

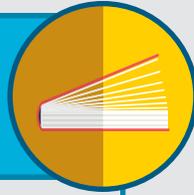


# Occupational health and safety guide

for retail workers and employers



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This guide is current to March 2017. The law is constantly changing with new legislation, amendments to existing legislation, and decisions from the courts. It is important that you keep up with these changes and keep yourself informed of the current law.

This guide is for general information only and may be applicable to assist in establishing a compliant health and safety system at your work site. However, it is critical that you evaluate your own unique circumstances to ensure that an appropriate program is established for your work site. It is strongly recommended that you consult relevant professionals (e.g. lawyers, health and safety professionals and specialists) to assist in the development of your program.

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# Glossary of terms



## Competent

Competent means you have the knowledge, skills and experience needed to safely perform work without supervision, or with minimal supervision.

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## Controls

Actions and measures taken to eliminate or lower risk to health and safety at work. Methods of control fall into one of three categories: engineering, administrative or personal protective equipment.

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## Direct cause

The unsafe conditions or behaviours that caused the incident.

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## Employer

A person who is self-employed, or who employs one or more workers, or who is designated by an employer as the employer's representative (e.g. manager, supervisor).

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## Equipment

A thing used to equip workers at a work site and includes tools, supplies, machinery, instruments and sanitary facilities.

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## First aid

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

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## Hazard

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

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## Imminent danger

A danger that is not normal for a particular occupation or under which someone engaged in that occupation would not normally carry out their work.

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## Indirect cause

The contributing factor that led up to the incident.

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## Job

The position a person has in an organization (e.g. sales representative, clerk, cashier, store manager, warehouse receiver, merchandiser).

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## Near miss

Also called a "close call," a near miss is an incident in which injury did not occur but which could have caused an injury or loss under slightly different circumstances.

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## Occupational health and safety culture

The attitudes and behaviours an organization exhibits toward health and safety on a daily basis.

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## Retail

A business that sells consumer goods and related services directly to the public.

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## Root cause

The underlying or most basic condition that allowed the incident to happen.

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## Tasks

The activities a worker does as part of their job (e.g. open/close the store, process sales, make bank deposits, operate forklift).

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## Worker

A person engaged in an occupation.

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## Working alone

A worker is working alone at a work site where assistance is not readily available if there is an emergency or the worker is injured or ill.

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# Introduction



Ten per cent of Alberta's workforce is employed in the retail sector. Cashiers, retail managers, maintenance workers, warehouse receivers, security guards, accountants, truck drivers, marketing specialists — these are some examples of retail positions. **If your job has something to do with selling goods directly to the public (for consumption, not resale), or managing people that do, then you work in retail.** This guide is for you.

This guide contains information about occupational health and safety as it relates to Alberta retail workers and your employer. The front end provides a brief overview of what the law requires from each of you, at minimum. Additional legislated requirements are highlighted throughout the document, which also spotlights opportunities to go above and beyond the legal expectations for better health and safety performance. Not all requirements under the *Occupational Health and Safety (OHS) Act*, Regulations and Code are discussed in this handbook.

**The middle section of this guide focuses mainly on the employer's role in ensuring the workplace is healthy and safe.** It introduces several key elements that every occupational health and safety management program should include. Sample templates are provided to help employers develop and grow their organization's program. And

because a health and safety management program is only as effective as the support it receives from everyone (i.e. management and workers), this section also includes questions workers can ask to help keep themselves and others safe on the job.

The final section highlights common hazards in the retail sector, providing at-a-glance safety tips to help workers avoid getting injured or ill on the job. These tips might be useful to those of you just starting out in retail. It might get you thinking about your health and safety in the workplace. For more experienced workers, the tips serve as reminders of the kinds of hazards that are possible on the job, and how best to control those hazards.

You might be asking yourself, "How could anyone possibly get sick or injured working in retail?" It's an important question. Injuries are more common than you might think. This guide provides retail-specific examples that can point to your job-specific occupational health and safety challenges. It talks about situations you might encounter on the job. And hopefully, it will spark questions you might never have thought to ask.

**You can hope to go home healthy and safe at the end of your shift — or you can plan on it.** Use this guide to help make health and safety happen in your workplace.



# Know the law



## Know how to work safe

Occupational health and safety is about preventing workplace-related injuries, diseases and deaths. It's a serious subject. Alberta has laws in place to make sure everyone takes it seriously.

While everyone is responsible for health and safety at work, the law assigns specific responsibilities to employers and workers.

Know what's expected of you in your role. And know what you have the right to expect from others.



An employer must ensure that a current paper or electronic copy of each of the *Occupational Health and Safety Act*, the *Occupational Health and Safety Regulation* and the *Occupational Health and Safety Code* is readily available for reference by workers.

**Occupational Health and Safety Code, Part 1, Section 2.1**

## Employer's responsibilities

### Do what is reasonably practicable

As an employer you are required to do everything you reasonably can to keep workers healthy and safe on the job.



Every employer shall ensure, as far as it is reasonably practicable for the employer to do so,

- (a) the health and safety of
  - (i) workers engaged in the work of that employer, and
  - (ii) those workers not engaged in the work of that employer but present at the work site at which that work is being carried out, and
- (b) that workers engaged in the work of that employer are aware of their responsibilities and duties under this Act, the regulations and the adopted code.

**Occupational Health and Safety Act, Section 2(1)**

In the event of a workplace incident, employers should be able to show that, despite your best efforts, no one could have seen the incident coming or had any real opportunity to prevent it from happening.

# Know the law

## Worker's rights and responsibilities

You have a right to a safe and healthy workplace. It's the employer's responsibility to inform workers of any known hazards, and to educate you about the presence and proper use of adopted controls.

Workers share the responsibility of staying healthy and safe on the job. You are expected to look out for yourself and for other workers, to report any hazards you notice to your employer, and to follow your employer's health and safety practices.



Every worker shall, while engaged in an occupation,

- (a) take reasonable care to protect the health and safety of the worker and of other workers present while the worker is working, and
- (b) co-operate with the worker's employer for the purposes of protecting the health and safety of
  - (i) the worker,
  - (ii) other workers engaged in the work of the employer, and
  - (iii) other workers not engaged in the work of that employer but present at the work site at which that work is being carried out.

*Occupational Health and Safety Act, Section 2(2)*

## Refuse unsafe work

You must refuse to do work you believe would put yourself or other workers in imminent danger. **Imminent danger refers to a danger that isn't a normal part of your job or the job of someone in your occupation.** To refuse unsafe work you must reasonably believe the work you're being asked to perform poses an imminent danger to your health and safety or to that of other workers.



### Example

A worker in the floral department of a grocery store is asked to assist in the deli. Since she hasn't been trained in the safe use of the meat slicer she must refuse the work because doing it would place her in imminent danger.

When you refuse unsafe work you must report the problem to your employer as soon as possible. It is your employer's duty to address the issue and eliminate the imminent danger. **You cannot be punished for refusing to do unsafe work.**



No person shall dismiss or take any other disciplinary action against a worker by reason of that worker acting in compliance with this Act, the regulations, the adopted code or an order given under this Act, the regulations or the adopted code.

*Occupational Health and Safety Act, Section 36*

# Know the law

## Report unsafe conditions

You must report unsafe work conditions or equipment to your employer immediately, even when there's no imminent danger.

If you think something at your workplace is unsafe for you or other workers, **you must:**

- 1 Tell your employer.** Your employer is responsible for looking into your concern.
- 2 If your concern is not addressed,** then take the problem to your health and safety committee – if there is one at your workplace.
- 3 If there is no committee, or if you are still not satisfied,** you should contact the OHS Contact Centre and ask someone to look into the problem. Anyone has the right to call, whether directly involved in the work or not. You can choose to identify yourself when you call, or to remain anonymous.



Call the Alberta Government OHS Contact Centre at

1-866-415-8690 (toll-free in Alberta) | 780-415-8690 (in Edmonton)



# Know the law

## Authority and non-compliance

Occupational health and safety legislation is in place to help keep Alberta work sites safe for everyone. It can only be effective if everyone co-operates.

When an employer or worker breaks the rules they endanger themselves and other workers. That's not acceptable.

Occupational Health and Safety Officers inspect work sites throughout Alberta. Their job is to make sure employers and workers are meeting the basic requirements of occupational health and safety legislation. These Officers have the legal authority to enforce the law.



For the purposes of this Act, an officer may

- (a) at any reasonable hour enter into or on any work site and inspect that work site.

*Occupational Health and Safety Act, Section 8(1)*

**Officers have the authority to enter and inspect a work site**, take samples of products, conduct tests, take pictures and recordings, and look at and copy relevant documents. If an Officer believes a work site is dangerous, he or she can order work stopped right away or call for corrective measures. An Officer can also order equipment shut down if it appears unsafe to operate.



No person shall interfere with or in any manner hinder an officer or peace officer who is exercising powers or performing duties or functions under this Act.

*Occupational Health and Safety Act, Section 40.4*

Both employers and workers have responsibilities relating to health and safety at work. During a work site inspection, Occupational Health and Safety Officers can expect full co-operation from everyone on site.



Every person at a work site shall, on request by an officer, provide proof of identity satisfactory to the officer.

Every employer involved in work at a work site shall, on request by an officer, identify to the officer the workers employed by that employer at the work site.

*Occupational Health and Safety Act, Section 4.1(1-2)*

# Know the law

## Tickets and administrative penalties

Occupational Health and Safety Officers can provide expert advice and direction to improve health and safety at a workplace. They can also issue **tickets** and recommend **administrative penalties** to workers or employers when deemed appropriate.

**Tickets** deliver an on-the-spot consequence to workers or employers caught breaking specific rules under the legislation. Tickets are issued for easily observable violations such as not wearing required personal protective equipment or smoking near a flammable substance. Tickets hold individuals accountable for their behaviour, much like traffic tickets.

**Administrative penalties** are determined by Alberta Occupational Health and Safety on a case-by-case basis. Various factors are considered in deciding an administrative penalty. It can be triggered by offenses such as failing to comply with a Stop Work Order, or continuing to use equipment that has a Stop Use Order.

Ticketing and administrative penalties are enforcement options for Occupational Health and Safety Officers. **Voluntary co-operation with the law is in everyone's best interest.**

## Prosecution

Violating the *Occupational Health and Safety Act*, Regulations or Code, or failing to follow an order given by an Officer may result in prosecution. A worker or employer being charged and convicted on an offense can be punished with a fine, jail time or both.





# Occupational health and safety management program



A safe and healthy work site doesn't just happen. It's something people plan for and work at.

An occupational health and safety management program spells out your organization's approach to creating a safe and healthy workplace. What follows are the fundamental elements every health and safety management program should include. Start with what's here and grow your program from there.

**Note:** This section of the guide focuses primarily on information for employers, but it also contains practical tips for workers.

## Overview

The scope and complexity of a health and safety management program varies depending on the type of workplace and the nature of the work performed. If you're starting a program from the ground up, consider the following components a good place to begin:

- **Management commitment**
- **Hazard assessment and control**
- **Work site inspections**
- **Incident reporting and investigation**
- **Worker competency and training**
- **WHMIS**
- **Emergency response**
- **First aid**
- **Working alone**
- **Workplace violence**

This guide discusses each of the above elements in some detail. Additional help to develop your health and safety management program is available.

Alberta Occupational Health and Safety works with groups and associations called Certifying Partners through the Partnerships in Injury Reduction – Certificate of Recognition (COR) Program. They provide training and assistance in developing health and safety management systems. Find a list of Certifying Partners online at [work.alberta.ca/ohs-partnerships](http://work.alberta.ca/ohs-partnerships).

A decent health and safety management program will address Alberta's minimum legal requirements for occupational health and safety. A strong program will do more than promote basic compliance with the law. It will demonstrate leadership.

You can and should expand your program as your awareness about health and safety grows.



# Management commitment



## Lead by example

Commitment to health and safety has to start at the top. As an employer, you should take every possible opportunity to show your workers that you are committed to health and safety by becoming actively involved.

Workers need to see their leaders making health and safety a priority. This means talking about health and safety regularly, encouraging workers to do the same, and then doing something good with what comes out of these talks. There's a need for action.

Employers have to lead. You also have to follow through by listening to workers' concerns and investing the resources necessary to improve health and safety for everyone on the job.



### How do you think you're doing?

YES NO

Do you set health and safety goals, assign responsibilities and hold people accountable for them?	<input type="checkbox"/>	<input type="checkbox"/>
Do you hold yourself accountable for all your health and safety responsibilities?	<input type="checkbox"/>	<input type="checkbox"/>
Is health and safety frequently discussed at meetings?	<input type="checkbox"/>	<input type="checkbox"/>
Are your workers given the opportunity to express their concerns?	<input type="checkbox"/>	<input type="checkbox"/>
Do they feel comfortable about doing this?	<input type="checkbox"/>	<input type="checkbox"/>
Do you follow up on the concerns raised by your workers?	<input type="checkbox"/>	<input type="checkbox"/>
Do you enforce proper work procedures regardless of how busy people are?	<input type="checkbox"/>	<input type="checkbox"/>
Does your operating budget include a line item for health and safety?	<input type="checkbox"/>	<input type="checkbox"/>
Do you take an active role in all aspects of your health and safety system?	<input type="checkbox"/>	<input type="checkbox"/>
Would your workers agree with all of your answers above?	<input type="checkbox"/>	<input type="checkbox"/>

**Note:** Your answers above may be an indicator of your commitment to good health and safety practices as an employer. There are, of course, other questions you could ask.



WORKER'S  
TIPS

### It's okay to ask your employer:

Are there any hazards I should know about in this job?

What can I do to avoid getting hurt at work?

Who can I speak to if I have concerns?

# Management commitment

## Commit to a strong health and safety culture

Generally, the stronger an organization's health and safety culture is, the better its related performance. A safe organization is a productive organization.

The benefits of a strong health and safety culture may include:

- **improvements in day-to-day operations**
- **ownership of health and safety initiatives**
- **willing participation in those initiatives**
- **a more consistent, efficient and effective workplace**
- **lower operating costs**



## Commit to spreading the word

Information about health and safety at your workplace is information that everyone at your workplace needs to know. Employers should figure out the best, most effective way to get health and safety messaging out and into everyone's hands — and brain — and to solicit worker feedback and suggestions.



**Staying alert** to everyday workplace hazards can be a challenge, particularly in jobs like retail where the hazards may be less obvious, and where busy work is often the routine.



**Talking about workplace health and safety** is a good idea. Put it on the agenda for staff meetings. Open discussion can stir up new ideas or remind us of details we may have forgotten. It prompts awareness and helps remind everyone to stay alert.

# Management commitment

Since people absorb information or learn in different ways, it's best to communicate in a variety of formats. Below are a few common approaches.

## Examples



Make health and safety **a regular agenda item** at staff meetings. It can be very effective, offering the advantage of a captive audience and on-the-spot question and answer sessions.



Provide the **information in take-away format** through internal newsletters, paycheque inserts, bulletins or safety alerts.



Create **a health and safety committee** to collect and share information across the board. It's a good way to add a level of commitment and authority, and to promote consistency in health and safety messaging.



**Post key** health and safety **messaging** in staff rooms.



Use **company emails and an intranet website** to reinforce health and safety messaging.

## Workplace health and safety committees

A joint work site health and safety committee consists of both worker and employer representatives working together. Their role is to identify health and safety issues in the workplace and to make recommendations for improvement.

These health and safety committees encourage active **worker engagement**. They provide an opportunity for workers to participate in making decisions that directly impact them and their co-workers. As such, they can be an effective way to grow and integrate a positive health and safety culture throughout the organization.

To find out more about joint work site health and safety committees, and how to get one started in your organization, download the *Joint Work Site Health and Safety Committee Handbook* at [work.alberta.ca/documents/WHS-PUB\\_li004.pdf](http://work.alberta.ca/documents/WHS-PUB_li004.pdf).

# Management commitment

## Commit to keeping a written record

You are required to keep health and safety records. Over time these records can help identify trends of unsafe working conditions or unsafe work practices, and point to corrective actions. They can track who received what training when. And, in the event of an incident investigation, they can be called upon as part of a legal defense.



Examples of records that need to be kept include:

- **hazard assessment and control**
- **worker training records**
- **work site inspection reports**
- **incident reports (including near miss)**
- **incident investigation reports**
- **first aid records**
- **health and safety meeting minutes**
- **emergency response**

Make it a habit to include the date on all your records. It's a legal requirement for some documents (e.g. hazard assessment and control, training, first aid), and a good practice to follow across the board.

Sample templates for many of these records are included in this guide. Additional resources are listed as well (see pp. 97 – 98), for your consideration.



# Hazard assessment and control



Every workplace has situations, conditions or things that may be dangerous to the health and safety of workers. Employers and workers have to know what those hazards are in order to address them.

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

**Common hazards** in a retail setting include things like:



manual material handling



slips, trips and falls



working alone



workplace violence



hazardous chemicals

Left unchecked, any one of these hazards has the **potential to impact** a person's quality of life in some way for some time.



back injury



broken arm



medical emergency



death



chemical burn

It's your responsibility as an employer to ensure the workplace hazards are identified, and **eliminated or controlled** so workers stay healthy and safe on the job.



use mechanical lift



keep floors clean and dry



provide communication device



provide physical barrier



wear protective gloves

# Hazard assessment and control

## Hazard assessments are required by law

The hazard assessment and control process is a documented approach to prevent work-related injury or illness to workers. It is a core part of every occupational health and safety management program. It identifies potential problems, and points to where to focus resources for improved health and safety performance.

While there are different ways of doing a hazard assessment, the law is clear that hazard assessments must be done.



An employer must assess a work site and identify existing and potential hazards before work begins at the work site or prior to the construction of a new work site.

**Occupational Health and Safety Code, Part 2, Section 7(1)**

## A team approach is necessary

The law is also clear that you have to involve affected workers when doing hazard assessments. Different people have different ways of seeing things. Workers are the individuals doing the work. That puts them in the best position to provide insight.



An employer must involve affected workers in the hazard assessment and in the control or elimination of the hazards identified.

**Occupational Health and Safety Code, Part 2, Section 8(1)**

## Employers must produce a written record of the process

You must document both the results of the hazard assessment and what you have done since to either eliminate or control any hazards identified.



An employer must prepare a report of the results of a hazard assessment and the methods used to control or eliminate the hazards identified.

**Occupational Health and Safety Code, Part 2, Section 7(2)**

# Hazard assessment and control

## Employers must communicate the results

You must share the information you learn from doing a hazard assessment with affected workers. Workers need to be aware of any known or potential hazards they could encounter. They need to know how to keep themselves and their co-workers healthy and safe on the job.



An employer must ensure that workers affected by the hazards identified in a hazard assessment report are informed of the hazards and of the methods used to control or eliminate the hazards.

**Occupational Health and Safety Code, Part 2, Section 8(2)**

## Hazard assessments need to be repeated

You must repeat the hazard assessment and control process as appropriate. Whenever changes are introduced to a workplace (i.e. new tasks introduced or work conditions change), another hazard assessment must be completed. Changes at the work site can signal the need for a new hazard assessment.



poor lighting



slippery surfaces



extreme temperatures



introduction of  
new equipment



An employer must ensure that the hazard assessment is repeated

- (a) at reasonably practicable intervals to prevent the development of unsafe and unhealthy working conditions,
- (b) when a new work process is introduced,
- (c) when a work process or operation changes, or
- (d) before the construction of significant additions or alterations to a work site.

**Occupational Health and Safety Code, Part 2, Section 7(4)**

**Hazard assessments must also be considered for specialized equipment** (e.g. balers, cardboard compactors). These targeted hazard assessments can provide an important on-site reminder of the specific hazards associated with the equipment.

# Hazard assessment and control

## The key is to keep hazard assessments current

It's good practice to review existing hazard assessments periodically. This can prevent unsafe or unhealthy conditions from developing, and will help determine if existing controls are actually working as intended.

### The date is an important part of the record

There should never be any question as to when a hazard assessment was completed. Alberta law requires you to put the date on them.



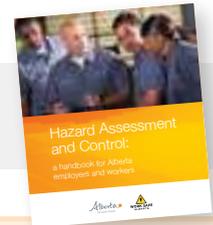
An employer must ensure that the date on which the hazard assessment is prepared or revised is recorded on it.

**Occupational Health and Safety Code, Part 2, Section 7(3)**

## Do it your way but do it right

**There are many ways to do a hazard assessment.** Your approach will depend on the nature of your operations. The important thing is to do it effectively. You want to identify any real and potential hazards and then address them. Keep a written record of what you do, put the date on it and keep it up to date. All hazards must be recognized and either eliminated or controlled — always.

Find more detailed information on the hazard assessment and control process in:  
[work.alberta.ca/documents/ohs-best-practices-BP018.pdf](http://work.alberta.ca/documents/ohs-best-practices-BP018.pdf)



Here are the basics **steps** for conducting a hazard assessment:

- 1** Take a close look at the individual tasks that each job involves.
- 2** Look for any health or safety hazards related to those tasks.
- 3** Figure out what you can do to eliminate each hazard or, if that's not possible, to control it.
- 4** Implement controls.
- 5** Write down both the hazards found and what's being done about them, and discuss with all affected workers.
- 6** Monitor effectiveness of control. Review and revise as needed.

A template and completed sample forms are provided on pp. 25 – 29 to help get you started.

# Hazard assessment and control

## Think about **health** and **safety** hazards

A **health** hazard is anything that could harm someone's health, either immediately or over time.



loud noises



repetitive movements



sun exposure



chemical exposure

A **safety** hazard is anything that could cause injury or damage. An injury caused by a safety hazard is usually immediate.



falling objects



slippery surfaces



sharp equipment



icy roads

Left unchecked, any one of these hazards has the potential to impact a person's quality of life in some way for some time.

### WORKER'S TIPS

#### It's okay to ask your employer:

What are the hazards of my job?

How are those hazards controlled?

What training do I need to do my job safely?

What is my role in health and safety?

Who do I talk to about health and safety concerns?

# Hazard assessment and control

## Look beyond the obvious

Workplace hazards can be grouped into four main categories. When looking for workplace hazards, think about all four:

### Physical hazards



slipping/tripping



working alone



repetitive motions



lifting heavy loads



hot liquid (coffee/soup)

### Chemical hazards



cleaning products



hazardous merchandise



maintenance products

### Biological hazards



viruses



bacteria



body fluids



sewage



allergens

### Psychological hazards



harassment and bullying



stress



fatigue



shiftwork

# Hazard assessment and control

## Follow the hierarchy of controls

Try to eliminate a hazard wherever you can. When elimination is not possible, it must be controlled.



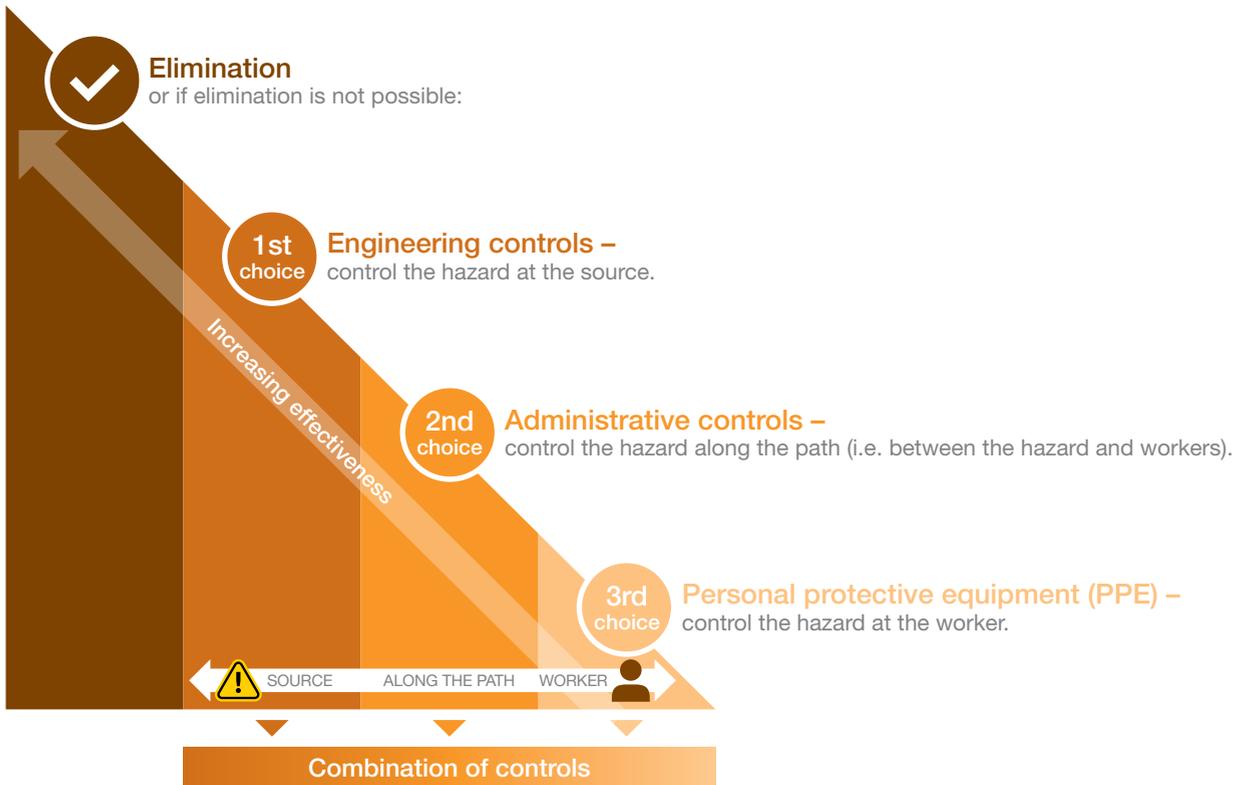
If an existing or potential hazard to workers is identified during a hazard assessment, an employer must take measures in accordance with this section to

- (a) eliminate the hazards, or
- (b) if elimination is not reasonably practicable, control the hazard.

**Occupational Health and Safety Code, Part 2, Section 9(1)**

Alberta's Occupational Health and Safety Code outlines the hierarchy of controls to follow when elimination of the hazard is not an option.

## Hazard controls



If the hazard cannot be eliminated, or controlled by using a single control method, the employer may **use a combination of engineering, administrative and personal protective equipment** to provide a greater level of worker health and safety.

# Hazard assessment and control

## Examples of engineering controls

Next to eliminating a hazard, controlling it at the source is the most effective means of preventing illness or injury to workers.



install physical barriers to protect those working alone



use safety guards



use a forklift to lift heavy loads



ensure vehicles are equipped with appropriate seasonal tires

## Examples of administrative controls

When elimination isn't an option and engineered controls are not feasible, employers are expected to do what they can to introduce controls between the hazard and the worker.



develop safe work practices and procedures



provide training and supervision for workers



limit exposure time by rotating jobs



display warning signs

## Examples of personal protective equipment

Personal protective equipment (PPE) is an employer's third line of defense for controlling hazards that cannot be eliminated. It's introduced only after engineering and administrative controls are found to be unworkable for specific hazards.



wear approved footwear



wear safety glasses



wear protective gloves



wear reflective vests

Since personal protective equipment controls the hazard at the worker's end, it can only be effective if workers use the equipment properly. **Employers must provide thorough and proper training in the use, care, maintenance and limitations of any required personal protective equipment.**

# Hazard assessment and control

## Examples of personal protective equipment in the retail industry

PPE	Application
 safety vest	<b>when working around moving equipment</b> (e.g. delivery vehicles, forklifts)
 work gloves and safety footwear	<b>when working in storage areas or handling garbage</b>
 disposable gloves	<b>when cleaning bathrooms</b>
 cut-resistant gloves	<b>when opening cartons or cleaning equipment</b>
 dust mask	<b>when exposed to dust</b> (e.g. flour, sawdust)
 eye protection and gloves	<b>when working with chemicals</b>
 hearing protection	<b>when working around loud noises</b>



An employer must ensure that workers who may be required to use safety equipment or personal protective equipment are competent in the application, care, use, maintenance and limitations of that equipment.

**Occupational Health and Safety Regulation, Section 13(3)**

If personal protective equipment is required for any tasks in your workplace, your hazard assessment and control record and/or safe work procedures should say so. These health and safety documents should also spell out the organization's process for training and monitoring its use.

# Hazard assessment and control

## Did you know?



Alberta law requires employers to provide and pay for personal protective equipment for emergency response, respiratory and hearing protection if it is required for the job. Any other required personal protective equipment (e.g. safety boots, gloves, eye protection) is actually the worker's responsibility.

In many cases, employers provide any required personal protective equipment to their workers, but they don't have to.

In any case, employers must make sure that workers use personal protective equipment when it is necessary and that they do so safely.



### PPE related questions to ask your employer:

What if any protective equipment will I be expected to have and use?

If required, does the company provide it?

Will I need any special training to use it?

If so, when will I receive training?





# Hazard assessment and control

## Hazard assessment and control (sample form)

Job/position/work type Shipper/Receiver	Date of assessment January 19, 2016
Assessment performed by (names) Johanes Wolfrum, Warehouse Manager; Boris Phelps, Shipper/Receiver	Reviewed/revised
<b>Tasks</b> (List all tasks/activities of the job/position) Operating compactor/loader	<b>Date implemented:</b> February 19, 2016
<b>Hazards</b> (List all existing and potential health and safety hazards) Contact with moving parts	<b>Controls</b> (List the controls for each hazard: elimination, engineering, administrative, personal protective equipment) Eng: Equipment safeguards in place as per manufacturer's specifications Admin: Standard operating procedures for safe use of equipment
Crushing/cutting	March 8, 2016
Loud noises	March 23, 2016
Mechanical failure	February 19, 2016
Repetitive motion	March 6, 2016
Operating forklift	February 19, 2016 March 7, 2016 May 12, 2016
Contact with moving equipment Static posture	Eng: Backup alarm Admin: Operator safety training Eng: Adjustable cab ergonomics Admin: Scheduled breaks; job rotation

This form is for example purposes only. This is not an exhaustive list of all tasks, hazards and controls associated with the job/position/work type. Completing this form alone will not necessarily put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your work site. Further, it is essential that this document is not only completed, but is used, communicated, and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.

# Hazard assessment and control

## Hazard assessment and control (sample form)

Job/position/work type Administration/office work		Date of assessment February 15, 2016
Assessment performed by (names) Courtney Miller, Jay Parsons, Matt Phillips		Reviewed/revised
Tasks (List all tasks/activities of the job/position)	Hazards (List all existing and potential health and safety hazards)	Controls (List the controls for each hazard: elimination, engineering, administrative, personal protective equipment)
Operating PC (general computer tasks)	Extended periods of sitting	Eng: Ergonomic set-up of workstation Admin: Take micro-breaks to get up and stretch
Photocopying, faxing, stapling, hole punching	Glare from monitor	Eng: Anti-glare screens or monitors Admin: Take breaks as necessary
Refilling toners	Repetitive motion	Admin: Take breaks as necessary
Filing	Contact with chemicals/toner	Admin: Place toner lid from new cartridge on the old cartridge to prevent exposure; WHMIS training PPE: Use nitrile gloves
	Awkward positions	Admin: Use stool; take breaks to stretch if required
	Struck by/crushed	Eng: Cabinet engineered to not allow more than one drawer to be open at a time (prevent tipping) Admin: Ensure cabinets are loaded from the bottom up
Operating paper shredder	Loose clothing or jewelry could be caught in shredder opening	Eng: Auto shut-off switch/emergency shut off Admin: Ensure loose clothing, jewelry, long hair is tucked in before operating shredder; shined on a different day
		March 15, 2016

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# Hazard assessment and control

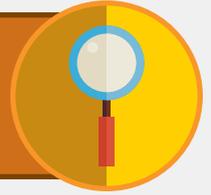
## Hazard assessment and control (sample form)

Job/position/work type Grocery store clerk		Date of assessment September 3, 2015
Assessment performed by (names) Margaret Bland, Bill Higgins, Eric Silverman		Reviewed/revised
Tasks (List all tasks/activities of the job/position)	Hazards (List all existing and potential health and safety hazards)	Controls (List the controls for each hazard: elimination, engineering, administrative, personal protective equipment)
Cashier duties	Repetitive motion	Eng: Adjustable workstation for custom ergonomic set-up Admin: Job rotation throughout shift; regular micro-breaks; worker training in workstation set-up
	Working alone	Admin: Awareness training in Working Alone Policy and Procedures
	Workplace violence	Eng: Panic button/alarm installed near cash register Admin: Awareness training in Workplace Violence Policy and Procedures; regular cash drops to limit amount on hand
Stacking/storing inventory on shelves	Falling from heights	Eng: Proper equipment (step stool or ladder) provided Admin: Training in three-point contact on ladder
	Product falling from heights	Eng: Secure shelving/storage matching product dimensions Admin: Standard operating procedures for safe storage technique including stacking heaviest items near the floor
	Repetitive motion	Admin: Safe-lift training, scheduled breaks, job rotation
Walk-in freezer storage	Slipping	Admin: Maintain good housekeeping practices; wet floor signage PPE: wear non-slip footwear
		October 3, 2015
		October 3, 2015
		October 3, 2015 October 10, 2015
		October 3, 2015
		October 10, 2015
		October 3, 2015

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# Work site inspections



## Inspections can be a valuable tool

Regular internal inspections are an important way for you to find out whether or not day-to-day activities support the organization's overall health and safety goals.

These inspections don't have to be overly complicated. They can be as low-key as a wide-eyed walk-through, taking note of anything that could present a hazard. And that could be anything from the way workers are doing their job to the equipment they're using to do it.

### This is what you're looking for:

Are workers following safe work procedures?

Are tools and equipment in good working order?

Are any unsafe or unhealthy conditions present?

It's a good idea to conduct more formal, scheduled inspections as well. These are intended to check for and report on specific items in the workplace. Formal inspections establish a standard for gathering information and flagging concerns for follow-up.

Work site inspections can turn up hazards that may have been missed during hazard assessments. They can spot where controls introduced earlier might not be working. Or maybe the controls are working as intended, but new hazards have appeared as a by-product.

### This is what you do with what you find:

**1** Record any hazards identified during a work site inspection.

**2** Address any serious hazards or unsafe conditions right away.

**3** Control other hazards as soon as possible.

Inspections are performed to keep the workplace healthy and safe. Develop ways to eliminate or control all hazards found. Remedy serious hazards such as unsafe or unhealthy work practices right away. Control all other hazards as soon as possible.

A work site inspection template and completed sample form are provided on the next two pages to help get you started.

# Work site inspections

## Work site inspection (template)

Company
Location
Date (Month/Day/Year)
Inspector's name

Describe hazard and precise location	Recommended corrective action(s)			
	Action	Assigned to	Due date	Completed

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# Work site inspections

## Work site inspection (sample form)

<b>Company</b> Mega Grocery Store
<b>Location</b> 1122 - 33 Street
<b>Date (Month/Day/Year)</b> May 1, 2016
<b>Inspector's name</b> Steven Brown

Describe hazard and precise location	Recommended corrective action(s)			Assigned to	Due date	Completed
	Action					
Blocked exit, north door of Warehouse	<ul style="list-style-type: none"> <li>- Remove items from around exit doors immediately.</li> <li>- Discuss the need to keep the exits clear at next morning staff meeting.</li> <li>- Place caution tape on floor to remind workers to keep these areas clear.</li> </ul>			Andrew Walburg, Grocery Manager	Immediately May 2, 2016 May 2, 2016	May 1, 2016 May 2, 2016 May 2, 2016
Broken pallet, far end of canned goods aisle (sales floor)	<ul style="list-style-type: none"> <li>- Take down product display with broken pallet. Replace with intact pallet or alternate display.</li> </ul>			Glenna Rockwell, Merchandising	May 2, 2016	May 2, 2016
Unsafe knife storage - Meat Department	<ul style="list-style-type: none"> <li>- Purchase a knife storage holder.</li> <li>- Discuss knife storage safety with workers.</li> </ul>			Mei Yiu, Supervisor	May 16, 2016 May 30, 2016	May 13, 2016 May 30, 2016
Chipped floor tile in front of dairy case - cheese section	<ul style="list-style-type: none"> <li>- Inspect floor tiles throughout store and arrange for replacement as required.</li> </ul>			Gord Macdonald, Building Maintenance	June 30, 2016	June 17, 2016

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# Incident reporting and investigation



## First things first

When something goes wrong and somebody gets hurt on the job, get them appropriate medical care right away. Taking care of the injured is the first priority. Once an injured worker has been looked after, the incident needs to be reported.

A **near miss** is also called a “close call.” It is an incident that did not cause injury or damage but could have under slightly different circumstances. **It’s one of those heart-pounding moments when you realize luck was the only thing that kept you or somebody else from getting hurt.** Every near miss represents a second chance to eliminate or control a hazard, but only if you report it. Report it.

## Reporting

Your company should have its own internal reporting procedures. Workers should know and follow those.

Depending on the nature of the incident or its consequences, employers may be legally required to report it to Alberta Occupational Health and Safety as soon as possible.



### Reporting to Occupational Health and Safety

Employers are legally required to report specific incidents to Occupational Health and Safety:

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



Call the Alberta Government OHS Contact Centre at

1-866-415-8690 (toll-free in Alberta) | 780-415-8690 (in Edmonton)

As an employer, if you’re not sure whether or not you have to report an incident to Occupational Health and Safety, call it in. The Occupational Health and Safety Contact Centre advisor will clarify what’s required.

# Incident reporting and investigation

## Reporting to Workers' Compensation Board (WCB)

Employers must report to WCB within 72 hours of being notified of a work-related injury or illness that results in or is likely to result in a worker needing medical treatment beyond first aid, or a worker being unable to do his/her job beyond the day of the incident.



Call the Workers' Compensation Board at

1-866-922-9221 (toll-free in Alberta) | 780-498-3999 (in Edmonton)

## Incident investigation

With the injured worker taken care of and all reporting requirements met, the focus shifts to figuring out exactly what happened and why.

In the event of a reportable incident, take action to prevent further injuries or property damage. Beyond that, **it's important that no one disturbs the scene.**

Workers who witnessed the incident may be asked to help figure out what happened. This isn't about assigning blame. It's about preventing a similar incident from happening again. Initiating an investigation is your responsibility as the employer. It is a legal requirement.

If a worker is injured or any other incident that has the potential of causing serious injury occurs, you must:

-  **conduct an investigation**
-  **prepare a report** on what happened and take action to prevent it from happening again
-  **share the report** with an Occupational Health and Safety Officer **upon request**

# Incident reporting and investigation

An incident investigation will look at what caused the incident, both directly and indirectly. The final goal of the investigation is to identify and correct the root cause(s) of the incident.

**Direct causes** are the unsafe conditions or unsafe behaviours that led up to the incident (i.e. slippery floors due to spilled coffee; standing on a box instead of using a proper step stool or ladder; or lifting too heavy a load).

**Indirect causes** are the contributing factors leading up to the undesirable outcome (i.e. no one was available to mop up the spill; a step stool was nowhere to be found; a delivery came in through the store front instead of at the loading dock out back).

The **root cause** is the underlying or basic cause of the incident (i.e. a lack of housekeeping or cleanup procedures; proper equipment is not available on the work site; workers are not trained on proper shipping/receiving procedures by redirecting the shipment to the loading dock). The root cause is not always obvious. Finding the root cause and taking corrective actions is the best way to prevent future incidents.

**When we know the direct cause of an incident, we know what happened. When we know the indirect cause, we know the contributing factors. When we know the root cause we know the ultimate reason and what changes we need to make so that it doesn't happen again.**

Incident investigations are an important part of an organization's commitment to improve its health and safety performance. Changes have to be introduced to be effective. Any changes to process or operating procedures should be shared with workers.

A template and completed sample form for incident reporting and investigation are provided on the next few pages to help get you started.



## Incident occurs

- 1 Report the incident to your supervisor or employer**  
  
 **Report to OHS Contact Centre and/or WCB as required.** See page 36 for more information.  
**Remember:** In the event of a reportable incident, it is important that no one disturbs the scene.
- 2 Investigate the incident**  
**DIRECT CAUSE**  
Example: spilled coffee  
**INDIRECT CAUSE**  
Example: broken mop  
**ROOT CAUSE**  
Example: lack of cleaning supplies  
**Share completed investigation report with management**  
**Implement required changes as a result of investigation**  
Example: schedule inventory check and replacement

# Incident reporting and investigation

## Incident reporting and investigation (template)



Name of worker	Job title
Date of injury or illness (Month/Day/Year)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM
Date injury or illness reported (Month/Day/Year)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM
Incident reported to	Job title
Location of incident	

Type of incident  Near miss  First aid  Medical aid  Reportable incident  Other \_\_\_\_\_

Nature of injury (if applicable)
Damage to property or equipment (if applicable)

### Witnesses

Name	Job title	Statement attached

Description of incident
-------------------------

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# Incident reporting and investigation

## Incident reporting and investigation (template)



	Root cause	Corrective action(s)		
		Action	Assigned to	Completed (date)
Direct causes				
Indirect causes (contributing factors)				
Investigation team				
Date (Month/Day/Year)				

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# Incident reporting and investigation

## Incident reporting and investigation (sample form)



<b>Name of worker</b> Harold Parker	<b>Job title</b> Salesperson
<b>Date of injury or illness (Month/Day/Year)</b> May 1, 2016	<b>Time</b> 11:30 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM
<b>Date injury or illness reported (Month/Day/Year)</b> May 1, 2016	<b>Time</b> 11:45 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM
<b>Incident reported to</b> Janelle Wilson	<b>Job title</b> Store Manager
<b>Location of incident</b> Seasonal department/garden centre where patio stones are stored	

Type of incident  Near miss  First aid  Medical aid  Reportable incident  Other \_\_\_\_\_

<b>Nature of injury (if applicable)</b> Top of Harold's right foot had a 2 inch scrape and signs of bruising.
<b>Damage to property or equipment (if applicable)</b> No

Witnesses	Name	Job title	Statement attached
	Tony Sloan	Salesperson	1 written page

<b>Description of incident</b> Harold was lifting a bag of landscaping rock (about 50 lbs) into a customer's cart. It slipped out of his hands and fell on his foot.
---

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# Incident reporting and investigation

## Incident reporting and investigation (sample form)



	Root cause	Corrective action(s)		
		Action	Assigned to	Completed (date)
<b>Direct causes</b> - Improper lifting - Poor grip	Lack of worker training in lifting policy and procedures.	Go over safe lifting policy and procedures with workers	At Wright, Safety Manager	May 10, 2016
		Do monthly refresher talks	At Wright, Safety Manager	First Monday of each month
		Post policy and procedures in lunchroom	At Wright, Safety Manager	May 4, 2016
<b>Indirect causes (contributing factors)</b> - Bag too heavy - No steel-toed boots		Require steel-toe shoes for staff working in garden centre	Janelle Wilson, Store Manager	May 31, 2016
		Provide appropriate gloves	Janelle Wilson, Store Manager	May 11, 2016

### Investigation team

At Wright, Safety Manager  
 Janelle Wilson, Store Manager  
 Harold Parker, Salesperson

### Date (Month/Day/Year)

May 3, 2016

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# Worker competency and training



**Working safe is no accident.** Workers need proper training and skills to stay safe on the job. They have to be competent. It's your responsibility to make sure your workers have the knowledge, skills and experience needed to safely perform work without supervision, or with only minimal supervision.



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

- (a) by a worker who is competent to do the work, or
- (b) by a worker who is working under the direct supervision of a worker who is competent to do the work.

**Occupational Health and Safety Regulation, Section 13(1)**

You have to make sure workers are properly trained in the safe use of any work-related equipment or substances (e.g. ladders, tools, supplies, machinery, cleaning products).



An employer must ensure that a worker is trained in the safe operation of the equipment the worker is required to operate.

**Occupational Health and Safety Regulation, Section 15(1)**



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

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

**Occupational Health and Safety Regulation, Section 15(3)**

Workers are required to take part in job training provided by their employer, and to apply what they learn on the job.



A worker must participate in the training provided by an employer.

**Occupational Health and Safety Regulation, Section 15(4)**

# Worker competency and training

## Check that the training is effective

You should consider testing the worker's knowledge and skill level at the end of any training. An assessment will verify whether or not the worker fully grasps the training and knows how to apply it. It will also reveal whether or not training resources are providing value.

On-the-job observation to ensure safe work procedures are followed is another way to verify workers are properly trained in the work they perform.

## Keep track

Keep good records of training provided to workers. This means including the names of the trainer and participants, the nature of the training and the dates the training happened.

Good record keeping helps an employer track which workers received what training, and when. It can help signal when workers are due for refresher training. Training records also help you confirm expectations of competency.

A template and completed sample form for worker training and orientation records are provided on the next few pages to help get you started.



# Worker competency and training

## Summary record of training (template)

Company									
Location									
Worker's name	Site orientation	Training completion date				Emergency response plan	WHMIS	Safe work procedures	Comments/other
		Initial	Retraining	First aid					

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# Worker competency and training

## Summary record of training (sample form)

<b>Company</b> Mountainview Building Supplies
<b>Location</b> 721 Foothills Crescent Red Deer, Alberta

Worker's name	Training completion date						Comments/other
	Site orientation	Initial	Retraining	Emergency response plan	WHMIS	Safe work procedures	
Allan Jackson	11/25/2015	12/08/2015		05/24/2016	05/24/2016	05/24/2016	OHS Rights & Responsibilities 02/13/2016
Boris Snowden	02/10/2011	02/14/2011	05/17/2016	05/24/2016	05/24/2016	05/24/2016	TDG training 06/28/2013 OHS Rights & Responsibilities 02/13/2016
Julie Sengl	06/19/2013	06/23/2013	05/23/2016	05/24/2016	05/24/2016	05/24/2016	Julie has St. John Ambulance Standard First Aid training
Joanne Fellows	09/30/2016	10/05/2016		10/12/2016	09/30/2016	09/30/2016	
Karen Adams	07/23/2015	08/11/2015		05/24/2016	05/24/2016	05/24/2016	Ergonomics training 04/04/2016
Rudy Stephens	05/16/2016	05/19/2016		05/24/2016	05/24/2016	05/24/2016	OHS Rights & Responsibilities 04/13/2016

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# Worker competency and training

## Worker orientation record (template)

Worker's name
Date of hire
Date of orientation
Supervisor's name

Orientation topics covered?	Yes	No
Health and safety responsibilities	<input type="checkbox"/>	<input type="checkbox"/>
Health and safety rules	<input type="checkbox"/>	<input type="checkbox"/>
How to get first aid	<input type="checkbox"/>	<input type="checkbox"/>
Location of first aid kit(s)	<input type="checkbox"/>	<input type="checkbox"/>
Location of fire exits and fire extinguishers	<input type="checkbox"/>	<input type="checkbox"/>
How to report unsafe conditions	<input type="checkbox"/>	<input type="checkbox"/>
Responsibility to refuse unsafe work	<input type="checkbox"/>	<input type="checkbox"/>
WHMIS training	<input type="checkbox"/>	<input type="checkbox"/>
Location of safety data sheets	<input type="checkbox"/>	<input type="checkbox"/>
Use of personal protective equipment	<input type="checkbox"/>	<input type="checkbox"/>
Workplace violence prevention procedures	<input type="checkbox"/>	<input type="checkbox"/>
Working alone procedures	<input type="checkbox"/>	<input type="checkbox"/>
Emergency procedures	<input type="checkbox"/>	<input type="checkbox"/>
How to report an incident	<input type="checkbox"/>	<input type="checkbox"/>

Safe work procedures (list them here)
Other topics covered (list them here)
Comments

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# Worker competency and training

## Worker orientation record (sample form)

<b>Worker's name</b> Charlotte Brown
<b>Date of hire</b> June 10, 2016
<b>Date of orientation</b> June 22, 2016
<b>Supervisor's name</b> Daniel Blais

Orientation topics covered?	Yes	No
Health and safety responsibilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health and safety rules	<input checked="" type="checkbox"/>	<input type="checkbox"/>
How to get first aid	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location of first aid kit(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location of fire exits and fire extinguishers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
How to report unsafe conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Responsibility to refuse unsafe work	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WHMIS training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location of safety data sheets	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Use of personal protective equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Workplace violence prevention procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working alone procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>
How to report an incident	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<b>Safe work procedures (list them here)</b> - manual lifting - working on ladders - working alone - repetitive manual tasks - hot surfaces - chemical handling/WHMIS 2015
<b>Other topics covered (list them here)</b> Proper use of: - gloves - goggles
<b>Comments</b>

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# WHMIS



## About WHMIS

The **Workplace Hazardous Materials Information System (WHMIS)** is a national program for classifying and labelling hazardous workplace chemicals. It ensures workers have the information they need to work safely with hazardous materials.

If hazardous products are used in the workplace, you must ensure the WHMIS requirements are followed.

See Part 29 of the Occupational Health and Safety Code for specific information on the requirements. Additional information about WHMIS is available at [whmis.org](http://whmis.org).



### Ask yourself these four questions:

\_\_\_\_\_

What are the hazards of the products I'm using?

\_\_\_\_\_

How do I plan to protect myself from those hazards?

\_\_\_\_\_

What am I going to do in the event of a spill or incident?

\_\_\_\_\_

Where will I find the safety data sheets?

Your employer must train you in the safe handling and use of any hazardous products you'll need on the job.



# WHMIS

## The three main parts of WHMIS



**Product labels** – provide basic information on safe handling of hazardous products.



**Safety data sheets** – provide more detail than the labels. They tell us how to safely use the product, how to recognize symptoms of exposure, and what to do if an incident occurs.



**Worker education and training** – ensures workers know how to recognize hazardous products, how to read labels and safety data sheets, how to work with hazardous products safely, and where to go for more information. Workers must also be trained on workplace specific procedures.

When implementing WHMIS, employers must ensure all hazardous products are properly labelled, safety data sheets are readily available to workers, and workers are appropriately trained.

Workers must participate in the training and work safely by following safe work procedures.

**Note:** Many chemical products are not covered by WHMIS and may find their way into retail establishments (e.g. consumer chemicals). The employer must develop safe work procedures for circumstances where a worker may be exposed to a harmful substance, and train workers on these procedures. See Section 15 of the Occupational Health and Safety Regulation for more information.



### Safety tips

Read the labels on chemicals.

Follow the manufacturer's recommendations for safe handling and use.

Use chemicals only as directed.

Store chemicals properly when you're finished using them.

# Emergency response



Your organization must have a written emergency response plan that's ready to roll out in an emergency.



An employer must establish an emergency response plan for responding to an emergency that may require rescue or evacuation.

**Occupational Health and Safety Code, Part 7, Section 115(1)**

This plan should anticipate and address any and all emergency situations that might realistically develop at your workplace. Examples might include:



fire



structural collapse



extreme weather  
(tornado/hail  
storms/flooding)



medical emergency



robbery



bomb threat



vehicle collision

Each work site requires its own emergency response plan specific to that location.



## Contents of plan

An emergency response plan must include the following:

- (a) the identification of potential emergencies;
- (b) procedures for dealing with the identified emergencies;
- (c) the identification of, location of and operational procedures for emergency equipment;
- (d) the emergency response training requirements;
- (e) the location and use of emergency facilities;
- (f) the fire protection requirements;
- (g) the alarm and emergency communication requirements;
- (h) the first aid services required;
- (i) procedures for rescue and evacuation;
- (j) the designated rescue and evacuation workers.

**Occupational Health and Safety Code, Part 7, Section 116**

# Emergency response

An emergency response plan is about emergency preparedness.



## Involve affected workers

You must involve affected workers in the development of this plan. This could include scheduling a formal meeting, inviting comments during a walk-through, or asking workers to review a draft of the plan for feedback.



## Train those who will lead the response

Those who will be responsible for activating the plan (e.g. managers or supervisors on site) need to be adequately trained in it.



## Educate the workforce

Those expected to follow the plan in an emergency need to know what's expected of them.



## Ensure access to the plan

Emergency procedures must be in writing and readily available to everyone in the workplace.



## Practice the plan

Practicing the procedures will help familiarize everyone with their roles in an emergency. Debrief after a practice or drill to update or improve the plan.



## Keep it current

You must ensure that an emergency response plan is current.

A template and a sample emergency response plan is provided on the next page to help get you started. Adjust this to meet your needs or develop a custom format as you choose. Just make sure your plan addresses all of the elements outlined in the Occupational Health and Safety Code.

# Emergency response

## Emergency response plan (template)



Company
Address or location
Completed by
Date

Potential emergencies (refer to your hazard assessment to determine which hazards could require rescue or evacuation)			
Emergency procedures (detail procedures to be followed for each identified emergency)			
Location of emergency equipment			
Emergency response equipment training and requirements (List the names of workers trained to use each type of emergency equipment)	Name	Training received	Frequency

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# Emergency response

## Emergency response plan (template)



Location and use of emergency facilities	
Fire protection requirements	
Alarm and emergency communication requirements	
First aid	
Procedures for rescue and evacuation	
Designated rescue and evacuation workers	

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# Emergency response

## Emergency response plan (sample form)



<b>Company</b> Fine Threads Boutique
<b>Address or location</b> 50 Elm Street, Small Town, Alberta
<b>Completed by</b> Veronica Hall, Owner
<b>Date</b> February 20, 2016

<b>Potential emergencies</b> (refer to your hazard assessment to determine which hazards could require rescue or evacuation)	The following are identified as potential emergencies: <ul style="list-style-type: none"> <li>- Fire</li> </ul>		
<b>Emergency procedures</b> (detail procedures to be followed for each identified emergency)	In the event of a fire within or affecting the work site: <ul style="list-style-type: none"> <li>- The Shift Manager is the Fire Warden.</li> <li>- Pull the fire alarm to initiate an evacuation and alert the Fire Department.</li> <li>- All staff to calmly exit the building via nearest exit and meet at the muster point.</li> <li>- Fire Warden is to ensure all staff and customers have exited and all staff is accounted for.</li> <li>- Fire Warden to provide information to emergency response personnel.</li> <li>- No one may re-enter the building until the Fire Warden approves.</li> </ul>		
<b>Location of emergency equipment</b>	Emergency equipment is located at: <ul style="list-style-type: none"> <li>- Fire alarm: Beside front and rear doors</li> <li>- Fire extinguisher: Beside staff bathroom and rear door</li> <li>- Fire hose: None</li> <li>- Panic alarm: One at cashier and one in Manager's office</li> <li>- Other: First Aid kit beside Manager's office door</li> </ul>		
<b>Emergency response equipment training and requirements</b> (List the names of workers trained to use each type of emergency equipment)	<b>Name</b>	<b>Training received</b>	<b>Frequency</b>
	Harper Winfield	<ul style="list-style-type: none"> <li>- Fire Warden training</li> <li>- Fire extinguisher</li> </ul>	- Annual refresher
	Annie Ramscar	Standard First Aid	Every 3 years, with annual CPR retraining

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# Emergency response

## Emergency response plan (sample form)



<p><b>Location and use of emergency facilities</b></p>	<p>The nearest emergency services are located:</p> <ul style="list-style-type: none"> <li>- Fire Station: 10 Fir Street - 2 blocks east</li> <li>- Ambulance: 40 Sun Street - 10 blocks south</li> <li>- Police: 1 Police Plaza - 20 blocks west</li> <li>- Hospital: 101 Hospital Avenue - 4 blocks east</li> </ul>
<p><b>Fire protection requirements</b></p>	<p>The following fire protection equipment can be accessed by trained personnel at these locations:</p> <ul style="list-style-type: none"> <li>- All rooms of the store have automatic sprinkler systems.</li> <li>- Fire extinguishers are located beside staff bathroom and at rear door.</li> </ul>
<p><b>Alarm and emergency communication requirements</b></p>	<ul style="list-style-type: none"> <li>- Pulling the fire alarm will automatically alert the Fire Department and initiate an alarm within the building.</li> <li>- The fire alarm signal is intermittent sharp beeps</li> </ul>
<p><b>First aid</b></p>	<p>First Aid Kit type: No. 1 First Aid Kit          Location: Outside Manager's office          Other supplies: Blankets in the back storage room          First aider is: Annie Ramscar          Transportation arrangements: Call 911 for ambulance</p>
<p><b>Procedures for rescue and evacuation</b></p>	<ul style="list-style-type: none"> <li>- Evacuate and meet at muster point located across the parking lot on the east side of the store.</li> <li>- Assist ill or injured workers and provide first aid</li> <li>- Call 911 for an ambulance if required</li> </ul>
<p><b>Designated rescue and evacuation workers</b></p>	<p>The following workers are trained in rescue and evacuation:</p> <ul style="list-style-type: none"> <li>- Harper Winfield - Fire Warden</li> <li>- Annie Ramscar - Standard First Aid</li> </ul>

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# First aid



Alberta law requires employers to provide first aid measures at every workplace.

**First aid** here means the immediate and temporary care given to an injured or ill worker using available equipment, supplies, facilities, or services, including treatment to sustain life, to prevent a condition from becoming worse, or to promote recovery.

Your health and safety management program must include a first aid plan for your workers. A first aid plan is also a required component of an overall emergency response program.



## Your first aid requirements are unique to your organization

To calculate the number of first aiders, the level of first aid training and the equipment and supplies required at your work site(s), consider the following three things:

- **the hazard level of the work performed at the workplace**
  - low
  - medium
  - high
- **the number of workers per shift**
- **the distance of the work site to the nearest recognized health care facility**
  - **close** – up to 20 minutes under normal travel conditions
  - **distant** – 20 – 40 minutes under normal travel conditions
  - **isolated** – more than 40 minutes under normal travel conditions

Refer to the Occupational Health and Safety Code Section 11 and to Schedule 2 to see where your work fits. An excerpt from Schedule 2 focusing on medium level hazard work sites is on the next page for reference. Most retail work environments will fall under the medium hazard work category.

# First aid

## First aid requirements for medium hazard work

The table below includes the first aid requirements for medium hazard work only. Refer to Schedule 2 of the Occupational Health and Safety Code for information on first aid requirements for low and high hazard work.

Number of workers at work site per shift	Close work site (up to 20 minutes)	Distant work site (20 – 40 minutes)	Isolated work site (more than 40 minutes)
<b>1</b>	<ul style="list-style-type: none"> <li>Type P First Aid Kit</li> </ul>	<ul style="list-style-type: none"> <li>Type P First Aid Kit</li> </ul>	<ul style="list-style-type: none"> <li>Type P First Aid Kit</li> </ul>
<b>2 – 9</b>	<ul style="list-style-type: none"> <li>1 Emergency First Aider</li> <li>No. 1 First Aid Kit</li> </ul>	<ul style="list-style-type: none"> <li>1 Standard First Aider</li> <li>No. 2 First Aid Kit</li> <li>3 blankets</li> </ul>	<ul style="list-style-type: none"> <li>1 Standard First Aider</li> <li>No. 2 First Aid Kit</li> <li>3 blankets</li> </ul>
<b>10 – 19</b>	<ul style="list-style-type: none"> <li>1 Emergency First Aider</li> <li>1 Standard First Aider</li> <li>No. 2 First Aid Kit</li> </ul>	<ul style="list-style-type: none"> <li>1 Emergency First Aider</li> <li>1 Standard First Aider</li> <li>No. 2 First Aid Kit</li> <li>3 blankets</li> </ul>	<ul style="list-style-type: none"> <li>2 Standard First Aiders</li> <li>No. 2 First Aid Kit</li> <li>3 blankets</li> </ul>
<b>20 – 49</b>	<ul style="list-style-type: none"> <li>1 Emergency First Aider</li> <li>1 Standard First Aider</li> <li>No. 2 First Aid Kit</li> </ul>	<ul style="list-style-type: none"> <li>1 Emergency First Aider</li> <li>1 Standard First Aider</li> <li>No. 2 First Aid Kit</li> <li>3 blankets</li> </ul>	<ul style="list-style-type: none"> <li>2 Standard First Aiders</li> <li>No. 2 First Aid Kit</li> <li>3 blankets</li> </ul>
<b>50 – 99</b>	<ul style="list-style-type: none"> <li>2 Emergency First Aiders</li> <li>1 Standard First Aider</li> <li>No. 3 First Aid Kit</li> </ul>	<ul style="list-style-type: none"> <li>2 Emergency First Aiders</li> <li>1 Standard First Aider</li> <li>No. 3 First Aid Kit</li> <li>3 blankets</li> </ul>	<ul style="list-style-type: none"> <li>3 Standard First Aiders</li> <li>No. 3 First Aid Kit</li> <li>3 blankets</li> </ul>
<b>100 – 199</b>	<ul style="list-style-type: none"> <li>2 Emergency First Aiders</li> <li>2 Standard First Aiders</li> <li>No. 3 First Aid Kit</li> <li>Designated area for first aid services</li> </ul>	<ul style="list-style-type: none"> <li>2 Emergency First Aiders</li> <li>2 Standard First Aiders</li> <li>No. 3 First Aid Kit</li> <li>3 blankets, stretcher, splints</li> <li>Designated area for first aid services</li> </ul>	<ul style="list-style-type: none"> <li>3 Standard First Aiders</li> <li>1 Advanced First Aider</li> <li>No. 3 First Aid Kit</li> <li>3 blankets, stretcher, splints</li> <li>Designated area for first aid services</li> </ul>
<b>200 or more</b>	<ul style="list-style-type: none"> <li>2 Emergency First Aiders</li> <li>2 Standard First Aiders</li> <li>1 Nurse or 1 EMT-P</li> </ul> <p><b>Plus</b></p> <ul style="list-style-type: none"> <li>1 Standard First Aider for each additional increment of 1 to 100 workers</li> <li>First Aid Room</li> </ul>	<ul style="list-style-type: none"> <li>2 Emergency First Aiders</li> <li>2 Standard First Aiders</li> <li>1 Nurse or 1 EMT-P</li> </ul> <p><b>Plus</b></p> <ul style="list-style-type: none"> <li>1 Standard First Aider for each additional increment of 1 to 100 workers</li> <li>First Aid Room</li> </ul>	<ul style="list-style-type: none"> <li>4 Standard First Aiders</li> <li>1 Nurse or 1 EMT-P</li> </ul> <p><b>Plus</b></p> <ul style="list-style-type: none"> <li>1 Standard First Aider for each additional increment of 1 to 100 workers</li> <li>First Aid Room</li> </ul>

Note: Number of first aiders indicated is for a shift at all times.

# First aid



## Your first aiders are essential

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

A first aider must be trained by a training agency approved by Alberta Occupational Health and Safety. For a list of approved first aid training agencies visit [work.alberta.ca/occupational-health-safety/first-aid-agencies-training.html](http://work.alberta.ca/occupational-health-safety/first-aid-agencies-training.html).



## Have a plan for emergency transportation of workers

Before work can begin at any work site, you must have arrangements in place for the transport of injured or ill workers to a health care facility where medical treatment is available.

In an urban setting, your transportation plan might be as straightforward as calling 9-1-1 for an ambulance. If you've got people working alone, or working in more remote locations, your plan for emergency medical transport will need to spell out more detailed procedures and specific contact information.

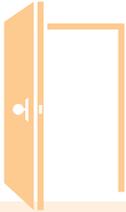


## Communicate details with workers

Make sure your workers know important first aid plan details such as:

- **how to summon the first aiders**
- **what the check-in procedures are when working alone or at an isolated work site**
- **where supplies and equipment are located**
- **what type of transportation is available to get injured or ill workers to medical care**
- **when and how to summon transportation**
- **when to report incidents to Alberta Occupational Health and Safety**

# First aid



## Make sure workers have access

Workers must have access to first aid services, equipment and supplies, along with a first aid room if one is required by the Code. All first aid equipment and supplies must be properly stored so they remain at-the-ready: clean, dry and in serviceable condition.

Anyone who accesses supplies from their workplace first aid kit must record what is taken. This is true even if all you need is a Band-Aid. Among other things, the record signals the need to restock the first aid kit.



## How well do you know the first aid plan at work?

	YES	NO
Can you name the designated first aiders on site?	<input type="checkbox"/>	<input type="checkbox"/>
Do you know how to contact them if you need them?	<input type="checkbox"/>	<input type="checkbox"/>
Do you know where the first aid kit is located?	<input type="checkbox"/>	<input type="checkbox"/>



# First aid



## Good record keeping is good business

Various written records must be developed and maintained as part of a first aid plan. The records to include are:

- **names of first aiders, including their certificates and training records**
- **first aid supply and equipment inventories**
- **injury and illness records in accordance with the OHS Code**
- **procedures for communication, including how to summon help**
- **transportation plans for getting injured or ill workers to medical treatment facilities**

These records are important both for administrative purposes and to meet the legal requirements.

## First aid records are required

If a worker has an acute illness or injury at the work site, that worker must report the illness or injury to the employer as soon as possible.



## Required documentation

Employers must keep first aid records documenting every acute illness or injury that occurs at the work site. The employer is expected to record the details as soon as possible after the worker reports an acute illness or injury. The employer's record must include:

- **name of the worker**
- **name and qualifications of the person giving first aid**
- **description of the illness or injury**
- **first aid given to the worker**
- **date and time of the illness or injury**
- **date and time the illness or injury was reported**
- **where at the work site the incident occurred**
- **the work-related cause of the incident, if any**

First aid records must be kept on file for three years from the date the incident was recorded. These records must be kept confidential.

A first aid record template and sample completed form are provided on the next two pages for reference. You should customize this to meet your organization's specific needs. Make sure it meets all legislated requirements.

# First aid

## First aid record (template)

Date of injury or illness (Month/Day/Year)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM
Date injury or illness reported (Month/Day/Year)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM
Name of company or organization	
Full name of injured or ill worker	
Description of the injury or illness	
Description of where the injury or illness occurred/began	
Cause(s) of the injury or illness	
First aid provided? <input type="checkbox"/> YES <input type="checkbox"/> NO (If "Yes" complete the rest of this page)	
Name of first aider	
<b>First aider qualifications</b> <input type="checkbox"/> Emergency first aider <input type="checkbox"/> Nurse <input type="checkbox"/> Emergency medical technician <input type="checkbox"/> Standard first aider <input type="checkbox"/> Emergency medical technologist – paramedic <input type="checkbox"/> Emergency medical responder <input type="checkbox"/> Advanced first aider	
First aid provided	
<b>CONFIDENTIAL: Keep this record at least three years from the date the injury or illness is reported.</b>	

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# First aid

## First aid record (sample form)

<b>Date of injury or illness (Month/Day/Year)</b> April 8, 2016	<b>Time</b> 10:00	<input checked="" type="checkbox"/> AM <input type="checkbox"/> PM
<b>Date injury or illness reported (Month/Day/Year)</b> April 8, 2016	<b>Time</b> 10:02	<input checked="" type="checkbox"/> AM <input type="checkbox"/> PM
<b>Name of company or organization</b> Chef's Supply Mart		
<b>Full name of injured or ill worker</b> John Black		
<b>Description of the injury or illness</b> Worker was stocking shelves on the rolling ladder when he slipped and fell to the ground breaking his collar bone.		
<b>Description of where the injury or illness occurred/began</b> Half way down Isle 6 - small appliance area of the store.		
<b>Cause(s) of the injury or illness</b> Worker slipped while going up the ladder to access the fourth shelf and fell about 2 metres to the concrete floor. Worker was not holding onto the side rails of the rolling ladder and had his hands full of stock. The worker's view of the treads/steps of the ladder was blocked by stock and he missed the step and lost his balance and fell.		
<b>First aid provided?</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (If "Yes" complete the rest of this page)		
<b>Name of first aider</b> Thomas Smith		
<b>First aider qualifications</b> <input type="checkbox"/> Emergency first aider <input type="checkbox"/> Nurse <input type="checkbox"/> Emergency medical technician <input checked="" type="checkbox"/> Standard first aider <input type="checkbox"/> Emergency medical technologist – paramedic <input type="checkbox"/> Emergency medical responder <input type="checkbox"/> Advanced first aider		
<b>First aid provided</b> Workers arm immobilized and sling applied. Monitored for shock and taken to the hospital by first aider/employer.		
<b>CONFIDENTIAL: Keep this record at least three years from the date the injury or illness is reported.</b>		

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# Working alone



The law considers working alone a hazard. Employers must address working alone in their hazard assessment and implement safety measures to eliminate or reduce related hazards to workers.

A worker is **working alone** if they are at a work site and assistance is not readily available in the event of an emergency, injury, or illness.

**An effective communication system is a required control.** Whether in a remote warehouse or at an isolated store location, anyone working alone must be able to contact their employer or someone capable of providing assistance in an emergency. The employer must also be able to check in as appropriate. Since electronic communication isn't a viable option in all locations, the law accepts other measures of contact, including physical visits to the worker.



cell phone



check-in schedule



panic alarm



2-way radios



An employer must, for any worker working alone, provide an effective communication system consisting of

- (a) radio communication,
- (b) landline or cellular telephone communication, or
- (c) some other effective means of electronic communication

that includes regular contact by the employer or designate at intervals appropriate to the nature of the hazard associated with the worker's work.

**Occupational Health and Safety Code, Part 28, Section 394(1)**



EST11276

**Working alone is not for everyone.** There are age restrictions around who can and cannot work alone during specific times. For more information specific to the retail sector, please refer to *Alberta's Employment Standards Guide for the retail sector* brochure. [work.alberta.ca/documents/employment-standards-guide-for-retail-sector.pdf](http://work.alberta.ca/documents/employment-standards-guide-for-retail-sector.pdf)

You may want to download *Working Alone Safely: A Guide for Employers and Employees*. This best practice guide is intended to help employers and workers understand and comply with Alberta's Working Alone requirements.

[work.alberta.ca/ohs-workalone](http://work.alberta.ca/ohs-workalone)



WAA003



# Workplace violence



## Be aware

Retail workers could be exposed to threatening or violent situations on the job. It's a possible hazard in any workplace, but perhaps more so for anyone working with the public, cash money, or in-demand merchandise. Every health and safety management program must address the issue.



Workplace violence is considered a hazard.

An employer must develop a policy and procedures respecting potential workplace violence.

**Occupational Health and Safety Code, Part 27, Sections 389–390**

Employers must identify situations that could put workers at risk of workplace violence. Recognizing these real and potential hazards is the first step to eliminating or controlling them. Identify controls and incorporate them in your policy and safe work procedures.

## Types of workplace violence

Violence in the workplace includes threatened, attempted or actual assaults that cause, or are likely to cause physical injury. Workplace violence may fall into one of the following categories:



criminal intent  
(i.e. robbery)



customer violence



co-worker violence



violence related to  
domestic issues

# Workplace violence



## Risk of workplace violence

When assessing the risk of workplace violence, ask yourself:

	YES	NO
Does the work involve working alone?	<input type="checkbox"/>	<input type="checkbox"/>
Does the work involve handling cash?	<input type="checkbox"/>	<input type="checkbox"/>
Does the work involve handling prescription drugs, jewellery or other valuables?	<input type="checkbox"/>	<input type="checkbox"/>
Is the work in or near high-crime areas?	<input type="checkbox"/>	<input type="checkbox"/>
Has anyone at work referenced volatile relationships?	<input type="checkbox"/>	<input type="checkbox"/>

As an employer you must educate workers on the hazard of workplace violence, how to recognize the signs of danger early on, what to do about it, and how to report it.



An employer must ensure that workers are instructed in

- (a) how to recognize workplace violence,
- (b) the policy, procedures and workplace arrangements that effectively minimize or eliminate workplace violence,
- (c) the appropriate response to workplace violence, including how to obtain assistance, and
- (d) procedures for reporting, investigating and documenting incidents of workplace violence.

**Occupational Health and Safety Code, Part 27, Section 391**

A sample workplace violence policy statement and a template for prevention procedures are included on the following pages for your reference.

# Workplace violence

## Prevention of workplace violence policy statement (template)

The management of \_\_\_\_\_ recognizes the potential for workplace violence and other aggressive behaviour directed at our employees. We will not tolerate behaviour from anyone that intimidates, threatens, harasses, abuses, injures or otherwise victimizes our employees, and will take whatever steps are appropriate to protect our employees from the potential hazards associated with workplace violence. We are committed to providing our employees with an appropriate level of protection from the hazards associated with workplace violence.

### Management responsibilities

#### Management will:

- Inform workers if they are working in an area where there is a potential for violence, and identify any risks that are specific to that area.
- Ensure that appropriate procedures are in place to minimize the risk to our workers from violence.
- Ensure that workers are trained in recognizing and responding to situations involving workplace violence.
- Ensure that every reported incident of workplace violence is investigated, and potential areas for improvement are identified.

### Worker responsibilities

- Workers of \_\_\_\_\_ are required to be familiar with and follow the procedures that are in place to protect them from workplace violence.
- All workers must participate in the instruction of workplace violence prevention.
- Workers are required to immediately report all incidents of workplace violence to their supervisor or alternate \_\_\_\_\_ (e.g. manager, foreman, security).
- Workers are also responsible for participating in work site hazard assessments and implementing controls and procedures to eliminate or control the associated hazards.

No worker can be penalized, reprimanded, or in any way criticized when acting in good faith while following the procedures for addressing situations involving workplace violence.

Signature

Date

**Reference:** Adapted from Alberta WCB: Preventing Workplace Violence.

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# Workplace violence

## Workplace violence prevention procedures (template)

Use this worksheet to help develop your workplace violence prevention program and procedures.

Company name	
Identify potential hazards (refer to your hazard assessment and record those specific to workplace violence)	
List the controls in place to prevent workplace violence (as per your hazard assessment)	
Communicate the hazards and the controls (as per your hazard assessment)	
Stay safe in a violent workplace situation (provide detailed safe work procedures)	
Report an incident (how, when and to whom)	
Investigate and document incidents (who is responsible for follow-up and what that entails)	
Worker support (after an incident)	
Worker training (who gets what training when)	

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# Workplace violence

## Workplace violence prevention procedures (sample form)

Use this worksheet to help develop your workplace violence prevention program and procedures.

<b>Company name</b> Riverview Plumbing Supplies	
<b>Identify potential hazards</b> (refer to your hazard assessment and record those specific to workplace violence)	Handling cash. Angry/hostile customers. Confronting shoplifters. Customers under the influence of drugs or alcohol (unpredictable). Disgruntled employees or store managers.
<b>List the controls in place to prevent workplace violence</b> (as per your hazard assessment)	Visible security presence and devices (security cameras). Greeting each customer as they enter the store and make eye contact. Adequate lighting and clear lines of sight for retail counters. Buddy system - to avoid working alone or isolation. Access to alarm/panic button. Designated "safe area" where applicable. Staying alert and monitoring behaviours. Keeping the amount of cash on site to a minimum. Worker education and training in recognizing aggression. Follow the company's code of conduct.
<b>Communicate the hazards and the controls</b> (as per your hazard assessment)	Workplace violence-related hazards and corresponding controls are communicated to all workers at staff meetings. Any updates/notices are posted on staff bulletin boards. Specific threats are discussed with affected staff one-on-one as appropriate.
<b>Stay safe in a violent workplace situation</b> (provide detailed safe work procedures)	From public: play it safe never try to stop, detain or chase someone. Don't argue or yell. Remain calm. Activate help (e.g. panic button). Get to a safe area if able and applicable (e.g. locked office, secure enclosure/booth, etc.). For other sources such as worker conflict, abusive customers, etc: remain calm and don't yell, argue or escalate. Ask them to leave. Get help. If possible, remove yourself from the situation. No matter what the source of violence, maintain a reasonable distance from the aggressor.
<b>Report an incident</b> (how, when and to whom)	Immediately report all types and sources of workplace violence to your direct supervisor and complete the incident reporting form. If applicable, report to the police as well.
<b>Investigate and document incidents</b> (who is responsible for follow-up and what that entails)	Affected worker(s) are to submit the incident reporting form and the supervisor will investigate the incidents to identify the cause(s) and how to prevent future occurrences.
<b>Worker support</b> (after an incident)	Any worker who is a victim of workplace violence will be provided access to the company's employee assistance program and advised to consult with a health care professional for counselling.
<b>Worker training</b> (who gets what training when)	All workers are trained in the employer's workplace violence policy and procedure as well as the code of conduct and respect-based interaction training. Refresher training will be completed annually or as new related work processes or conditions arise.

This worksheet is for example purposes only. Completing this worksheet alone will not put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your workplace. Further, it is essential that this document is not only completed, but is used, communicated and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.



# Safety tips



Ten per cent of Alberta's workforce is employed in the retail industry. Every workplace has its own health and safety standards, habits and performance record, but when workplace injuries and illnesses are reported, we can start to see patterns of cause and effect across industries.

What follows are some of the most common causes (hazards) of illness and injury among retail workers, and some tips (controls) on how to avoid becoming a statistic.

**Note:** This section of the guide presents information intended primarily for workers. Additional insights are included for employers.



Biological hazards



Chemical hazards



Hot surfaces



Ladders



Manual lifting



Repetitive work



Sharp objects



Slips, trips and falls



Struck by objects



Working alone



Workplace violence



# Biological hazards



As a retail worker you probably work with a lot of different people (e.g. co-workers and customers) and handle money throughout the day. That may expose you to biological hazards such as viruses, bacteria, cold/flu and body fluids/waste (e.g. blood, vomit, feces).

## Hazards



working near customers/  
co-workers who are sick



contact with  
body fluids/waste



contaminated  
sharp objects



contact with  
animals/pests

## Common controls

- wear appropriate personal protective equipment during high-risk activities**  
(e.g. cleaning washrooms, administering first aid, cleaning mouse droppings)
- receive training in the safe handling and disposal of sharps or other biohazards**  
(e.g. biohazard cleanup kits, sharps disposal)
- be alert to signs of flu and cold and avoid close contact**
- wash hands well and often**
- take time off work when you are sick**



## Safety tips

Always wear disposable waterproof gloves to clean or pick up waste.

Look before putting your hand in, behind, under or between objects.

Lift garbage bags from the top with both hands.

Wash your hands with soap and water thoroughly and often.



# Chemical hazards



Working in retail can involve handling hazardous products. These may be part of your store inventory, or they could be in your cleaning supply cabinet and something you use during your regular housekeeping responsibilities on the job.

## Hazards



leaks



spills



splashes  
(into eye)



skin contact  
with chemical



accidental or  
inappropriate mixing  
of chemicals



inhalation of  
toxic fumes

## Common controls

- WHMIS training for anyone handling hazardous product
- proper labelling of hazardous products
- read the safety data sheets on all hazardous products you may be exposed to
- follow directions on product labels
- follow safe work procedures
- limit number/nature of cleaning products on site
- use appropriate protective equipment
- use the chemical as directed
- store chemicals properly

# Chemical hazards

## How much do you really know?

Workers who have received proper training in the safe use and handling of hazardous products should know the answers to the following questions:

What are the hazards of the products you're using?

What can you do to protect yourself?

What should you do in case of an emergency or spill?

Where can you get more information on these products?



## Safety tips

Read the labels on chemicals.

Use all protective equipment recommended by the manufacturer and employer.

Use chemicals only as directed.

Store chemicals properly when you are done.

# Hot surfaces



Many retail settings include self-serve coffee stations or on-the-go hot food items. Setting up these stations, keeping them stocked, cleaning them or even just working around them introduces the possibility of burns.

## Hazards

### Contact with hot equipment



coffee makers



ovens



rotisseries



vacuum sealing machines



light bulbs

### Contact with hot products or steam



coffee



hot water



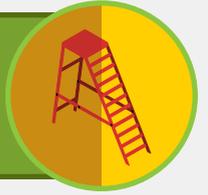
soup

## Common controls

- ✓ **follow safe work practices** (e.g. keep pot handles/ladles facing away from edges; lift lids back to front; turn equipment off prior to cleaning; dispose of hot remnants carefully)
- ✓ **follow manufacturer's instructions for equipment** (e.g. cleaning, use)
- ✓ **use appropriate utensils/equipment when handling hot objects** (e.g. oven mitts, aprons)
- ✓ **observe and follow posted safety signage**

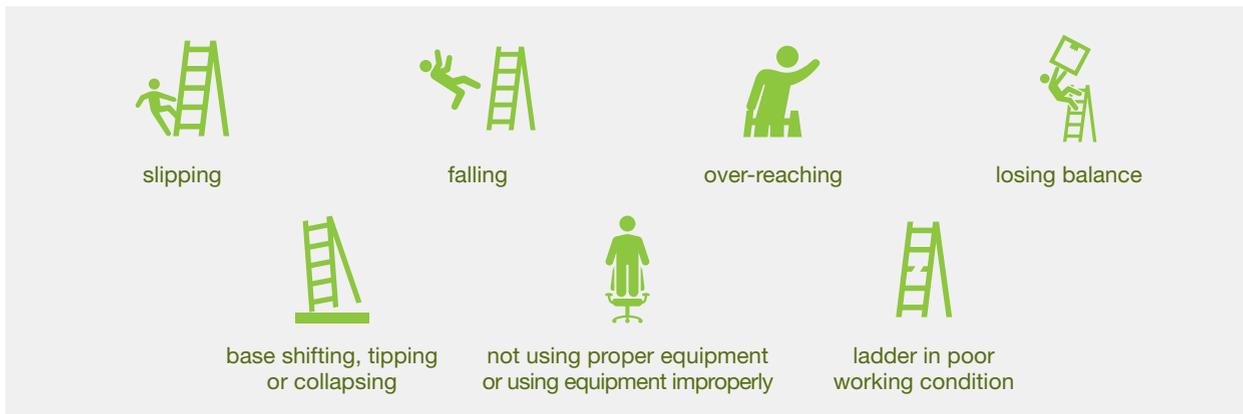


# Ladders



Think about all the things stored up high at your workplace. Getting them down can be a hazard if you don't use the right equipment or you don't use it correctly. Even something as straightforward as changing a light bulb or doing regular maintenance can be a challenge if it's not done right.

## Hazards



## Common controls

- ✓ **use the right equipment for the job** (e.g. ladders, step stools)
- ✓ **check to make sure equipment is in good working order before using it** (e.g. not bent or missing any parts)
- ✓ **get training in proper use of equipment**
- ✓ **place ladder on a firm, level surface**
- ✓ **maintain three points of contact at all times**
- ✓ **wear proper footwear** (e.g. flat heels, closed toes, rubber grip sole)



### Maintain three-point contact

You should have either **two hands and one foot**, or **two feet and one hand** on the ladder at all times.





# Manual lifting



When lifting or carrying a load safely, technique is more important than brute strength. Just because you can lift something doesn't mean you should. Avoid injuries to your back, neck and knees by planning every lift ahead of time and practicing safe lifting techniques.

## Hazards



twisting to move product



moving/lifting heavy materials



jolting movements



repetitive movements

## Common controls

- use safe lifting techniques
- push, pull or slide instead of lifting when possible
- use mechanical assistance where appropriate
- carry fewer items in one load to reduce the burden



An employer must provide, where reasonably practicable, appropriate equipment for lifting, lowering, pushing, pulling, carrying, handling or transporting heavy or awkward loads.

**Occupational Health and Safety Code, Part 14, Section 208(1)**



Workers must use the equipment provided for lifting, lowering, pushing, pulling, carrying, handling or transporting heavy or awkward loads.

**Occupational Health and Safety Code, Part 14, Section 208(3)**

# Manual lifting



## Safety tips



### Adopt a stable position

Make sure your feet are positioned comfortably and are on stable ground.



### Use the right muscles

Lift using your leg, butt and abdominal muscles, not your back.



### Pace your work

Take your time and make every lift a safe lift.



### Close is best

Keep the objects you lift as close to your body as possible.



### Turn with your legs, not your back

Avoid rotating or twisting movements and awkward postures when lifting or lowering a load.



### Lift smoothly

Jerking or jolting movements place unhealthy levels of stress on joints and muscles.



### Less is better

Try to reduce the weight and size of the object you are lifting. It's safer to make repeated light lifts than to attempt a single heavy lift.



### Stay centred

Whenever possible, lift from waist level so you aren't bending down or reaching up above your head.

# Repetitive work



Think about the tasks you perform. How do you do them and how often?

Improper handling and lifting of objects is a major source of injury. Sprains and strains (musculoskeletal injuries (MSIs)) are the most common type of work-related injury in retail.

Early diagnosis of MSI is important for recovery. The sooner you recognize the signs the better.



## Signs and symptoms of MSI include:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> swelling                     | <input checked="" type="checkbox"/> numbness |
| <input checked="" type="checkbox"/> redness                      | <input checked="" type="checkbox"/> tingling |
| <input checked="" type="checkbox"/> difficult or pained movement | <input checked="" type="checkbox"/> pain     |

Report any symptoms you may experience to your supervisor as soon as possible.

## Hazards



one-hand grasping, lifting and swiping items at the till



repetitive activities



monotony



twisting to move product



poorly designed workspace

## Common controls

- use both hands to support objects
- routinely switch up tasks throughout a shift
- take regular breaks



Alberta's Employment Standards outline the basic expectations workers can have of their employer regarding everything from work breaks and vacation to pay periods and overtime. If you have general questions, the *Employment Standards Guide for the retail sector* is a good place to start.

[work.alberta.ca/documents/employment-standards-guide-for-retail-sector.pdf](http://work.alberta.ca/documents/employment-standards-guide-for-retail-sector.pdf)

## Repetitive work



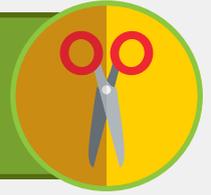
If a worker reports to the employer what the worker believes to be work related symptoms of a musculoskeletal injury, the employer must promptly

- (a) review the activities of that worker, and of other workers doing similar tasks, to identify work-related causes of the symptoms, if any, and
- (b) take corrective measures to avoid further injuries if the causes of the symptoms are work related.

**Occupational Health and Safety Code, Part 14, Section 211**



# Sharp objects



Sharp objects, tools and equipment can bruise, cut or puncture our bodies. Follow safe work procedures when working with sharp tools or around sharp or pointy edges.

## Hazards



dull tool requiring excessive force



sharp rotating blades



sharp/pointed objects



cutting an unbalanced load



unsteady base/awkward angle



Built-in protection is in place for a reason. Ensure manufacturer's safeguards are engaged and in good working order.

## Common controls

- obtain adequate training/instruction**
- use the right tool for the job**
- maintain tools in good working condition** (i.e. replace blade as per manufacturer's recommendations)
- stabilize an object before cutting**
- always cut away from your body**
- work from a clean, dry, flat, stationary surface**
- engage tool safety feature(s) during use, transport or storage**
- use appropriate personal protective equipment** (e.g. cut-resistant gloves)



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

- (a) by a worker who is competent to do the work, or
- (b) by a worker who is working under the direct supervision of a worker who is competent to do the work.

**Occupational Health and Safety Regulation, Section 13(1)**



# Slips, trips and falls



Slips, trips and falls on floors or in cluttered aisles account for many injuries in the retail sector. Think about your work environment. What could create a slipping, tripping or falling hazard in your workplace?

## Hazards

 <p>puddles due to snow, ice, rain and mud tracked in on shoes from the outside</p>	 <p>uneven floors</p>	 <p>waxed floors</p>	 <p>recently mopped floors</p>	 <p>litter/debris</p>
 <p>spills or breakage of in-store products or customer food and beverage items</p>	 <p>poor lighting</p>	 <p>blocked sightlines and/or foot paths</p>	 <p>congested workspace</p>	 <p>wet footwear in a walk-in freezer or cooler</p>

## Common controls

- keep floors clean and dry
- turn on lights before entering a workspace
- display warning signage when surfaces may be slippery
- wear proper footwear (e.g. well-fitting, non-slip)
- clean up any spills and breakage right away
- keep lines of sight, aisles and footpaths clear of debris and merchandise



An employer must ensure that a work site is kept clean and free from materials or equipment that could cause workers to slip or trip.

**Occupational Health and Safety Code, Part 12, Section 185**



# Struck by objects



A falling object can cause significant damage to people and/or property. The hazard can relate to the storage system itself (e.g. shelving, racks, crates, stacks), its location in the workspace (e.g. tucked away or exposed) and/or the way things are stored.

## Hazards



## Common controls

- ✓ use storage that's in good condition and designed for the load/job
- ✓ anchor self-standing units to perimeter wall studs/beams for support
- ✓ avoid stacking items too high
- ✓ limit the number of items stored
- ✓ store heaviest items near the bottom
- ✓ contain items stacked on open shelving (i.e. box, bind or wrap to create symmetrical packages)



An employer must ensure that racks used to store materials or equipment

- (a) are designed, constructed and maintained to support the load placed on them, and
- (b) are placed on firm foundations that can support the load.

**Occupational Health and Safety Code, Part 12, Section 187(2)**



# Working alone



Working alone is considered a hazard.

While Alberta legislation recognizes it to be its own hazard, working alone may introduce additional hazards that need to be addressed.

## Hazards

 <p>handling cash</p>	 <p>isolated from public view</p>	 <p>isolated in the event of a medical emergency</p>	 <p>isolated in the event of a workplace incident</p>
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## Common controls

- regular check-ins by employer throughout shift**
- worker has an effective means of communication to get help in an emergency**
- safeguard the workplace** (e.g. good lighting/visibility, alarm system, security cameras, locked back entrance)
- specific training** (e.g. robbery awareness training)
- specific procedures** (e.g. for working late at night, handling cash)



### Safety checklist

	YES	NO
Do you know what to do in an emergency?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a name and number for emergency contact?	<input type="checkbox"/>	<input type="checkbox"/>
Do you know who is checking in on you and when?	<input type="checkbox"/>	<input type="checkbox"/>
Did you park close to the building in good lighting?	<input type="checkbox"/>	<input type="checkbox"/>
Are all the lights on inside and out for good visibility?	<input type="checkbox"/>	<input type="checkbox"/>
Are rear doors closed and locked?	<input type="checkbox"/>	<input type="checkbox"/>
Have outdoor tasks been completed before dark (e.g. garbage, fuel measurements, public washroom maintenance)?	<input type="checkbox"/>	<input type="checkbox"/>



# Workplace violence



As a retail worker you may be exposed to workplace violence. The risk of this hazard is even higher if you work alone or late in the evening.

## Hazards

working at night	working in isolated environment	working in poorly lit environment	working alone	working in or near high-risk neighbourhoods	robbery/theft of goods or cash

## Common controls

- if you are required to work alone, your employer must regularly check in throughout each shift
- worker has an effective way to get help in an emergency (e.g. panic alarm)
- safeguard the workplace (e.g. good lighting/visibility, alarm system, security cameras, locked back entrance)
- specific training (e.g. robbery awareness training, handling irate customers, dealing with difficult co-workers)
- specific procedures (e.g. for working late at night, handling cash)
- separate worker(s) from the public with secure, physical barriers (e.g. shatterproof transparent kiosk, locked doors)



### Are you in-the-know about workplace violence?

YES NO

I know how to recognize workplace violence.	<input type="checkbox"/>	<input type="checkbox"/>
I know the policy, procedures and workplace arrangements meant to prevent or protect me from workplace violence.	<input type="checkbox"/>	<input type="checkbox"/>
I know the appropriate response to workplace violence, including how to obtain assistance.	<input type="checkbox"/>	<input type="checkbox"/>
I know the procedures for reporting, investigating and documenting incidents of workplace violence.	<input type="checkbox"/>	<input type="checkbox"/>

If you answered "No" to any of the above, get the information from your employer.



# Additional resources



## Know the law

**Government of Alberta – OHS Laws**

[work.alberta.ca/ohs-legislation](http://work.alberta.ca/ohs-legislation)

**Government of Alberta – Employer’s Guide to Occupational Health and Safety**

[work.alberta.ca/documents/WHS-PUB\\_li009.pdf](http://work.alberta.ca/documents/WHS-PUB_li009.pdf)

**Government of Alberta – Worker’s Guide to Occupational Health and Safety**

[work.alberta.ca/documents/WHS-PUB\\_li008.pdf](http://work.alberta.ca/documents/WHS-PUB_li008.pdf)

## Occupational health and safety management program

**Government of Alberta – Building an Effective Health and Safety Management System**

[work.alberta.ca/documents/building-an-effective-health-and-safety-management-system.pdf](http://work.alberta.ca/documents/building-an-effective-health-and-safety-management-system.pdf)

**Government of Alberta – Partnerships in Injury Reduction**

[work.alberta.ca/ohs-partnerships](http://work.alberta.ca/ohs-partnerships)

## Management commitment

**Government of Alberta – Joint Work Site Health and Safety Committee Handbook**

[work.alberta.ca/documents/WHS-PUB\\_li004.pdf](http://work.alberta.ca/documents/WHS-PUB_li004.pdf)

## Hazard assessment and control

**Government of Alberta – Hazard Assessment and Control: a handbook for Alberta employers and workers**

[work.alberta.ca/documents/ohs-best-practices-BP018.pdf](http://work.alberta.ca/documents/ohs-best-practices-BP018.pdf)

**Canadian Centre for Occupational Health and Safety (CCOHS) – Hazard Control**

[ccohs.ca/oshanswers/hsprograms/hazard\\_control.html](http://ccohs.ca/oshanswers/hsprograms/hazard_control.html)

**Canadian Centre for Occupational Health and Safety (CCOHS) – Job Safety Analysis**

[ccohs.ca/oshanswers/hsprograms/job-haz.html](http://ccohs.ca/oshanswers/hsprograms/job-haz.html)

## Work site inspections

**Canadian Centre for Occupational Health and Safety (CCOHS) – Effective Workplace Inspections**

[ccohs.ca/oshanswers/prevention/effectiv.html](http://ccohs.ca/oshanswers/prevention/effectiv.html)

**Canadian Centre for Occupational Health and Safety (CCOHS) – Inspection Checklists – Sample Checklist for Offices**

[ccohs.ca/oshanswers/hsprograms/list\\_off.html](http://ccohs.ca/oshanswers/hsprograms/list_off.html)

**Canadian Centre for Occupational Health and Safety (CCOHS) – Workplace Housekeeping – Checklist for General Inspection**

[ccohs.ca/oshanswers/hsprograms/cklstgen.html](http://ccohs.ca/oshanswers/hsprograms/cklstgen.html)

## Incident reporting and investigation

**Government of Alberta – Reporting and Investigating Injuries and Incidents**

[work.alberta.ca/documents/WHS-PUB\\_li016.pdf](http://work.alberta.ca/documents/WHS-PUB_li016.pdf)

# Additional resources

## WHMIS

**Canada's National WHMIS Portal**

[whmis.org](http://whmis.org)

## Emergency response

**Canadian Centre for Occupational Health and Safety (CCOHS) – Emergency Planning**

[ccohs.ca/oshanswers/hsprograms/planning.html](http://ccohs.ca/oshanswers/hsprograms/planning.html)

## First aid

**Government of Alberta – Developing a First Aid Plan**

[work.alberta.ca/documents/WHS-PUB\\_FA012.pdf](http://work.alberta.ca/documents/WHS-PUB_FA012.pdf)

**Government of Alberta – First Aid Records**

[work.alberta.ca/documents/WHS-PUB\\_FA009.pdf](http://work.alberta.ca/documents/WHS-PUB_FA009.pdf)

**Government of Alberta – First Aid Training**

[work.alberta.ca/ohs-firstaid](http://work.alberta.ca/ohs-firstaid)

**Government of Alberta – Workplace First Aiders and Legal Requirements**

[work.alberta.ca/documents/WHS-PUB\\_FA011.pdf](http://work.alberta.ca/documents/WHS-PUB_FA011.pdf)

## Working alone

**Government of Alberta – Working Alone Safely: A Guide for Employers and Employees**

[work.alberta.ca/ohs-workalone](http://work.alberta.ca/ohs-workalone)

**Canadian Centre for Occupational Health and Safety (CCOHS) – Working Alone – Off-Site**

[ccohs.ca/oshanswers/hsprograms/workingalone\\_offsite.html](http://ccohs.ca/oshanswers/hsprograms/workingalone_offsite.html)

## Workplace violence

**Government of Alberta – Preventing Violence and Harassment at the Workplace**

[work.alberta.ca/documents/WHS-PUB-VAH001.pdf](http://work.alberta.ca/documents/WHS-PUB-VAH001.pdf)

**Canadian Centre for Occupational Health and Safety (CCOHS) – Health Promotion/Wellness/Psychosocial Fact Sheets**

[ccohs.ca/oshanswers/psychosocial](http://ccohs.ca/oshanswers/psychosocial)

**Workers' Compensation Board–Alberta – Preventing Workplace Violence**

[wcb.ab.ca/assets/pdfs/public/conduct\\_guidelines/workplace\\_violence.pdf](http://wcb.ab.ca/assets/pdfs/public/conduct_guidelines/workplace_violence.pdf)

## General

**Government of Alberta – OHS Publications**

[work.alberta.ca/ohs-pubs-healthy](http://work.alberta.ca/ohs-pubs-healthy)

**Government of Alberta – Employment Standards**

[work.alberta.ca/es](http://work.alberta.ca/es)

# Occupational health and safety legislation



This guide is current to March 2017. It references:

*Occupational Health and Safety Act*, Chapter O-2, R.S.A. 2000 (current as of January 1, 2016)

Occupational Health and Safety Regulation, AR 62/2003 (with amendments up to AR 182/2013)

Administrative Penalty (*Occupational Health and Safety Act*) Regulation, AR 165/2013

Occupational Health and Safety Code 2009

Occupational Health and Safety Code Explanation Guide 2009

The current occupational health and safety legislation is available on the website at:



[work.alberta.ca/ohs-legislation](http://work.alberta.ca/ohs-legislation)

Official printed versions of the *Occupational Health and Safety Act*, Regulations and Code Handbook, and the OHS Code Explanation Guide may be purchased from Alberta Queen's Printer:



[qp.alberta.ca](http://qp.alberta.ca)



7th floor Park Plaza Building  
10611 – 98 Avenue NW  
Edmonton, AB T5K 2P7



780-427-4952



780-452-0668



[qp@gov.ab.ca](mailto:qp@gov.ab.ca)

# Contact us

## Province-wide OHS Contact Centre

For general information or to order publications:

 Edmonton and surrounding area  
780-415-8690

 Throughout Alberta  
1-866-415-8690

### For the deaf or hard-of-hearing (TDD/TTY)

 In Edmonton  
780-427-9999

 Throughout Alberta  
1-800-232-7215

 [work.alberta.ca/OHS](http://work.alberta.ca/OHS)

 **This publication is also available in PDF format for download**  
[work.alberta.ca/documents/OHS-best-practices-BP021.pdf](http://work.alberta.ca/documents/OHS-best-practices-BP021.pdf)

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