

Occupational Health & Safety Orientation for Toronto Local Appeal Body (TLAB)

February 10, 2017

Topic Overview



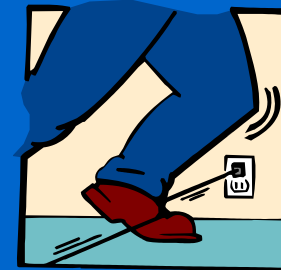
OH&S
Legislation



Responsibilities &
Rights
of Workplace
Parties



City's H&S
Framework



Hazards
- Identifying
- reporting

Topic Overview (Continued ...)



General
Emergency
Procedures

Incident
Reporting

Musculo-
Skeletal
Disorders
(MSDs)

Workplace
Violence

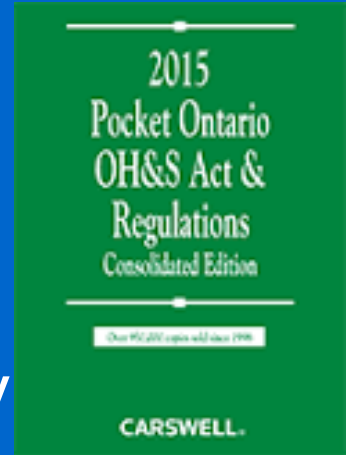




Ontario Occupational H&S Act

- Sets minimum standards for health & safety
- Includes the Act (provincial statute) and 32 specific regulations
- Sets out legal responsibilities of the workplace parties
- Sets out penalties for non-compliance
- Based on the concept of Internal Responsibility System (IRS)

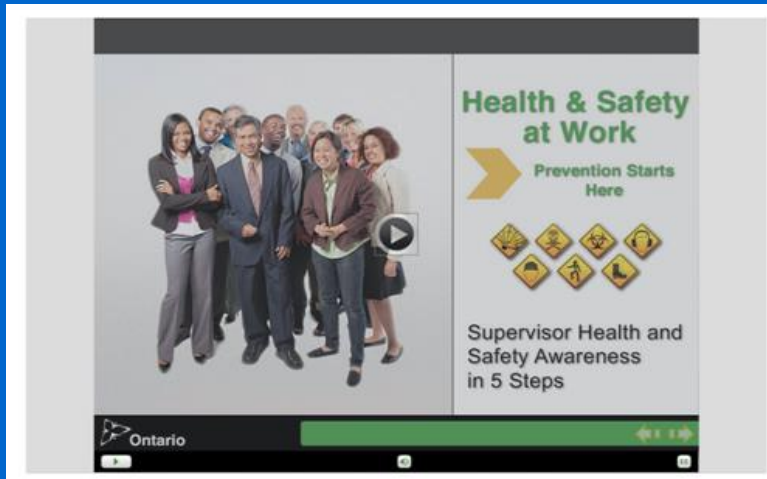
MoL Site: <https://www.labour.gov.on.ca/english/hs/>



Responsibilities of Workplace Parties - IRS

- ✓ Covered well in the MOL's Worker & Supervisor awareness training

<https://www.labour.gov.on.ca/english/hs/training/index.php>



- ✓ City reinforces importance of staff awareness of all IRS parties. Why?



MOL Expectations

- Cohesive response as one employer
- Able to resolve H&S issues internally
- Contractors perform their work safely
- Exceed minimum requirements
- Injury prevention is a priority
- Reduce lost time accidents

Internal Responsibility System



Expertise in other City of Toronto divisions such as:

- ML&S
- Facilities
- Fire
- TPH
- HR



Broader Legislative Framework

- Workplace Safety & Insurance Act
- Employment Standards Act
- Highway Traffic Act
- Transportation of Dangerous Goods Act
- Building Code/Fire Code
- Technical Standards & Safety Act
- Standards, codes, guidelines
- Collective agreements
- Industry best practices

⁸ – Section 21 Guidance Notes



Directors and Officers

- Who are directors/officers of a City?
- Every director and every officer of a corporation shall take all reasonable care to ensure the corporation complies with:
 - The Act and the regulations
 - Orders and requirements of the MOL



Supervisor

- Means a person who has charge of a workplace, or
- Authority over a worker

Quiz:

Who could this be in your office?

What is the most important general Employer/Supervisor duty?





Enforcement - MoL

- MoL inspectors are provincial offences officers with a wide range of powers
- Issue orders (3 types) or tickets
- Orders can be appealed
- MoL can charge workers, supervisors and/or employer
- If charged - you are guilty; prove yourself innocent



Reason for MoL Visits

- We call them due to event
 - Critical injury or work refusal
 - Notice of Project (construction)
- Worker/union calls them
- Part of MoL program/initiative
 - “Safe at Work Ontario”
- Visible work place



Worker

- A person who performs work or supplies services for monetary compensation
- Unpaid secondary or post-secondary students/learners participating in a work experience program, authorized by the school board or post-secondary institution
- Any unpaid trainees who are not employees for the purposes of the Employment Standards Act, 2000 because they meet certain conditions



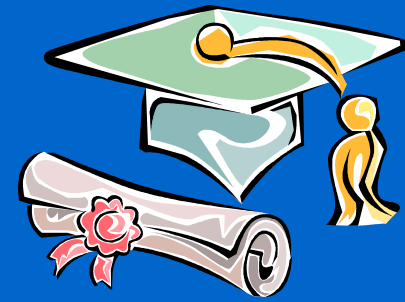


Employer Duties ... Reminders

- Provide information, instruction & supervision to worker's *specific* to job
- In a medical emergency, provide upon request, information to a physician
- When appointing a supervisor must be “competent”



Competent Person



Means a person who

- Is qualified because of knowledge, training and experience to organize the work and its performance
- Is familiar with this Act and the regulations that apply to the work, and
- Has knowledge of any potential or actual danger to health & safety in the workplace



Employer / Supervisor Duties

- **Hazard awareness:** Advise a worker of any potential or actual danger (hazard) to health & safety of the worker of which he/she is aware
 - ... handling, storage, use, disposal and transport of any article, device, equipment or a chemical, biological or physical agent, e.g. WHMIS
- Afford assistance & co-operation to JHSCs or health & safety representatives in carrying out their functions

Worker Duties - Reminders

- Work in compliance with the OHSA / Regs
- Report any violation of the OHSA or regulations or any hazard
- Shall not remove or deactivate any protective devices OR use or operate any equipment or thing
- Shall not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct





Types of Liability

- Regulatory
 - Occupational Health & Safety Act
 - Technical Standards & Safety Act
 - Workplace Safety & Insurance Act
 - Employment Standards Act
- Criminal
 - Criminal Code of Canada
- Civil
 - Lawsuits



Legal Duty for Individuals

- “Every one who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task”



Due Diligence

- A supervisor shall take every precaution reasonable in the circumstance for the protection of the worker.
 - s. 27(2)(c)
- “it shall be a defence of the accused to prove that every precaution reasonable in the circumstance was taken”
 - s. 66(3)



City's H&S Framework

- Occupational Health & Safety Coordinating Committee
- Joint Health & Safety Committees
- City OH&S Policies / Guidelines / Procedures
<http://we.toronto.ca/intra/hr/policies.nsf/safety>
- Hazard and Incident Reporting / Investigation
- HR and divisional OH&S Consultants
- Bargaining Unit H&S Reps
- City of Toronto Occ. Health & Safety Intranet
Site: http://insideto.toronto.ca/hrweb/health_and_safety/index.htm



Your Local Workplace

- JHSC to be established
- See H&S Board →
- JHSC Meeting Minutes
- First Aid Kit Location
- AED Location
- Local Emergency Procedures





Reporting Hazards

If something looks fishy, always ask yourself, “what could happen if something goes wrong?”



For TLAB – report hazards to:

- **Ian Lord, Chair, Toronto Local Appeal Body or Hsing Yi Chao, Supervisor, TLAB**
- **Online Process:**
http://insideto.toronto.ca/hrweb/health_and_safety/e-hazard-reporting-process.htm

City of Toronto Health & Safety Polices

http://insideto.toronto.ca/hrweb/health_and_safety/index.htm

HR Web: Occupational Heal... | Division directories

File Edit View Favorites Tools Help

Health and Safety Ministr... | ELI - Enterprise Learning L... | Suggested Sites

Toronto HOME CONTACT US STAFF DIRECTORY SEARCH: [] GO

LIVING IN TORONTO | DOING BUSINESS | VISITING TORONTO | ACCESSING CITY HALL | **INSIDE TORONTO**

HR WEB

- Feedback
- HR Contacts

HEALTH & SAFETY

- About us
- Advisories & Alerts
- Contacts (word)
- Courses for the TPS Forms
- Joint H&S Committee
- JHSC Recognition Day
- Occupational H&S Coordinating Committee
- Health & Safety Policies
- Quarterly Reports
- Targeting Zero Together

TOOLS & RESOURCES

- Ergonomics
- MSD Prevention Programs in Divisions
- QuatroSafety
- Related links
- WHMIS Glossary of Terms
- Workplace Code of Conduct

Occupational Health & Safety



Regardless of the work you do, or where you do it, health and safety is always a top priority. The City of Toronto is committed to providing and maintaining safe and healthy working conditions for all members of the Toronto Public Service and supports an early and safe return to work program.

The [Occupational Health and Safety Act](#) sets out legal duties and responsibilities for employers, supervisors and workers to follow. This is an internal responsibility system. Everyone in the workplace has a role to play and a duty to actively ensure workers are safe.

For help with a health and safety or disability concern you can contact any of the following:

- your supervisor
- Joint Health & Safety Committee representative
- Occupational Health & Safety/Disability Management [team](#) (pdf) in the HR Division's Occupational Health & Safety section

Contacts

- [Occupational & Health and Safety contacts](#) (word)

Check your workplace bulletin board for health and safety information specific to your location.

[Read more about our major services](#)

Headlines

Health and safety recognition

The [Domenic Mele Award](#) is awarded to a colleague or group of colleagues who made an outstanding contribution to improving health and safety awareness or working conditions or taken action that prevented injury or illness to City staff. The [Dr. Sheela Basrur Occupational Health & Safety Award](#) is presented to a City division that has achieved significant injury reduction in the previous calendar year through proactive [health and safety program](#)

Advisories & Alerts

MSD Prevention Programs in Divisions

Health and Safety Policies

WHMIS Generic Training Program

Highlights

- Joint Health & Safety Committee [membership list](#) **NEW!**
- [Cluster B Health & Safety](#)
- Courses for the Toronto Public Service
- Domenic Mele H&S Award
- Dr Sheela Basrur OH&S Award
- Emergency Procedures
- Employee Health and Rehabilitation
- Employee Assistance Program
- Employee & Labour Relations Committee
- Employee & Labour Relations Section
- Fleet Services Safety Bulletins
- Human Rights Office
- MSD Prevention Programs in Divisions
- QuatroSafety QA
- QuatroSafety Testing
- QuatroSafety Training
- Safety Eyewear
- Safety Footwear



Relevant City H&S Policies / Guidelines

- Workplace Violence Policy & Reporting
- Domestic Violence Policy
- MSD Prevention Policy - Ergonomics Checklist
- First Aid/CPR Policy – WSIB Reg1101
- Incident / Injury Reporting (+Critical Injury)
- Emergency Medical Procedures
- Bomb Threat & Suspicious Package Policy
- Fire & Emergency Evacuation Procedures
- Indoor Air Quality (IAQ) Policy For Office Environments
- Scented Product Guidelines
- WHMIS Policy
- Work Refusal Policy



Workplace Violence & Harassment

OHSA – Section 32



What is Workplace Violence?

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker that could cause physical injury to the worker
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker



Workplace Harassment Definitions

OHRC - Harassment

Engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome and related to one of the prohibited grounds.

OHSA - Workplace Harassment

Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.



Workplace Sexual Harassment

- Effective Sept. 6, 2016 via Bill 132
- OHSA's definition of "workplace harassment" expanded to include "workplace sexual harassment", which is defined as:
 1. Engaging in a course of vexatious comment or **conduct against a worker** in a **workplace** because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or
 1. Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought **reasonably to know that the solicitation or advance is unwelcome.**

OFFICE ERGONOMICS

Workstation Adjustment Package



Office Ergonomics



Workstation Adjustment Guidelines



Workstation Adjustment GUIDELINES

OFFICE ERGONOMICS

WORKSTATION ADJUSTMENT CHECKLIST

Workstation Identification	Evaluator Identification (Print name, Workstation ID, ID# or ID# only)	Evaluation Date
Name: _____	Name: _____	_____
Title: _____	Title: _____	
Division: _____	Division: _____	
Location: _____	Location: _____	
Contact #: _____	Contact #: _____	

Note: Page number in the far right column is where more information can be found in the Workstation Adjustment Guidelines.

TASK CHAIR Adjustments	Comment	See page:
Heels are supported flat on the floor.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 4
There is no pressure under the thighs near the front edge of the seat.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 4
Knees are positioned slightly lower or at the same level as the hips.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 5
The forward curve (lumbar support) of the backrest fits in the small inward curvature of the low back.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 5
If an external lumbar support is used, it is not too bulky and does not push the user too far forward on the chair.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 6
The seat and backrest allow for an 'open' trunk angle greater than 90°.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 6
Armrests are slightly below elbow level.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 7
The distance between armrests is not too close or too far.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 7
The armrests do not prevent the chair from getting close to the work surface.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 8
Job design and work techniques are implemented to minimize sitting for prolonged periods.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Page 8

Workstation Adjustment CHECKLIST

OFFICE ERGONOMICS

Workstation Adjustment Manual



TASK CHAIR Adjustments

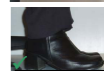
For operational instructions on how to make the adjustment recommended in this section, refer to the [Chair Operating Instructions](#) available on the Health & Safety (Ergonomics) Intranet site.

Adjust the chair height so your heels are supported on the floor

① Placing the heels in contact with the floor allows the weight of the lower legs to be supported by the floor instead of the chair. Heels that are raised above the floor (even slightly), indicate that the weight of the lower legs is being supported by the chair, which can contribute to increased pressure and discomfort experienced beneath the thighs near the front of the edge of the chair. Individuals may unknowingly sit on the edge of their seat to avoid this discomfort. Adjust your chair height daily if you wear shoes of varying heights.



✳ Start with your chair raised so the seat is just above your knee. Sit to the back of the chair. Slowly lower the chair height to the point where your heels are in contact with the floor. As you make other adjustments throughout this section you may need to re-adjust the seat height.



💡 Individuals with a shorter stature may find that the chair will not lower enough to get their heels supported on the floor. If this occurs use a footrest at each surface where work is performed.

If you feel pressure under your thighs, lower the seat height slightly or tilt the front of the seat downwards

① Your heels may look like they are in contact with the floor, but if you feel pressure under your thighs, near your knee, then your heels may not be making enough contact with the floor to support the weight of your lower legs. The front of your chair needs to be lowered slightly for better support. This can be achieved by tilting the front edge of your seat or by lowering the chair. Don't go too low, your knees should still be lower or even with your hips (not above).



✳ Lower the seat slightly by leaning forward and partially lifting some of your weight off of the chair while you apply the rest of your weight downward to lower the seat. OR Position the seat in a slight forward tilt (front edge of the seat slopes downward). Use only a slight tilt or position the seat so it is parallel to the floor (not tilted upwards).



💡 Individuals with a shorter stature may find that the chair will not lower enough to eliminate the pressure experienced beneath their thighs. If this occurs use a footrest at each surface where work is performed.

Pressure behind the knees may also be experienced if the chair seat is too deep for the user. When seated back in a chair, if the front edge of the chair is less than 2" from the back of the user's knees, then try the following:

- angle the backrest more upright if it is reclined
- use a backrest insert to move the chair lumbar support forward in the chair
- use a chair with a smaller seat pan. Find an existing one in the office or if purchasing new, purchase the correct size to meet the needs of the user.



Workstation Adjustment MANUAL

http://insideto.toronto.ca/hrweb/health_and_safety/office_ergo.htm



Incident Reporting Obligations



Workplace Safety &
Insurance Board

Incident/Illness Reporting



- Workers must report any work-related injuries/illnesses to their supervisor / employer immediately
 - TLAB Contact : Hsing Yi Chao
- Immediate reporting is important - within 24 hrs
WSIB Requirement: If Health Care (HC), Lost Time (LT) or 7 days accommodation



⇒ City Human Resources OH&S Assists

- Requires reporting of incidents to JHSC's
- Incidents Immediately in cases of death or critical injury
Within 4 days for other injuries/illnesses

Emergency Procedures

- Fire & Evacuation
- Corporate Security procedures



http://insideto.toronto.ca/fred/security_safety/emergency.htm

- First Aid/medical aid Corporate Security (CS)
- City Hall: incl. Employee Health
- Bomb threats &

Workplace Violence
CS ↔ Police



IN CASE OF EMERGENCY – POLICE – FIRE – AMBULANCE, CALL 9-911

Last Update:		January 27, 2017	
LOCATION INFORMATION			
Tribunal		Toronto Local Appeal Body	
Address		40 Orchardview Boulevard, suite 211, Toronto, Ontario, M4R 1B9	
Internal Phone Number		416- tbd	Fax number 416-696-4307
Power Outage Phone Number			
Supervisors Name		Hsing Yi Chao	
Office number	416-338-2734	Email	Hsingyi.chao@toronto.ca
Manager's Name		Krisa Rhodes	
Office number	416-392-4427	Email	Krisa.rhodes@toronto.ca

EXTERNAL SUPPORT SERVICES			
Police		9-911 OR Non-Emergency number: 41-808-2222	
Local Police Division		53 Division	Phone number: 416-808-5300
Security Guard Services		Primary Response	Phone number: 416-658-4536 ext. 0
Intrusion and Fire Monitoring Services - Corporate Security		Phone number: 416-397-0000	email: corporatesecurity@toronto.ca
Ministry of the Environment		8:30 – 5:00 Mon – Fri: 416-325-4000 Spill or Emergency, 1-800-268-6060	
Ministry of Labour Health & Safety Contact Centre		8:30 – 5:00 Mon – Fri 1-877-202-0008 Emergency 911	
Non-Emergency City Services, e.g. Toronto Public Health		311	
Closest Hospital		Sunnybrook Health Sciences	Phone number: 416-480-6100
Elevator Maintenance Service Provider		In case of Emergency (person in distress, call 911) In case of Emergency (person trapped, call service provider)	
		Name: Bruce Elevator Service Ltd.	Phone Number: 416-668-9931 (Contact: Kumar Pitamber)
		All other concerns, call Facilities	
Toronto Hydro		416-542-8000 or 311	
Gas Company		Enbridge: 1-866-763-5427	
HVAC (Heating / Ventilation/Air Conditioning)		First call: Facilities	416-677-9888:
		Dunlis Mechanical	Phone number: 905-793-6026



Emergency fire procedures

In the event of a fire in your building:

- Leave the area, take your key and close all doors behind you.
- Call 9-911 (never assume this has been done) and give the building address and location of the fire.
- Activate the fire alarm by using pull station.
- Use the closest fire exit to leave the building immediately (do not use elevators).
- Do not return until it is declared safe to do so by a fire official.
- Notify corporate security at 392-6666.

If you are in an office or another room and fire alarm is heard:

- Feel the door knob for heat before opening it. If it's not hot, brace yourself against door and open slightly. If you feel air pressure or hot draft, close the door quickly.
- If there is no fire or smoke in the corridor, take your key, close the door behind you and leave by the nearest fire exit.
- If you encounter smoke in a corridor or stairwell, take an alternate route if possible.

If you can't leave the area:

- Close the door and unlock it so firefighters can enter.
- If you require assistance and it's possible, dial 9-911 and tell the Fire Department where you are.
- Seal all cracks where smoke may get in by using any available material.
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room and partially open a window for air (close it if smoke comes in).
- Wait to be rescued. Remain calm.
- Listen for instructions or information that may be given over loudspeakers.

Controlling or extinguishing fires:

If a small fire cannot be extinguished by a fire extinguisher or if the smoke presents a hazard then close the door to the area to confine and contain the fire. Leave the fire area, call the Fire Department and wait to give the arriving firefighters the exact location of the fire.