

# THE Safety mosaic

Health & Safety for the Way You Work

Winter 2006 • Volume 9 No.4

Official Publication of the Ontario Service Safety Alliance

[www.ossa.com](http://www.ossa.com)

## The WSIB Takes Its Message to the Streets

After the fact, people will call this an accident. But it wasn't. The company shouldn't have put this employee in such a dangerous situation. And the employee should have said "no" to driving under unsafe circumstances. When it comes to workplace safety, we can all be doing more.

There really are no accidents.  
[prevent-it.ca](http://prevent-it.ca)

- Low-Cost, Effective Health and Safety Solutions for Small Business
- Holiday Help: Tips for Keeping Temporary Workers Safe



**W**e are a society so de-sensitized by the relentless bad news we're exposed to in the media that a message delivered sotto voce has little hope of being heard, much less acted upon.

News of deaths from the relatively dramatic venue of war-torn Afghanistan, for example, routinely appears above the fold and top of the news hour. As Canadians, we all honour and remember the sacrifice made by men and women this year and in those past. However, another tragedy of comparatively staggering numbers goes largely unreported, and flies below the radar of public consciousness. More Canadians are injured or die in Ontario's workplaces than in many overseas conflicts in peacetime or war: 277,000 injuries and 343 deaths in 2005 alone.

That's why—as leader and steward of OSSA employees whose mission is to eliminate workplace injury and illness—I recognize and value the bold and challenging ad campaign sponsored by the Workplace Safety Insurance Board. It has already accomplished part of what it set out to do. People are talking. People are tuning into the fact that there is no such thing as an accident.

Kudos, WSIB.

In this issue of Safety Mosaic, we issue a call to action to two large segments of our economy whose health and safety record shows room for improvement: temporary employment and small business.

The article on page 6 features occupational health and safety manager Jackie Supper who reminds us that temporary workers, one third of all employed Canadians, are entitled under the Occupational Health & Safety Act to training and support that will make them safe in the workplace.

The Frontline article on page 10 offers tips to small business, which represents 90 per cent of Ontario's firms. These organizations have to comply with the same health and safety requirements as large firms, but must do it with fewer resources.

We've answered the top ten questions on Certification Part II training, a basic first step to achieving compliance, on page 14. And we have addressed the unique risks of the holiday season with an article on page 15 on how to light up your Christmas without unintended consequences.

We hope you enjoy this issue of Safety Mosaic, and we wish you a safe and happy new year.

Elizabeth Mills  
President & CEO

# THE safety mosaic

## Winter 2006

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On the cover: One of the print ads from the new social marketing campaign by Ontario's Workplace Safety & Insurance Board.

## Health and Safety Partners Unite

In September, the Centre for Health & Safety Innovation (CHSI), a project eight years in the making, came to fruition. Bringing together four health and safety organizations—Electrical & Utilities Safety Association (E&USA), the Industrial Accident Prevention Association (IAPA), the Ontario Service Safety Alliance (OSSA), and the Transportation Health and Safety Association of Ontario (THSAO)—the CHSI facility will serve as a meeting place for the exchange of ideas and information around occupational health and safety trends, issues and initiatives. For more information on CHSI training facilities and resources go to [www.iapa.ca/chsi](http://www.iapa.ca/chsi).

“OSSA has proximity and access to over 90 years of health and safety history and expertise within the other partner organizations who share this building. OSSA envisions a net positive gain—in new ideas, resources and solutions that all 14 health and safety associations collectively offer—that will empower our organization to drive greater value today and in the future to OSSA’s employers and employees. We are excited about the connections that this venue supports, and the passion for and commitment to prevention that exists here. We are invested in shifting workplace culture and individual attitudes so that we can eliminate all workplace injuries and illness.”

—Elizabeth Mills, President and CEO, OSSA

### Need Immediate Assistance? OSSA Is Ready to Help

More and more clients are accessing OSSA’s services every day. In order to ensure that clients’ needs are met in the most efficient and effective way, OSSA will launch its all-new triage centre in 2007.

#### Central Access Point

With one central phone number and one central e-mail address, you can receive the help you need in minutes. The triage centre will be staffed with health and safety professionals who can answer specific health and safety questions and can provide solutions to meet each client’s unique needs.

#### For All Your Health and Safety Needs

OSSA triage staff will take the necessary steps to ensure that you are connected with the most appropriate resource, whether it is product, training, information or consulting services you need.

**Watch for more information coming in 2007!**

*For more information on any of these services, please visit our website at [www.ossa.com](http://www.ossa.com), or call 1-888-478-6772.*



## Accident Analysis Help at Your Fingertips

**Accident Analysis  
Resource Kit**  
Price: \$45.00

This kit provides the tools for accident prevention with an in-depth look at accident investigation, job analysis and developing controls to prevent further injury, illness or property damage.

Owners and managers will find this kit helpful in gathering data, conducting interviews and analyzing accidents in the workplace.

This comprehensive kit includes:

- Accident Analysis Resource Guide
- Hazard Control Resource Guide
- Accident Analysis & Report Forms
- Description of Accident Event Forms

*To order this product, please contact OSSA at 1-888-478-6772 or go to [www.ossa.com](http://www.ossa.com).*

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## Fighting Violence in the Workplace

The Ministry of Labour has a new page up on its website that clearly sets out how the *Occupational Health and Safety Act* addresses the risk of violence in the workplace. It describes the role of the MOL and its inspectorate and provides valuable links to educational and prevention tools. In addition, WSIB's new web page on workplace violence offers links to websites with information on the role agencies play in addressing

domestic violence, harassment, bullying and discrimination.

The WSIB page also includes a violence prevention checklist and links to numerous useful tools for workplaces in assessing the risk of workplace violence and developing prevention programs.



## NEW! OSSA Violence Hazards Training Module

Designed to support OSSA's Certification Part II training program, this module provides the training needed to recognize, assess and control violence hazards in the workplace.

**Product #200-006-013-P-GE**

**Price: \$33.00**

**Call OSSA to order: 1-888-478-6772 or visit [www.ossa.com](http://www.ossa.com)**

### WSIB and MOL Websites

*Here is the link to the MOL website:*

**English at:** [www.labour.gov.on.ca/english/hs/workplace\\_violence.html](http://www.labour.gov.on.ca/english/hs/workplace_violence.html)

**French at:** [www.labour.gov.on.ca/french/hs/workplace\\_violence.html](http://www.labour.gov.on.ca/french/hs/workplace_violence.html)

*Here is the link to the WSIB web page:*

**English:** [www.wsib.on.ca/wsib/wsibsite.nsf/public/WorkplaceViolence](http://www.wsib.on.ca/wsib/wsibsite.nsf/public/WorkplaceViolence)

**French:** [www.wsib.on.ca/wsib/wsibsite.nsf/public/fr\\_WorkplaceViolence](http://www.wsib.on.ca/wsib/wsibsite.nsf/public/fr_WorkplaceViolence)



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# 'Tis the Season for Temporary Workers

By Peter Wilton

**T**here is nothing temporary about temporary employment. It is estimated that there are 500 temporary placement agencies located in Toronto alone. Temporary, part-time and contract jobs, account for the jobs of one in three Canadians. While the work may be temporary, the rights of these workers are not. They are governed under the *Occupational Health and Safety Act*, specifically sections 25-28, just as their permanent colleagues are. There has been some confusion in the past with where the responsibility lies for ensuring that these rights on paper are put into practice.

Jackie Supper is the Health and Safety Manager with two temporary employment agencies: The Staffing Edge and Pin Point Career. In this capacity, she has been working with organizations such as the Ontario Service Safety Alliance (OSSA) and the Ministry of Labour (MOL) to write effective best practice guidelines. These guidelines help to ensure that the rights and responsibilities in terms of health and safety in the workplace for “vulnerable workers” (tempo-

rary, part-time and contract workers) is in place, in practice, and a priority. “Twenty years ago, employment agencies and their clients tried to dodge the issue of health and safety, each claiming that it was the other’s responsibility. This has changed. Today, the majority of agencies and their clients make health and safety a priority,” says Supper.

So who is responsible for the health and safety training of temporary workers? Well, the quick answer is everybody: the agency (employer), the workplace where the employee is placed (client) and the worker (associate). In terms of the agencies, their responsibility is two-fold.

First, the agency should conduct site inspections and informal visits to confirm that their clients are making health and safety a priority. Secondly, the agency must ensure that they train associates on the health and safety act, including the right to refuse work that they perceive as dangerous, without fear of reprisal.

The client (workplace) shoulders the responsibility for the onsite health and safety training, and the associates (worker being placed) should understand their rights under the health and safety act. They should participate in health and safety training, use the safety equipment provided, and report any health and safety concerns to their supervisor, as well the agency.

If an associate reports an unsafe work environment, the employer should contact the client immediately. If it is not resolved right away, the associate should be pulled from that workplace. The agency can refer the client to the OSSA for assistance in creating a healthier and safer workplace. If the client refuses to consider changes, they should be dropped as a client and reported to the Ministry of Labour.

Sectors that typically experience a boost in hiring during the holiday season are the retail and restaurant sectors. These sectors often boost their ranks by hiring students,

using agencies and part-time workers. It is once again the responsibility of the employer to ensure that health and safety training is a priority. Every year, thousands of young workers between the ages of 16 to 24 are injured on the job, and each year, young people die on the job. It is the responsibility of these employers to ensure that workers have:

- The right to know about the hazards in the workplace and what precautions must be taken to prevent injuries from these hazards;
- The right to participate in safety and health activities in the workplace without fear of any form of discriminatory action such as discipline;
- The right to refuse work that one reasonably believes can be dangerous to oneself or others.

There is nothing temporary or transient about Ontario’s *Occupational Health and Safety Act*. The Ontario Service Safety Alliance offers a wide range of services and products to help you and your employees—be they permanent, temporary or part-time—to have a healthy and safe holiday season and new year. ♦

**While the work may be temporary, the rights of these workers are not.**

**W**ith the holiday season upon us, this is a good opportunity for employers to take a look at their training procedures and policies. Here is a list of those who will likely need health and safety training:

- New employees
- Coop students
- Returning employees who have been away from work
- Contractors
- Temporary workers
- Any employee being asked to work with a new piece of equipment or engage in a new work process, or who has recently been promoted or transferred to a new department.

(Source: WHSS News Volume 4 issue 16 —[www.whss.ca/newsletter/016](http://www.whss.ca/newsletter/016))



# SAFeLEARN

Health & Safety • On Time • On Budget • On Target!

## A Certification Solution for the 21st Century

SafeLearn requires only a standard desktop computer, Internet connection, browser and Flash capability to operate. The course takes between 14 - 16 hours to complete, approximately 33 per cent less time than the standard classroom course. Once the course is completed, the exam is submitted directly to the WSIB. Participants are notified immediately with their results.

In 2005, the Ministry of Labour (MOL) launched a new program aimed at high-risk companies and frequent offenders that was designed to reduce lost-time injuries in Ontario. One of the most common problems that the inspectors have encountered when visiting these high-risk firms is the lack of basic legislative compliance, namely certification training for the members of the Joint Health & Safety Committee (JHSC). The MOL says that this accounts for a significant percentage of all of the orders that the inspectors have submitted.

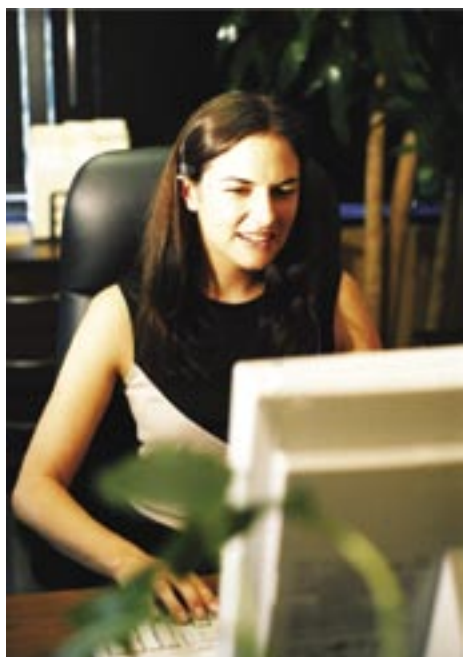
Faced with short turnaround times from the MOL, a number of employers have turned to online e-learning solutions. OSSA has released, in concert with the WSIB, an online version of the Certification Part I training course called SafeLearn. Covering all the necessary up-to-date content and materials, including the online exam, SafeLearn permits participants to complete their Certification Part I training without ever having to leave their workplace.

Since it launched in spring 2005, more than 1,000 people have completed SafeLearn Certification Part I training, and 150 companies have signed on as SafeLearn customers, including Sears Canada. Sears found SafeLearn to be a helpful way to ensure compliance and deliver standardized health and safety training to all of their many locations.

For more information on SafeLearn, please visit [www.safelearn.com](http://www.safelearn.com) or contact the OSSA directly at 1-888-478-6772.

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Email: [safelearn@ossa.com](mailto:safelearn@ossa.com)

# Fatal Apathy

WSIB tells us it's time to stop burying our heads in the sand, so we can stop burying family and friends who die needlessly on the job.

By Heather West

**D**o you know how many body bags have been returned home to Canada from the war in Afghanistan? Probably. At the time this article was written, it was widely reported that two more soldiers had perished in an ambush in Afghanistan, bringing the total to 42.

Do you know how many workers are killed in Ontario workplaces? Probably not.

Why don't we know this? And, why aren't we as disturbed about the number of people who die here at home, in our workplaces? Because workers die all the

time and their deaths don't make front page news.

Last year, in Ontario, close to 100 workers lost their lives due to traumatic injuries and other immediate causes, and just over 277,000 suffered from injuries or illnesses in the workplace. In 2005, 343 families buried someone they loved who had suffered from a fatal incident or work-related disease.

Workplace Safety and Insurance Board Chair Steve Mahoney cites a classic example of just how little attention workplace fatalities receive: In March,

hundreds of mourners gathered to pay tribute to a fallen hero, Brigadier, the police horse that died in the line of duty at the end of February. Brigadier stole the hearts of the nation and the front pages of the newspapers. The same day that the memorial for Brigadier was held, a worker died in a northern Ontario mine. His name was Robert Nesbitt and he was six months away from retirement after a 30-year career in the mines. His death was big news in Sudbury, but it was a footnote everywhere else.

Rather than wait for the media to wake up to the fact that these numbers are staggering and unacceptable, the WSIB is taking direct aim at our collective apathy with its groundbreaking social marketing campaign. If you haven't seen any of the advertisements yet, it is only a matter of time until you do. The broad-based campaign features grisly images in a variety of formats including television and radio spots, print ads, transit shelter and billboard ads, as well as Internet advertising.

The campaign, themed There Really are No Accidents, is deliberately shocking and provocative—a bold departure from WSIB's previous softer campaigns appealing to workers to know their rights, and employers to understand their obligations. "The inspiration for the campaign came from the fact that people don't get the message unless they are hit over the head. It is a wake-up call. It's time to shock people into recognizing that the number of fatalities in Ontario workplaces is unacceptable," says Mahoney.

One spot features a young retail store worker perched on a rickety ladder, with a co-worker looking on. A couple of seconds into the spot, the ladder tips and the worker falls through a glass display. The bloodied worker rises to correct her co-worker who is screaming to alert others to the accident. "Accident? This was no accident," she says.

The message: WSIB wants us to stop using the term accident because it implies that workplace incidents are not preventable. "The fact is that every single workplace incident could have been prevented," stresses Mahoney. "In almost



every case, we say the employer should have done this, or the employee should have done that.”

The campaign supports WSIB’s goal to achieve zero fatal incidents and zero lost-time injuries in Ontario workplaces. An ambitious target to be sure, but as Mahoney puts it: “What number is acceptable?”

So, is the campaign succeeding? Well it is capturing attention and there have been some pretty strong reactions—some love it and others feel it is going too far. But as anyone in advertising will attest, any campaign worth its salt spurs discussion.

Some employers have expressed concerns that the campaign is singling them out. Mahoney counters: “This is not just about employers. There is enough responsibility and culpability to go around. The ads highlight the role of the employer and the role of the employee in prevention. All I know is that this campaign is not about blame. It’s about the fact that every single incident that happens in the workplace is preventable.”

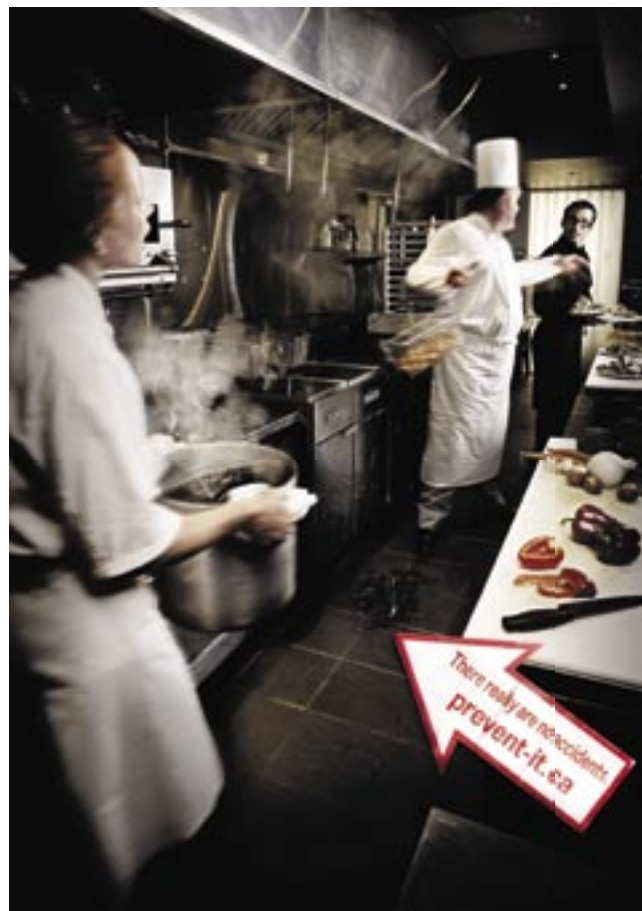


The car seen here in this WSIB ad is on display at Dundas Square in Toronto.

Many of us are shocked to learn the number of people who die in Ontario workplaces each year, maybe because we haven’t heard the numbers before, or maybe because we just haven’t been listening. It’s easy to ignore an issue that doesn’t make the headlines of the day, but WSIB, through its new campaign, is committed to waking us

up. It is putting the issue of workplace death and injury in our faces—where it should be, with the hope that people will pay attention and take the necessary actions to prevent needless and tragic deaths and injuries.

For more information on the campaign, and workplace health and safety resources, visit [www.prevent-it.ca](http://www.prevent-it.ca). ♦



# Achieving More with Less

## LOW-COST AND EFFECTIVE HEALTH AND SAFETY SOLUTIONS FOR SMALL BUSINESS

By Heidi Croot

By its very nature—few staff, long hours, multi-tasking—small business is hard-wired to be a model of efficiency: embrace what's vital, discard what's not. The down side is when health and safety compliance is treated as one of the dispensable items. Here are some ways small business can remain true to its nature and still meet its legal and moral obligations. The secret is to keep things simple and informal.

### Unmask the Myth and Meet Your Legal Obligations

**True or false:** MOL inspectors don't have time for small business—they have bigger fish to fry. False. The MOL has more boots on the ground than ever, and inspectors are focused on small businesses—which comprise 90 per cent of Ontario firms and one-third of its workforce—as a “primary target.” No matter how small you are, you are held accountable for observing the minimum standard under the Health & Safety Act. You must:

1. Implement a health and safety policy (call OSSA for a primer—no charge).
2. Identify your hazards.
3. Do your monthly inspections.
4. Make sure staff know where to find your policy and MSDS sheets.
5. Have a health and safety champion.
6. Train your staff (it's like money in the bank).
7. Take every reasonable precaution: if you suspect someone could get hurt, put controls in place.

### What Does an Accident REALLY Cost?

WorkSafeBC has posted a brilliant, easy-to-use tool that allows you to calculate the true cost of an injury or incident. Two scenarios relate to the service sector—a housekeeper with a back sprain, and a cashier traumatized by an armed robber—but you can use the calculator to address other issues. Check it out and become a believer. Go to [www.healthandsafetycentre.org](http://www.healthandsafetycentre.org), click on “Safety at Work,” find “Resources,” and click on “Safety Calculator.”

### Quick, Bite-sized Hits That Make a Difference

**Be true to what you are.** As a small business, it makes sense for you to keep your health and safety processes simple and informal. Management walkabouts, quickie staff meetings, a handwritten memo to file—these strategies count when inspectors ask if you've been meeting your legal obligations. Here are other effective, yet uncomplicated shortcuts for communicating with staff:

- Conduct regular five-minute huddles or “quick talks” on health and safety with staff. Use your health and safety policy, checklists or MSDS sheets as topic guides.
- Embed health and safety in regular activities, such as pre-shift checklists, team meetings, poster contests, award programs.
- Perform “safety observation checks”: watch an employee work for two minutes. Reinforce what was done well and what needs to be done to improve.
- Send staff—who often see what managers don't—on hazard hunts: who better to identify hazards than those rubbing shoulders with them?
- Ask a staff member to volunteer as your health and safety champion.

### Tap the Wisdom of Your Staff

**Think of it as iceberg theory.** A talented ergonomist, a modern workstation design...these are the tip of the iceberg when it comes to finding effective solutions for workers at risk of sprains and strains. The real breakthrough will come when you perform these three steps: a) observe staff in motion; b) inquire what it feels like to perform different tasks; c) ask a powerful question: “What do you think will help?” Staff know the answer, but might not share it unless you ask. What could be more low-cost than that? It's a myth that supervisors or ergonomists know more about a worker's reality than a worker does.

**Make your workplace culture work for you.** We know that a shortage of skilled technicians has led some vehicle service shops, for example, to overlook the safety shortcuts taken by veteran employees. These employees use their 30-some years of experience to dodge risk, an advantage young recruits don't have. Try appealing to your valuable older employees to serve as role models for their younger counterparts. Ask them to help prevent an injury or save a life. No-one wants to hurt another worker, particularly someone the same age as their son or daughter.

## Make the Most of Free Resources

**Call your local high school or college.** Give students an opportunity to learn by helping with health and safety tasks, such as collecting WSDS sheets, developing workplace labels, or conducting hazardous materials inventories. Provide guidance and trust in equal measures, and watch them take off. When a small hotel, for example, failed part of its WSIB WorkWell audit, managers wanted an orientation video to help close performance gaps, but lacked the funds to develop a professional one. Solution: they equipped three coop students with guidelines, criteria and a video camera, and set them loose. The students chose to tell the health and safety story by interviewing staff. The resulting video, albeit imperfect, drove the message home in a way that no talking heads from the management team ever could. Thanks, kids!

### Put the Cart Behind the Horse

**Ask “why” five times.** Countless dollars have been siphoned from slim budgets to pay for ergonomic assessments or expensive equipment, when the real cause of sprains and strains might be something as simple as inelegant software. Consider the employer whose data entry clerk complained of shoulder and arm pain. Installing new office furniture didn’t change a thing, but observing the worker in action certainly did. Turns out he was using ancient software that, among other inefficiencies, required him to enter a customer’s contact info twice. Over the course of a day, that’s a lot of needless keyboarding. The employer also realized that much of this individual’s workload could be spread out over the month, instead of crammed in at month end just because “that’s the way we’ve always done it.” Start by asking—five times if necessary—why? Why is this happening the way it does?

**Stick to basics.** Managers at a restaurant addressed the risk of slips and falls from water on the kitchen floor by applying a non-slip coating, and putting elaborate policies in place related to non-slip shoes, pylons and mopping. Their light bulb moment occurred when they made the connection between health and safety and preventative maintenance. Doing regular maintenance on floor drains and back flow valves kept floors drier.

**Go with the flow.** Building a warehouse or moving to a new one? You can save thousands in health and safety costs by mapping the flow of your materials and organizing workers’ activities for maximum safety and efficiency...before you move in. If you’re already established in a warehouse with no hope of reconfiguring the racking or repositioning the lights, there’s still a lot you can do. Make aisles safer by storing temporary offloads in locations that won’t create bottlenecks. Think about your deliveries as though you were an air traffic controller: space and time are your variables, so optimize them. Find needlessly separated activities; for example, position your weigh area close to where you unload and not at the “back” of the warehouse. Bolt down your racking: a small cost to offset an expensive racking collapse. And consider forklift awareness training for your warehouse pedestrians. Is it really that expensive when it can help prevent one of the top causes of warehouse fatalities?

## Crunch Your Numbers

### Know the cost of doing nothing.

Health and safety sometimes fails to earn the respect it deserves because businesses don’t know how to present it as a cost item on the balance sheet. Consider this:

- Do your business planning in the context of WSIB’s incentive programs, such as the NEER experience rating program, and Merit Adjusted Premium (MAP automatically applies to you if you pay between \$1,000 and \$25,000 in WSIB premiums per year). If you improve your safety record, you could receive a rebate cheque.
- Factor in penalties and incentives from programs such as WorkWell, Safe Communities Incentive Program (SCIP), or the Safety Group Program.
- For indirect costs—lost worker productivity, legal costs, bad publicity if fines and convictions are posted—add four to 12 times the amount of direct costs for a complete picture of what it costs you to do nothing.

Call a WSIB Small Business Services office or the “Prevention Hotline” (1-800-663-6639 or 416-344-1016) for help. You might even discover yearly incentive money available for your small business. (See plain-English explanations of WSIB programs in the “Prevention” section of [www.wsib.ca](http://www.wsib.ca).)

### Freebies from Suppliers

*Remember, MSDS sheets are required by law and suppliers must provide them to you (mail, fax or CD ROM).*

## Call Your Health and Safety Broker

Health and safety is not a competition. If you’re struggling with a health and safety issue, chances are someone else has too. Unlike marketing strategies, solutions that prevent injuries and save lives need to be freely shared. Think of OSSA as your idea broker. We can put you in touch with best practices, research, or ideas from other firms. ♦

## In the Office

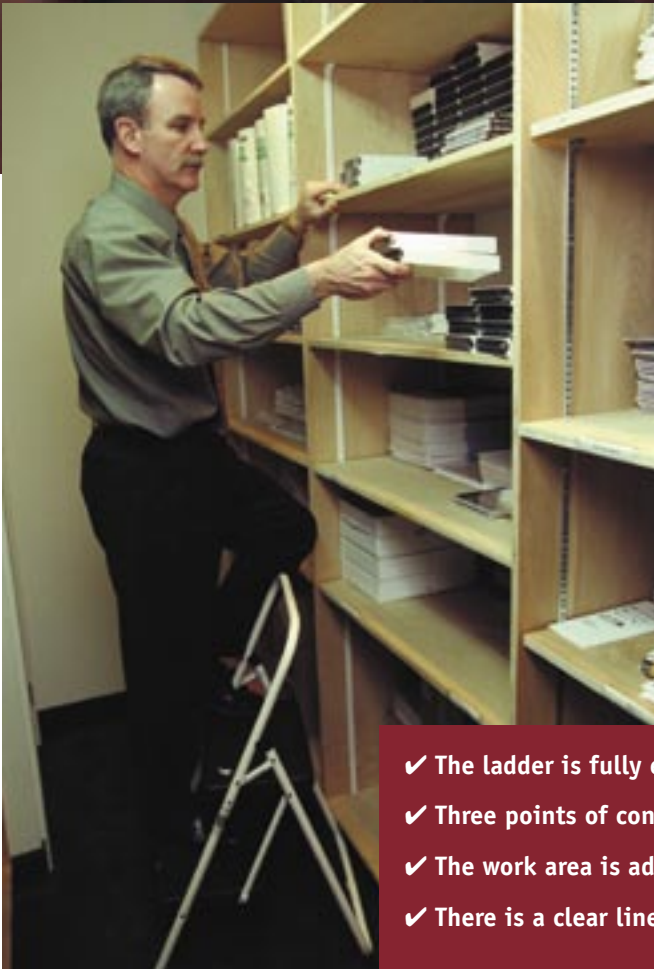
*In each issue of The Safety Mosaic, we shine the spotlight on different service sector work situations, and highlight some of the key health and safety tools and practices that should be used to keep employees safe. In this issue, we focus on office safety.*



- ✓ The worker is using a task light to properly illuminate the workspace.
- ✓ The phone is tilted upward so that she can see the digital display and can easily access the keypad.
- ✓ The document holder to the left of the monitor allows the worker to easily see what she is working on.
- ✓ The keyboard has been positioned at the proper angle so that wrists are not bent upward.
- ✓ The footrest ensures that the proper posture is maintained.
- ✗ The cord for the headset is running across the keyboard.
- ✗ The screen is positioned too high. It should be positioned at eye level.



- ✓ The headset allows for the worker to avoid cradling the handset between the shoulder and chin.
- ✓ The computer is set up at a 90 degree angle to the window.
- ✓ Worker is using wrist rest properly, not resting wrists while keying.
- ✗ The chair should have armrests which sit just below elbow working height and don't interfere with typing, but can be used to rest when pausing (see photo on page 12).
- ✗ The worker does not have the proper monitor and it is not set up at the proper height.
- ✗ Phone should be tilted so it is easier to see.



- ✓ The ladder is fully extended and set up in clear, level spot on the floor.
- ✓ Three points of contact are being maintained to ensure stability.
- ✓ The work area is adequately lit.
- ✓ There is a clear line of sight to the workspace.

# The Certification Part II Top 10

OSSA's client services line staff receive many queries about Certification Part II. To provide further insight into this process, this issue's Spotlight feature will focus on the top 10 frequently asked questions about Certification Part II Workplace-Specific Hazard Training.

## 1. What do I need to do to get certified?

Certification is a two-part training process: Part I (Basic Certification) and Part II (Workplace-Specific Hazard Training). Both are required in order for designated members of Joint Health & Safety Committees (JHSC) to become "Certified Members." One worker and one management designated JHSC member must complete both Part I and Part II of the Certification Training process. Training for Part II must be identical for both employer and worker JHSC members, as it is based on the health and safety hazards applicable to their workplace.

## 2. How long after completing Certification Part I should I wait to start the Certification Part II Training process?

Ideally, designated JHSC members should start the Part II process within two to three months of completing Part I. They should first review the necessary documentation to determine which Part II training modules will need to be completed. The JHSC member should also sit through a meeting and conduct a few workplace inspections in order to become familiar with the workplace layout and associated hazards.

## 3. What does the Certification Part II Process entail?

JHSC members going through the Certification process must complete training on their significant workplace-specific hazards. The training leads the participant through a process to recognize and assess the hazard, and to develop a list of possible controls. Then, most importantly, the training requires the participant to develop a hazard control action plan to mitigate the hazards, in order to prevent workplace injuries and illnesses.

## 4. How do I determine what workplace-specific hazard training is required for my workplace?

In Certification Part II, or Workplace-Specific Hazard Certification Training, the employer must conduct a workplace hazard assessment to determine training needs for

the certified members. The purpose of the Hazard Assessment is to identify the significant hazards in the workplace. Employers are encouraged to conduct the assessment in consultation with the Joint Health & Safety Committee. The assessment can be accomplished by using the OSSA's Workplace Hazard Analysis Form and consulting other sources of information, such as:

- Chemical inventories and Material Safety Data Sheets (MSDS)
- Workplace Safety & Insurance Board (WSIB) reports (e.g. claims)
- Accident, injury or illness records; near-miss reports
- Joint Health and Safety Committee meeting minutes, recommendations and inspection reports
- Workplace sampling/test data
- Orders/non-compliance
- Work-flow/process-flow information

Alternatively, the OSSA can complete the hazard assessment on behalf of the employer, outlining the significant hazards, as well as the specific Certification Part II modules required to complete the certification process.

## 5. How can I get the training I need?

Equivalency for Workplace-Specific Hazard Training may be obtained on a hazard-by-hazard basis by documenting successful completion of training courses that meet the required learning objectives. The employer, in consultation with the Joint Health & Safety Committee, will determine if training is equivalent using the WSIB's Workplace-Specific Hazard Training Confirmation form. More information on this is available through the WSIB website at [www.wsib.on.ca](http://www.wsib.on.ca). Even though the training may be considered equivalent, a hazard control action plan is still required to be developed to control the significant hazard in question, and that action plan must be submitted to an employer.

## 6. Does OSSA have sector-specific hazard training for the service sector?

OSSA has developed a suite of Certification Part II modules, which meet the requirements for Workplace-Specific Hazard Training as set out by the WSIB.

OSSA Certification Part II modules include:

- Burn & Scald Hazards
- Chemical Hazards
- Driving Hazards
- Electrical Energy
- Equipment Hazards

- Ergonomic Hazards
- Extreme Temperatures
- Fire Hazards
- Hazards in the Live Performance Industry
- Lock Out & Tag Out Hazards
- Material Handling Hazards
- Respiratory & Body Fluids Hazards
- Sharp Equipment Hazards
- Slip, Trip & Fall Hazards
- Working with Flammable & Combustible Materials in Vehicle Sales and Service
- Violence Hazards Training

## 7. How much do the hazard-specific modules cost?

Print modules are available at \$33 each, plus shipping and applicable taxes.

## 8. What are my options for Certification Part II Training and what are the costs?

These modules are designed to enable participants to work through the materials on their own, or in a group. There are no additional costs for this option, beyond the cost of the individual module.

### Certification Part II Training (OSSA Head Office)

OSSA offers a full-day training session at the OSSA head office which will cover the four most significant hazards in each of the following four sub-sectors: Retail/Wholesale, Restaurant/FoodService, Tourism/Hospitality, and Vehicle Sales and Service. The cost of the full-day training session is \$299 per person (all materials included) plus applicable taxes.

### Certification Part II Training (Client Site)

OSSA is also available to come into your workplace and deliver a two-hour training session for up to 20 participants on any of the significant hazards listed above. The cost of the training session is \$300 per module (materials are not included) plus applicable taxes.

## 9. Where can I get more information about Certification Part II?

Visit [www.wsib.on.ca](http://www.wsib.on.ca) and look for Certification under the Prevention link, or call 1-800-663-6639 or 416-344-1016.

## 10. Where can I get more information about OSSA products or training sessions?

Please contact us at 1-888-478-6772, visit [www.ossa.com](http://www.ossa.com) or speak with your local OSSA consultant. ◆

# Safe for the Season

Fire hazards abound during the holidays. Find out how to keep your home and family safe and warm.

**T**winkling lights, glowing candles and crackling fires are synonymous with the holidays. Unfortunately, they can also cause a serious, and potentially fatal, fire. But does that mean that you need to blow out your candles, unplug your Christmas tree and close the damper on the fireplace? Chris Slosser, Acting Program Specialist for the Public Fire Safety Council, says the holidays can still be bright and festive with the following safety tips:



## Christmas Trees

The Christmas tree takes centre stage in most homes at Christmas, but it can also be a major fire hazard. Slosser suggests the first step is to start with a freshly cut tree and to keep it standing in two to three litres of water at all times. He also advises that trees should be kept away from heat sources such as fireplaces and radiators. Slosser offers the following holiday tips to safely decorate your tree:

1. A staple of holiday décor since they were invented in the late 1800s, Christmas tree lights can be a fire hazard if not used properly. Before you wrap them around your tree, check that all of the lights are in good working order and that the cords are not frayed or worn out. Make sure that lights are approved by a safety regulating board, such as the CSA.
2. Don't overload your outlets. Think about plugging your light strings into a power bar or extension cord, which can then be plugged into the outlet.
3. Don't hang ornaments directly against the lights.
4. Turn off all lights when you leave the house and go to bed.
5. Never ever burn real candles as a decoration on your tree. This Old World tradition is still practiced by many families and can quickly lead to a devastating fire.

## Candles

They cast a warm, inviting glow, and leave a lingering scent of vanilla or spices. Yet candles are one of the leading causes of home fires in Canada. In Ontario alone,

between 2000 and 2004, 277 preventable home fires were caused by candles. Whether you use tea lights or decorative pillars, there are ways to keep candles burning safely:

1. Keep candles away from holiday garland, indoor Christmas trees, drapes, couches and other combustible items. Never use lit candles as decoration for your tree.
2. Keep candles in a secure, level spot where they can't easily be knocked over by a busy hostess, a small child or a roaming pet.
3. If possible, place a glass chimney around the candle to keep it from falling over. Even a breeze from an open window can blow over a burning candle.
4. Never leave candles unattended. "A lot of candle fires are started because people forget to blow them out before leaving a room or going to bed," says Slosser.

## Fireplaces

While most of us won't actually roast chestnuts over our fireplace, we do love to cozy up to the warmth of a log-burning fire. To make sure that your fireplace is safe, Slosser suggests making sure you have a good screen, and that you keep the hearth area clear of newspapers and combustible items like drapes and furniture. As with any other open flame, never leave a lit fireplace unattended.

## Holiday Safety Wish List

1. **Smoke detectors:** In Ontario, homes are required to have smoke detectors on every level and outside of all sleeping areas. Be sure to test your alarms once a month and change the battery annually.
2. **Carbon monoxide detector:** Make sure that you purchase a carbon monoxide detector that has been certified to the Canadian Standards Association CAN/CGTA 6.19 standard. Carbon monoxide detectors can be on any level of the home, says Slosser, but are best positioned near sleeping areas so that they can be heard if they sound at night. He also suggests keeping them up off the floor so that children are not able to tamper with them.
3. **A family escape plan:** Every family should develop a safety plan on what to do in case of a fire. Work with your family to develop escape routes, as well as a meeting point outside of the house. Review the plan often, making sure that young children and older family members understand and can execute the plan.
4. **Fire extinguisher:** While Slosser stresses fire prevention, he does see fire extinguishers as a helpful tool in case of a small fire. A variety of sizes are available, and can be placed where a fire may be started, like the kitchen or workroom. ♦

- The odds of winning a million dollar lottery: 1 in 14 million
- The odds of getting hit by lightning: 1 in 1 million
- The odds of a preventable fire in your home resulting in property loss or injury: 1 in 700

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