Focus on Ontario’s SMALL BUSINESS

Features
Small Business Safety Solutions
Due Diligence Best Practices
Five Steps to Safety Guide for Supervisors Working Alone
Safety Tips for Independent Truck Drivers
Manual Material Handling Health and Safety Partners Approved Working at Heights Training

A specialized approach to health and safety
**Explain dangers**

Electric saws such as table saws, chainsaws, and circular saws are some of the most widely used power tools on construction sites. They’re also among the most dangerous. Hundreds of Ontario workers are hospitalized each year after being struck by a power saw or the material they were cutting with it.

Common struck-by injuries from electric saws include cuts and lacerations, amputations, fractures, and eye injuries from flying debris.

**Identify controls**

- Read all the safety materials and follow the manufacturer’s instructions when using electric saws. Make sure copies are available for reference on the jobsite.
- Wear all required personal protective equipment when operating electric saws. That includes safety glasses, hearing protection, a dust mask (if needed), and appropriate footwear.
- The blade of the saw should only extend 1/8 inch below the piece of material that you are cutting. The risk of a struck-by injury from kickback increases as more of the blade is exposed below the material.
- Never use your knees or foot to support the material you’re cutting.
- Never pull the saw backward when you’re cutting.
- Keep your hand away from the front of the saw.
- Never reach under, around, or behind the material you’re cutting while the saw blade is moving.
- Never carry a saw with your finger on the trigger.
- Ensure blades and tools are inspected prior to use.
- Ensure all guards are in place and that they have not been tampered with.
- Never put the saw down until the blade/chain and motor has stopped.
- Position yourself so that you are in control of the saw.
- Never wedge, wire, or jam the guard to prevent it from working.
- Only competent workers should use an electric saw.

**Demonstrate**

- Demonstrate how to use an electric saw using the specific model you are using on the jobsite. Give workers an opportunity to handle the tool and provide feedback.
- Demonstrate how to properly hold lumber or material being cut and discuss awkward working positions.
- Show workers where to find the manufacturer’s instructions. Encourage workers to report injuries and close calls.
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On the cover...

Small businesses face unique challenges when it comes to
safety. Take a look at what’s inside for helpful resources
and ways IHSA can help.

Executive Committee
Mike Archambault ................................................. Aecon Group Inc.
Tim Holdaway .................................................. Midland Transport Limited
Joe Pessoa .................................................. Toronto Hydro, CUPE Local One
Joe Redshaw ................................................ International Union of Operating
Engineers, Local 793

Electrical
Jack Dowding ............................................ IBEW Construction Council of Ontario
Joe Pessoa .................................................. Toronto Hydro, CUPE Local One
Vacant ..........................................................................
Vacant ..........................................................................

Transportation
Michael Frolick ........................................... Transpro Freight Systems Ltd. (Milton)
Tim Holdaway ................................................ Midland Transport Limited
Brian MacDonald ........................................... Teamsters (Ottawa)
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Residential
Michael Dauncey ........................................ Mattamy Homes
Claudio Mazzotta ........................................ Drywall Acoustic Lathing &
Insulation, Local 675
At IHSA, we recognize that the health and safety needs of independent operators and small business owners are not the same as those of large firms.

Maybe you don’t think you have the budget or the dedicated staff for an effective health and safety management system. Or maybe you think the odds of one of your workers getting hurt on the job are so slim that it’s not worth the time and money.

That’s why we have compiled this issue of IHSA.ca Magazine. It’s filled with suggestions and links to resources that can help smaller companies comply with Ontario’s health and safety legislation. Because even a small employer is responsible for making sure their employees are safe on the job.

IHSA’s membership is largely made up of small businesses, which are companies with less than 50 full-time staff or equivalent. In fact, 96 per cent of our member firms have less than 20 employees and 85 per cent have less than 5.\

In some ways, it’s even more important for smaller companies to pay attention to safety than it is for larger companies. A single workplace injury can have a devastating effect on a business with just a few employees.

Think about losing one of four workers for several weeks during a busy work season due to a broken bone or a back injury. That’s 25 per cent of your workforce laid up instead of earning money. And that’s one worker suffering because safety was an unaffordable luxury—a “nice to have” instead of a mandatory practice ingrained in every aspect of your work. By preventing injuries and illness, you will not only be protecting your workers but also your financial future.

So take a look at what’s inside this issue of IHSA.ca Magazine. You’ll find small business safety solutions, a five-step safety guide for small businesses, a best practices guide for small businesses, safety tips for independent truck drivers and owner-operators, and a health and safety guide for supervisors. There’s also information on due diligence, working alone, manual material handling, new working at heights rules, and how IHSA can support you in your safety efforts.

We hope you’ll find this issue of the magazine to be a useful tool for helping improve your company’s health and safety program. If you can, share this information with other small businesses you know and work with.

*According to 2014 statistics provided by the Workplace Safety and Insurance Board (WSIB).
Due diligence for small businesses

When you own a business, regardless of its size, the idea of due diligence is important to keep in mind. “Due diligence” is a legal term that means “reasonable steps that a person takes to satisfy a legal requirement.” When it comes to health and safety, that basically boils down to one question, “Am I doing enough to keep people safe?” Exercising due diligence means taking proper care of the people and the business you run. It is about protecting the company’s assets, both physical and human.

**Employer responsibilities**

Employers, whether large or small, need to be sure they have taken every reasonable precaution to prevent harm to their employees and, in many cases, themselves. It isn’t enough just to keep a binder of records. Employers always need to be aware of everything that is going on in their organization and how it can affect health and safety. And they have to make sure that what is written down about policies and inspections is actually being done.

Generally, an employer is expected to:
- Create safety policies and procedures.
- Inform employees about health and safety policies and procedures.
- Keep records about health and safety.
  - Monitor the safety progress of the business and evaluate how the policies are being applied.
- Ensure supervisors are competent.
- Document safety meetings and enforce disciplinary actions.
- Keep records of safety inspections.
- Keep equipment records.
- Record details of incidents and investigate them thoroughly.
- Document emergency plans.
- Give employees appropriate training and orientation.

**Due diligence checklist**

A due diligence checklist is a general guide for employers and supervisors to help them meet their safety obligations. It covers the documents that should be maintained, training requirements, disciplinary procedures, and other key requirements. It can be used as a general guide to help your business maintain a precautionary level of safety in the workplace.

This checklist can be found on the next two pages and in IHSA’s Supervisor Log Book (RF008). The log book contains safety talks, inspection checklists, a job safety analysis (JSA) form, a due diligence checklist, and other helpful resources.

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Download this checklist at [ihsa.ca](https://ihsa.ca)
### Due diligence checklist

**Workplace:**

1. **Does the employer keep the following types of records or documents?**

<table>
<thead>
<tr>
<th>Records Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worker orientation records</td>
<td>Records of worker/supervisor training showing the date, names of attendees, and topics covered (e.g., WHMIS)</td>
</tr>
<tr>
<td>Inspection reports and records of corrective actions taken to solve problems</td>
<td>Incident/accident investigation reports and records of corrective actions taken to solve problems</td>
</tr>
<tr>
<td>Records of meetings and crew talks where safety issues were discussed</td>
<td>Supervisor's notes and logs of safety contacts with workers</td>
</tr>
<tr>
<td>Records showing use of progressive discipline to enforce safety rules and written safe work procedures</td>
<td>JHSC meeting reports showing steps taken to address health and safety issues</td>
</tr>
<tr>
<td>Subcontractor pre-qualification documents</td>
<td>Vehicle and equipment log books and maintenance records</td>
</tr>
<tr>
<td>First aid records, medical certificates, hearing tests</td>
<td>Forms and checklists showing that the employer requires workers to follow safe work procedures (e.g., confined space entry permits)</td>
</tr>
<tr>
<td>Sampling and monitoring records of exposures to harmful substances</td>
<td>Emergency response plan and record of drills and any resulting improvements</td>
</tr>
<tr>
<td>Budget items and purchase orders related to occupational health and safety (OH&amp;S)</td>
<td>Statistics on the frequency and severity of accidents</td>
</tr>
<tr>
<td>Driver abstracts (updated annually) and qualifications</td>
<td>For commercial vehicles, records such as bills of lading, manifests, dangerous goods documents, time records, drivers’ daily logs and weigh slips</td>
</tr>
</tbody>
</table>

2. **Do the employer’s records or documents show an effective OH&S program?**

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. States and communicates a clear workplace OH&amp;S policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Assigns responsibility and resources for implementing OH&amp;S program to identified person(s)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>3. Includes workplace OH&amp;S issues on management meeting agendas</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>4. Requires contractors to conform to OH&amp;S regulations</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>5. Ensures records are maintained (See Part 1)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>6. Reviews statistics on the frequency and severity of incidents, as well as injury and illness trends over time</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>7. Assigns responsibility for identifying hazards and conducting risk assessments</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>8. Implements appropriate controls (engineering, work practice/administrative, PPE) for identified hazards (machine guarding, lockout, confined space, falls from height, chemical and biological hazards, repetitive strain injury, motor vehicle incidents, etc.)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Question</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
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<td>----</td>
</tr>
<tr>
<td>9. Implements a preventative maintenance schedule as required by manufacturers’ and industry recommendations and standards</td>
<td></td>
<td></td>
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<tr>
<td>10. Addresses Joint Health &amp; Safety Committee or health &amp; safety representative recommendations</td>
<td></td>
<td></td>
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<tr>
<td>11. Reviews OH&amp;S program activities (e.g., once a year) and makes improvements as needed</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Do records/documents indicate that supervisors:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Receive training to carry out their safety and health responsibilities</td>
<td></td>
<td></td>
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<tr>
<td>13. Give crew talks/conduct safety meetings</td>
<td></td>
<td></td>
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<tr>
<td>14. Participate in inspections</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Conduct incident/accident investigations</td>
<td></td>
<td></td>
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<tr>
<td>16. Take action to correct reported hazards</td>
<td></td>
<td></td>
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<tr>
<td>17. Conduct orientations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Conduct on-the-job training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Evaluate training to ensure that it is effective</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Monitor work conditions and practices to ensure compliance with legislation and company policies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. Correct employees who are not following rules and procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. Keep records of progressive discipline</td>
<td></td>
<td></td>
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<tr>
<td>23. Have OH&amp;S considered as an element in their performance evaluation</td>
<td></td>
<td></td>
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<tr>
<td>24. Give instructions for using safety equipment (e.g., fire extinguishers, flags, flares)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Do records/documents indicate that workers:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. Receive orientation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26. Receive specific job instruction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27. Receive health and safety training (e.g., responsibilities, hazards, engineering controls, written safe work procedures, use of PPE)</td>
<td></td>
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</tr>
<tr>
<td>28. Demonstrate the skills/knowledge necessary to perform their jobs safely</td>
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<tr>
<td>29. Report injuries and hazards</td>
<td></td>
<td></td>
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<tr>
<td>30. Participate in inspections</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31. Participate in incident/accident investigations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>32. Are qualified for the type of work they do and the vehicles that they operate</td>
<td></td>
<td></td>
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<tr>
<td><strong>When dealing with disciplinary procedures for workers, supervisors, and managers who don’t follow safety rules or safe work procedures:</strong></td>
<td></td>
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<tr>
<td>31. Are there disciplinary procedures in place?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>32. Are workers/supervisors/managers aware of them?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>33. Are disciplinary procedures used effectively?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>34. Are they monitored by the Joint Health &amp; Safety Committee or health and safety representative?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35. Are good records kept of progressive discipline used to enforce safety rules and written safe work procedures?</td>
<td></td>
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</tr>
</tbody>
</table>
Best practices for small business owners

Just like larger companies, small business owners must protect themselves and their workers from workplace hazards by following the legislation and industry best practices. In some ways, small businesses need to be more aware of standard health and safety practices because they likely won’t have a health and safety manager or supervisor planning and organizing the work.

The best practices listed below will help small business owners understand and meet their health and safety responsibilities.

1. **Know the hazards**
   As a professional, you know your job and you have your plans prepared. You also know what can go wrong. Part of your job plan should be to think about the hazards you might face while performing that job.

   For the industries served by IHSA, the top three hazards are:

   1. Musculoskeletal hazards (repetitive strain injuries, improper lifting techniques, etc.)
   2. Struck-bys (being hit by falling or flying objects, moving equipment, backing vehicles, etc.)
   3. Falls (improper fall protection, falling from heights, falling through floor openings, etc.).

   Once you know the most likely hazards you’ll come across, you can figure out how to prevent them. As best practice, complete a job safety analysis (JSA).

   1. Write down the steps of the job, as well as any working conditions that would have an impact on safety.
   2. Identify any hazards associated with each job step or working condition.
   3. Decide if the hazard can be eliminated.
   4. If not, put controls in place to help prevent these hazards.
   5. Communicate the JSA to your workers.

   For a blank template of a JSA, visit the Resources for Small Businesses page at ihsa.ca/ihsa/smallbusiness/resources_small-businesses.aspx

2. **Know the rules**
   For small business owners, it’s important to know and understand the health and safety laws and regulations that apply to your company, your industry, and your workers. It can be the Occupational Health and Safety Act (for provincially regulated firms), or the Canada Labour Code, Part II (for federally regulated firms), and the relevant regulations that go under them.

   For example, the federal CLC requires every employer to develop, implement, and monitor a workplace hazard prevention program, whereas the provincial OHSA requires every workplace with more than five employees to have a written health and safety policy and a program to implement that policy. For
3. Get the training

Depending on the type of work you do, you and your workers must have certain training to meet the health and safety requirements.

Generic training ensures workers have the general knowledge and understanding to identify risks in the workplace. It usually requires follow-up training by the employer on workplace-specific applications (e.g., WHMIS training).

Workplace-specific training may involve education on specific methods, machinery, tools, or applications related to a person's work. It is often required for high-risk work such as working at heights, working on overhead powerlines, or operating large trucks and heavy equipment.

New worker orientation and training is critical because new workers have a greater chance of injury. "New worker" does not only mean young workers. It can mean a worker who is new to a particular job or jobsite.

4. Get a competent supervisor

Employers are obligated to appoint competent supervisors, but for many small businesses, the employer is also a supervisor. As defined by the Occupational Health and Safety Act, a competent person is qualified because of knowledge, training, and experience to organize the work and its performance. So a competent supervisor should have some supervisory training, such as IHSA's Basics of Supervising course. (See the Health and Safety Guide for Supervisors on pages 12-13.)

5. Build safety into your business

Talking about health and safety and putting signs and posters around a jobsite shows workers that you care about their well-being. This can help improve employee morale. If safety is important to you, it will be important to them and they will be more likely to follow your lead. Before long, safety will become a routine, not something that you continually have to remind them to do.

Safety talks are a great way to start the workday and a good reminder for your employees to work safe. Visit IHSA's Safety Talks web page for over a hundred safety talks you can download for free: ihsa.ca/resources/safetytalks.aspx

Of course, actions speak louder than words, so be sure to correct unsafe working conditions. Reward employees who are carrying out their duties safely and discipline those who do not. Workers need to see that there are consequences to their actions.

6. Know what’s available to you

Your IHSA membership entitles you to take training courses for free or at a reduced charge and to access many printed and downloadable health and safety products.

IHSA training courses that cater specifically to small businesses include the following.

- Basics of Supervising (classroom or home-study)
- Construction Health and Safety Basic (classroom or home-study)
- Contractor Safety Essentials
- Occupational Health and Safety Act
- Canada Labour Code Part II
- Highway Traffic Act

Helpful resources on developing or updating your health and safety or hazard prevention program, visit the Policy and Program Templates section on our website: ihsa.ca/resources/policy_program_resources.aspx
Five steps to health and safety for small businesses

As an employer, you’re legally required to do so. You will gain immediate benefits:
- No-fault health and safety insurance
- Protection from lawsuits
- Coverage for lost wages and health care costs
- Help in returning injured workers safely to work
- Access to products and services from the Infrastructure Health and Safety Association (IHSA) or one of the other health and safety associations in Ontario’s prevention system.

Register your company with the Workplace Safety and Insurance Board (WSIB).

Report injuries to the WSIB, Ministry of Labour (MOL), or Federal Labour Program, as prescribed.

Know your health and safety responsibilities as an employer and as a supervisor.

Train your employees—or arrange training through IHSA.

If you are a small company with only a few employees, it can sometimes be a challenge to incorporate health and safety into your business. However, the following five steps will help get you on your way.

STEP 1

STEP 2

STEP 3

STEP 4

When your workers know essential health and safety practices, their rights, and their responsibilities, you’ll enjoy these benefits:
- Lower injury rates
- Lower compensation costs
- Better worker morale
- Fewer stop-work orders
- Competitive advantage in bidding on jobs.

Register for IHSA’s Basics of Supervising course. You can take it in the classroom or at home. This course covers the following topics:
- Supervising health and safety
- Motivating your employees and and communicating with them
- Knowing your legal responsibilities
- Developing health and safety programs
- Investigating incidents and near misses.
How IHSA can help

IHSA has a number of health and safety resources specifically designed for smaller firms.

The IHSA My Health and Safety Program is a web-based health and safety management system that covers 19 elements for effective health and safety administration. The program lets you build on your health and safety program, share it within your company, and adapt it to your own needs.

For people who have little or no experience with health and safety, there is an e-learning course called Health and Safety Program Essentials. It will give you a foundation for managing health and safety for your business.

IHSA also offers two health and safety e-learning certificates, one for independent operators and one for small businesses that employ up to 19 workers.

These certificate programs allow you to take health and safety awareness training at your own pace and at your location (at home or in your office). Whether you’re an independent operator or a small business owner, you will benefit in two ways from having this awareness training. It will ensure that you and your workers are aware of the common workplace hazards and how to control them, and it can give you a competitive edge on bidding for jobs.

When you visit ihsa.ca/smallbusiness you will find links to all of the programs listed above as well as many free checklists and documents that will help you build your small business safety program.
What is a supervisor?

An employer can’t be everywhere all the time. Whether there are few employees or a few hundred on the jobsite, at some point an employer must designate someone to act as a supervisor. The Occupational Health and Safety Act defines a “supervisor” as “a person who has charge of a workplace or authority over a worker”.

Supervisors have many roles on a worksite. They represent management and its policies when directing workers or subcontractors, and they represent the needs and concerns of workers when updating management about the activities at the workplace.

The law requires supervisors to “take every precaution reasonable in the circumstances for the protection of a worker”. A supervisor’s primary responsibility is to prevent injury, illness, and death on a site.

Under Ontario’s Occupational Health and Safety Act, a supervisor must be a “competent person” (OHSA, s. 25(2) (c)). Under the Canada Labour Code, Part II, a supervisor must be adequately trained in health and safety and informed of their responsibilities (CLC, s. 125(1)(z)).

Many supervisors have not received formal training on their duties and responsibilities. This guide provides untrained supervisors with basic knowledge about their health and safety responsibilities. For experienced supervisors, this guide can help ensure they’re meeting their duties and obligations.

A competent person is qualified because of knowledge, training, and experience to organize the work and its performance.

Knowledge means knowing what precautions to take and how to control or remove hazards.

Training means formal health and safety training that is specific to the work.

Experience means a proven background in dealing with the health and safety aspects of the work.

Performance here relates only to safety and health performance.
Essential responsibilities of a supervisor

Supervisors are the employer’s representative on a worksite. They plan the project’s work and oversee its implementation. They assign tasks to their workers and provide them with advice and direction. Their responsibilities include monitoring the project’s progress and getting work done through other people. To be effective, they must integrate health and safety into the planning, organizing, directing, and control of the work.

✓ “Take every precaution reasonable in the circumstances for the protection of a worker” against actual or potential hazards. They must also supervise any subcontractors to ensure that they comply with health and safety legislation.

✓ Learn what the specific hazards are on the jobsite and inform the workers about them. In some cases, supervisors are required to inform workers in writing.

✓ Ensure that workers have the training they need for the work they’ll do.

✓ Ensure that workers work “in the manner and with the protective devices, measures, and procedures required by” the Occupational Health and Safety Act and regulations. It is the workers’ responsibility to work safely, but it is the supervisor’s responsibility to make sure that they work safely.

✓ Ensure that workers use the protective equipment or clothing that the employer requires. Make sure they also follow the manufacturer’s instructions.

✓ Implement the company health and safety policy and program to ensure that employees are following the policy, procedures, and safe practices.

✓ Provide new workers with an orientation to the project so that they’ll become familiar with site-specific hazards and how to control them.

✓ Perform workplace inspections on a weekly basis or more frequently if necessary to ensure the workplace is in compliance with the legislation and health and safety program.

✓ Cooperate with health and safety reps, Joint Health and Safety Committees, and Worker Trades Committees. Provide information upon request.

✓ Undertake and document investigations relating to incidents, accidents, work refusals, or complaints.

✓ Cooperate with enforcement agencies during investigations or inspections. Fix any problems identified in Ministry of Labour orders.

Know the specific hazards related to the work being done and be able to identify and take the necessary steps to protect workers.

A competent person has knowledge of any potential or actual danger to health and safety in the workplace.

Know the health and safety laws and regulations that apply to the workplace and be able to deal with issues on the site.

A competent person is familiar with the legislation that applies to the work.

Know the health and safety laws and regulations that apply to the workplace and be able to deal with issues on the site.
Four main tasks

1. Communicate

Supervisors are the main vehicles of communication for employers on the project to the workers and vice-versa.

✓ Inform workers about the regulations and company policies. They can’t follow the rules if they don’t know them.
✓ Give workers frequent safety talks once a day is ideal. Document the topic and who attended. Get free safety talks or order the Safety Talks Manual (V005) and a Safety Talk Report Form (RF023) at ihsa.ca
✓ Discuss health and safety during your regular communication with workers. For example, when assigning work to workers, go over the hazards associated with the tasks and what protective equipment they have to use.
✓ Coach workers on how to do tasks safely. Not everyone has learned the right way to do things. Providing ongoing coaching is part of what it means to supervise.
✓ Inform workers what the top three causes of injury are in Ontario construction:
  • Falls
  • Struck-bys
  • Musculoskeletal disorders (MSDs) from repetitive tasks, heavy lifting, awkward postures, etc.
✓ Think about the overall message you’ve been giving workers. If all you talk about is deadlines, you’re sending the message that speed is more important than safety. And remember: actions speak louder than words. If you tell workers safety is important, make sure you back it up.
✓ Update management regularly about the realities of the jobsite and what you learn from workers.

2. Inspect

Construction supervisors are legally required to perform weekly health and safety inspections (O. Reg 213/91, s. 14). Inspections for other things such as work progress and quality don’t count.

✓ During an inspection, supervisors need to know what to look for. They may need training on how to conduct an effective inspection. Using an inspection checklist can help keep them focused on the important issues.
✓ Supervisors need to fix any problems they encounter, or at least find a way to control the hazard. A good resource for solutions is IHSA’s Construction Health and Safety Manual (M029) (free for supervisors in Ontario construction).
✓ Document the inspections. Without a written record, you can’t prove that they were done. The easiest way is to use a checklist. You can get several sample checklists at ihsa.ca

3. Investigate

Supervisors have a duty to investigate work refusals and dangerous circumstances. They can also assist in incident investigations. The primary goal of an investigation is find out what happened in order to prevent it from happening again.

✓ Investigate any worker complaints or near misses—situations in which no injury or damage occurred but might have if conditions had been slightly different. Don’t wait until something happens before you take preventive measures.
✓ Look for the underlying causes that allowed an incident to occur. Remember: the injury or damage is just a symptom, not the problem.
✓ Document any investigations that take place and follow up on whether corrective action identified during an investigation has been taken.
✓ If workers are not complying with the rules, look into the reasons why before imposing discipline.
4. Enforce

Not everyone follows the rules. Supervisors have a duty to protect workers by enforcing the rules and imposing discipline.

✓ If a situation looks hazardous, supervisors have a duty to take immediate action. Ignoring the situation implies that you condone it.
✓ Sometimes a person just needs to be reminded. But make it clear that repeat offences will not be tolerated. Clearly explain the consequences of a repeat offence.
✓ For repeat offences, use a progressive discipline system. Refer the matter to management as appropriate.
✓ Show that you enforce the rules by keeping a written record of your interventions—perhaps on your inspection sheet. Cases of discipline should be documented formally.

Professional development

• If you haven’t already done so, take IHSA’s Basics of Supervising, Basics of Supervising—Federally Regulated, Construction Health and Safety – Basic, and Construction Health and Safety Representative courses. They’re free for IHSA members. You can also take them in home-study formats. Visit ihsa.ca or call 1-800-263-5024 to find out more and register for the next class.

• Sign up for IHSA’s free monthly email bulletin 2-Minute News. It gives you material for safety talks and information that matters for your job. To sign up, email awhite@ihsa.ca

• Get to know IHSA’s website. It will help you enormously. We offer free safety talks, inspection checklists, sample policies, how-to guides on best practices, and the latest news in health and safety.

Emergencies

Despite everyone’s best efforts, an unexpected crisis can still happen. Every company needs a clear policy on emergency response and supervisors must know it well and ensure that workers know their roles in an emergency.

If an emergency occurs, the objective of a supervisor is to minimize any injury or damage and to prevent a recurrence in the future.

If an emergency such as an injury occurs:
✓ protect workers and the public from further danger and injury
✓ prevent the situation from getting worse
✓ provide first aid to the injured worker(s)

✓ protect material and equipment from further damage
✓ isolate and secure the area to ensure that nothing is disturbed. This will help when it comes time to do an incident investigation.

Remember: The Ministry of Labour must be notified in the case of a critical injury.
If you are the owner of a small business or are one of a few employees in a small company, you may sometimes work by yourself. But there are particular hazards involved in working alone that owners and employees need to be able to recognize and control. In some cases, working alone should not even be a consideration.

A person may be working alone in a variety of places and situations. He or she may be an employee of a contractor on a jobsite or may simply be a worker who is not directly supervised. Some people may work alone for just a few minutes a day once in a while. Others may work alone all day, every day.

Risks and responsibilities
The greatest risk in working alone is that no one would be there to help a worker who becomes injured, trapped, or unconscious. Even if the other workers realize someone is missing, it may be difficult for them to find a worker who has become incapacitated.

If you are an employer and have an employee who is working alone or in relative isolation, it is your responsibility to tell that person about any hazards in the workplace.
Many injuries and illnesses can be prevented before anyone even begins to work alone. It may be difficult or even impossible to eliminate all of the possible dangers on a site for someone who is working alone. But it is always possible to reduce or control them.

Planning and procedures
The first step is planning. That means inspecting the jobsite for real and possible hazards and taking whatever steps are necessary to safeguard your workers. An essential part of that process is a worksite or jobsite inspection. You can go over each area of your workplace—look for hazards and think about what could possibly go wrong in that specific place or while a particular job is being done.

Look for extreme dangers such as an uncovered floor opening, as well as less obvious dangers such as an untidy worksite. If any personal protective equipment or clothing is required besides a hard hat and safety boots, the employer should provide it, along with instructions for using it. Also, make sure that the workers are prepared to wear all of their personal protective equipment.

The employer or supervisor should ensure that any worker working alone is aware of any hazards in the area. The worker should be trained in hazard recognition and in the procedures and equipment required to do the job safely. The procedures should also be spelled out in the company’s health and safety policy.

Communication and check-in
Communication is crucial when anyone is working alone, whether it is an employee or the owner of the firm. A system must be established where, at regular intervals, someone checks on the worker or the worker reports to a designated person. If the situation is especially dangerous, check-ins should be done more often.

The means of communication between the worker and their contact person should be decided ahead of time and be clearly understood by both persons. If a site telephone will be used, it should be clearly identified, conveniently located, and working properly. The number of the person to be contacted should be posted on or near the phone. Mobile devices can also be used. Test the units on-site to make sure that reception is reliable.

How IHSA can help
IHSA has several resources to help small companies minimize the hazards of working alone. The Working Alone DVD describes the legal issues of working alone, how to prepare for emergencies, and how to recognize hazards and control them. We also have an e-learning course that covers this important topic. Visit the ihsa.ca website for more resources.
Independent truck drivers and owner-operators make up a large portion of Canada’s long-distance truck driving workforce. They are essentially a single-person business where the owner runs the day-to-day operations of the company. For many larger companies, subcontracting commercial trucking operations has its advantages. Owner-operators usually pay for their own truck and equipment. So by hiring them, a company can avoid some of the financial and legal responsibilities associated with hiring a worker. Because of this, owner-operators must be especially concerned with workplace health and safety.

Independent truck drivers and owner-operators often work alone. Like other commercial drivers, they share their workplace with the public and are responsible for delivering valuable commodities in costly tractor-trailers. For the most part, they do this in a largely unsupervised environment. With all this resting on their shoulders, safety training is vital, not only for them but also for those who share the road with them.

These safety tips for truck drivers cover safety on the road, around dock and shipping areas, and around the truck.

Safety Tips for independent truck drivers and owner-operators

Safety on the road

Vehicle inspection
- During circle checks, be alert for hazards and traffic conditions.
- Familiarize yourself with the operation and care of auxiliary equipment.

Road emergencies
- Don’t attempt repairs you are not authorized or trained to do.
- Set out the early warning devices in accordance with the laws that may apply.

Fire
Know what your fire extinguisher will do and what it won’t do. Any need to use it will be sudden—there won’t have time to learn how to operate it.

Cargo
Cargo sometimes needs attention on the road.
- Tie downs may be under extreme stress. Check them at reasonable intervals on the trip.
- Release chain tighteners with care. They may whip when released.
- Check the cargo for shifting. There is a risk of collapse with shifted cargo.
- Open trailer doors slowly. Be aware of shifted cargo leaning against the doors.

Pedestrians
A “grounded” trucker is a pedestrian. Be a good one. Obey pedestrian traffic rules. Cross highways at safe locations such as traffic lights and designated pedestrian crosswalks.

Cab
You live in your cab, so keep it clean. Ventilate it properly. Exhaust fumes contain carbon monoxide, which can affect your alertness and cause an accident. Large doses of carbon monoxide can cause death.

Roadside problems
- Never pick up riders.
- Know your company’s policy about stopping to offer assistance. In extreme emergencies, you will have to use your judgement.
Safe loading or unloading

Most docks or shipping areas are laid out and equipped for the safe, efficient movement of freight. Watch for hazards even if you are not involved in the loading or unloading process.

Around dock and shipping areas
- Use the proper material handling equipment and inspect all components prior to use.
- Only use equipment that you are authorized and trained to operate. Know the manufacturer’s manual and never exceed the recommended load rating.
- Keep out of the way of moving equipment. Don’t get “trapped” into an injury.
- Stay alert between trucks and docks, lift trucks and other cargo, fixed objects, dock carts, or cargo being placed into position.
- Make sure dock plates are secured into position before using them.
- Blocking the wheels of a vehicle before loading or unloading will prevent it from moving. Brakes alone can only do so much to stabilize a vehicle.

Away from dock and shipping areas
Cargo handling can be difficult and dangerous in areas other than well-equipped docks. Check the conditions for special hazards. If you lack the proper handling equipment, request help from a co-worker.

Work areas
All work areas are not laid out with material handling in mind. Narrow passageways, dark stairways, lower dock levels or receiving areas, makeshift ladders, or stairs put you at risk. Make your moves carefully and get assistance when necessary.

During street or sidewalk deliveries, be aware of vehicle or pedestrian traffic. Always check your carrying or travel route in advance for doors, stairs, lighting, and equipment. Plan your job before you start.

Lifting
If manual lifting of material or cargo is necessary, remember to lift safely.
- Bend your knees.
- Use your legs, not your back. You will find more information in our Lifting Safety brochure (IHSA043).

Truck equipment
- Hydraulic tailgates have moving parts that can injure hands, fingers, feet, and toes.
- Truck mounted crane assemblies require adequate “boom” clearances.
- When using roll-up doors on van-type equipment, raise and lower doors at an even pace.
- Never leave a vehicle unattended with an elevated load.

Safety around your truck
- It is your responsibility to report vehicle defects in writing.
- When working under a vehicle.
  1. Turn the engine off.
  2. Remove the key.
  3. Secure the vehicle wheels.
  4. Use protective safety glasses.
- Be alert when walking in and around yards.
- Do not smoke in service areas.
- When refueling, shut off your engine.
- Use 3-point contact when getting into and out of your truck.
- Always look down before you step down.
- Be aware of traffic movement before you step out of your cab.

Personal protective clothing
Hands: Wear gloves to protect your hands and to avoid splinters, sharp edges, points, and steel bands.
Feet: Proper footwear guards against foot and other injuries. Other: Wear personal protective clothing provided by your employer or required by legislation for the job at hand.

Know your cargo
- Is your load explosive? Flammable? Corrosive? Will it produce poisonous or explosive vapours? Ensure that the proper signs for loads containing dangerous goods are attached to the vehicle.
- Check the weight distribution. Does it comply with legal axle weight regulations?
- Secure the cargo when loading is complete.
- Be aware of the procedure to follow in case of an emergency such as fire or upset.

IHSA is committed to working with both management and employees in the transportation sector to create a healthy and safe work environment. Together, we can prevent occupational injuries and illnesses. Safety awareness is the first step. Prevention is the goal.

Find out how an IHSA consultant can enhance safety in your workplace by contacting IHSA or visiting ihsa.ca. This article is also available in a brochure. Look for IHSA041.
Most of us have lifted a box, passed work materials to a co-worker, or carried something heavy from one place to another without giving it much thought. But those seemingly harmless actions can often cause significant musculoskeletal disorders (MSDs) such as back or shoulders injuries.

It is important for any worker, whether in an office, on the road, or on a worksite, to understand the hazards that increase our risk of developing an MSD. MSDs are often associated with manual material handling tasks (lifting, pushing, pulling, carrying, etc.). However, it’s not enough just to understand the hazards of such activities. You must also learn and apply the principles of MSD prevention at your workplace.

What is a musculoskeletal disorder?

A musculoskeletal disorder, or MSD, is an umbrella term for a number of injuries and disorders that affect the muscles, tendons, tendon sheaths, nerves, bursa, blood vessels, joints, or ligaments.

Some examples of MSDs are muscle sprain and strain, lower back pain, tendonitis, carpal tunnel syndrome, lateral epicondylitis, tension neck syndrome, tennis elbow, and herniated discs. Though some of these injuries are often the result of sport activities, they may also be caused or made worse by what you do in the workplace. Forceful exertion, awkward positions, and repetitive tasks can add up over time to produce an MSD.

MSDs are the number-one type of lost-time injury reported to the Workplace Safety and Insurance Board (WSIB). In 2013 they accounted for 35 per cent of all lost-time injuries reported by IHSA member firms. Though the numbers are beginning to fall, much can still be done to prevent this type of injury.

Risk factors for MSDs

We know that risk factors for MSD injuries exist in our workplaces. Any tasks involving pulling, throwing, lifting, or twisting can result in an MSD. You may be able to discover where MSDs are happening by reviewing your firm’s recent incidents, injuries, first aid records, documented discomfort surveys, human resource data, and production and service data. It is also useful to look for specific MSD hazards when conducting a workplace inspection, doing a job safety analysis, or delivering a safety or tailboard talk.

These are the main manual material-handling hazards that can lead to an MSD:

- **Forceful exertion**—This involves lifting, lowering, pushing, pulling, and carrying heavy objects or materials.

- **Repetitive tasks**—The material-handling task may not necessarily be heavy, but if it is very repetitive with little rest and recovery, it can lead to muscle fatigue and injury to the musculoskeletal system.

- **Fixed or awkward postures and positions**—The task may not be heavy or repetitive, but if it involves a fixed or awkward position, the body will be at a mechanical disadvantage and therefore at a greater risk of injury. Awkward body positions might include bending forwards or backwards, twisting sideways, leaning to the side, or lifting, pushing, or pulling with the hands above the shoulder or below the knees.
Preventing MSDs

Even though much of our work relies on these kinds of movements, that doesn’t mean MSDs are inevitable on the job. It is important to look at work processes, materials, tools and equipment, the work environment, and human factors such as training, communication, and the willingness of workers to report symptoms of MSDs. Once a hazard has been identified, controls may be put in place to reduce or eliminate the risk.

Processes, materials, or equipment can be changed, and workers can be trained in how to keep the possible hazards in mind while they work. The key is to use the statistics and information gathered from your company to identify the specific risks to your workers. You can then decide what kind of controls are best for your situation.

Once these controls have been implemented, their effectiveness should be assessed regularly. If they have been successful, everyone in the workplace should be informed in order to foster a culture of injury reduction. Preventing MSDs can help improve operations at your company by reducing costs from inefficient work processes and techniques, boosting productivity, improving customer service, and increasing worker satisfaction.

IHSA has a variety of courses and products to help your firm identify, assess, and control MSD risks. Download our booklet Preventing Musculoskeletal Disorders Using Ergonomic Solutions (IHSAO037) or visit the Musculoskeletal Disorders & Ergonomics topic page at ihsa.ca/msd for links to our courses, products, safety talks, and free downloads such as Musculoskeletal Hazards and Control profiles for 20 different trades.

Controlling manual material-handling hazards

Off-loading materials
- Park the delivery vehicle in an area that is free of debris and where the ground conditions are dry and level. Try to park as close as possible to where the material will be stored or used.
- Get inside the back of the vehicle and move heavier materials close to the door or tailgate.
- Get help lifting the materials out of the back of the vehicle.

Moving or storing materials
- Check the path and clear up any debris or tripping hazards.
- Ensure that pathways and hallways are safe (e.g., even out ruts on paths, ensure good lighting in hallways).
- Always use handling equipment, such as dollies or carts, before attempting to lift or carry heavy materials.
- Don’t overload yourself. Take only as much as you can handle safely.
- If material is awkward or heavy, ask a co-worker to help you.
- Store material above knee level and below shoulder height. That makes it easier to pick up and reduces reaching or stooping.
- Store material on skids or blocking to prevent it from getting frozen to the ground or stuck in mud. This method can also reduce awkward postures.

Using materials
- Use material-handling devices when working with heavier materials, or get help from a co-worker.
- Take regular micro-breaks: get up—even for a minute—and stretch your back, shoulders, and legs when working in the same position for a long time. Stretching is especially important if you have to lift something after you’ve been in the same position or an awkward posture for a while.
- Use work platforms (e.g., elevating work platforms) or special tools or devices to minimize awkward postures and overreaching.
- Rotate jobs with other workers to reduce repetitive stress injuries.
Since its creation, IHSA has become one of the most important stewards of Ontario’s occupational health and safety system.

IHSA recognizes that small businesses make up about 95 per cent of all businesses in Ontario—employing nearly one-third of the workforce. That’s why preventing occupational illnesses, injuries, and fatalities within small businesses is a top priority for everyone. It’s a goal that is more easily attained if small businesses like yours would take advantage of the expertise and resources available to you from your provincial health and safety association.

As a member of IHSA, you belong to one of the leading providers of health and safety training and have access to innovative health and safety services. To see how IHSA can help your small business prevent lost-time injuries, as well as achieve the all-important goal of putting an end to workplace fatalities, visit our website at ihsa.ca

Karen Voronka of KC Coatings is one of IHSA's small business owners.
Falling from heights continues to be a leading source of injury and death on Ontario construction sites. Even though employers are required to provide workers with fall protection training, until recently there was no standard in place to ensure the quality of that training. That all changed when the Prevention Office of the Ministry of Labour (MOL) released the Working at Heights Training Program Standard and Training Provider Standard.

As of April 1, 2015, certain construction workers must take working at heights training that has been approved by Ontario’s Chief Prevention Officer (CPO). This applies to workers on construction projects who use any of the following methods of fall protection:

1. A travel restraint system
2. A fall restricting system
3. A fall arrest system
4. A safety net
5. A work belt
6. A safety belt

IHSA was one of the first working at heights training providers to be approved. So as of April 1, 2015, all of IHSA’s Working at Heights: Fundamentals of Fall Prevention courses meet the requirements of the new legislation.

Reducing working at heights injuries and fatalities through standardized training is a key component of the MOL’s Healthy and Safe Ontario Workplaces strategy. Both the Minister of Labour, Kevin Flynn, and the Chief Prevention Officer, George Gritziotis, attended one of IHSA’s working at heights courses recently to underscore to participants the need for consistent and competent training by approved training providers such as IHSA (see picture above).

The approved working at heights training will be valid for three years from the date of completion. Workers who have already received training that met the previous requirements set out in section 26.2 of the Regulation for Construction Projects (213/91), which includes IHSA’s previous Working at Heights course, will have two years (until April 1, 2017) to complete an approved working at heights training program.

All of the working at heights programs that are approved in Ontario meet the strict requirements of the training program standard. Each program must include two modules: one that covers the basic theories and knowledge required to work safely at heights, and a second, practical component that requires students to perform a hands-on demonstration of the relevant equipment and procedures.

IHSA’s Working at Heights—Fundamentals of Fall Prevention program meets this high standard of training. IHSA has a long list of training dates throughout the year at locations across Ontario for working at heights training. The schedule is available in the training section of ihsa.ca
Is this the first time you’ve seen IHSA.ca Magazine?

Maybe you were given this magazine in a training course or during a meeting. Or an IHSA consultant dropped it off at your worksite. You might even be a new member firm receiving the magazine for the first time.

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IHSA member firms can receive printed copies at no charge by filling out our online subscription form at ihsa.ca (Ontario addresses only). Order plenty of copies so you can give them to staff, visitors, or subcontractors.

You can also download the magazine from our website. Browse through our interactive online magazines, or download a copy to your computer. To learn more, visit ihsa.ca and look for the magazine icon.

2015 Annual General Meeting

Infrastructure Health and Safety Association • September 24, 2015 at 8:50 am

To: Members of Infrastructure Health and Safety Association

Take notice that the Annual General Meeting of voting members (the “Meeting”) of Infrastructure Health and Safety Association (“IHSA”) will be held on September 24, 2015 at 8:50 am (eastern daylight time) at the Centre for Health and Safety Innovation, 5110 Creekbank Road, Mississauga, ON L4W 0A1.

The Meeting has been called for the following purposes:

1. To ratify, sanction, confirm, and approve all acts, contracts, proceedings, appointments, elections, and payments enacted, made, done, and taken by all directors and officers of IHSA since the close of business at the last general meeting.
2. To receive, consider, and approve the financial statements of IHSA for the fiscal year ended December 31, 2013, and the report of the auditors.
3. To appoint auditors and authorize the directors to fix their remuneration.
4. To ratify the elected slate of directors of IHSA.
5. To transact such other business as may properly come before the Meeting or any adjournment thereof.

If you are able to attend please complete the registration form. If you are unable to attend please complete the proxy form. For registration and proxy forms or more information visit ihsa.ca. Forms can be sent by mail to: 5110 Creekbank Road, Mississauga, ON L4W 0A1; or by email to: agm@ihsa.ca

All forms must be received by 4:00 pm on September 15, 2015.