placement of workers. This written hazard assessment should include the implementation of controls. Considerations to look for when reviewing these are described on the following page.

Whenever possible, hazards should be **eliminated**. If this is not possible they must be controlled. **Control** means reducing the hazard to levels that do not present a risk to worker health. The preferred hierarchy is outlined in the *OHS Code*, Part 2, Section 9.

Controls, in order of preference are:

		Examples but not limited to:
1st choice	Engineering controls (preferred method)	<ul style="list-style-type: none"> • First try to eliminate the hazard completely This could mean removing trip hazards on the floor or disposing of unwanted chemicals, etc. • If it is not practical to eliminate the hazard completely, try to substitute it with something safer, such as using smaller packages to reduce the weight of items that have to be manually handled; using a less toxic chemical, etc. • Isolate the hazard: for example, use sound proof barriers to reduce noise levels, use an enclosed spray booth for spray painting, use remote control systems to operate machinery • Use trolleys or hoists to move heavy loads, place guards around moving parts of machinery. • Ventilation
2nd choice	Administrative controls	<ul style="list-style-type: none"> • Use safe work procedures • Provide training and supervision for workers • Ensure regular maintenance of machinery and equipment • Limit exposure times by using job rotation
last choice	Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Includes gloves, hard hats, hearing and eye protection, safety harnesses, protective clothing, respirators, steel-toed boots • Ensure that <ul style="list-style-type: none"> - The right type of PPE is selected for the job - PPE fits properly and is comfortable under working conditions - Workers are trained in the need for PPE, its use and maintenance - PPE is stored in a clean and fully operational condition • For more on PPE see Appendix A: Sample 6 - Personal Protective Equipment (PPE) Policy
	Combination of the above	<ul style="list-style-type: none"> • Engineering • Administrative • PPE

Standard forms and checklists for assessing hazards or assistance in developing a checklist that meets your needs may be available through:

- Industry health and safety associations or private health and safety consultants.
Access a list of resources on the Information Sharing Network web site at:
www.employment.alberta.ca/whs/network/
- Work Safe Alberta eLearning programs at **www.worksafely.org**
- The Alberta Government Library, Labour Building Site
3rd Floor, Labour Building
10808-99 Avenue
Edmonton, Alberta T5K 0G5
Phone: 780-427-8533
Toll free via 310-0000



Resources for Hazard Assessment and Control:

- Appendix A: Hazard Assessment and Control Sample Documents
 - Sample 1: Health and Safety Policy
 - Sample 2: Hazard Assessment Form
 - Sample 3: Workplace Inspections Checklist
 - Sample 4: Preventative Maintenance Policy
 - Sample 5: Housekeeping
 - Sample 6: Personal Protective Equipment Policy
- Work Safe Alberta eLearning programs at:
www.employment.alberta.ca/whs-elearning
- Solvents at the Work Site:
www.employment.alberta.ca/documents/WHS/WHS-PUB_ch013.pdf
- Fatigue and Safety at the Work Site:
www.employment.alberta.ca/documents/WHS/WHS-PUB_erg015-1.pdf
- Fatigue, Extended Hours and Safety in the Work Site:
www.employment.alberta.ca/documents/WHS/WHS-PUB_erg015.pdf
- Canadian Centre for Occupational Health and Safety:
www.ccohs.ca/oshanswers/

5. Worker Competency and Training

Staffing Firm and Client Responsibilities

Staffing firms should ensure that workers have the basic training and education required to perform the tasks for jobs they will be required to do. Qualifications should be matched with job requirements when determining placement of workers prior to sending them to a work site. The staffing firm should clarify with both the client and the worker what site specific training will take place. As a best practice include in the agreement with the client that the client must notify the staffing firm before any workers are asked to make a job change or do work other than that in the original agreement.

Client employers are responsible for providing site specific training and for ensuring that workers are competent to do the jobs/tasks safely they are requested to do at the work site.

Legislated responsibilities

Requirements for worker training are included throughout the OHS Legislation. These include, but are not limited to the following:

Employer responsibilities



Employers must ensure that a worker is trained in the safe operation of the equipment the worker is required to operate. This training must include:

- selection of the appropriate equipment
- limitations of the equipment
- operator's pre-use inspection
- use of the equipment
- operator skills required by the manufacturer's specifications for the equipment
- mechanical and maintenance requirements of the equipment
- loading and unloading the equipment if doing so is a job requirement
- the hazards specific to the operation of the equipment at the work site

If a worker may be exposed to a harmful substance at a work site, the employer must

- establish procedures that minimize the worker's exposure to the harmful substance
- ensure that a worker who may be exposed to the harmful substance is trained in the procedures
- applies the training, and is informed of the health hazards associated with exposure to the harmful substance

Reference: *OHS Regulation*, Section 15

Competent Worker



If work is to be done that may endanger a worker, the employer must ensure that the work is done

- by a worker who is competent to do the work or
- by a worker who is working under the direct supervision of a worker who is competent to do the work

Reference: *OHS Regulation, Section 13*



What is a competent worker?

"...adequately qualified, suitably trained, and with sufficient experience to safely perform work without supervision or with only a minimal degree of supervision."

Reference: *OHS Regulation, Section 1*

Workers should contact the staffing firm if they are asked to make any changes to their job assignment.

Sample policies and forms for worker competency and training are provided in Appendix B:

- Sample 7 - Health and Safety Training Policy
- Sample 8 - Worker Orientation Record
- Sample 9 - Record of Training
- Sample 10 - Health and Safety Meeting Sign In Sheet
- Sample 11 - Worker Health and Safety Checklist
- Sample 12 - Worker Health and Safety Orientation Checklist

Specific requirements for worker training are identified throughout the OHS legislation. Refer to these for job specific requirements.

Worker Responsibilities

Section 14 and 15 of the *OHS Regulation* outline duties of workers:



- A worker who is not competent to perform work that may endanger the worker or others must not perform the work except under the direct supervision of a worker who is competent to perform the work
- A worker must immediately report to the employer equipment that
 - Is in a condition that will compromise the health or safety of workers using or transporting it
 - Will not perform the function for which it is intended or was designed
 - Is not strong enough for its purpose, or
 - Has an obvious defect
- If a regulation or an adopted code imposes a duty on a worker
 - The duty must be treated as applying to circumstances and things that are within the worker's area of occupational responsibility
 - The worker must perform that duty

Reference: *OHS Regulation*, Section 14

Workers must:

- participate in the training provided by an employer
- apply the training

Reference: *OHS Regulation*, Section 15



Resources for Worker Competency and Training:

- Appendix B: Worker Training Sample Documents
 - Sample 7: Health and Safety Training Policy
 - Sample 8: Worker Orientation Record
 - Sample 9: Record of Training
 - Sample 10: Health and Safety Meeting Sign in Sheet
 - Sample 11: Worker Health and Safety Checklist
 - Sample 12: Worker Health and Safety Orientation Checklist

6. Worker Pre-Assignment/Staffing Firm Orientation

Staffing firms should provide general orientation and training for workers and determine the type of work and potential hazards at a workplace prior to supplying labour. It is strongly recommended that a client facility tour be conducted prior to placing any workers to ensure there is clear understanding about the respective responsibilities and expectations of the staffing firm, the client and the worker.

Staffing firms should have a general orientation to their company for all workers. The purpose of an orientation is to acquaint all workers with the organization, its policies, standards and procedures. Orientation should include, but is not limited to:

- staffing firm health and safety policies and procedures
- occupational health and safety roles and responsibilities of staffing firm, client and worker
- hazard identification, assessment and the hierarchy of controls
- worker's right to refuse work and procedures to follow
- what to do in the case of a work related event (i.e.: injury, near miss, property damage)
- what to do when the expected job requirements/duties have been changed
- the expectations for a specific on-site orientation
- injury response and reporting, including reporting of near miss, hazards, incidents, and injuries
- personal protective equipment use and maintenance where required
- requirements for compliance with client site rules and responsibilities
- first aid and emergency response



phase 2

assignment

On-site/Client Orientation



On-site/Client Orientation

Beyond the general orientation that a worker receives by the staffing firm, it is imperative that all workers are fully oriented to the work sites where they will perform their work duties, regardless of the amount of time that they will conduct activity at that site. This is the obligation of the client; however, as the staffing firms are jointly responsible for all employer responsibilities and obligations, the staffing firms must exercise due diligence to ensure this is being done.

The client is also responsible for all work site specific training and for ensuring that the worker is competent to perform any work they are asked to do at their work site. The client may have specific expectations or requirements for qualifications or training of workers before they are sent to the work site. This should be clearly identified between the staffing firm and the client before workers are sent to the site, and should be included in the contract. Again, as the staffing firms are jointly responsible, the staffing firm must exercise due diligence to ensure that all the responsibilities and obligations of the client company are being performed.

The client company will also be responsible for communicating to the worker on an ongoing basis and ensuring that the worker has a both a general orientation and a health and safety orientation to the specific work site. It is understood that the client will have knowledge regarding the work site and therefore should be responsible for providing orientation, including hazards, controls, emergency response, safe work practices and expectations. This includes supervision of the work activity by a competent person. The staffing firms must again ensure that this is being done.

As a best practice, the staffing firm should review the client company's orientation procedures when setting up the contractual agreement. The orientation should be thorough and at a minimum cover:

- a review of the health and safety policy of the client site
- safe work procedures at the client site
- verification of worker competency
- existing and potential hazards, and controls in place to eliminate or control these hazards
- identification of the competent worker, supervisor or foreman who is responsible for overseeing the activity of the worker assigned
- location of MSDS
- what to do in case of an emergency
- what to do if medical assistance is required
- location of first aid supplies and services
- required personal protective equipment
- training that will be provided



phase 3

assignment management

- 1 Reporting Unsafe/Unhealthy Conditions
- 2 Reporting and Investigating Incidents and/or Injuries
- 3 First Aid
- 4 Emergency Response



1. Reporting Unsafe/Unhealthy Conditions

Workers should have a clear understanding of how and to whom to report any unsafe or unhealthy conditions at the client work site. They should also be aware of the reporting requirements for the staffing firm.

2. Reporting and Investigating Incidents and/or Injuries

Reporting



Employers must report to Government of Alberta (GOA) Workplace Health and Safety:

- An injury or accident that results in death
- An injury or accident that results in a worker being admitted to a hospital for more than 2 days
- An unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing a serious injury
- The collapse or upset of a crane, derrick or hoist
- The collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure

Reference: *OHS Act*, Section 18

For more information please refer to the Workplace Health and Safety Reporting Injuries and Incidents bulletin available at:

www.employment.alberta.ca/documents/WHS/WHS-PUB_li016.pdf

Also refer to the eLearning program on the investigation of incidents at:

www.employment.alberta.ca/whs/learning/Incident/Incident.htm

A sample policy for Reporting and Investigating injuries and/or incidents is provided in Appendix C:

- Sample 13 - Incident Investigation Policy

Note: There are also separate requirements for reporting injuries to the Worker's Compensation Board (WCB). These are covered under the *Worker's Compensation Act*, which is different from the Occupational Health and Safety legislation. For more information and access to WCB publications and forms, go to: www.wcb.ab.ca

Investigating

Staffing Firm and Client Responsibilities

The staffing firms and the client share the responsibility for ensuring that investigation of incidents involving the staffing firm's workers is completed. The investigation of incidents at the work site is the responsibility of the client company. The staffing firm should establish a procedure with the client and workers to ensure that they are notified of any incidents and the results of the incident investigation. The procedure for reporting incidents at the work site should be clearly outlined to all workers by the client company as part of the orientation.

Procedure Development

Investigation procedures should consist of a step-by-step approach to ensure all aspects of an investigation are covered. Procedures should:

- specify who is responsible at a client site to notify the staffing firm of an incident
- specify record-keeping procedures - copies of investigation reports shared with staffing firm
- ensure follow-up and evaluation of effectiveness of investigations, recommendations and expected outcomes

Legislated Requirements



Under Section 18 of the OHS Act, if a serious injury or accident occurs at a work site the employer shall:

- Report it to Workplace Health and Safety
- Carry out an investigation into the circumstances surrounding the serious injury or accident
- Prepare a report outlining the circumstances of the serious injury or accident and the corrective actions, if any, undertaken to prevent the recurrence of the serious injury or accident
- Ensure that a copy of the report is readily available for inspection by an officer
- Retain the report for 2 years

Reference: *OHS Act*, Section 18

For more information please refer to the Workplace Health and Safety Reporting Injuries and Incidents bulletin available at:

www.employment.alberta.ca/documents/WHS/WHS-PUB_li016.pdf

Also refer to the eLearning program on the investigation of incidents at:

www.employment.alberta.ca/whs/learning/Incident/Incident.htm

Promptly Investigate All Incidents and Near-Misses

It's an unacceptable circumstance when a worker gets hurt on the job. It is even worse if no attempt is made to learn from the incident and to correct the causes that led to the incident and worker injury. If the causes aren't corrected, more workers may be injured in a similar way.

Employers should investigate all incidents and near-misses.

Near-misses are incidents that cause no visible injury or damage but that could have caused serious injuries or property damage under slightly different circumstances. They should be investigated because they point to conditions or work practices that must be changed to prevent future incidents.

Everyone in the business has a role to play in an incident investigation. Workers must report incidents to their supervisors. The owner, employer, or supervisor should promptly start investigations of incidents. If possible, one employer representative and one worker representative should participate in the investigation. After the investigation is complete, an investigation report must be prepared.

A sample form for reporting near misses is provided in Appendix C:

- Sample 14 - Near Miss Report Form

Conducting Incident Investigations

To conduct an incident investigation, you need to:

- Determine the root cause and contributing factors of the incident
- Identify any unsafe or unhealthy conditions, acts, or procedures that contributed to the incident
- Prevent similar incidents by identifying corrective actions

Interview witnesses and the people involved in the incident – even if the person wasn't present at the incident. For example, it may be appropriate to interview a supervisor who gave instructions at the start of the shift, or a trainer who instructed the workers involved, months earlier.

Your investigation should determine:

- WHAT happened?
- WHO was involved or injured?
- WHERE did the incident happen?
- WHEN did the incident occur?
- WHY was the unsafe act or condition allowed?
- HOW can a similar incident be prevented?

Usually there are several factors that cause or contribute to an incident. Identify as many causes as possible. Factors to consider when investigating an incident include but are not limited to:

- Unsafe or defective equipment
- Unsafe or unhealthy environment or conditions
- Poor housekeeping
- Physical hazards
- Poor planning
- Poor instruction
- Unsafe work practices
- Unusual or unfamiliar work conditions
- Personal factors

For more information on incident investigation visit the AE&I eLearning program on Incident Investigation at:

www.employment.alberta.ca/whs/learning/Incident/Incident.htm

A sample form for Reporting Incidents is provided in Appendix C:

- Sample 15 - Incident Report Form of this guide



Resources for Reporting and Investigating Incidents and Injuries:

- Appendix C: Incident Reporting and Investigation Sample Documents
 - Sample 13: Incident Investigation Policy
 - Sample 14: Near Miss Report Form
 - Sample 15: Incident Report Form
- eLearning program on Incident Investigation at:
www.employment.alberta.ca/whs/learning/Incident/Incident.htm
- Reporting Injuries and Incidents:
www.employment.alberta.ca/documents/WHS/WHS-PUB_li016.pdf

3. First Aid

Legislated Requirements



First aid means “the immediate and temporary care given to an injured or ill person at a work site using available equipment, supplies, facilities, or services, including treatment to sustain life, to prevent a condition from becoming worse or to promote recovery.”

Reference: *OHS Code*, Part 1

In Alberta, workplace First Aid requirements are outlined in Part 11 of the *Occupational Health and Safety (OHS) Code*. Specific requirements are listed in Schedule 2 of the *OHS Code* and are determined based on:

- How hazardous the work is
- The time taken to travel from the work site to a health care facility (hospital)
- The number of workers on each shift

First Aider – means an emergency first aider, standard first aider or advanced first aider designated by an employer to provide first aid to workers at a work site.

First aiders must be trained by an approved training agent that meets the standards of the Government of Alberta (GOA) Director of Medical Services.

A list of approved first aid training agencies is available at:

www.employment.alberta.ca/documents/WHS/WHS-EP_firstaid_courses.pdf

Employer Responsibilities



Employers are responsible for:

- Providing first aid services, supplies and equipment in accordance with Schedule 2 of the *OHS Code*
- Ensuring that the services, supplies and equipment are located near the work site they serve and are maintained, available and accessible during all working hours
- Communicating the information about first aid to workers
- Ensuring arrangements are in place to transport injured or ill workers from the work site to the nearest health care facility
- Ensuring that first aiders are trained
- Ensuring that injuries and acute illnesses are reported to the employer and recorded, and that records are kept confidential

For more detailed requirements refer to Part 11 and Schedule 2 of the *OHS Code*.

Determining first aid requirements

All staffing firms are required to provide first aid services at their own work sites. To assist in determining your work site specific requirements refer to Schedule 2 of the *OHS Code*.

When to complete a first aid record



- Workers must report any acute illness or injury at the work site to the employer as soon as possible
- Employers must record, on a first aid record, every acute illness or injury that occurs at the work site as soon as possible after it is reported to them.
- Employers must retain records for 3 years from the date of the incident
- The custodian of the records must ensure that no person other than the worker has access to the worker's record except as outlined in Section 184 of the *OHS Code*.

Reference: *OHS Code*, Part 11

NOTE: Serious injuries must be reported to Alberta Workplace Health and Safety as outlined in Part 2 of this document.

Staffing firm and client responsibilities

The client has responsibility for ensuring that there are adequate first aid services and supplies at the work site. The location of first aid supplies and services, how to report injuries and completion of the first aid record should be part of the job site orientation for all workers.

Staffing firms are required to meet the legislated requirements for their place of business for first aid services and supplies.

As part of the staffing firm's shared responsibility, the assessment of the client work site by the staffing firm should include a review of the first aid services, supplies and procedures at the site. Reporting of incidents requiring first aid to the staffing firm should be outlined in the agreement between the staffing firm and the client company.

As a best practice, the staffing firm may consider providing first aid training to their workers. Benefits of first aid training may include:

- saving lives (in the case of seriously injured or ill persons)
- reducing the chance of permanent damage (for example, prompt flushing of the eyes with water after a chemical splash can prevent blindness)
- helping prevent an injury from becoming more serious (for example, cleaning and bandaging a cut can help prevent infection and further problems)
- minimizing the length and extent of medical treatment
- reducing lost time from work

Other benefits are demonstrated by research which shows that people trained in first aid have fewer and less severe incidents, both on and off the job, than untrained people.



Resources for First Aid:

- List of approved first aid training agencies is available at: www.employment.alberta.ca/documents/WHS/WHS-EP_firstaid_courses.pdf
- Publication on First Aid Records at: www.employment.alberta.ca/documents/WHS/WHS-PUB_fa009.pdf
- Developing a First Aid Plan: www.employment.alberta.ca/documents/WHS/WHS-PUB_fa012.pdf
- Workplace First Aiders and Legal Requirements: www.employment.alberta.ca/documents/WHS/WHS-PUB_fa011.pdf

4. Emergency Response

Legislated Requirements



- Employers must establish an emergency response plan in case of an **emergency that may require rescue or evacuation**. The plan must be current, written, and affected workers must be consulted in the development of the plan.
 - The emergency response plan must include:
 - The identification of potential emergencies (based on the hazard assessment).
 - Procedures for dealing with the identified emergencies
 - The identification of, location of and operational procedures for emergency equipment
 - The emergency response training requirements
 - The location and use of emergency facilities
 - The fire protection requirements
 - The alarm and emergency communication requirements
 - The first aid services required
 - Procedures for rescue and evacuation
 - The designated rescue and evacuation workers

Reference: *OHS Code, Part 7*

What is an Emergency?

*An emergency may be defined as “any situation or occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate attention”.*⁶

There are many types of emergencies including, but not limited to:

- Fires
- Spills
- Critical injuries
- Explosions
- Medical emergencies
- Transportation collisions
- Power or fuel loss
- Workplace violence
- Bomb threats
- Natural disasters such as: ice storms, tornados or severe storms, floods

⁶ Canadian Centre for Occupational Health and Safety. (2004). *Emergency Response Planning Guide* First Edition. p. 2

Planning and preparing in advance for emergencies is important. An emergency response plan will protect the health, safety and lives of people at the work site. It will also minimize business losses related to damage to the environment and property. In Alberta, the *OHS Code*, Part 7 requires employers to establish an emergency response plan for response to an emergency **that may require rescue or evacuation**.

A sample form for Emergency Response and preparedness is provided in Appendix D:

- Sample 16 - Emergency Response Plan

What must the emergency response plan look like?

It is essential that the emergency response plan be site specific. You may develop your own format for the plan, as long as all components outlined in the *OHS Code* are addressed.

Staffing firm and client responsibilities

The client company is responsible for developing the Emergency Response Plan for their work sites. The staffing firm should include the review of this Emergency Response Plan as part of their initial client work site evaluation as they are still jointly responsible to ensure that this legislative requirement is met.

Staffing firms are required to have an emergency response plan for their own work sites, as with any other employer.

All workers must be aware of the emergency response plan and any requirements it may present. This should be included in the worker's orientation to the work site.



Resources for Emergency Response Planning:

- Canadian Centre for Occupational Health and Safety: www.ccohs.ca
- Appendix D: Emergency Response Sample Documents
 - Sample 16: Emergency Response Plan



PART 5:

glossary of terms





Acute Illness or Injury—A physical injury or sudden occurrence of an illness that results in the need for immediate care.

Alberta Employment and Immigration (AE&I)—The government ministry responsible for the *Occupational Health and Safety Act, Regulation and Code*. Its job is to work with employers and workers to ensure legislation is followed as much as possible to prevent workplace incidents, injuries and illnesses, and to ensure employers and workers are educated in their occupational health and safety duties.

Best Practice—For the purpose of this document, a best practice in health and safety is defined as a program, process, strategy or activity that: has been shown to be effective in the prevention of workplace injury or illness; has been implemented, maintained and evaluated; is based on current information; and is of value to, or transferable to, other organizations. Best practices are living documents and must be reviewed and modified on a regular basis to assess their validity, accuracy and applicability. They may and often do exceed the requirements of OHS legislation.

Competent Worker—An adequately qualified, suitably trained person with sufficient experience to safely perform work without supervision. Reference: *OHS Code*, Part 1.

Due Diligence—The level of judgment, care, prudence, determination and activity that a person would reasonably be expected to do under particular circumstances.

Emergency—Any situation or occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate attention.

Employer—You are an employer if: you employ one or more workers; you are designated to represent an employer; your responsibility is to oversee workers' health and safety; or you are self-employed. Reference: *OHS Act*, section 1(k).

Equipment—A thing used to equip workers at a worksite; includes tools, supplies, machinery and sanitary facilities. Reference: *OHS Code*, Part 1.

First Aid—The immediate and temporary care given to an injured or ill person at a worksite using available equipment, supplies, facilities or services. First aid has three objectives: preserve life; prevent the injury or illness from becoming worse; promote recovery. Reference: *OHS Code*, Part 1.

First Aider (emergency, standard or advanced)—A competent individual designated by an employer to provide first aid to workers at a worksite. Reference: *OHS Code*, Part 1.

Hazard—Any situation, condition or thing that may be dangerous to the safety or health of workers. Reference: *OHS Code*, Part 1. There are four standard hazard categories: physical hazards; chemical hazards; biological hazards; and psychosocial hazards.

Hazard Assessment—Measures careful evaluation of all equipment, machinery, work areas and processes to identify potential sources of hazards that workers may be exposed to.

Hazard Control—Control measures implemented to eliminate or reduce the risk of harm to workers.

Imminent Danger—Any danger that isn't normal for a job, or any dangerous conditions under which a worker wouldn't normally carry out their work. If workers think their work may put them or another worker in imminent danger, they must refuse to do it. Reference: *OHS Act*, section 35(2).

Incident—An undesired event that results in physical harm to a person or damage to property, including near misses.

Job Hazard Analysis (JHA)—A procedure which helps integrate accepted safety and health principles and practices into a particular task or job operation. In a JHA, each basic step of the job is to identify potential hazards and to recommend the safest way to do the job.

Near Miss—An incident that did not cause visible injury or property damage but that could have resulted in serious injury, personal harm, death or property damage.

OHS Act—The *Occupational Health and Safety Act* sets out the legislative framework to ensure workplace conditions are safe and do not pose a danger of injury or illness. A general duty clause serves as a blanket statement that employers are accountable for the health and safety of workers.

OHS Code—The *Occupational Health and Safety Code* sets out specific health and safety requirements for work-related operations and practices within Alberta's various industries to ensure that workplace conditions are safe and do not pose a danger of injury or illness.

OHS Regulation—The *Occupational Health and Safety Regulation* sets out rules for specific workplace conditions and work practices that must be met in order for a workplace to be considered in compliance with OHS legislation.

Partnerships in Health and Safety—A voluntary Alberta program of Workplace Health and Safety based on the concept that when employers and workers build effective Health and Safety Management Systems the human and financial costs of workplace injuries and illnesses will be reduced.

Personal Protective Equipment (PPE)—Equipment or apparel that when worn lessens the potential harmful effects of a known hazard (i.e. gloves, hard hats, steel-toed footwear, etc.) Reference: *OHS Code*, Part 1.

Prime Contractor—If there are two or more employers involved in work at a worksite at the same time, there must be a prime contractor. The prime contractor for a worksite is: the contractor, employer or other person who enters into an agreement with the owner of the worksite to be the prime contractor; or if no agreement has been made or is in force, the owner of the worksite. Reference: *OHS Act*, section 3(2).

Reasonably Practicable—A legally defined term that is assessed using the reasonable person test.

Safe Work Practice—A written set of guidelines that establishes a standard of performance for an activity.

Safe Work Procedure—A written, step-by-step description of how to perform a task from beginning to end.

Standards—Standards are produced by voluntary organizations, such as the Canadian Standards Association (CSA), American National Standards Institute (ANSI) and the International Organization for Standardization (ISO). Standards do not have the power of law. However, if they are adopted by legislation, they become part of the law and are enforceable. For example, if the *OHS Code* states that workers must wear footwear approved to a particular CSA standard, then the CSA standard has the power of law. Reference: A list of the standards adopted in the *OHS Code*, Part 1, section 3.

WHMIS (Workplace Hazardous Materials Information System)—A comprehensive plan for providing information on the safe use of hazardous materials in Canadian workplaces. The information is provided by means of: product labels; Material Safety Data Sheets (MSDS); and worker education programs.

Worker—A person engaged in an occupation, including managers, supervisors and volunteers. Reference: *OHS Act*, 1(bb).

Workplace Health and Safety (WHS)—A division/department of Alberta Employment and Immigration.

Work site—A location where a worker is, or likely to be, engaged in any occupation and includes any vehicle or mobile equipment used by a worker in an occupation. Reference: *OHS Act*, Part 1(cc).



PART 6:

resources





Additional resources are available at the Alberta Government, Workplace Health and Safety website at: www.worksafely.org or by calling the Contact Centre at: 1-866-415-8690.

Legislation

- *OHS Act*: www.qp.gov.ab.ca/documents/acts/O02.cfm
- *OHS Regulation*:
www.qp.gov.ab.ca/documents/Regs/2003_062.cfm?frm_isbn=077971752X
- *OHS Code*:
www.employment.alberta.ca/documents/WHS/WHS-LEG_ohsc_2006.pdf
- *OHS Code Explanation Guide*:
www.employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/3969.html

Publications Online

General Legislation

- Employer's Guide: *Occupational Health and Safety Act*:
www.employment.alberta.ca/documents/WHS/WHS-PUB_li009.pdf
- Worker's Guide: *Occupational Health and Safety Act*:
www.employment.alberta.ca/documents/WHS/WHS-PUB_li008.pdf
- Due Diligence:
www.employment.alberta.ca/documents/WHS/WHS-PUB_li015.pdf

First Aid

- List of approved first aid training agencies is available at:
www.employment.alberta.ca/documents/WHS/WHS-EP_firstaid_courses.pdf
- Publication on First Aid Records at:
www.employment.alberta.ca/documents/WHS/WHS-PUB_fa009.pdf
- Developing a First Aid Plan:
www.employment.alberta.ca/documents/WHS/WHS-PUB_fa012.pdf
- Workplace First Aiders and Legal Requirements:
www.employment.alberta.ca/documents/WHS/WHS-PUB_fa011.pdf

Incident/Injury Reporting

- Reporting Injuries and Incidents:
www.employment.alberta.ca/documents/WHS/WHS-PUB_li016.pdf

eLearning Programs available at:

www.employment.alberta.ca/whs-elearning

- Alberta Occupational Health and Safety Legislation
- Hazard Assessment and Control
- Incident Investigation
- Recognizing Hazards- See it again for the first time
- Shift Work and Fatigue
- Impairment and Workplace Health and Safety
- Basic Ergonomics: Backs and Bums
- Fall Protection
- Noise
- Basic Health and Safety
- Health and Safety Management Systems
- Fun Quizzes

Other Resources

- Canadian Centre for Occupational Health and Safety: www.ccohs.ca
- Canadian Society of Safety Engineering: www.csse.org
- Industrial Accident Prevention Association: www.iapa.ca
- Institute For Work and Health: www.iwh.on.ca
- National Safety Council: www.nsc.org
- NIOSH Pocket Guide to Chemical Hazards: www.cdc.gov/niosh/npg/npg.html
- Technical Standards and Safety Authority: www.tssa.org
- Workers' Compensation Board- Alberta www.wcb.ab.ca
- The Association of Canadian Search, Employment and Staffing Services (ACSESS) is the single voice for promoting best practices and ethical standards for the recruitment, employment and staffing services industry in Canada. ACSESS (www.acsess.org) supports advancement of the staffing industry through professional training and certification programs, leading to a Certified Personnel Consultant (CPC) designation. Its more than 1,000 member offices, from professional search to contract Staffing firms, help businesses respond to changing needs and offer a broad range of employment opportunities and services to their clients.



PART 7:

sample forms, policies and procedures





NOTE:

The following documents are meant to be used as a foundation in developing your company's own forms and procedures. As no two workplaces are the same, it will be necessary to customize these forms and procedures to your own specific situation. Alberta Employment and Immigration (AE&I) makes no warranty as the applicability, completeness, or effectiveness of any of these documents in developing your specific health and safety programs. It is strongly advised to use your own qualified safety professional(s) and/or legal advisor to develop processes that meet or exceed the minimum legislative requirements.



appendix **A**

hazard assessment and control sample documents

- Sample 1** Health and Safety Policy
- Sample 2** Hazard Assessment Form
- Sample 3** Workplace Inspection Checklist
- Sample 4** Preventative Maintenance Policy
- Sample 5** Housekeeping
- Sample 6** Personal Protective Equipment (PPE) Policy



Hazard Assessment and Control Sample Documents

Sample 1: Health and Safety Policy

Sample A: _____ (company) Health and Safety Policy

This company is committed to a health and safety management system that protects our workers, other workers who enter onto our property, and the general public.

Employees at every level are responsible and accountable for the company's health and safety performance. Active participation by everyone, every day, in every job is necessary for the health and safety excellence that this company expects.

Management will:

- Set an example and provide leadership in the health and safety system.
- Set a health and safety policy and procedures
- Provide proper equipment and training for workers

Workers will:

- Follow all safe work procedures
- Work with an awareness of health and safety
- Co-operate with the employer in working towards improved health and safety at work

Workers at every level should be familiar with the requirements of the Alberta Occupational Health and Safety legislation as it relates to their work.

Our goal is a healthy, injury free workplace for all workers. By working together we can achieve this goal.

Signed: _____ (Owner/CEO) Date: _____

Title: _____

Sample B: _____ (company) Health and Safety Policy

The management of _____ (company) will provide a safe and healthy workplace for all employees and others that may visit or enter our facilities. Our company will establish a Health and Safety Management System designed to prevent injuries and illness in the workplace. We are responsible for providing the necessary instruction in health and safety and for addressing unsafe situations in a timely manner. All workers and service contractors are required to work in a safe and healthy manner and to know and follow our company health and safety rules.

Workers at entry level should be familiar with the requirements of the Alberta Occupational Health and Safety Legislation as it relates to their work.

Signature of Management

Date

Employer's responsibilities include:

- Establishing the health and safety program
- Conducting an annual review in _____ (month) of each year
- Training supervisors
- Providing a safe and healthy work environment

Supervisors' responsibilities include:

- Orienting new workers
- Ongoing training of workers
- Conducting regular staff safety meetings
- Performing inspections and investigations
- Reporting any safety or health hazards
- Correcting unsafe acts and conditions

Workers' responsibilities include:

- Learning and following safe work procedures
- Correcting hazards or reporting them to supervisors
- Participating in inspections and investigations where applicable
- Using personal protective equipment where required

Sample 2: Hazard Assessment Form

Step 1: On the Hazard Identification checklist, check off all the hazards or potential hazards that are present at your work site. Add any identified hazards specific to your work site to the list:

HAZARD IDENTIFICATION

Physical Hazards		Chemical Hazards	
Lifting and handling loads	<input type="checkbox"/>	Chemicals (identify types)	<input type="checkbox"/>
Repetitive motion	<input type="checkbox"/>	Type:	
Slipping and tripping	<input type="checkbox"/>	Type:	
Moving parts of machinery	<input type="checkbox"/>	Type:	
Working at heights	<input type="checkbox"/>	Type:	
Pressurized systems	<input type="checkbox"/>	Type:	
Vehicles	<input type="checkbox"/>	Dusts	<input type="checkbox"/>
Fire	<input type="checkbox"/>	Fumes (identify types)	<input type="checkbox"/>
Electricity	<input type="checkbox"/>	Type:	
Noise	<input type="checkbox"/>	Type:	
Lighting	<input type="checkbox"/>	Type:	
Temperatures	<input type="checkbox"/>	Mists and Vapours (identify types)	<input type="checkbox"/>
Vibration	<input type="checkbox"/>	Type:	
Ionizing Radiation	<input type="checkbox"/>	Type:	
Workplace Violence	<input type="checkbox"/>	Type:	
Other:	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Other:	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Other:	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Biological Hazards		Psychological Hazards	
Viruses	<input type="checkbox"/>	Working conditions	<input type="checkbox"/>
Fungi (mould)	<input type="checkbox"/>	Fatigue	<input type="checkbox"/>
Bacteria	<input type="checkbox"/>	Stress	<input type="checkbox"/>
Blood and Body Fluids	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Sewage	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Other:	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Other:	<input type="checkbox"/>	Other:	<input type="checkbox"/>

NOTE: If you work in a high hazard industry, an industry specific checklist may be required.

Step 2: Hazard Assessment and Control Sheet (Sample - Page 2)

- Take the hazards identified on the checklist above and list them on the Hazard Assessment and Control Sheet
- Identify the controls that are in place: engineering, administrative, PPE or combination for each hazard

Company: _____ Location: _____

Date of assessment: _____ Completed by: _____

Hazard	Controls in Place (list)		Follow-up Action Required	Date/Person Responsible
	Engineering	Administrative		

Sample 3: Workplace Inspection Checklist

Floors <i>(Walking and Working Surfaces)</i>	Yes	No	Notes <i>(location; ways to correct)</i>
Are floors clean, dry, and free from debris, and clutter?			
Are signs posted where floors are wet (e.g. when floors are washed)?			
Are surfaces free from slip hazards (e.g. water, ice, snow, oil, grease)?			
Are surfaces free from trip hazards (e.g. Electrical cords, broken floor tiles, torn carpet, uneven or worn surfaces, etc.)?			
Are floors free from protruding objects such as nails?			
Are anti-fatigue (slush) mats in good condition, clean?			
Other?			
Stairs	Yes	No	Notes <i>(location; ways to correct)</i>
Are stairs, stairwells, and landings kept clear and unobstructed?			
Are stairways adequately lit?			
Are steps, treads, etc. in good condition?			
Do treads and landings have non-skid surfaces?			
Are steps consistent in height and tread depth?			
Are outdoors stairs made of grating (so that water and snow can't build up on them)?			

Stairs <i>(continued)</i>	Yes	No	Notes <i>(location; ways to correct)</i>
Are handrails provided on open sides?			
Is a handrail provided on at least one side of the stairwell if it is closed?			
Are handrails in good condition?			
Other?			

Exits and Entrances	Yes	No	Notes <i>(location; ways to correct)</i>
Are there sufficient exits for quick escape?			
Are exit doors free from any locks or fastenings that could restrict escape?			
Are routes, signs, and doors clearly marked?			
Are exit routes free from obstruction? Are they free from snow, ice, water, and grease?			
Are exits and exit signs (including emergency exit signs) adequately lit? Easy to see?			
Are materials kept away from exits?			
Are automatic doors working properly?			
Are "In" and "Out" doors clearly marked?			
Are mats at entrances in good condition, flat and clean?			
Other?			

Lighting	Yes	No	Notes (<i>location; ways to correct</i>)
Are all walking and working areas adequately lit?			
Are all lights in good operating condition?			
Are protective lenses in good condition?			
Are light fixtures clean?			
Are windows and skylights that provide natural lighting clean?			
Are lighting levels sufficient for the work performed?			
Are work areas free from glare?			
Is the emergency lighting checked once a month?			
Other?			

Shelves, Racks, Filing Cabinets & Desks (<i>Storage rooms, closets</i>)	Yes	No	Notes (<i>location; ways to correct</i>)
Are shelves, racks filing cabinets and desks sturdy and suitable for the weight of the items stored on them?			
Are shelves, racks filing cabinets and desks in good condition (e.g. are shelves free from sharp splintered, or rough corners or edges)?			
Are shelves, racks filing cabinets and desk properly secured?			
Are heavier products stored on lower shelves (e.g. at or near waist level)?			

Shelves, Racks, Filing Cabinets & Desks <i>(Storage rooms, closets)</i>	Yes	No	Notes <i>(location; ways to correct)</i>
Are items stored securely on shelves, racks filing cabinets and desks (e.g. so they won't fall)?			
Do shelves, racks filing cabinets and desks block aisles or exits?			
Are all filing cabinet and desk drawers properly closed?			
Other?			

Fire Protection	Yes	No	Notes <i>(location; ways to correct)</i>
Do sprinkler heads have proper clearance from materials, and furnishings (at least 45 cm or 18 in.)?			
Are portable fire extinguishers appropriate and readily available?			
Are fire extinguishers inspected monthly?			
Is fire-fighting equipment clearly marked?			
Are fire doors in good repair and free from obstruction?			
Are fire alarms in good working order?			
Other?			

Signed: Worker _____ Manager _____

Dated: _____ Dated: _____

Sample 4: Preventative Maintenance Policy

_____ (company) is built on the belief that our people are our single most important resource. _____ (company) is committed to protecting the health and safety of all _____ (company) employees as well as clients, contractors, subcontractors, visitors and the public by, among other things, implementing a Preventative Maintenance Policy. _____ (company) has made a commitment to ensure that all tools and equipment will be properly maintained so as to reduce the risk of injury and/or property damage.

The policy is written to provide instruction and guidance to all workers, supervisors and managers ensuring that our established maintenance programs are followed. Scheduled maintenance requirements for equipment are to be adhered to and any additional concerns brought to the attention of the appropriate supervisor/manager immediately.

All employees are responsible for checking their tools and equipment regularly. Any tool or piece of equipment found to be defective will be taken out of service. This means the equipment/tool will either be discarded or tagged as defective and sent for repair.

It is the policy of the organization to purchase tools and equipment in accordance with CSA, provincial and industrial standards.

President and CEO

Date

Sample 5: Housekeeping

Purpose

The day-to-day health and safety of all employees is imperative. The purpose of our housekeeping program is to keep a safe and orderly workplace, in order to remove or reduce the chances of injury. An untidy, poorly organized workplace can present hazards to yourself and others. The housekeeping program will assist in identifying hazards in the workplace and aid in eliminating them.

Procedure

Each branch will maintain a standard of health and safety by complying with the following health and safety recommendations:

- Keep work areas clean
- Keep walkways clear and free of trip hazards
- Keep all exits clear
- When floors are wet, dry them and use wet floor safety signs
- Keep all fire exits clear and free from clutter
- Stack and store items in a safe way
- Store any chemicals safely according to the MSDS labels
- Fix or report any damaged items
- Keep lighting sources clean and in working order

The Health and Safety Inspection Sheet is completed monthly and kept on file. Any hazards or recommendations will be documented on the Inspection Sheet and discussed during the monthly health and safety meetings.

If an injury or incident takes place in the workplace, an Incident Investigation Report is to be completed within _____ (hrs). A copy of that report must be sent to _____ (Head Office). All incident reports are kept on file and are to be reviewed during branch monthly safety meetings. The corrective action plan, once completed, must be faxed to _____ (Head Office).

Definitions

Incident Investigation Report: This Form is to be completed for all injuries involving temporary or full-time employees within _____ (hrs) of the injury. A copy of all Incident reports must be faxed to _____ (Head Office) within _____ (hrs) of injury.

Health and Safety Inspection Sheet: work site representatives will complete the inspection monthly and report findings to staff during the health and safety meeting.

Corrective Action Plan: The corrective action plan is part of the Incident Investigation Report that takes action at correcting the problem so that it does not happen again.

Responsibility

The _____ (job title) is the designated owner of this procedure, and is responsible for content as well as ensuring the document is updated as required and maintained in a current status.

The _____ (job title) is responsible for the content of this document as well as for managing the associated activities.

The _____ (job title) is responsible for approving this document for publication.

The _____ (job title) is responsible for reviewing the available documentation and implementing any corrective action plans to help reduce the number and type of injuries.

It is the responsibility of the _____ (dept.) manager as well as all workers to ensure that the work site is in compliance with these requirements. As well, _____ (Head Office) is responsible for managing the program as an overseer to ensure compliance.

Sample 6: Personal Protective Equipment (PPE) Policy

_____ (company) is built on the belief that our people are our single most important resource. _____ (company) is committed to protecting the health and safety of all _____ (company) workers, as well as clients, contractors, subcontractor's visitors and the public by, among other things, implementing a Personal Protective Equipment Policy.

It is _____ (company) policy to ensure its workers are equipped with proper Personal Protective Equipment (PPE) as it is deemed necessary to perform their job safely.

Workers who require PPE (based on the hazard assessment), should contact their work site supervisor to determine how to obtain the required approved PPE.

Any worker requiring specialized PPE will be trained in its use, care and storage.

President and CEO

Date



appendix **B**

worker training sample documents

- Sample 7** Health and Safety Training Policy
- Sample 8** Worker Orientation Record
- Sample 9** Record of Training
- Sample 10** Health and Safety Meeting Sign in Sheet
- Sample 11** Worker Health and Safety Checklist
- Sample 12** Worker Health and Safety Orientation Checklist



Worker Training Sample Documents

Sample 7: Health and Safety Training Policy

_____ (company) is built on the belief that our people are our single most important resource. We are committed to pursuing a proactive health and safety program aimed at ensuring that all our employees/workers receive adequate health and safety training.

_____ (company) will provide and ensure that all workers participate in the following health and safety training:

- Orientation for all new hires
- Job specific training as required (on-the-job)
- First Aid for appropriate number of workers
- WHMIS (Workplace Hazardous Materials Information Systems) (as required)
- Hazard Assessment Training
- Incident/Accident Investigative Training

_____ (company) holds health and safety meetings quarterly and requires all workers to participate.

President and CEO

Date

Sample 8: Worker Orientation Record

This is an example of a checklist you may wish to use when training new workers on health and safety in your workplace.

Worker's name: _____

Date worker was hired: _____ Date of orientation: _____

Supervisor's name: _____

Orientation Topics Covered?	Yes	No	Written work procedures (<i>list them here</i>):	
Health and safety responsibilities				
Health and safety rules				
How to get first aid				
Location of first aid kit				
Location of fire exits and fire extinguishers				
How to report unsafe/unhealthy conditions				
Obligation to refuse unsafe work				Other topics covered (<i>list them here</i>):
WHMIS				
Location of MSDSs				
Use of personal protective equipment (PPE)				
Dealing with violent clients				
Working alone procedures				
Emergency procedures (<i>list them here</i>)				Comments:

Completion of this form is not a requirement under the OHS legislation and does not indicate competency of workers. It may be used as a record that training has occurred.

Sample 10: Health and Safety Meeting Sign in Sheet

Health & Safety Sign-in Sheet

Date of Meeting: _____

Name of Meeting: _____

Attendee	Attendee Signature

Sample 11: Worker Health and Safety Checklist

Worker Name: _____ Department: _____

Position: _____

Health & Safety Task	Completion Date	Worker Initials
Office Health and Safety Tour Completed		
Company Health & Safety Orientation Guide received		
Signed Health & Safety Agreement		
WHMIS Training Completed		
Other		

Sample 12: Worker Health and Safety Orientation Checklist

Worker Name: _____ Date _____

Company: _____ Department: _____

Please circle yes when completed:

1. Reviewed and discussed the Health and Safety Handbook	YES	NO	N/A
2. Watched the Health and Safety Video (if applicable)	YES	NO	N/A
3. Watched the WHMIS video and completed the WHMIS test	YES	NO	N/A
4. Reviewed and discussed the Health & Safety Policy	YES	NO	N/A
5. Discussed the Personal Protective Equipment Program (if applicable)	YES	NO	N/A
8. Reviewed and discussed injury reporting procedures	YES	NO	N/A
9. Discussed my responsibilities to:			
1) Refuse unsafe work	YES	NO	N/A
2) Know about the hazards that may be present in the workplace	YES	NO	N/A
10. Reviewed and discussed any health and safety hazards that may be present at the assignment I may be taking (if applicable)	YES	NO	N/A
11. Reviewed and discussed any site specific health and safety training (if applicable)	YES	NO	N/A
12. Review and discussed job tasks at assignment I may be taking	YES	NO	N/A
13. Reviewed and discussed Health and Safety representatives - In Staffing Firm	YES	NO	N/A
Client site	YES	NO	N/A
16. Other	YES	NO	N/A

Signatures

Worker: _____ Date _____

Employer Representative: _____ Position: _____

Date: _____



appendix **C**

incident reporting and
investigation sample documents

- Sample 13** Incident Investigation Policy
- Sample 14** Near Miss Report Form
- Sample 15** Incident Investigation Report



Sample 13: Incident Investigation Policy

_____ (company) is built on the belief that our people are our single most important resource. As such, it is the policy of _____ (company) to properly investigate all incidents and near misses. _____ (company) will strive to investigate all incidents, near misses and occupational injuries or illnesses by investigating the following:

- All first aid injuries
- All medical aid and lost time injuries
- All incidents resulting in property damage
- All near misses and other incidents that could have caused personal and/or property damage
- Lost time claims

All incidents must be promptly reported and investigated. Investigations should be completed by the workplace supervisor/manager in charge and by a health and safety committee member. The type of investigation will depend on the severity or the potential severity of the incident. The investigation determines the cause or causes of the incident, including unsafe or unhealthy conditions, acts or procedures. Recommendations for corrective actions must be determined and followed to completion.

The reports of such occurrences will be documented on company incident investigation forms and will be forwarded to _____ (company) management as well as to the health and safety committee for review and action. An investigation report is not complete until all parties involved in the incident have signed off.

Investigations must be completed immediately following the occurrence and will be investigated by the workplace supervisor in charge and by a health and safety committee member.

Supervisors are responsible to share the outcomes of the investigation with their workers at an area team meeting to ensure everyone understands what really occurred and what corrective action has been or will be implemented.

A general review of incident reports and investigations will be included on the agenda at the monthly health and safety meetings.

Contractors and sub-contractors of _____ (company) must follow the reporting and investigation procedures when working on the company property.

We ask that all incidents, property damage, first aid injuries, and medical aid incidents be reported to the worksite supervisor/manager as soon as it is practical to do so.

President and CEO

Date

Sample 14: Near Miss Report Form

(For Incidents, Failures, Near Misses And Hazardous Situations)

Near Miss Report

(To Be Completed By **Employee/Worker** Involved In The Incident **Or** By **Person Who Recognized The Hazard**)

COMPANY Name		Report Number	
Location	Client	Report Date	DD/MM/YY
Name of Reporter	Signature of Reporter	Revision Date	DD/MM/YY

Description of Actual or Potential Loss	Event Date	DD/MM/YY	Event Time	AM PM
---	------------	----------	------------	----------

Classification	Category (Check all boxes which apply)				Site
Incident/Failure <input type="checkbox"/> Multi Catastrophic <input type="checkbox"/> Catastrophic <input type="checkbox"/> Major <input type="checkbox"/> Serious <input type="checkbox"/> Light <input type="checkbox"/> Near Accident/ Failure <input type="checkbox"/> Hazardous situation	Personnel <input type="checkbox"/> Health <input type="checkbox"/> Injury <input type="checkbox"/> Fatality <input type="checkbox"/> Reputation	Automotive <input type="checkbox"/> Light Vehicle <input type="checkbox"/> Heavy Vehicle <input type="checkbox"/> Air Emission	Environ. <input type="checkbox"/> Spill/Leak <input type="checkbox"/> Disposal <input type="checkbox"/> Process	Other <input type="checkbox"/> Info. <input type="checkbox"/> Assets	Facility <input type="checkbox"/> Office <input type="checkbox"/> Field location <input type="checkbox"/> Traveling <input type="checkbox"/> Rig or Vessel <input type="checkbox"/> Other <input type="checkbox"/> Site Name:

			Brief Description of Facts (50 character)
Company Involved	Yes	No	
Industry Recognized	Yes	No	
Regulatory Recordable	Yes	No	

Sample 15: Incident Investigation Report

(To be completed by the employee and/or supervisor whenever a health & safety incident occurs.)

Employee's Name: _____ Supervisor's Name: _____

Occupation: _____ Work Location: _____
Town/Site/Department or Program

Date of Incident: _____ Time of Incident: _____ AM PM

Incident Location: _____ Type of Incident:
 Lost Time No lost time
Witness(es) to Incident: _____ Medical Aid Security Incident
_____ Near Miss Property Damage
_____ First Aid

Incident Description:

Describe clearly how the incident occurred. Attach a sketch or diagram if it will help with the description.

Incident Causes:

Identify causes – **direct, indirect and root causes** – that contributed to this incident (e.g. employee factors, organizational factors, unsafe conditions, unsafe equipment or materials)

Was a hazard assessment completed for this job? Yes (review to identify gaps) No (conduct one ASAP)

Prevention:

What action has or will be taken to prevent a recurrence?

Action By: _____ Target Date: _____ Date completed: _____

Employee's Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

WCB Forms Completed: Employer Report Worker's Report Not required

Original: Employee's Supervisor

Copies must be sent **confidentially** to: Supervisor Occupational Health and Safety Other



appendix **D**

emergency response
sample documents

Sample 16 Emergency Response Plan



Emergency Response Sample Documents

Sample 16: Emergency Response Plan

Company Name: _____

Location: _____

Potential Emergencies

(Based on Hazard Assessment)

The following are identified potential emergencies:

Emergency Procedures

In the event of an emergency (type or general) occurring within or affecting the work site, the (designated person) makes the following decisions and the appropriate key steps are taken:

- _____
- _____
- _____

**Location of
Emergency Equipment**

Emergency equipment is located at:

- Fire Alarm: _____
- Fire Extinguisher: _____
- Fire Hose: _____
- Panic Alarm Button: _____
- AED: _____
- Other: _____

**Workers Trained in the use
of Emergency Equipment**

(List of names of workers trained)

1. _____
2. _____
3. _____
4. _____

**Emergency Response
Training Requirements**

Type of Training

Frequency

**Location and use
of Emergency Facilities**

The nearest emergency services are located:

- Fire station: _____
- Ambulance: _____
- Police: _____
- Hospital: _____
- Other: _____

Fire Protection Requirements

are located _____

**Alarm and Emergency
Communication Requirements**

- _____
- _____
- _____

First Aid

First Aid Supplies are located at:

- First Aid Kit Type: _____
- Location: _____
- Other: AED _____

First Aiders are:

- Name: _____
- Location: _____
- Shift or hours of work: _____

Transportation for ill or injured workers is by

Call _____

**Procedures for Rescue
and Evacuation**

In case of (type of emergency/evacuation)

- _____
- _____
- _____

**Designated Rescue and
Evacuation Workers**

The following workers are trained in rescue and evacuation:

- Name: _____
- Location: _____
- Name: _____
- Location: _____

Completed on: _____

Signed: _____

Feedback Form for Occupational Health and Safety Toolkit for Staffing Firms

Alberta Employment and Immigration (AE&I) would like your feedback on the *Occupational Health and Safety Toolkit for Staffing Firms*. Please send the completed form to:

Sharon L. Chadwick, Senior Manager
Workplace Innovation and Continuous Improvement
8th Floor, 10808-99 Avenue
Edmonton, Alberta T5K 0G5
or fax to: 1-780-422-0014

Date survey completed: _____

1. How did you find out about the Occupational Health and Safety Toolkit for Staffing Firms?

- Occupational Health and Safety Magazine Industry Association -Specify _____
 Website - Specify site: _____ Other - Specify _____

The following questions will help us determine the usefulness of the content available in the toolkit. Please choose **one** answer.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No opinion
a) The information was easy to find.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The information was easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The information was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) I will be able to apply this information to my workplace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) There was enough information provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

f) What information, if any, would you like to see added to the toolkit?

g) What information, if any, should be deleted from the toolkit?

h) What information was most useful to you?

- i) Did you use the information in the toolkit? j) Did you use the sample forms provided in the document?
 Yes. Yes.
 No – Why not? No – Why not?

- k) Would you recommend this document to others?
 Yes.
 No – Why not?

2. The following questions help us understand how the needs and views of groups of users are different, which will help improve our information products. All answers will be kept confidential.

a) Is your age category (select one):

- 15 or under
- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 - 64
- 65 or over

b) What is the highest level of education you have completed? (select one):

- Less than Grade 12
- High school diploma
- Trades certificate or diploma
- College certificate or diploma
- University certificate or diploma
- University - Bachelor degree
- Master's degree
- PhD

c) Where do you live? (select one):

- In Alberta
- Outside of Alberta, but within Canada
- Outside of Canada

d) Which type of industry sector(s) are your workers employed in? (select all that apply):

- Agriculture and Forestry
- Business, Personal and Professional Services
- Construction and Construction Trade Services
- Manufacturing and Processing
- Mining and Petroleum Development
- Public Administration, Education and Health Services
- Retail and Wholesale Trade Services
- Transportation, Communication and Utilities
- Other:

e) How many workers are there at your work site?

- Less than 10
- 10 -19
- 20 - 39
- 40 -99
- 100 or more

f) What is your current occupation or position? (select all that apply):

- Employer
- Labourer
- Supervisor
- Industry Association Employee
- Health and Safety Professional
- Student
- Tradesperson
- Front line worker
- Labour Organization Employee
- Government Staffing Firm/WCB Employee
- Self-employed
- Other (please specify): _____

g) If you would like a response to your comments please provide the following information:

Name: _____

Contact E-mail: _____ Contact Phone Number: _____

If you have any questions or comments about the feedback form, please contact Sharon L. Chadwick at **780-422-8185** or by e-mail at sharon.l.chadwick@gov.ab.ca.

Thank you for taking the time to provide us with your feedback. Alberta Employment and Immigration values everyone's opinion.

Contact us:

Province-Wide Contact Centre

Edmonton & surrounding area:
780-415-8690

Throughout Alberta:
1-866-415-8690

Deaf or hearing impaired

- In Edmonton: **780-427-9999**

or

- **1-800-232-7215**
throughout Alberta

Web Site

www.worksafely.org

Getting copies of *OHS Act, Regulation & Code*:

Queen's Printer
www.qp.gov.ab.ca

Workplace Health and Safety
www.employment.alberta.ca/whs

Edmonton
780-427-4952

**Call any Government of Alberta office toll-free
Dial 310-0000, then the area code and telephone number you want to reach**

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