

# SUPERVISION AND SAFETY



## Workbook



[worksafesask.ca](http://worksafesask.ca)

Work to live.





## Supervision and Safety



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## Administration

- Emergency exits
- Washrooms
- No smoking policy
- Cell phones
- Breaks



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## Course materials

- Name card
- Workbook
  - Self check
  - Evaluation
- Guide
- Legislation
- Handouts



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## Learning objectives

- How to find information in the Saskatchewan Employment Act (SEA), Part III and regulations
- Ability to understand the principles of a workplace responsibility system (WRS) and roles of workplace parties
- Supervisor's legal duties
- Health and safety systems
- How to supervise safety



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## Introductions

- Instructor
- Introduce yourselves
  - Name
  - Employer
  - Industry
  - Position
  - Length of time as a supervisor



WorkSafe  
Saskatchewan  
Work. To Live.

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## Video

Rights and Responsibilities:  
Your Path to a Safe  
Workplace

- Contains Saskatchewan statistical information
- Listen to workers – safety culture
- The clip addresses the importance of OHS



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## Who is a supervisor?

SEA 3-1(1)(dd): An individual who is authorized by an employer to oversee or direct the work of the employer's workers.



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## Group activity

- Discuss these questions:
  - What are the characteristics of an effective supervisor?
  - What can a successful supervisor do to achieve a safe workplace?
- Choose spokesperson



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## OHS in Saskatchewan

- General duties of employer
  - SEA 3-8: Employer shall ensure the health, safety and welfare of workers
  - SEA 3-8 (f)(ii): Employer shall ensure all work at the place of employment is supervised sufficiently and competently
- General duties of supervisors
  - SEA 3-9(a): Supervisors shall ensure health and safety of workers under their supervision and direction general duties of workers
- General duties of workers
  - SEA 3-10(a): Worker(s) shall ensure their health and safety and the health and safety of other workers



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## Finding information in legislation

Saskatchewan's occupational health and safety legislation consists of acts, regulations and codes of practice.



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## Saskatchewan Employment Act

- Acts are passed by legislature
- The Saskatchewan Employment Act, Part III:
  - Sets out general duties for health and safety
  - States what to do by setting out the rights and responsibilities of everyone in the workplace
  - Establishes a framework for sharing responsibility and identifying and controlling hazards
  - Provides an enforcement mechanism and penalties for non-compliance



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## Saskatchewan Employment Act

- Consolidates 12 acts
- Contains 10 parts identified by Roman numerals
- OHS components include:
  - Part III – Occupational health and safety
  - Part V – Radiation health and safety



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## OHS regulations

- Enacted by cabinet
- Set out certain specific minimum standards in addition to general duties in SEA, Part III



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## Codes of practice

- Help employers comply with certain parts of the regulations:
  - Protect fire fighters
  - Provide safe and healthy computer workstations (video display units)
- [saskatchewan.ca](http://saskatchewan.ca)



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## Federally regulated

If you work in a federally-regulated workplace you need to be aware of your duties and responsibilities under the Canada Labour Code.



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## Tour the legislation

- Legislation available at [saskatchewan.ca](http://saskatchewan.ca)
- SEA and regulations have tables of contents
  - SEA: Part/Division/section #
  - Regulation: Part/regulation #
  - #'s do not refer to pages
- To find definitions:
  - SEA 3-1, Interpretation of part
  - Regulation 2, Interpretation



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## SEA – Table of contents

- Roman numerals designate main parts of SEA
- Divisions differentiate topics within the Part (Division 3 - Duties)
- Section – Specific-numbered clause (SEA 3-8, General duties of employer)
- Sub clause – Numbers or letters used to further clarify section (3-8(b)-consult and cooperate with OHC)



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## Regulations

- Table of contents
- 33 parts
- 494 regulations
- Alphabetized index only applies to regulations (key words used)
  - Index by section #
- Appendix only to the regulations
  - Tables referenced in regulations
  - Regulations referenced in tables



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### Project: Find the information

1. Use legislation to answer questions. Instructor may ask you to do all questions or assign one question to each group
  - For each question, state if the correct answer is in SEA, Part III or regulations
  - List applicable title, section number or regulation
    - Examples:
      - SEA, Part III, General duties of employer, section 3-8 (SEA 3-8)
      - Regulations, General duties of employers, section 12 (regulation 12)
2. Divide work among your group. Reference section numbers, not page numbers
3. Share your answers with class



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### Find the information

Use SEA, Part III or the regulations to answer the following questions. Where can you find the information? Check the appropriate box (SEA or regulations). Where appropriate, list the applicable title, section number or regulation.

1. *Where would you find the definition of supervisor?*

SEA    Regulations   Answer: \_\_\_\_\_

2. *Where would you find the definition of occupational health and safety?*

SEA    Regulations   Answer: \_\_\_\_\_

3. *Where would you find general duties of supervisors?*

SEA    Regulations   Answer: \_\_\_\_\_

4. *Where would you find the employers responsibility to provide personal protective equipment?*

SEA    Regulations   Answer: \_\_\_\_\_

5. *Where would you find the employer duty to provide and maintain safe entrance and exit to the workplace?*

SEA    Regulations   Answer: \_\_\_\_\_

6. *Where would you find first-aid minimum requirements for Class B certification?*

SEA    Regulations   Answer: \_\_\_\_\_

7. *Where would you find procedures for locking out machinery when doing repairs?*

SEA    Regulations   Answer: \_\_\_\_\_

8. *Where would you find the minimum age for a young worker employed in construction?*

SEA    Regulations   Answer: \_\_\_\_\_

9. *Where would you find the list of activities that constitute high hazard work?*

SEA    Regulations   Answer: \_\_\_\_\_

10. *Where would you find the definition of discriminatory action?*

SEA    Regulations   Answer: \_\_\_\_\_

11. *Where would you find the requirement for workers at risk of vehicular traffic?*

SEA    Regulations   Answer: \_\_\_\_\_

12. *Where would you find the definition of competent?*

SEA    Regulations   Answer: \_\_\_\_\_

13. *Where would you find information on the right to refuse?*

SEA    Regulations   Answer: \_\_\_\_\_

14. *Where would you find information on fire extinguishers?*

SEA    Regulations   Answer: \_\_\_\_\_

15. *Where would you find information that an employer shall review activities that may cause musculoskeletal injuries?*

SEA    Regulations   Answer: \_\_\_\_\_

### SEA, Part III – General duties of supervisors 3-9

- Supervisor shall be familiar with OHS legislation
- Supervision and Safety Guide appendices
- Organization of the legislation



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### WRS principles

- Everyone works together to identify and control hazards
- Everyone integrates health and safety into their work
- Competent managers, supervisors and employees who work safely
- Effective OHCs/representative



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## Rights in the WRS

Workers have three fundamental rights:

1. The right to know
2. The right to participate
3. The right to refuse



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## Responsibilities of employers

- Provide a safe and healthy workplace
- Provide required safety procedures
- Ensure equipment is provided and maintained
- Establish OHCs/representatives
- Ensure supervisors are competent
- Ensure workers are trained and supervised competently



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## Responsibilities of supervisors

- Ensure workers they supervise know and comply with legislation
- Fulfill the responsibilities assigned by the employer
- Can include role in identifying, assessing and controlling hazards



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## Responsibilities of supervisors

**Also includes:**

- Role in worker orientation and training
- Direct supervision (observation and direction)
- Setting a good example (comply with legislation)
- Support OHCs/representative



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## Responsibilities of workers

- Use orientation and training provided
- Follow safe work practices
- Use protective equipment
- Inspect tools
- Support OHC/representative
- Comply with legislation



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## Occupational health committees

- Enable worker's right to participate
- Participate in the identification and control of hazards
- Consist of employers and workers
- Monitor OHS system and recommend improvements



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## Representatives

- Table 7 – employers with 5 to 9 employees
- Enable worker’s right to participate
- Participate in the identification and control of hazards



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## Role of OHS Division

- Administers legislation
- Helps workplaces maintain safe work environment
- Monitors effectiveness of the system
- Helps resolve concerns
- Enforces SEA and regulations



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**Video**



The Supervisor (WorkSafe B.C.)

<http://www2.worksafebc.com/Publications/Multimedia/Videos.asp?reportid=34280>



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**Supervisors' legal duties and required competence**

- Due diligence means taking every precaution reasonable in the circumstances to avoid both harm or an offence against the law
- Supervisors must demonstrate they were duly diligent in attempting to meet their legal obligation



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## Due diligence

- General duty of care
- Regulatory compliance
- Doing everything that is reasonably practicable
- Proactive OHS planning



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## Due diligence

- Foreseeability – Could a reasonable person have foreseen that something could go wrong?
- Preventability – Was there an opportunity to prevent something from going wrong? If so, was such an effort made?
- Severity of the hazard – How serious would the consequences likely have been?
- Control – Who was in the best position to prevent what went wrong?



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## Proactive planning

**Key elements:**

- Policies
- Training
- Orientation
- Procedures
- Evaluate and improve
- Implementation



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## Due diligence checklist

**As a supervisor, do you:**

- Demonstrate commitment?
- Identify, assess and control hazards?
- Prepare for emergencies?
- Assign responsibilities?
- Conduct regular inspections?



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## Due diligence checklist

As a supervisor, do you:

- Control chemicals and biological substances?
- Ensure workers receive orientation and training?
- Investigate incidents?
- Involve your workers in health and safety?
- Evaluate and revise your OHS system regularly?



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## Supervisors

- Are agents of employer and assigned significant responsibilities for OHS
- Are in a position to directly:
  - Identify hazards on the job
  - Handle concerns
  - Assess risk and make corrections
  - Enforce safe work procedures
  - Ensure training of workers



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## Supervision and due diligence checklist

### Demonstrate commitment

- Yes  No Have you set an example?
- Yes  No Have you integrated health and safety into all aspects of your work?
- Yes  No Have you communicated your health and safety expectations to all of your workers?

### Identify, assess and control hazards

- Yes  No Do you have definite procedures and resources in place to identify, assess and control hazards?
- Yes  No Have you committed (or asked the employer to assign) appropriate resources to health and safety?
- Yes  No Is safety a factor when you acquire new equipment, develop a new process or change a procedure?
- Yes  No Is there a hazard reporting procedure in place that encourages workers to report unsafe conditions and unsafe practices to you?
- Yes  No Do you promptly deal with hazards and concerns reported to you, including informing workers about the situation and what is being done to protect their health and safety?

### Prepare for emergencies (fire, incident, etc.)

- Yes  No Have you identified potential emergencies in your workplace?
- Yes  No Do you have definite procedures and resources in place to manage emergencies?
- Yes  No Have you assigned responsibilities and accountabilities?
- Yes  No Have you provided adequate training and practice?

**Assign responsibilities and accountabilities**

- Yes  No Do you set objectives for health and safety just as you do for quality, production and sales?
- Yes  No Have you assigned clear responsibilities and accountabilities for health and safety to your workers?
- Yes  No Do your records show that workers are held accountable for their health and safety performance?

**Conduct regular inspections (walkabout)**

- Yes  No Do you regularly inspect your work areas?
- Yes  No Do you ensure that workers inspect tools, equipment, machinery and controlled product containers?
- Yes  No Do you support inspections by the occupational health committee or worker health and safety representatives?
- Yes  No Do you promptly address concerns?
- Yes  No Do you follow up on unresolved items and check on effectiveness of corrective action?

**Control chemicals and biological substances**

- Yes  No Do you maintain a current inventory of chemical and biological substances?
- Yes  No Do you check to see that each controlled product has a current SDS and that product containers are properly labeled?
- Yes  No Do you obtain hazard information about each controlled product, develop safe work procedures and train workers?
- Yes  No Do you make sure that each worker has adequate generic and job-oriented WHMIS training?
- Yes  No Do you show your workers how to use the safety data sheets (SDSs) for the controlled products they work with?



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- Yes  No Do you make sure that hazard controls are adequate, and that workers are following safe work procedures and using appropriate personal protective clothing and equipment?
  - Yes  No Do you assign clear responsibilities to workers who order, purchase and receive chemical and biological substances?
  - Yes  No Have you developed plans to prevent the release of hazardous chemical and biological substances into the work environment and to minimize the concentrations of hazardous substances.
  - Yes  No Do you make sure that containment and ventilation systems are used and maintained properly?
  - Yes  No Do you keep the workplace clean?
  - Yes  No Do you check to see that personal protective equipment (PPE) is used, leaned, stored and maintained properly and that workers know the limitations of their PPE?

### **Train workers**

- Yes  No Have you explained health and safety responsibilities and requirements to all your employees and made sure they understand?
- Yes  No Have you trained your workers to work safely and use proper protective equipment and checked their understanding?
- Yes  No Do you supervise inexperienced workers closely until they are able to work safely?
- Yes  No Do you follow up to make sure workers are using their training and are working and acting safely?
- Yes  No Do you keep records of the orientation and training each worker has received?

### **Investigate incidents**

- Yes  No Do you inform OHS Division about reportable incidents?
- Yes  No Do you investigate incidents, concerns and refusals to work?

Yes  No Do you support investigations by the occupational health committee?

Yes  No Do you take corrective action to deal with the root causes of incidents?

**Involve your workers**

Yes  No Do you involve your workers in occupational health and safety?

Yes  No Do you regularly discuss health and safety during staff meetings and crew talks?

Yes  No Do you inform workers about what is being done to deal with concerns and correct problems found on inspections and investigations?

Yes  No Do you support the occupational health committee or worker health and safety representative by providing adequate training, time and resources?

**Evaluate and revise your system regularly**

Yes  No Do you review your health and safety system with your workers at least once a year and make improvements as needed?

Yes  No Do you keep records of your health and safety activities and improvements?

**Lack of due diligence**

- January 19, 2012: Saskatoon construction company plead guilty to one count for failure to provide competent and sufficient supervision to workers
  - During a routine inspection of an excavation site on April 8, 2010, workers were observed in a 3.3-metre deep trench that was not shored properly
  - Construction company fined \$7,700

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## Lack of due diligence

- In 2007 following two work-site inspections, Saskatoon construction company fined \$3,250 and supervisor fined \$3,250 for OHS violations
  - Employer fined for failing to ensure protection from cave-ins or sliding material in an excavation
  - Supervisor fined for failing to ensure workers under his direction were in compliance with OHS standards



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## Lack of due diligence

- November 11, 2011: Manitoba contractor plead guilty to three counts for failure to use fall protection system and protective headwear, and failure to supervise work sufficiently and competently
  - \$2,040 fine imposed
  - Supervisor plead guilty to one count for failure to ensure worker compliance under his direction and fined \$840
  - Seven workers with company each plead guilty to one count for failing to utilize fall protection and each fined \$580



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## Consequences

Lack of due diligence:

- The employer can be prosecuted
- The supervisor can be prosecuted
- The supervisor can be disciplined
- Offences and Penalties, SEA 3-78 and 3-79
  - Every person who fails to comply with any provision of this part or any provision of the regulations made pursuant to this part could receive a penalty



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## As a defense

- If prosecuted, you must prove your due diligence
- You must show the court how you took every precaution reasonable in the circumstances



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## A good line of defense for supervisors

### Tell your workers about:

- Your commitment to prevent injuries and illnesses
- What you will do to ensure a healthy and safe workplace
- What you expect them to do
- How the health and safety system will be administered



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## Managing contracts

- SEA 3-1(1)(y) Prime contractor: A person who is the prime contractor in accordance with SEA 3-13

### SEA 3-13, General duties of prime contractors at certain multi-employer worksites

- Every worksite must have prime contractor if worksite:
  - Has multiple employers or self-employed persons
  - Meets prescribe circumstances
- Prime contractor determined in prescribed manner and carries out prescribed activities



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## Due diligence

When managing contracts (responsibilities assigned):

- Define the job, who is responsible for what
- Select a safety-conscious organization
- Clarify mutual OHS expectations
- Cooperate to control hazards
- Monitor OHS performance and report



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## Supervisor competence

SEA 3-1(1)(e) defines competent as “possessing knowledge, experience and training to perform a specific duty”.



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## Supervisors

- Employers must ensure supervisors are competent
- Competence = Knowledge, training and experience
- SEA 3-8 – General duties of the employer
  - SEA 3-8(f)(i): Employer shall ensure employer’s workers are trained in all matters necessary to protect their health, safety and welfare
  - SEA 3-8(f)(ii): Employer shall ensure all work at place of employment is supervised sufficiently and competently



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## Health and safety systems

- The safety policy is the employer’s written promise to provide a healthy and safe work environment
- Supervisors must be familiar with the philosophy and content of the workplace’s health and safety system



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## A sound health and safety system

- Statement of policy
- Risk identification
- Resource identification
- Responsibilities
- Inspection schedules
- Chemical/biological plan
- Training workers
- Incident investigation
- Worker participation
- Program review



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## Elements of a good health and safety system

- Workplace specific
- Commitment from employer
- Worker input
- Clear responsibilities and accountabilities
- Evaluation mechanism
- Effective communications



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## How to supervise safety

- Hazard assessment
- Inspections
- Resolve concerns
- Investigation
- Refusals to work
- Train/orient workers



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## Video

- Rights and Responsibilities: Your Path to a Safe Workplace
- A key tool in any health and safety system is hazard assessment
- Assess risk
- Objective is to eliminate and/or reduce hazards and associated risk



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## What are hazards?

- A hazard is anything that can harm a worker
- Two broad categories:
  1. Health hazards
    - Chemical
    - Biological
    - Work design
    - Physical
    - Workplace stress
  2. Safety hazards



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## What is risk?

- A risk is the chance that a hazard will actually harm a worker
- Risk factors to consider:
  - Frequency: How many workers and how often
  - Severity: How serious the harm
  - Probability: How likely could it happen



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## What is hazard analysis?

- Hazard analysis is the systematic examination to identify potential loss exposure
- Standard approach:
  - Inventory tasks
  - Identify the hazards within each task, assess risk
  - Develop plan to eliminate the hazard and risk, or reduce the risk associated with hazard
  - Write guidelines, procedures or practices
  - Implement, deliver training, follow up



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## Controlling hazards

**When developing plans to eliminate or reduce hazards and risk, the following are different methods for controls:**

- Control at the source
- Control along the path
- Control at the worker level



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## Hazard control process and choices

### Control at the source

#### Elimination

First, try getting rid of the hazard.

#### Substitution

If elimination is not practical, try replacing hazardous substances with something less dangerous.

#### Redesign

Engineering can sometimes redesign the layout of the workplace, workstations, work processes and jobs to eliminate or control hazards.

#### Isolation

Isolating, containing, or enclosing the hazard is often used to control chemical hazards and biohazards.

#### Automation

Dangerous process can sometimes be automated.

### Control along the path

Hazards that cannot be isolated, replaced, enclosed or automated can sometimes be:

- Relocated
- Absorbed
- Blocked
- Diluted before they reach the workers

The further a control keeps hazards away, the better.

### Control at the worker level

#### Administrative controls

Includes introducing new policies, improving work procedures and requiring workers to use specific PPE and hygiene practices.

#### Work procedures, training and supervision

Train supervisors to apply modern safety management and supervisory practices. Train workers to use standardized safe work practices.

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### **Emergency planning**

Develop written plans to handle fires, chemicals spills and other emergencies.

Train workers to follow these procedures and use appropriate equipment. Provide refresher training regularly.

### **Housekeeping, repair and maintenance programs**

Housekeeping includes cleaning, waste disposal and spill clean-up.

Tools, equipment and machinery are less likely to cause injury if they are kept clean and well maintained.

### **Hygiene practices and facilities**

These can reduce the risk of toxic materials being absorbed by workers or carried home to families.

### **Personal protective equipment and clothing**

These are used when other controls aren't feasible, additional protection is needed or the task or process is temporary.

The employer must require workers to use PPE wherever the regulations or organizational work procedures prescribe its use. Train workers to use, store, clean and maintain their PPE properly. The employer, supervisor and workers must be informed about the limitations of their PPE.

## **Controlling hazards**

- Workers can control hazards if they have the authority, training and experience
- If workers can't control the hazard, their role is to report to the supervisor
- It's now your role as a supervisor to put the hazard assessment process into play



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## Supervisor's role when hazards are the issue

- Identify the hazards
- Assess the risk
- Develop a plan, including controls
- Implement the plan, including info and instruction to workers
- Follow up to ensure controls are effective



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## Project: Hazard control

- Use five case studies in workbook
- Answer questions
- Identify the hazard(s) and find legislation
- Can the worker control the hazard?
- How serious (risk analysis)
- Possible controls for hazards
- Solutions (short/long term)
- Communications



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## Hazard control

### Purpose

Look at various hazards and find potential solutions.

**Time:** 30 minutes, 10 minutes plenary

Work in your groups. Follow the instructions below to complete the activity.

### Instructions

1. Review case study assigned to your group.
2. Identify hazard(s).
3. Look in the SEA and regulations to identify sections that apply to the hazard(s) identified.
4. Answer the question: Can the worker control the hazard(s)? Include comments.
5. Determine the risk of the hazard(s). Consider frequency, severity and probability. Is the risk minor, moderate or major? Think about:
  - The seriousness of the danger;
  - The likelihood that the danger will actually hurt the worker;
  - How many workers are exposed to the danger;
  - How often and for how long; and
  - How quickly a dangerous situation can develop.

Include comments about how you determined the risk level.

6. Refer to the hazard control process and choices list on page 34 to help you decide how to control each hazard.
7. What short-term solution is required to make this job safe?
8. What long-term solution is required to correct any root causes to make this job safe?
9. What do you think is the best possible solution to make this job safe?
10. What methods can you use to communicate your short-and long-term solutions to the workers?

**Case studies**

**1. Workers complain that a new machine in their work area is very noisy (92 dB).**

Identify the hazard(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Applicable legislation: \_\_\_\_\_

Can the worker control the hazard?       Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_

How serious is the risk?       Minor       Moderate       Major

Comments: \_\_\_\_\_  
\_\_\_\_\_

Control each hazard?       At the source       Along the path       At the worker level

Short-term solution: \_\_\_\_\_

Long-term solution: \_\_\_\_\_

Decision on possible solution(s): \_\_\_\_\_  
\_\_\_\_\_

Communications: \_\_\_\_\_  
\_\_\_\_\_



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**2. A cognitively impaired patient in an institution of the terminally ill can be verbally and physically abusive to staff.**

Identify the hazard(s): \_\_\_\_\_

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Applicable legislation: \_\_\_\_\_

Can the worker control the hazard?       Yes       No

Comments: \_\_\_\_\_

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How serious is the risk?       Minor       Moderate       Major

Comments: \_\_\_\_\_

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Control each hazard?       At the source       Along the path       At the worker level

Short-term solution: \_\_\_\_\_

Long-term solution: \_\_\_\_\_

Decision on possible solution(s): \_\_\_\_\_

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Communications: \_\_\_\_\_

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**3. Hotel workers use a powerful liquid cleanser to clean showers and tubs in guest rooms. The chemicals give off poisonous fumes and workers must use respirators and personal protective clothing.**

Identify the hazard(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Applicable legislation: \_\_\_\_\_

Can the worker control the hazard?       Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_

How serious is the risk?       Minor       Moderate       Major

Comments: \_\_\_\_\_  
\_\_\_\_\_

Control each hazard?       At the source       Along the path       At the worker level

Short-term solution: \_\_\_\_\_

Long-term solution: \_\_\_\_\_

Decision on possible solution(s): \_\_\_\_\_  
\_\_\_\_\_

Communications: \_\_\_\_\_  
\_\_\_\_\_

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**4. Late at night, bar patrons are harassing waitresses in the employer's parking lot.**

Identify the hazard(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Applicable legislation: \_\_\_\_\_

Can the worker control the hazard?       Yes       No

Comments: \_\_\_\_\_  
\_\_\_\_\_

How serious is the risk?       Minor       Moderate       Major

Comments: \_\_\_\_\_  
\_\_\_\_\_

Control each hazard?       At the source       Along the path       At the worker level

Short-term solution: \_\_\_\_\_

Long-term solution: \_\_\_\_\_

Decision on possible solution(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Communications: \_\_\_\_\_  
\_\_\_\_\_

**5. Newly hired workers must sometimes work alone with hazardous equipment in remote rural areas.**

Identify the hazard(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Applicable legislation: \_\_\_\_\_

Can the worker control the hazard?       Yes                       No

Comments: \_\_\_\_\_  
\_\_\_\_\_

How serious is the risk?                       Minor                       Moderate                       Major

Comments: \_\_\_\_\_  
\_\_\_\_\_

Control each hazard?                       At the source                       Along the path                       At the worker level

Short-term solution: \_\_\_\_\_

Long-term solution: \_\_\_\_\_

Decision on possible solution(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Communications: \_\_\_\_\_  
\_\_\_\_\_

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## Workplace inspections

- Best tool available to identify hazards and assess their risks before an injury occurs
- Inspections demonstrate to workers that their health and safety is important



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## Workplace Inspections

### Supervisors must monitor:

- Physical conditions (safety of tools, equipment, machinery, chemicals, etc.)
- Work practices and compliance with workplace standards
- Effectiveness of the employer's health and safety system



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## Workplace inspections

During inspections supervisors need to:

- Communicate hazards to workers
- Document what is found on the inspection
- Follow up on actions from previous inspections
- Set an example



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## Steps to follow if worker has a concern

1. Contact supervisor
2. Involve OHC or representative, if:
  - Worker does not want to contact supervisor
  - Supervisor and worker cannot resolve
3. Contact OHS Division (protection from discriminatory action)



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## Steps to resolve concerns

### Supervisor shall:

- Identify the concern/problem
- Research the problem (consult workers)
- Develop a plan to resolve the concern
- Implement the plan
- Follow up to ensure plan is effective



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## Resolving concerns

- Refer concerns you cannot correct
- Take appropriate corrective action
- Take temporary measures to protect workers
- Tell workers, the OHC/representative what has been done
- Follow up on unresolved concerns



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## Investigations

As the supervisor, you might conduct investigations or help OHC or representative perform them.



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## Definitions

- Incident is an unplanned event:
  - That causes serious injury
  - That causes the death of a worker

The terms accident and incident are often used interchangeably, but the preferred term is incident. It is Mission: Zero's campaign that all incidents are predictable and as such preventable. Therefore, there is no such thing as accidents, only incidents.

- A dangerous occurrence is:
  - An event that could have caused an injury or death but did not
  - Near misses



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## Investigations

**Process:**

1. Attend to the injured
2. Secure the scene
3. Review the scene
4. Collect evidence and investigate
5. Interview witnesses



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## Investigations

**Process continued:**

6. Analyze evidence
7. Determine causes
8. Write the report
9. Take action (employer)
10. Communicate
11. Follow up



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## Additional investigations

- Violence or harassment complaints
- Unsafe work conditions
- Ergonomic problems
- Refusals to work



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## Refusal to work

### SEA 3-31, Right to refuse dangerous work

- A worker may refuse to perform any particular act or series of acts at a place of employment if the worker has reasonable grounds to believe that the act or series of acts is unusually dangerous



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## Unusual danger

- A danger that is not normal for the job
- A danger that would normally stop work
- A situation for which the worker isn't properly trained, equipped or experienced



WorkSafe  
BC  
Work. To Live.

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## Handling refusals to work

- Worker informs supervisor of refusal and reasons for it
- Supervisor and worker attempt to resolve the refusal
  - Worker does not leave the site
  - Supervisor can assign refusing worker to other work
  - The disputed work can be assigned to a replacement worker



WorkSafe  
BC  
Work. To Live.

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## Handling refusals to work

**If no resolution:**

- Involve co-chairs
- Involve OHC
- Contact OHS Division
- Communicate results



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## Training video: Lost Youth



Training is a key component for all workers, especially young or new workers

<http://www2.worksafebc.com/Publications/Multimedia/Videos.asp?reportid=34311>



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## Definition

SEA 3-1(1)(ff), Train: To give information and explanation to a worker with respect to a particular subject-matter and to require a practical demonstration that the worker has acquired the knowledge or skill related to the subject-matter.



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## Job orientation

Introduce new, inexperienced, and transferred workers to the organization, their supervisor, co-worker(s), work areas, various policies and rules and explain the job.



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## Training

**Must include:**

- Safety policies, rules and procedures
  - Violence and harassment
  - Reporting unsafe conditions
  - Reporting incidents
- Worker rights
- Worker OHS responsibilities



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## Training

- Who is on the OHC, co-chairs or representative?
- Fire and emergency procedures
  - Fire exits and fire fighting procedures
  - First-aid supplies and first-aid responders



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## Training

- Prohibited and restricted areas
- Hazards
  - WHMIS and SDS
  - Job hazards
  - Worksite
- Personal protective equipment



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## Training follow up

- Young or new workers should be supervised closely
- Partner young or new workers with an experienced, safety-conscious worker
- Ensure new workers have sufficient experience before they work on their own
- Encourage all workers to ask questions and raise concerns with supervisor



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## Training follow up

- Ensure workers apply what they learned during training
- Periodically check with workers to make sure they are working safely
- Correct any departures from procedures and review key points as needed



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## Document the instruction

**Supervisors must:**

- Keep a record of the orientation and training provided
- Keep a record of follow-up instruction
- Keep a copy of any associated written work procedures and policies



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## **Project: Workplace scenario**

- Read ABC Warehouse scenario
- Select someone to record discussions
- Identify problems in this workplace
- Applicable legislation
- Prioritize
- Possible solutions



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## **Notes**

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## **Workplace scenario activity**

ABC Warehouse stores and ships CONSTRUX unassembled furniture. They sell to a variety of department stores in the province. This busy warehouse has been in operation for two years and has no health and safety program in place. The warehouse currently employs 60 workers. Most of the workers are part-time and under the age of 28.

### **Issues:**

- History of time loss injuries (e.g., forklift incidents, various cuts, falls from elevated platforms and ladders, slips, trips, falls, respiratory illnesses due to questionable air quality)
- Near misses (e.g., shelf collapse, toxic chemical spill, defective saw)
- Some equipment in poor condition and needs replacing
- PPE shortage
- Cluttered travel ways
- High turnover of staff and chronic absenteeism
- Inadequate supervision
- Equipment operators with minimal training
- Lack of safety policies

Owners sold the warehouse to a larger warehouse franchise. In the first few weeks of the purchase, the operation was downsized temporarily and some staff laid-off. In reviewing the operation, the new owner decided to make the commitment for a higher standard in health and safety.

The owner hired Joe as the new warehouse supervisor. His expertise in warehouse operations makes him an excellent candidate to help turn the warehouse into a successful, profitable and safe workplace. In addition to his daily supervisory responsibilities, Joe needs to complete an assessment of current safety practices in the warehouse. He has been instructed to look at each problem and develop solutions that the owner will implement within the next year.

### **In your groups:**

- Identify and discuss three problems in the workplace.
- Reference the SEA and regulations that apply to each problem.
- List your three issues/problems in order that they need to be handled. What needs to be addressed first, second and third?
- Identify some possible solutions for Joe.
- Select a spokesperson to present your findings to the class



## Course summary

- How to find information SEA, Part III and regulations
- Ability to understand the principles of a WRS and roles of workplace parties
- Supervisor's legal duties
- Health and safety systems
- How to supervise safety



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## Wrap up

- Supervisors are frequently given the responsibility of ensuring the health and safety of their workers
- This course was designed to give you some tools to supervise safety



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## Important websites

- [saskatchewan.ca](http://saskatchewan.ca)
- [worksafesask.ca](http://worksafesask.ca)



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## Notes

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

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

Instructor: \_\_\_\_\_

## Self-check for Supervision and Safety

1. Use your copy of the SEA and regulations to find the correct information for each description.					
Where would you find...?	SEA, Part III	Regs	Title	Number	Marks
<i>Example: The definition of 'competent'.</i>		X	Interpretation	2(1)(l)	/4
(a) The definition of 'harassment'					
(b) The duty of the employer to provide an adequate supply of clean and safe drinking water					
(c) The definition of 'train'					
(d) The duty of the employer to arrange for the regular examination of any plant under the control of the employer					
2. Which of the following are a supervisor's responsibility? Circle the letters for responsibilities that apply.					
(a) Identify hazards on the job (b) Ensure workers are trained	(c) Implement OHS policies and procedures (d) Monitor when the OHC sends meeting minutes to OHS Division				/3
3. Which of the following are examples of a supervisor demonstrating due diligence? Circle the letters for examples that apply.					
(a) Didn't conduct inspections (b) Assigned clear responsibilities for health and safety (c) Didn't investigate a worker's health and safety concern (d) Provided adequate orientation to new workers	(e) Assumed workers were working safely (f) Allowed the workplace to become cluttered and dirty (g) Closely supervised inexperienced workers (h) Checked to ensure controlled products have a current SDS				/4
4. Identify duties of supervisors. Circle the letters for duties that apply.					
(a) Ensure OHC or representative investigate reportable incidents and dangerous occurrences (b) Ensure that workers under their direction know and comply with health and safety requirements (c) Set up the OHC (d) Cooperate with the OHC or representative (e) Handle concerns and refusals to work	(f) Ensure that workers under their direction receive adequate supervision (g) Know and comply with health and safety requirements (h) Arrange for the regular examination of the workplace (i) Inspect the work area (j) Integrate responsibilities for health and safety into each worker's regular work activities				/7
5. Identify recommended procedures to identify hazards. Circle the letters for procedures that apply.					
(a) Listen to workers (b) Wait for experience to show you (c) Communicate to workers about hazards	(d) Review tasks, equipment, etc. (e) Review documents, conduct inspections, etc. (f) Become familiar with hazards in the work area				/5
6. Which statements best describe principles of the workplace responsibility system (WRS)? Circle the letters for principles that apply.					
(a) Supervisors do not have to cooperate with the OHC (b) Worker participation is essential (c) Committees only cooperate with the employer when resolving hazards	(d) Workers must resolve their own concerns (e) Supervisors are independent of the WRS (f) Everyone shares the responsibilities in the WRS, each to the extent of their authority and ability				/2

7. Identify elements of a good health and safety system. Circle the letters for elements that apply.		
(a) Use of a health and safety system from the internet (b) Commitment from employer (c) Inspections only when concerns are presented	(d) Incident investigation process (e) Workplace-specific (f) Supervisor is responsible for the health and safety system	/3
8. Identify recommended procedures for controlling hazards. Each of the following is either control at the source (S), control along the path (P) or control at the level of the worker (W). Identify the category for each control.		
<i>Example: Substitution</i> S _____		
(a) Hygiene practices _____ (b) Orientation, training and supervision _____ (c) Relocation _____	(d) Isolation _____ (e) PPE _____	/5
9. What steps should a supervisor take to resolve worker concerns? Arrange the following steps in order from first to last (1 to 6).		
_____ Include follow up in your plan and ensure that plan is controlling the concern effectively. _____ Research the problem (consult workers). Gather information about the concern. Use the resources available to you. _____ Ensure workers bring specific concerns to the supervisor first. _____ Identify the problem or concern to determine effective measures and controls. _____ Implement the plan. Communicate the plan to everyone involved. _____ Develop a plan for corrective action based on your research.		/6
10. Identify recommended procedures for investigating refusals to work. Circle the best answer for each question. Some questions have more than one correct answer.		
1. What grounds are necessary to exercise the right to refuse properly? (a) A danger that is clearly unusual (b) Reasonable grounds to believe that job is unusually dangerous to worker (c) Reasonable grounds to believe that job is unusually dangerous to worker or others (d) Decision/right of individual (e) Decision/right of group	4. If the supervisor and worker cannot resolve the refusal, the supervisor shall: (a) Contact OHS Division immediately (b) Inform co-chairs about the refusal (c) Arrange an OHC meeting (d) Vote with the OHC when making a ruling	/11
2. What should a refusing worker do when they report the refusal to the supervisor? (a) Clearly explain the refusal is due to health and safety concerns and try to resolve it (b) Accept reassignment at no loss in pay or other benefits (c) Get a group of co-workers to refuse also (d) Leave the site	5. When considering a replacement worker, the supervisor: (a) Can have the replacement worker start as soon as the supervisor makes the request (b) Inform the replacement worker that they have the right to refuse (c) Does not need to train the replacement worker (d) Inform the replacement worker about the refusal and the reasons for it (e) Inform the replacement worker about the steps to follow if they refuse (f) Must advise the replacement worker in writing	
3. What two things should the supervisor do to resolve a refusal? (a) Identify the act or series of acts on which the refusal is based (b) Immediately talk with co-chairs (c) Assign the refusing worker a lower paying job (d) Determine if the worker has reasonable grounds		
<b>Total</b>		<b>/50</b>



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# Occupational Health and Safety training

## Participant evaluation

Level 1:       Committees       Representatives

Level 2:       Inspections       Investigations

WHMIS       Supervision and Safety

Date: \_\_\_\_\_ Instructor: \_\_\_\_\_ City: \_\_\_\_\_

We want to know what you think. Your answers are important because they help us improve our courses.

**Legend:** 'A' Strongly agree      'B' Agree      'C' No opinion      'D' Disagree      'E' Strongly disagree

### A. General

**A B C D E** I enjoyed this course.

**A B C D E** The course met my expectations.

**A B C D E** I will be able to apply what I learned today to my workplace.

**A B C D E** I would recommend this course to other OHC members and employers.

The most important thing I learned today:

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### B. The instructor

**A B C D E** Instructor was well prepared, organized and made good use of time.

**A B C D E** Instructor knew course content well.

**A B C D E** Provided adequate opportunities for discussion.

### C. The course

**A B C D E** The content and materials will be directly useful to me in my workplace.

**A B C D E** The projects and lectures helped me learn and practice my occupational health and safety duties and responsibilities.

**A B C D E** I had no trouble understanding the lectures and project instructions.

There was enough time provided for:

**A B C D E** (a) Questions

**A B C D E** (b) Group projects

**A B C D E** (c) Discussion

**A B C D E** I felt free to get involved in discussions and projects.

**A B C D E** I felt free to ask the instructor questions.

**A B C D E** The course materials were well organized, easy to read and understand.

**A B C D E** The overheads were easy to read and understand.

**A B C D E** The procedure used to register was efficient.

**A B C D E** The room was comfortable and appropriate for this course.

**A B C D E** The location of the course was convenient for me.

**D. What did you like most about this course?**

**E. What did you like least about this course?**

**F. Additional comments or suggestions?**

Thank you. Please return this from to your instructor before you leave.

**Labour Relations and Workplace Safety**

**Occupational Health and Safety Division**

300 - 1870 Albert Street  
Regina SK S4P 4W1

Phone 306.787.4496

Toll free 1.800.787.2208

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**MISSION:  
ZERO**