



Health and Safety Policy and Program

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1. Health and Safety Policy

The management of Pro-Able Doors & Systems Inc. (hereinafter referred to as “ProA-ble” or “the company” is committed to maintaining an internal responsibility system throughout the company that ensures the health and safety of every employee, customer, visitor and subcontractor.

As President of the company, I am committed to ensuring that each employee works in a safe and healthy environment and that all work is performed in the safest manner possible. Every reasonable effort will be made to ensure that the health and safety of our workers is protected at all times. The well-being of our company depends on the health and safety of our workforce.

All supervisors and workers must be dedicated to health and safety in every activity. No job is so important that it cannot be done safely. As a minimum acceptable standard all work must be done in accordance with the Occupational Health and Safety Act and the regulations made under the Act.

Supervisors are responsible to ensure for the health and safety of workers under their supervision and must ensure that workers receive appropriate training, personal protective equipment and that all tools and equipment are in safe working condition. In addition, supervisors must ensure that workers follow established work practices and procedures.

All employees, sub-contractors and employees of a sub-contractor must comply with the Health and Safety Policy and Program of Pro-Able. All hazards must be reported immediately.

Your assistance and support are needed and expected to protect the health and safety of our workforce, our clients, and our company.

2. Introduction

The company's Health and Safety Policy and Program are intended as a reference for all employees, supervisors and sub-contractors. Its purpose is to define the rules, guidelines and basic information that you need to know with regard to health and safety.

Management acknowledges that employee participation in development, implementation and maintenance of this program is critical to its success and therefore we welcome discussion and suggestions to improve the program.

This program will be reviewed on an annual basis to determine its effectiveness and to make any necessary changes/improvements.

Every newly hired employee receives a copy of this document during orientation. All employee sign agreements stating that they have received the document, understand the requirements, agree to abide by the program as a condition of employment and understand that any repeated violations will be cause for disciplinary action up to and including termination of employment.

3. Standards

The standards contained in this handbook have been developed to ensure:

- That hazards are recognized and eliminated or controlled,
- That equipment is maintained to ensure its safe operation,
- That training needs are identified,
- That changes in the workplace are identified,
- That health and safety awareness in the workplace is increased,
- Those employees have the knowledge and training to perform their job tasks.

All employees will follow the standards contained in this handbook. All employees have roles and responsibilities for health and safety. The success of this program relies on the participation of all employees.

4. Communication of Standards

Company standards are communicated verbally through group and one-on-one training sessions.

All employees will receive training that outlines health & safety requirements. The training will be acknowledged by both the employee and employer and will be repeated as may be required.

Any changes to the program will be communicated to employees at staff training sessions/staff meetings.

5. Training

Employees will be provided with appropriate training to allow them to perform their necessary job tasks satisfactorily and in a safe and healthy manner.

New employees will receive detailed orientation with regard to the company Health and Safety Policy and Program.

Training records will be completed during the training sessions and kept on file by the Employer. The training record will be signed by both that Employee and their Supervisor to indicate completion and understanding.

If an employee feels that further training is required, the employee will notify the supervisor immediately.

6. Required Training

Worker Health and Safety Representative:

- Occupational Health and Safety Act and Regulations
- Level 1 and 2 Certification from WSIB.
- Additional Health and Safety training as required addressing the needs of this position and ensuring worker safety.
- Personal training as required to address the needs of this position and ensure effectiveness.

Management Health and Safety Representative:

- Occupational Health and Safety Act and Regulations.
- Level 1 and 2 Certification from WSIB.
- Additional Health and Safety training as required addressing the needs of this position and ensuring worker safety.
- Personal training as required to address the needs of this position and ensure effectiveness.

All Employees:

- New employees will receive Health and Safety Policy and Program orientation.
- Annual review of the company Health and Safety Policy and Program.
- WHMIS.
- All employees are encouraged to obtain First Aid training.
- All employees are required to take violence prevention and harassment prevention training (Bill 168) as well as AODA training.

Office Staff:

- At least one person working in the office must have current First Aid training.

Production Staff (Drivers, Fabrication, Service, Shipper/Receiver):

- All production staff is encouraged to obtain the following training to make them more flexible and valuable: Forklift, Safe Driving and Working at Heights as well as Safety Talks.

Service Department:

- At least one person per vehicle must have current First Aid training.
- All service staff must have Working at Heights training.

Subcontractor:

- This Health and Safety Policy and Program.
- Training as required for the work that they will perform.

7. Health and Safety Action Plan

The company will develop an annual health and safety action plan to support the maintenance of this program. A copy of the action plan will be posted on the Health and Safety Board.

Items to be included on the annual action plan are:

- Review, re-date and re-post the Health and Safety Policy
- Review the Health and Safety Program
- Review Employee Health and Safety Induction Checklist
- Review workplace specific WHMIS training
- Review Material Safety Data Sheets (MSDS)
- Review listing of Health and Safety Forms
- Review accuracy of Health and Safety Forms
- Health and Safety Staff and First Aider Listing
- Schedule monthly workplace inspections
- Review training needs
- Complete annual fire drill
- Schedule monthly inspections of first aid kits and fire extinguishers
- Schedule maintenance of equipment
- Review Emergency Response Telephone Numbers
- Emergency Response Annual Review
- Review First Aid Reports on a monthly basis and take appropriate actions if patterns are identified
- Review First Aid Kit locations
- Review Fire Extinguisher locations
- Review Floor plan and update if required

8. Health and Safety and Related Forms

Form	Locations	
	Blank Forms	Completed Forms
Anti-Harassment Complaint Form	H & S Bulletin Board Area	Man. H & S Rep
Emergency Contact Listing	Not Required	H & S Bulletin Board Vehicle First Aid Kits Lunchroom
Employee Health and Safety Orientation Checklist	Attached to this Document	Employee Employee File
Equipment Out of Service Form	Hourly Staff Office Service Vehicles Delivery Vehicles	Supervisor PO-if issued
First Aid Kit/Equipment Inspection Form	H & S Bulletin Board Area	H & S Bulletin Board H & S Binder (lunch room)
First Aid Summary Form	H & S Bulletin Board Area	H & S Bulletin Board Area
Hazard Report	H & S Bulletin Board Area Service Vehicles Delivery Vehicles	H & S Binder (lunch room)

IAPA-First Aid Report	H & S Bulletin Board Area Service Vehicles Delivery Vehicles Yellow Medical Aid Folder	White-Employee File Pink-Supervisor Blue-Completed First Aid Report Folder
Incident Investigation Report	H & S Bulletin Board Area Yellow Medical Aid Folder	H & S Binder (lunch room) Man. H & S Rep Worker H & S Rep Other?
Monthly Mobile Inspection Form	H & S Bulletin Board Area	H & S Bulletin Board H & S Binder (lunch room)
Monthly Workplace Inspection Form	H & S Bulletin Board Area	H & S Bulletin Board H & S Binder (lunch room)
Personal Protective Equipment Inspection Form	H & S Bulletin Board Area	H & S Bulletin Board H & S Binder (lunch room)
Posted Safety Rules	Electronic File	Warehouse/Shop Entrances
Workplace Injury Functional Abilities Report For Timely Return To Work	Yellow Medical Aid Folder	WSIB Employee File Man. H & S Rep Other?
WSIB Employer's Report of Injury/Disease (Form 7)	Online Reporting	WSIB & Emp File
WSIB Employers Subsequent Statement	Online Reporting	WSIB & Emp File

9. Worker Responsibilities

Per the Occupational Health and Safety Act (OHSA) that apply to our Company:

****ALL persons (workers, supervisors, managers, etc) employed by the company are workers.**

- Workers must elect a Worker Health and Safety Representative to represent them. This person must not perform managerial functions (8.5).
- Workers and employer shall provide the worker health and safety representative with such information and assistance as the representative may require for the purpose of carrying out an inspections of the workplace (8.9).
- Workers must work in compliance with the provisions of the OHSA and Industrial Regulations (28.1.a).
- Workers must use or wear the equipment, protective devices or clothing that the company requires to be used or worn. (28.1.b)
- Workers must report to their supervisor, the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself or herself or another worker (28.1.c).
- Workers must report to his or her supervisor, any contravention of the OHSA or Regulations or the existence of any hazard of which he or she is aware (28.1.d).
- No worker shall remove or make ineffective any protective device without providing an adequate temporary protective device. When the work is completed, the original protective device shall be replaced immediately (28.2.a).
- No worker shall use or operate any equipment, machine, device or thing or work in any manner that may endanger himself, herself, or another worker (28.2.b).
- No worker shall engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct (28.2.c).

Per our Company:

- Workers must work in compliance with the company Health and Safety Policy and Program.
- Workers must report to his or her supervisor, any contravention of the company Health and Safety Policy and Program.
- Workers must understand and implement safe work practices and procedures.
- Workers must use equipment and materials only in the manner intended.
- Workers must report all injuries, illnesses, incidents and unusual conditions immediately to their supervisor.
- Workers must inspect work area/vehicle daily and report any hazards immediately to supervisor.
- Workers must participate in return to work program if injured at the workplace.

10. Supervisor Responsibilities

Per the Occupational Health and Safety Act (OHS) that apply to our Company:

**Supervisors are competent staff members who lead and manage workers.

- Supervisors must ensure workers work in the manner and with the protective devices, measures and procedures required by the OHS and regulations (27.1.a).
- Supervisors must ensure workers use and/or wear the equipment, protective devices or clothing as instructed (27.1.b).
- Supervisors must ensure workers are advised of the existence of any potential or actual danger to the health or safety of which the supervisor is aware (27.2.a).
- Supervisors must ensure workers are provided with written instructions as to the measures and procedures to be taken for their protection (27.2.b).
- Supervisors must ensure every precaution reasonable in the circumstances is taken for the protection of a worker. (27.2.c)

Per our Company:

- Develop and demonstrate a positive “health and safety” attitude and working climate.
- Be interested in and involved with the organization’s health and safety policy and program.
- Implement, support, and enforce the Health and Safety Policy and Program at all levels.
- Communicate with management on Ministry of Labour requirements such as notices of accidents and injuries.
- Uphold safety rules and procedures and support enforcement including disciplinary action.
- Develop a working relationship with the Worker Health and Safety Representative and support the role.
- Review the site Health and Safety program with employees and subcontractors before they start work, identifying responsibilities and promoting cooperation.
- Ensure that workers are trained in safe work practices and job safety requirements associated with a particular job process and provide written instructions where appropriate.
- Correct unsafe acts and unsafe conditions.
- Report and investigate all injuries, illnesses, incidents to employees and guests and any property damage or loss of process.
- Ensure that a maintenance program for any equipment and machinery in the workplace is completed on a timely basis.
- Review each worker's PPE using the Monthly PPE Inspection Checklist.
- Ensure first aid or medical aid is provided to employees when necessary.
- Implement emergency plans when necessary and ensure that workers have been properly trained to comply.
- Inform management of any known occupational health and safety concerns.
- Regularly evaluate worker performance and provide periodic feedback with respect to Health and Safety.
- Prepare fire protection and emergency response plans.

11. Employer Responsibilities

Per the Occupational Health and Safety Act (OHSA) that apply to our Company:

- At a workplace where the number of workers regularly exceeds 5, the employer shall cause the workers to select at least one Worker Health and Safety Representative from among the workers at the workplace. This representative must not exercise managerial functions (8.1).
- The employer and workers shall provide the worker health and safety representative with such information and assistance as the representative may require for the purpose of carrying out an inspection of the workplace (8.9)
- Respond to written recommendations received from the Worker Health and Safety Representative within twenty one days (8.12).
- A response to written recommendations received from the Worker Health and Safety Representative shall contain a timetable for implementation of recommendations that the employer agrees with and reasons why or a reason why the employer disagrees (8.13).
- The Employer is required to pay the Worker Health and Safety Representative for time spent carrying out the required health and safety duties (8.14).
- Provide equipment, materials and protective devices (e.g. guards on machines, safety harnesses, eye wash stations, gloves, etc.) as required (25.1.a).
- Ensure equipment, materials and protective devices provided are maintained in good condition and used safely, as prescribed/required (25.1.b+d).
- Ensure floor, roof, wall, support (ladder, scaffold, lift, etc) are safely capable of supporting loads (25.1.e).
- Provide information, instruction and supervision to workers to protect the health and safety of the worker (25.2.a).
- In the event of a medical emergency, upon request, provide information, including confidential business information to a legally qualified medical practitioner, and to such other persons as may be required by law (25.2.b).
- Appoint competent supervisors. Definition of competent; is qualified because of knowledge, training and experience to organize the work and its performance, is familiar with the OHSA and regulations that apply to the work, and has knowledge of any potential or actual danger to health or safety in the workplace (25.2.c).
- Acquaint workers or a person in authority over a worker with any hazard in the workplace and in the handling, storage, use, disposal and transport of any article, device, equipment or a biological, chemical or physical agent (25.2.d).
- Ensure that a Worker Health and Safety Representative is elected and maintained. This representative must receive assistance and co-operation in the carrying out of their functions (25.2.e).
- Only employ workers over the age of 15 (25.2.f).
- Not knowingly permitting in or about the workplace anyone under the age of 15 (25.2.g).
- Take every precaution reasonable in the circumstances for the protection of a worker (25.2.h).
- Post a copy of the Occupational Health and Safety Act and Industrial Regulations in an accessible workplace location (25.2.i).
- Prepare and review at least annually a written Health and Safety Policy and develop and maintain a program to implement the policy (25.2.j).
- Post a copy of the current Health and Safety Policy in an accessible workplace location (25.2.k).
- Provide to the Health and Safety Representative, the results of a report respecting occupational health and safety that is in the employer's possession and if that report is in writing, a copy of the portions of the report that concern occupational health and safety (25.2.l).
- Advise employees of the results of a report respecting occupational health and safety and, if the report is in writing, make copies available to them on request (25.2.m).

12. Management Health and Safety Representative Responsibilities

Per our Company:

- Cause a Joint Health and Safety Committee (JHSC) to be established and represent management on the committee.
- The JHSC is to consist of the Management and Worker Health and Safety Representatives.
- Manage all employer and supervisor responsibilities per the Occupational Health and Safety Act and the company Health and Safety Policy and Program.
- Document all training.
- Keep accurate Health and Safety records.
- Attend at least one JHSC meeting at a project each year.
- Review training plans for Health and Safety and ensure that appropriate training is carried out.

13. Worker Health and Safety Representative Responsibilities

Per the Occupational Health and Safety Act (OHSA) that apply to our Company:

- Inspect the workplace at least monthly (8.6).
- Schedule workplace inspections with the company (8.8).
- Identify situations that may be a source of danger or hazard to workers and make recommendations (8.10).
- Obtain information concerning the conducting or taking of tests of any equipment, machine, device, etc., in or about the workplace for the purpose of occupational health and safety (8.11.a).
- To be consulted about or present when testing is being performed if the representative believes that presence is required to ensure that testing results are valid (8.11.b).
- To obtain information respecting the identification of potential or existing hazards (8.11.c.i).
- To obtain information respecting the health and safety and work practices in similar or other industries (8.11.c.ii).

Per our Company:

- Follow the guidelines outlined in the Occupational Health and Safety Act and the company Health and Safety Policy and Program.
- Report hazards and make written recommendations to management.
- Attend and participate in Health and Safety Meetings.
- Assist in reviewing and implementing the Health and Safety Policy and Program.
- Assist in accident investigation and reporting.
- Review data, forms, and reports and make recommendations to management.
- Provide advice and recommendations to management on health and safety programs in general and for any items not already identified. Recommend corrective action, listing suggested solutions.
- Written recommendations are submitted to the employer.
- Encourage fellow employees to work safely and to report hazardous or unsafe conditions immediately to their supervisors.
- Identify areas of health and safety training for all employees.
- Be available to accompany a Ministry of Labour Officer on his/her inspection tour of the workplace.

14. Joint Health and Safety Committee Terms of Reference.

Terms of Office

The term of office is two (2) years for management and worker members. Should Pro-Able wish to reappoint its management member or should either member resign from the committee, a minimum of 60 day's notice would be appreciated to identify and train the replacement.

Number of Representatives

The Ontario Occupational Health and Safety Act requires that workplaces of 20-49 workers have at least two representatives; one management representative and one worker representative. The management representative is appointed by Pro-Able's senior management team and the worker representative is elected in a confidential vote by workers who are represented by the worker representative.

Election Process

There is a call for nominations at least one month prior to the end of each term of office and then a communication regarding nominees and voting procedures. Should a member resign or leave Pro-Able employment, a call for nomination for a replacement will be issued as soon as possible.

Representation

There must never be more than one-half of the committee representing the management team of Pro-Able. Outside resources may be called upon to provide information or advice to the committee upon request.

Meetings

Meetings are held bi-monthly and each meeting will have co-chairs from management and worker representatives. All meetings will be preceded with an agenda and followed by minutes within 48 hours of each meeting. Minutes will be posted on the lunchroom bulletin board, saved in the Health and Safety/JHSC folder and may also be circulated electronically to Pro-Able employees upon request.

Roles of Committee Representatives

- Attend regular meetings
- Conduct thorough, assigned workplace inspections
- Participate in certification training (if required)
- Performs other related duties as assigned

Selection and Role of Joint Health and Safety Coordinator

This role is a best practice as opposed to a minimum requirement under the Occupational Health and Safety Act. This individual can be appointed by senior management of Pro-Able. The primary role of the individual is to act as a resource and advisor to the Joint Health and Safety Committee and senior management.

15. Subcontractor Responsibilities

Per the Occupational Health and Safety Act (OHSA) and our Company:

- Ensure all work is completed in accordance with the Occupational Health and Safety Act and the company Health and Safety Policy and Program.
- Make it clear to all of its employees that failure to comply can result in termination of contract.
- Provide training in the requirements of H&S program.
- Provide, inspect, and maintain personal protective equipment (PPE) as required for direct-hire employees.
- Monitor site conditions daily.
- Record and report where required as an employer all injuries, accidents, and near misses.
- Clean up work areas at least daily.
- Provide site-specific training as required.
- Provide compensation and time necessary to employees who participate on the JHSC.
- Provide adequate facilities (toilets, wash-up, tool storage, first aid, etc.) for employees. Notify Pro-Able Coordinator of any lost-time injuries, medical aid cases, and reportable occurrences on the project.
- Cooperate in accident investigation and reporting.

16. Reporting Hazards

All employees are responsible for reporting any hazardous acts or conditions that may exist in the workplace to their supervisor immediately. The workplace supervisor is responsible for responding to the employee's concern and ensuring that the hazardous condition is resolved.

If you discover a hazardous situation:

- The employee will report the hazardous act or condition to the supervisor immediately.
- The supervisor is expected to deal with the matter promptly, consult with others as needed, and advise the employee of the plan to resolve the matter.
- If the supervisor is unable to resolve the concern, the supervisor will bring it to the attention of the owner.
- If the employee's concern is not resolved after a reasonable period of time, the employee is encouraged to bring the concern to the attention of the Worker Health and Safety representative.
- The Worker Health and Safety Representative and the employee's supervisor are responsible for ensuring the employee is informed of the steps taken to resolve the concern.

17. Daily Workplace Inspections

Workers must ensure that before using any personal protective equipment (PPE), tools, machinery/equipment or vehicle, a visual inspection should be completed to check for any abnormalities. Any malfunctions or unusual conditions that occur during use of the equipment must be reported immediately. If you are unfamiliar with a piece of equipment, contact your supervisor for further instruction. If PPE is damaged, see your supervisor for replacement.

Forklift must be inspected at the start of each shift and any issues on the Forklift Checklist are reported to the pertinent supervisor.

All substandard, unsatisfactory conditions or hazards are to be documented and reported using the HEALTH & SAFETY – HAZARD REPORT.

18. New Equipment

All new equipment brought in to the workplace will be inspected prior to use.

The employer and the workers who will use the equipment shall conduct the inspection. The pre-use inspection will be documented and maintained in the equipment file.

A schedule for regular maintenance inspections shall be determined in consultation with the manufacturer's directions and added to this program.

The employer will consult Section 7 of the Industrial Regulations and ensure compliance prior to purchasing or installing any new company equipment.

19. Monthly Workplace Inspections

The **Worker Health and Safety Representative** is responsible to perform these inspections. The purpose of these inspections is to identify health and safety hazards, equipment maintenance issues, hazard control effectiveness, training needs and housekeeping issues.

- Prepare for inspection by reviewing previous reports.
- Wear the required PPE.
- Use Monthly Workplace Inspection Checklist as a guide to conduct a thorough inspection with the supervisor of each area.
- All substandard, unsatisfactory conditions or hazards are to be documented and reported using the HEALTH and SAFETY HAZARD REPORT.
- Recognition of good practices and adherence to procedures should also be noted.
- Suggestions for resolving items noted on the inspection to be documented on the Workplace Inspection Report.
- Take corrective action immediately when necessary.
- Workplace Inspection Report must be submitted to the Management Health and Safety Representative (MHSR) once the inspection is complete.
- The MHSR will review the Workplace Inspection Report and initiate/plan appropriate corrective action where necessary within one week.
- The MHSR will post a copy of the completed Workplace Inspection Report identifying action taken to resolve hazards noted during the inspection.
- Copies of the completed Workplace Inspection Report will be:
 - 1) Posted on the Health and Safety Board
- Maintained on file in the Company Information Binder

20. Injury/Illness/Incident Reporting and Investigation

The following occurrences will be investigated to prevent recurrence:

- Injury
- Occupational illness
- Property damage
- Near miss

If an injury, occupational illness, property damage or near miss incident occurs:

1) It must be reported to the supervisor.

- The supervisor will ensure the safety of employees, public, equipment and facilities from further injury or damage and follow the steps laid out in this procedure.

There are four categories of injuries:

- No Treatment
- First Aid
- Health Care
- Critical

No Treatment Injury:

A 'No Treatment Injury' occurs when there is an injury that does not require any treatment (e.g., bruised finger, scrape, etc.).

1) The employee will report the injury to the supervisor.

- The supervisor will ensure that a First Aid Report form is completed and distributed as follows: white-personnel file, pink-supervisor, blue-Completed First Aid Report folder, which is located at the Main First Aid Station.

First Aid Injury:

A 'First Aid Injury' is an injury that can be treated at the work site and does not require treatment from a health care professional (cut finger that requires a band-aid only, etc.).

1) The employee will report the injury to the supervisor.

- First aid treatment will be provided.
- The supervisor will ensure that a First Aid Report form is completed and distributed as follows: white-personnel file, pink-supervisor, blue-Completed First Aid Report folder, which is located at the Main First Aid Station.

Health Care Injury:

A 'Health Care Injury' is an injury that requires treatment (e.g., a cut finger that requires stitches, etc.) from a health care professional (e.g., physician, chiropractor, etc.) but is not of a critical nature.

A supervisor is to arrange for:

- 1) First aid treatment.
- 2) Completion of a First Aid Report form and distribution as follows: white-personnel file, pink- supervisor, blue- Completed First Aid Report folder, which is located at the Main First Aid Station.
- 3) Transportation (taxi, ambulance, etc.) of the employee to a location where professional health care can be delivered (doctor's office, Walk-in Clinic, Hospital, etc.).
- 4) The Functional Abilities Form to be taken to the attending physician. The Functional Abilities Form will list the worker's restrictions, if any, to aid in returning the worker to work.
- 5) The employee will fill out an Employee Injury/Illness/Incident Report and hand in to their supervisor, as soon as possible following treatment.
- 6) The supervisor is to conduct an investigation using the Health and Safety Injury/Illness/Incident Investigation Report immediately, or as soon as possible following the notification of the injury.
- 7) The supervisor will notify the employer that a Health Care injury has taken place and that a WSIB Form 7 must be submitted to WSIB within 3 days of the injury.
- 8) Darlene Riddolls will submit a Form 7 to WSIB within 3 days of the injury.

Critical Injury:

A 'Critical Injury' is an injury of a serious nature that:

- Places life in jeopardy produces unconsciousness
- Results in substantial loss of blood
- Involves the fracture of a leg or arm but not a finger or a toe
- Involves the amputation of a leg, arm, hand, foot, but not a finger or a toe
- Consists of burns to a major portion of the body
- Causes the loss of sight in an eye

The supervisor is to arrange for:

- 1) First aid treatment for the injured employee and record treatment in the First Aid Report Book, which is located at the Main First Aid Station.
- 2) Transportation (taxi, ambulance, etc.) of the employee to a location where professional health care can be delivered (e.g., hospital, etc.)
- 3) Immediate notification of the Ministry of Labour, Worker Health and Safety Representative and the Management Health and Safety Representative.
- 4) Functional Abilities Form to be taken to the attending physician (ideally by the injured worker). The Functional Abilities Form will list the worker's restrictions, if any, to aid in returning the worker to work.
- 5) The employee will fill out an Employee Injury/Illness/Incident Report and hand in to the supervisor as soon as possible following treatment.
- 6) The supervisor is to conduct an investigation using the Supervisor's Injury/Illness/Incident Report immediately, or as soon as possible, following the notification of the injury. The Ministry of Labour must receive a report within 48 hours when a person is killed or critically injured – see Section 51 of the OHS Act for details.
- 7) Pro-Able will submit a WSIB Form 7 to WSIB within 3 calendar days of the injury.

Conducting the Investigation:

Investigations will be conducted by the Supervisor, with the assistance of the Worker Health and Safety Representative and the Management Health and Safety Representative.

Findings will be documented on the Employee Injury/Incident Report whenever any of the following occur:

- Health Care
- Critical Injury
- Fatality
- Fire or Explosion
- Injury/illness/incident/property damage involving possible public liability
- Other injury/illness/incident/property damage

When conducting the investigation, it is important to:

- Preserve the injury/illness/incident/property damage scene where practical and possible identify and interview all witnesses separately or others having knowledge of the accident/incident
- Interview the injured employee where practical and possible
- Identify all primary/secondary causes
- Identify all primary/secondary unsafe actions
- Identify all primary/secondary hazardous conditions
- Complete the investigation within 48 hours of the occurrence

Copies of the Employee Injury/Incident Report will be:

- 1) Given to the supervisor's manager to be reviewed and kept on file.
- 2) Posted on the Health and Safety Bulletin Board.
- 3) Given to the Worker Health & Safety Representative for review.
- 4) Given to the Management Health & Safety Representative for review.

Corrective Actions:

- Corrective actions will be completed as soon as practicable by, or assigned by the supervisor.
- Confirmation of completed corrective action, if any, must be noted on the investigation form.

21. General Information in Case of Emergency

In an emergency, the number one priority is the minimization of injury and/or damage to people and property and a quick recovery to normal business operation. The emergency plan outlines the procedure for a coordinated, safe and orderly evacuation of the building in the event of an emergency. Following the proper procedure will ensure the safety of all personnel at all times.

In the event of a fire, Pro-Able assumes full control of the building. If the President of Pro-Able is unavailable, the Management Health and Safety Representative takes control. Everyone must follow the instructions of the person in charge. Failure to do so will result in disciplinary action.

The responding emergency department will take complete charge of the situation upon arrival. Only the officer in charge shall authorize re-entry of the building.

Evacuation of the building must be a disciplined process based on an understanding of the emergency procedures, knowledge of the floor layout, the exits and the location and proper use of the fire extinguishers.

22. Emergency Response Plan Review

This plan must be thoroughly studied and reviewed at a minimum of every year by all those concerned. Records of annual drills will be kept on file. A post drill de-briefing will take place to analyze the exercise and correct any deficiencies.

Periodic updates of the plan must be made as necessary.

23. Emergency Response In Case of Fire

- 1) If you feel the fire can be contained and you have had training in the operation of a fire extinguisher, obtain a fire extinguisher and attempt to extinguish the fire by using short bursts at the base of the flame. Use extreme caution to avoid being trapped by the fire.
- 2) Stop trying to extinguish the fire if you feel it cannot be contained.
- 3) The code to be used to announce a fire over the Paging system is "CODE RED"
- 4) Call 911.
- 5) Notify your supervisor.
- 6) Exit the building immediately in a calm fashion.
- 7) Meet at the first east to west ball diamond fence to the north of the building for a head count. Remain at the meeting location until released by management. Never leave the premises without permission. All employees must be accounted for. No exceptions are permitted.

Should injuries occur during an evacuation, the person must be taken outside the building and provided with first aid.

24. Emergency Response In Case of Medical Emergency

- Render first aid if trained.
- The code to be used to announce a medical emergency over the Paging system is "CODE BLUE".
- The first person to the scene trained in first aid shall take charge of the scene and direct other parties to:
 - 1) Call for an ambulance if necessary.
 - 2) Assist with rendering first aid.
 - 3) Wait for the ambulance and direct them to the scene.
 - 4) Get the name of the hospital where the injured person is being taken.
 - 5) Isolate the accident scene.

The supervisor must notify the Ministry of Labour if the accident is a critical injury as defined under Regulation 834 of the Occupational Health and Safety Act.

25. Emergency Response In Case of Chemical Spill

- In the event of a chemical spill, notify your supervisor immediately.
- Do not go near the chemical.
- Warn other employees in the immediate area.
- The supervisor will decide whether evacuation is necessary.
- The code to be used to announce an emergency evacuation over the Paging system is "CODE BLACK".
- If necessary, follow the evacuation procedure for a fire emergency. The supervisor shall inform the fire department if necessary.
- Render or seek first-aid as necessary.

26. Emergency Response In Case of Gas Leak

- The code to be used to announce an emergency evacuation over the paging system is “CODE BLACK”.
- Notify your supervisor immediately.
- Turn off the main gas supply line.
- Eliminate all sources of ignition.
- If possible, ventilate the area by opening all the doors and windows.
- Follow the evacuation procedure for a fire emergency.
- Call 911 and Union Gas from outside the building.

27. Emergency Response In Case of Explosion

- Explosions include those caused by leaking gas, faulty equipment or flammable vapors.
- Take immediate shelter wherever possible that will offer protection against flying glass or debris.
- Lie on the floor face down and cover your face and head with your arms.
- Remain under cover until the effects of the explosion have subsided.
- The code to be used to announce an emergency evacuation over the paging system is “CODE BLACK”.
- Follow the evacuation procedure for a fire emergency.
- Render or seek first aid as necessary.
- Call 911 from outside the building.

28. Eye Wash Station

The eye wash station is located in the lunch room as well as in the shop (Northeast corner). If you get something in your eye, yell for assistance and go to the eye wash station and rinse eyes. Continue to rinse eyes until the object/substance is removed or a determination is made by the first aid attendant to seek medical assistance. This usually takes 15 minutes. Ask the First Aider or designate to see the relevant M.S.D.S. available for details.

29. Fire Extinguisher Locations

- 1-In each company vehicle
- 1-Main Entry Interior (lobby side, beside door)
- 1-Stock room
- 1-Lunch Room
- 1-Office/Warehouse Corridor
- 1-Outside Communications/Server Room/Key Room
- 1-Rear Man Door
- 1-On rack beside air compressor
- 2-North Fabrication Shop Wall (1-west end, 1-east end)

In order to avoid fire hazards, follow these precautions:

- Do not put burning materials such as ashes into the garbage containers
- Do not dispose of flammable liquids in garbage containers
- Dispose of oily rags in the fireproof disposal unit
- Do not use unsafe electrical appliances, frayed extension cords, over-loaded outlets
- Do not weld or cut in areas not designated for this purpose
- Do not block fire exit doors
- Do not leave articles such as shoes, boots, mats, boxes, etc. in the building halls or corridors

30. First Aid Kits

The Main First Aid Kit is located in the Lunch Room. There is also a kit in each company vehicle. First Aid items are supplied by the company for proper/emergency use only.

A record must be maintained of all visits to the First Aid Station on the First Aid Report. Completed reports are to be filed in the Completed First Aid Report folder. The Joint Health & Safety Committee worker representative inspects all equipment and supplies on a monthly basis.

At the Main First Aid Kit, in the lunch room, you will find:

- 1-First Aid Kit
- 2-Blankets
- 1-Stretcher
- 1-An inspection card which records the most recent inspection of the First Aid Kit and the signature of the person making the inspection
- 1-Copies of the First Aid Certificates of all trained workers
- 1-WSIB (form 82) Poster "IN ALL CASES OF INJURY/DISEASE"
- 1-First Aid Regulation (WSIB Regulation 1101)
- 1-A record book for recording visits to the First Aid Station

31. Health and Safety Bulletin Board

The Health and Safety Bulletin Board is located in the company lunch room.

The following are posted on the Health and Safety board:

- 1) A current copy of the company Health and Safety Policy.
- 2) A copy of the Occupational Health and Safety Act and Industrial Regulations (little green booklet).
- 3) Pocket Extracts from the Occupational Health and Safety Act.
- 4) WHMIS Regulation and WHMIS symbols.
- 5) Emergency Phone Numbers.
- 6) A poster entitled "In All Cases of Injury/Disease" which outlines employer and worker responsibilities in the event of workplace injury or disease.
- 7) Copies of the most recent workplace inspection form.
- 8) Annual Health and Safety Action Plan.
- 9) Other notices/information regarding Health and Safety.

This information is there for your use. However, these items must be posted on the Health and Safety board AT ALL TIMES, so please do not remove them.

32. Health and Safety Practices and Procedures

Any Equipment Unfamiliar to You

If you have not received training to use a piece of equipment properly and safely, you must not use it until training is received.

If you notice any defects or maintenance problems with any piece of equipment, you must notify your supervisor immediately. Do not use the equipment until the problem has been fixed.

Cigarettes and Lighters:

- NO SMOKING IN BUILDING OR COMPANY VEHICLES.
- For all staff performing welding, cutting, grinding, or producing flames or sparks in any way; these items must not be kept on your person (i.e. in pockets).

Clothing:

- All staff must wear shirt and pants at all times. No cut-offs, frays, holes or muscle shirts.
- All hourly staff must wear long-pants at all times.

Control of Hazards

A workplace hazard can be controlled in many different ways, depending on the nature of the hazard and on the work process that causes it.

Each control measure must meet several requirements:

- It must adequately control the hazard
- It must allow workers to do their jobs without undue discomfort or distress
- It must protect every worker who might be exposed to the hazard
- It must not create a hazard in the surrounding community

Control at the source:

This means that the hazard is eliminated from the workplace altogether or isolated completely from the worker. This is the most effective control method.

Control along the path:

Examples of control along the path of the hazard are: ventilation, barriers and housekeeping.

Control at the worker:

There are two kinds of worker controls; personal protective equipment (PPE) and administrative controls (scheduling of work, etc.).

Control at the worker is the least satisfactory control method because it is applied farthest from the source and does not eliminate the hazard from the workplace. If the control at the worker fails, an injury may result.

Electrical:

- All electrically powered equipment and power cords must be in good condition.

Electric and Air Powered Tools:

- Inspect tools before use and if found not to be in good working condition DO NOT USE and complete an EQUIPMENT OUT OF SERVICE FORM immediately.
- Only use power tools as intended by the manufacturer.
- Use only the attachments that the manufacturer recommends for the tools you are using.
- Be careful to prevent hands, feet, or body from injury in case the machine slips or the tool breaks.
- Reduce physical fatigue by supporting heavy tools with a counter-balance wherever possible.
- Use the proper hose and fittings of the correct diameter.
- Check hoses/cords regularly for cuts, bulges and abrasions.
- Blow out the air line before connecting a tool. Hold hose firmly and blow away from yourself and others.
- Make sure that hose/electrical connections fit properly and are equipped with a mechanical means of securing the connection (e.g., chain, wire, or positive locking device).
- Attach the male end of the connector to the tool, NOT the hose.
- Do not operate the tool at a pressure above the manufacturer's rating.
- Turn off the air pressure to hose when not in use or when changing power tools.
- Unplug (disconnect power supply) when not in use or when changing power tools.
- Do not carry a pneumatic/electrical tool by its hose/cord.
- Avoid creating trip hazards caused by hoses/cords laid across walkways or curled underfoot.
- Do not use compressed air to blow debris or to clean dirt from clothes. Cleaning clothes with compressed air is dangerous.

Flammable Materials:

- Ensure proper care, storage and disposal.
- Flammable materials must be kept out of welding/fabrication areas.

Food & Drinks:

- These items must be consumed in a clean environment (lunch room) and are not to be consumed in production and warehouse areas.

Forklift:

- This unit must be operated by authorized staff members only.
- This unit is to be inspected daily before use.

Gas Cylinders:

- Must be secured in place with safety chains at all times.

Gloves-Work:

- Must be worn when handling metal, glass or similar hazardous items.

Gloves-Welding/Leather:

- Must be worn at all times when welding and/or grinding.

Hard Hats:

- CSA or ANSI standard Class B or Class E head protection must be worn on all job sites.

Hearing Protection:

- Must be worn by all staff that work in the Shop and Warehouse areas.

HM Saw:

- This unit must be operated by authorized staff members only.
- This unit is to be inspected daily before use by the first operator to use.

HM Press:

- This unit must be operated by authorized staff members only.
- This unit is to be inspected daily before use.

33. Hot Weather Work Plan

1. Shop / Warehouse humidex readings shall be monitored from May 1 to September 30.
2. The thermal hygrometer used to calculate humidex readings shall be installed on the East Shop wall above the eyewash station.
3. Using the first table below, shop staff shall calculate the humidex reading 4 times daily: prior to commencing work, and immediately following both scheduled breaks and lunch.
4. All staff working in the Shop / Warehouse area shall abide by the required response that is outlined in the second table below.
5. Should the humidex reading reach 34 or greater, the Management Safety Representative shall be notified and humidex readings shall be taken hourly. The Management Safety

Representative shall ensure that all staff working in the Shop / Warehouse area abides by the required response that is outlined in the second table below. Breaks as required shall not take place in air conditioned areas to avoid thermal shock. Announcements shall be made by intercom as required.

	100	95	90	85	80	75	70	65	60	55	50	45	40	35	30	25	20	15	10		
45 °C																	50	47	45		
44 °C			Cross reference Temperature with														49	46	43		
43 °C			Humidity for HUMIDEX READING															49	47	45	42
42 °C															50	48	46	43	41		
41 °C															48	46	44	42	40		
40 °C														49	47	45	43	41	39		
39 °C													49	47	45	43	41	39	37		
38 °C												49	47	45	43	42	40	38	36		
37 °C											49	47	45	44	42	40	38	37	35		
36 °C									50	49	47	45	44	42	40	39	37	35	34		
35 °C								50	48	47	45	43	42	40	39	37	36	34	33		
34 °C							49	48	46	45	43	42	40	39	37	36	34	33	31		
33 °C					50	48	47	46	44	43	41	40	39	37	36	34	33	32	30		
32 °C			50	49	48	46	45	44	42	41	40	38	37	36	34	33	32	30	29		
31 °C	50	49	48	47	45	44	43	42	40	39	38	37	35	34	33	32	30	29	28		
30 °C	48	47	46	44	43	42	41	40	39	37	36	35	34	33	31	30	29	28	27		
29 °C	46	45	43	42	41	40	39	38	37	36	35	33	32	31	30	29	28	27	26		
28 °C	43	42	41	40	39	38	37	36	35	34	33	32	31	30	29	28	27	26			
27 °C	41	40	39	38	37	36	35	34	33	32	31	30	29	28	27	26	25				
26 °C	39	38	37	36	35	34	33	33	32	31	30	29	28	27	26	25					
25 °C	37	36	35	34	33	33	32	31	30	29	28	27	26	26	25						
24 °C	35	34	33	33	32	31	30	29	28	28	27	26	25								
23 °C	33	32	31	31	30	29	28	28	27	26	25										
22 °C	31	30	30	29	28	27	27	26	25	25											
21 °C	29	29	28	27	26	26	25														

HUMIDEX READING	RESPONSE
25 – 29	workers shall drink water on an “as needed” basis
30 – 33	in addition to above, workers shall be encouraged to drink extra water and monitor for symptoms of heat exhaustion/stroke (as listed below)
34 – 37	in addition to above, workers shall drink extra water, humidex readings shall be taken hourly
38 – 39	in addition to above, workers shall take a 15 minute break for every hour worked and consume 1 cup of water every 20 minutes, a hot weather alert sign shall be posted at Shop / Warehouse entrances
40 – 41	in addition to above, workers shall take a 30 minute break every hour worked
42 – 44	in addition to above, workers shall take a 45 minute break every hour worked
45 +	work shall cease until humidex reading drops below 45

Symptoms of heat exhaustion often begin suddenly and include: feeling faint; nausea; ashen appearance; rapid heartbeat; low blood pressure; hot, red, dry or sweaty skin; a low-grade fever, generally less than 40°C.

Symptoms of heat stroke include: a markedly elevated temperature, generally greater than 40°C; hot, dry skin; changes in mental status ranging from personality changes to confusion and coma; rapid heartbeat; rapid and shallow breathing; elevated or lowered blood pressure; cessation of sweating; irritability, confusion or unconsciousness; fainting.

Job-Site Safety:

- Always ensure that the site is safe for both you and others.
- In addition to site specific Safety Rules, all above Safety Rules apply when on site.
- Mark the site safely with caution tape and/or signs as required.

Ladders/Climbing (also see Working at Heights):**

- Use appropriate step stools or ladders to reach high places.
- Inspect the ladder for defects or damage prior to use.
- Keep the area at the base of the ladder clear.
- Make sure the spreader arms lock securely in the open position.
- Stand no higher than the second step from the top of a ladder.
- Never stand on the top step, the top, or the pail shelf of a step ladder.
- When climbing up or down a step ladder, always face the ladder and maintain 3-point contact.
- Never straddle the space between a step ladder and another point.
- Do not use an unopened step ladder as a straight or extension ladder.
- Do not stand on any elevated object other than a ladder, step stool, scaffold or other approved elevated device.
- Store ladders/step stools in their assigned location when not in use.
- Only qualified/trained staff is to work more than 10 feet above ground.
- Harness and Lanyard must be used when 10 feet or more above ground.

Leather Aprons:

- Must be worn by staff working in the Fabrication area.

Lifting:

- Care must always be exercised whenever lifting, even when lifting lightweight items.
- Always bend your knees and lift by straightening your knees, being sure to keep your back straight.
- If it is necessary to lift or move something that is in an awkward place, get help.
- Do not lift anything that is too heavy for you, get help.
- If you need to turn, be sure to move your feet, do not twist.
- Lifting Belts are available and recommended for use.

34. Lock-Out/Tag-Out Procedure

The following procedure establishes the minimum requirements for Lockout/Tagout of energy sources that could cause injury to personnel. All employees will comply with these procedures. All equipment and/or circuits will be locked out to protect against accidental or inadvertent operation when such operation of the equipment and/or circuits could cause injury to personnel. Do not attempt to operate any switch, valve, or other energy isolating device bearing a lock. Any employee found to be working, or causing others to work on, equipment and or/circuits that, in the opinion of management should have been locked out, will be subject to severe disciplinary actions up to and including termination.

Lockout Responsibility:

All hourly/production staff is responsible to properly lockout equipment and/or circuits. When on site, this is the responsibility of the Site Supervisor/Foreman, however, this does not alleviate field employees from insuring that proper lockout procedures are followed at all times. Lead hands/Supervisors must ensure that each worker is properly instructed in the safety significance of lockout procedures.

Preparation for Lockout of Circuits and Equipment:

Employees will be certain as to which switch, valve, or other energy isolating devices apply to the equipment and/or circuits being locked. More than one energy source (electrical, mechanical, or

others) may be involved. Any questionable identification of sources will be cleared by the supervisor, or when on site, the Site Supervisor/Foreman. When on site, authorization from the customer and/or site supervisor must be obtained before lockout commences.

Sequence of Lockout Procedures:

Special Note: In the following steps, when more than one individual is involved with the required lockout of equipment and/or circuits, each individual involved will place their own personal lock on the energy isolating devices. A lock for each involved is the preferred method for locking out energy sources. If this is not feasible, the designated individual with complete knowledge of who is involved may be designated as the individual responsible for carrying out all steps of the lockout procedure. That individual will inform all involved when it is safe to work on the equipment and/or circuits. Additionally, the designated individual will not remove a lock until it has been verified that ALL individuals are clear.

- 1) Notify all affected individuals that a lockout is required and the reason therefore.
- 2) If the equipment is in operation, after obtaining approval, shut it down by the normal stopping procedures.
- 3) Operate the switch, valve, or other energy isolating devices so that all energy sources (electrical, mechanical, hydraulic, etc.) are disconnected or isolated from the equipment and/or circuits. Stored energy, such as that in capacitors, springs, elevated machine members, rotating flywheels, hydraulic systems, and air, gas, steam, or water pressure, etc., must also be dissipated or restrained by methods such as grounding, repositioning, blocking, bleeding down, etc.
- 4) All affected individuals are then required to lockout the energy devices with their individual lock.
- 5) After insuring that no personnel are exposed, ensure all energy sources are disconnected by operating the push button or other normal operating controls to make certain the equipment will not operate. In the event that electrical circuits have been locked out, insure that the circuits are de-energized by applying an appropriate voltage tester that itself has been tested on live circuits. Be sure to return all operating controls to the neutral position.
- 6) The equipment and/or circuits are now locked out.
- 7) When the job is complete and the equipment or circuits are ready for testing or normal service, check the equipment and/or circuits to insure that no one is exposed.
- 8) When the equipment and/or circuits are clear, remove all locks. The energy isolating devices may be operated to restore energy to the equipment and/or circuits.

Personal Protective Equipment (PPE):

- This equipment must be stored in your locker when not in use.
- This equipment must be used as required.
- This equipment must be inspected daily/regularly and maintained in good condition.
- Defects requiring replacement must be reported to your supervisor.

Safety Footwear:

- All staff working in Truck Driving and Warehouse must wear CSA approved, grade 1, green patch, safety BOOTS at all times.
- All staff working in the Service Department or Fabrication Shop must wear CSA approved, grade 1, green patch, burn resistant (leather) safety BOOTS at all times.
- All staff visiting job sites must wear CSA approved, grade 1, green patch, safety BOOTS at all times.
- Laces must be tied at all times.

Safety Glasses:

- Must be worn at all times by all staff in the fabrication area.
- Must be worn at all times when performing any labour task requiring the use of any type of tool or equipment regardless of location.
- Must be kept clean at all times.

Safety Glasses and Face Shield must both be worn when:

- Cutting or Grinding wood or metal with tools such as Jig/Reciprocating-Saws, Circular Saws, etc.
- Drilling, grinding, sanding, etc. overhead.

Signs and Barricades:

- Employees are required to post signs, tape and barricades to warn the public of potentially hazardous conditions.
- Must be obeyed by workers and visitors.
- Signs and symbols required shall be visible at all times when work is being performed, and shall be removed or covered promptly when the hazards no longer exist.
- Danger signs shall be used only where an immediate hazard exists.
- Caution signs shall be used only to warn against potential hazards or to caution against unsafe practices.
- Safety signs shall have a yellow background and a black panel with yellow letters. Any letters used against the yellow background shall be black.
- Exit signs are to have legible red letters.
- Safety instruction signs shall have a white background with a green upper panel and white letters that convey the principal message. Any additional wording on the sign shall be in black letters on the white background.
- Directional signs, other than automotive traffic signs, shall have a white background with a black panel and a white directional symbol. Any additional wording on the sign shall be in black letters on the white background.
- Accident prevention tags shall be used as a temporary means of warning employees of an existing hazard, such as defective tools, equipment, etc. They should not be used in place of, or as a substitute for, accident prevention signs.
- Do not remove or destroy any sign, tags, signal or barricade unless you have the permission of the employee who places it, or the supervisor.

Spills:

- If a spill occurs, have a coworker stand guard at the spill. Immediately get a mop, broom, etc. to clean up the spill.
- Do whatever is necessary to ensure that no one could encounter the spill, until it is cleaned up (e.g., a person stand guard, yellow hazard cones, yellow caution tapes, etc).

Vehicles/Driving:

- Ensure Vehicles are always in good condition.
- Checklist must be completed daily before use and defects reported to your supervisor immediately.
- Checklist must be completed as required.
- Vehicles must always be locked when unattended.
- You must always drive safely and courteously. Always be prepared to help others. Drivers must have a valid driver's license.

Visitors/Customers:

- Employees are required to ensure the safety of visitors and customers.
- Employees are to ensure that visitors and customers comply with this program.
- Employees are to ensure that visitors and customers are kept from hazardous or production areas whenever possible.
- In the event that a visitor or customer is in a hazardous or production area they must be accompanied by an employee.

Welding and Torch Cutting:

- When performing these tasks, employees must always wear proper Helmet or Goggles.
- Protective clothing, welding sleeves and/or aprons are to be worn without exposed pockets.
- Skin must not be exposed.

When Working During Off-Hours:

- Ensure all doors are locked while you are in the building.
- Another staff member must be in attendance if any machinery or equipment is to be used.

Work Areas:

- You must keep the work area clean, tidy and safe at all times.

Working at Heights (also see Ladders/Climbing):

- Only qualified/trained staff is to work more than 10 feet above ground.
- Harness and Lanyard must be used when 10 feet or more above ground.
- Only qualified/trained staff is to work with equipment such as lifts, zoom-booms and scaffolding.

35. Workplace Hazardous Materials Information System (WHMIS)

WHMIS is a Canada-wide system to provide employers and workers with information about the hazardous materials they work with on the job, in order to protect their health and safety. It does this by means of:

- Warning labels on containers of hazardous materials.
- Separate material safety data sheets providing further detailed information, known as Material Safety Data Sheets (MSDS).
- Worker training on how to use this information.

Hazardous Materials covered under WHMIS include six classes. Each class has its own symbol, WHICH MUST APPEAR ON THE SUPPLIER LABEL so that the hazard is easily identified.

Class A Compressed gas (e.g., acetylene, nitrogen, oxygen):



Class B Flammable and combustible material (e.g., solvents):



Class B Oxidizing material (e.g., epoxy hardeners):



Class D Poisonous and infectious material:

Division 1: Immediate and serious toxic effects (e.g., ammonia, carbon monoxide gas, carbon tetrachloride, some pesticides).

Division 2: Other toxic effects (e.g. asbestos, silica).

Division 3: Biohazard, infectious material.



Class E Corrosive material (e.g., acids and alkalis):



Class F Dangerously reactive material (e.g., acetylene):



There are two (2) types of WHMIS Labels:

- 1) Supplier Label
- 2) Workplace Label

Supplier Labels:

Any container of hazardous material brought into a Canadian Workplace must carry a supplier WHMIS label with a hatched border and printed in French and English.

Following are the components of a supplier label.

- **Product Identifier:** The name of the product which may be its common trade name, brand name, code name or code number.
- **Supplier Identifier:** The name of the supplier. (A distributor who buys from a supplier and re-sells without repackaging need not be mentioned on the supplier label).
- **MSDS Statement:** A statement to the effect that a MSDS is available for the product. For example: “SEE MATERIAL SAFETY DATA SHEET”.
- **Hazard Symbol:** One or more of the eight hazard symbols which apply to the product.
- **Risk Phrases:** These are descriptions of the effects which may result from exposure. They give further information about the hazard indicated by the symbol. For example “dangerous if inhaled.”
- **Precautionary Measures:** This section explains how to avoid the risks associated with the product. For example: “wear appropriate eye protection”.
- **First Aid Measures:** This section explains how to treat a person who has been overexposed to the product. For example “wash affected area under running water”.

Supplier labels are always surrounded by this distinctive border:

Example of Supplier Label:



It is important that it be distinctive and easily seen.

Workplace Labels:

Workplace labels are used on hazardous materials or their containers, instead of supplier labels, in the following circumstances:

- The material is produced in the workplace for use in the workplace or for export.
- The material is produced in the workplace and intended for sale in Canada and will therefore have a supplier label attached before shipment.
- The material is decanted from a supplier’s labeled container into another container after its arrival in the workplace.

- The original supplier label is missing or becomes unreadable.
- There are no specific requirements on the colour, size or shape of the workplace label

Following are the components of a workplace label.

- Product Identifier: the name of the material.
- Precautionary Measures: how to handle it safely.
- MSDS Statement: a statement telling the reader that a Material Safety Data Sheet is available for this material.

Material Safety Data Sheets (MSDS):

The MSDS is the backup to the label. The label alerts a worker with a brief profile of a hazardous material. The MSDS contains detailed information about the product.

Material safety data sheets are considered current if dated within 3 years.

Nine categories of information are required on a MSDS.

- 1) Hazardous Ingredients: to provide information on the name, concentration and toxicity of each hazardous ingredient of a controlled product.
- 2) Preparation Information: the name and phone number of the person or group who prepared the MSDS and the date of preparation.
- 3) Product Information: to identify the product, the supplier/manufacturer and to describe the use of the product.
- 4) Physical Data: a description of the physical properties of the product, such as whether the product is a solid, liquid or gas.
- 5) Fire or Explosion Hazard: which includes information on how likely the product is to ignite or explode under various conditions.
- 6) Reactivity Data: to provide information on the chemical stability of the product and how likely it is to react with other chemicals.
- 7) Toxicological Properties: to provide information on how the product enters the body and what its short and long-term effects are.
- 8) Preventative Measures: to provide information on the measures to protect worker health and safety during the transportation, storage, use of the product, as well as emergency procedures.
- 9) First Aid Measures: to provide information for the safe evacuation and immediate treatment of anyone overexposed to a controlled product.

In addition to these categories, the supplier or employer must include any other hazard information of which he/she should be aware.

The company MSDS binder is maintained in the lunch room. You must see your supervisor or safety representative if you require more information on a WHMIS controlled product.

Specific instructions and precautionary measures for working with all products will be provided to all employees.

Household products are exempt from WHMIS. However, hazardous household products still contain warning information and symbols. When we use any hazardous products in our shop, then WHMIS applies.

36. Return to Work Program

Pro-Able has a Return to Work (RTW) Program for employees who have experienced injuries or illnesses resulting from work or the workplace.

The company values the goal of prevention of injuries and illnesses through maintaining a safe and healthy workplace. Consistent with this value is the company's commitment to the successful recovery of injured and ill employees by taking all reasonable steps to return such employees to their pre-injury job as quickly as possible.

Where the employee is unable to return to the pre-injury job, the goal will be to return them to alternative work which is consistent with their functional abilities.

The company and its employees are committed to co-operate and participate in the success of the RTW program. The RTW process begins immediately after the injury or illness occurs.

Under this program, an employee must:

- Immediately report all accidents and illnesses and obtain necessary first aid and/or health care.
- Sign the consent to disclosure of functional abilities information to qualify for benefits.
- Obtain a "Return to Work Treatment Memorandum" from a supervisor and take to a Health Care Practitioner to complete.
- Return completed form or communicate information before start of next shift to a supervisor.
- Assist in identifying suitable work consistent with their functional abilities.
- Co-operate in their RTW process and communicate updates to their functional abilities.

The company will:

- Provide a Functional Abilities Form.
- Identify suitable work.
- Develop a modified work plan with the employee.
- Meet daily to discuss the employee's progress.
- Report progress to the WSIB.

WSIB should subsequently be contacted when:

- A dispute over suitable work arises.
- The employee does not participate in the RTW program.
- There is a change in wages paid to the employee.
- A change in duties/duration of the modified work plan takes place.
- The employee returns to regular duties and regular hours of work.

Modified work consists of work consistent with the worker's functional abilities. All attempts will be made to offer and provide modified work for the injured/ill employee.

37. Workplace Anti-Harassment Policy

Purpose

It is public policy in Canada to recognize the dignity and worth of every person and to provide for equal rights and opportunities without discrimination.

Pro-Able is committed to building and preserving a safe, productive and healthy working environment for its employees based on mutual respect. In pursuit of this goal, Pro-Able does not condone and will not tolerate acts of harassment against or by any Pro-Able employee.

Every employee has a right to freedom from:

1. Harassment in the workplace by the employer or agent of the employer or by another employee because of age, ancestry, citizenship, colour, creed, disability, ethnic origin, family status, marital status, place of origin, race, record of offences for which a pardon has been granted and not revoked, sex or sexual orientation;
2. A sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome;
3. A reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person.

It is also a violation of Pro-Able's Anti-Harassment Policy for anyone to knowingly make a false complaint of harassment or to provide false information about a complaint. Individuals who violate this Policy are subject to disciplinary and/or corrective action, up to and including termination of employment.

Our workplace harassment policy is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds offensive, others may not. Generally, harassment is considered to have taken place if the person knows, or should know, that the behavior is unwelcome. Harassment is often defined as "engaging in a course of vexatious* comment or conduct that is known or ought reasonably to be known to be unwelcome". * (Vexatious means that it provokes, irritates, threatens, annoys, insults, demeans, or results in some other form of discomfort.)

Sexual or racial harassment can be defined as any behaviour, in the form of words, gestures, or actions, generally repeated, that has undesired sexual or racial connotations that has a negative impact on a person's dignity or physical or psychological integrity, or that results in the person being subjected to unfavourable working conditions. (Connotations means significance)

Usually, harassment can be distinguished from normal, mutually acceptable socializing. It is the perception of the receiver of the potentially offensive message be it spoken, a gesture, and a picture

or some other form of communication which may be deemed objectionable or unwelcome that determines whether something is acceptable or not.

Harassment is offensive, insulting, intimidating, and hurtful. It creates an uncomfortable work environment and has no place in employee relationships.

Definitions

1) **Personal harassment** is any unsolicited, unwelcome, disrespectful or offensive behaviour with an underlying sexual, bigoted, ethnic or racial connotation. It can be typified as:

- An implied or expressed threat of reprisal for refusal to comply with a sexually oriented request;
- A demand for sexual favours in return for more favourable employment treatment; Unwelcome remarks, jokes, innuendoes, propositions, or taunting about a person's body, attire, sex or sexual orientation and/or based on religion;
- Suggestive or offensive remarks; Bragging about sexual prowess;
- Offensive jokes or comments of a sexual nature about an employee
- Unwelcome language related to gender;
- Displaying of pornographic or sexist pictures or materials; Leering (suggestive persistent staring);
- Physical contact such as touching, patting, or pinching, with an underlying sexual connotation;
- Sexual assault; for the most part, victims of sexual harassment are female. However, conduct directed by female employees towards males and between persons of the same sex can also constitute sexual harassment.

Application of this policy

This policy applies to all individuals working for Pro-Able including front line employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, officers or directors. Pro-Able will not tolerate personal harassment whether engaged in by fellow employees, managers, officers, directors, visitors or contract service providers of Pro-Able.

Pro-Able will not tolerate any form of harassment or discrimination against job candidates or employees on any grounds mentioned above, whether during the hiring process or during employment. This commitment applies to such areas as training, performance, assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

All Pro-Able employees are personally accountable and responsible for complying with this policy and must make every effort to prevent discrimination or harassing behaviour and to intervene appropriately if they observe a problem or if a problem is reported to them.

38. Workplace Anti-Violence Policy

Purpose

Pro-Able is committed to building and preserving a safe working environment for its employees. In pursuit of this goal, Pro-Able does not condone and will not tolerate acts of violence against or by any Pro-Able employee. Pro-Able will take every reasonable precaution and implement measures to prevent violence and protect all employees from potentially violent situations. As such, this policy prohibits physical or verbal threats – with or without the use of weapons – intimidation, or violence in the workplace to minimize risk of injury or harm resulting from violence to Pro-Able employees.

Specifically if the company is aware that domestic violence is likely to expose an employee to a workplace physical injury, every reasonable precaution will be implemented to protect the individual.

It is also a violation of Pro-Able Policy for anyone to knowingly make a false complaint of violence, or to provide false information about a complaint. Individuals who violate this Policy are subject to disciplinary and/or corrective action, up to and including termination of employment.

Pro-Able strictly prohibits violence in the workplace. We are committed to providing a safe and healthy work environment free from violence, threats of violence, harassment, intimidation and disruptive behaviour for all our employees. Weapons are strictly prohibited from all company property; violators are subject to discipline and may be reported directly to the police. Pro-Able firmly believes that by working together with our employees, the risk of workplace violence can be minimized.

Risk Assessment

The Company has conducted and will continue to conduct regular risk assessments of the work environment to identify any issues related to potential violence that may impact the operation and institutes measures to control any identified risks to employee safety. This information will be provided to the Joint Health & Safety Committee.

The risk assessment may include review of records and reports i.e. security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records or other related records. Specific areas that may contribute to risk of violence may include: contact with public, exchange of money, receiving doors, working alone or at night, etc. Research may also include a review of similar workplaces with respect to their history of violence.

Definitions

“Workplace violence” means but is not limited to:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker
- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault)
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property
- Disruptive behaviour that is not appropriate to the work environment (e.g., yelling, swearing)

In the event that an employee is either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all Pro-Able employees that the incident be reported without delay.

- Report any violence or potentially violent situations immediately to management, or the Workplace Advisor.
- All reports shall be kept confidential.
- All reports shall be investigated, and dealt with appropriately.

- Any Pro-Able employee who threatens, harasses or abuses another employee, or any other individual at or from the workplace shall be subject to disciplinary action, up to and including termination of employment, and the pursuit of legal action.
- Violent action, threats and assault are serious criminal offences, and shall be dealt with appropriately.

The Company shall:

Ensure that all known incidents of workplace violence are investigated and to the extent appropriate based on the nature of each incident and the actual or potential threat it posed to worker safety:

- Consult with other parties (i.e. Legal Counsel, Health & Safety consultants, JHSCs, Employee Assistance Provider, Human Rights office, Local Police Services)
- Take all reasonable and practical measures to minimize or address risks identified by the incident
- Document the incident, its investigation, and corrective action taken

Take all reasonable and practical measures to protect workers, acting in good faith, who report workplace violence or act as witnesses, from reprisal or further violence

Submit a report of the incident to the Ministry of Labour (Note: Ontario requirement) where an employee incurs a lost time injury as a result of violence in the workplace.

Review this policy and hazard assessments annually, or as changes to job responsibilities or environments occur, and revise the assessment as needed.

Review annually, in conjunction with review of hazard assessments, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required.

The Joint Health & Safety Committee (JHSC) will:

- Review the Workplace Violence Hazard Assessment results and provide recommendations to management to reduce or eliminate the risk of violence.
- Review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement.
- Participate in the investigation of critical injuries (e.g., incidents that place life in jeopardy, result in substantial blood loss, fracture of leg or arm, etc.)
- Recommend corrective measures for the improvement of the health and safety of workers.
- Respond to employee concerns related to workplace violence and communicate these to management.

In addition, JHSCs may participate in the investigation of reported incidents that result in personal injury or have the potential to result in injury.

Risk of Violence

The Company recognizes its duty to provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if

- a) The worker can be expected to encounter that person in the course of his/her work and
- b) The risk of workplace violence is likely to expose the worker to physical injury

The Company will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

Workplace Advisor

For the purposes of this policy, Darlene Riddolls, Finance Manager shall act as a Workplace Advisor with respect to workplace violence and harassment issues.

Application of this policy

This policy applies to all those working for the company including front line employees, contract service providers, managers, officers or directors. The organization will not tolerate violence whether engaged in by fellow employees, managers, officers, directors, or contract service providers of the organization.

All Pro-Able employees are personally accountable and responsible for enforcing this policy and must make every effort to prevent and eliminate violence in the work environment and to intervene immediately by advising a member of management if they observe a problem or if a problem is reported to them.

This policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

Disciplinary Measures

- If it is determined by the company that any employee has been involved in a violent behaviour or unacceptable conduct related to another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counseling, a formal warning and could result in immediate dismissal without further notice.
- This Anti-Violence Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded/frivolous allegations may cause both the accused person and the company significant damage. If it is determined by the company that any employee has knowingly made false statements regarding an allegation related to violence, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Special Circumstances

Should an employee have a legal court order (e.g. restraining order, or “no-contact” order) against another individual, the employee is encouraged to notify his or her supervisor, and to supply a copy of that order to the Workplace Advisor. This will likely be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at Pro-Able in direct violation of the court order. Such information shall be kept confidential.

If any visitor to the Pro-Able workplace is seen with a weapon (or is known to possess one), makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police, emergency response services, their immediate supervisor, and the Workplace Advisor.

All records of harassment and violence reports, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Pro-Able will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.

Confidentiality

Pro-Able will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Pro-Able will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the Company and will be proportional to the seriousness of the behaviour concerned. Pro-Able Doors & Systems Inc. will also provide appropriate assistance to any employee who is victim of discrimination or harassment.

Employee/Supervisory Roles in Maintaining a Positive & Safe Work Environment

As an employee of Pro-Able, you have the following responsibilities to our workplace.

- To help us eliminate the threat of violence from our workplace.
- To prevent and report acts of violence that threaten or perceive to threaten a safe work environment.

Co-worker's Role

- If you are a co-worker who has witnessed an action related to violence in the workplace: Immediately report the incident to a member of management and the Workplace Advisor.

Manager's and Management's Role

- Legally, management is responsible for creating and maintaining a safe and healthy workplace free from violence.
- Managers must be sensitive to the climate in the workplace and address potential problems before those problems become serious.
- If a manager becomes aware of violence in the workplace and chooses to ignore it, that manager and the company risk being named co-respondent in a complaint and may be found liable in legal proceedings brought about by the complainant and/ or government representatives.

When an employee has asked a supervisor or manager to deal with a violent situation, the supervisor or manager should:

- Support the employee without prejudging the situation.
- Work with the employee and document the offensive action(s) and have the employee sign a complaint. Contact senior management and provide details of the incident on behalf of the employee.

39. Accessibility for Ontarians with Disabilities Act - Communicating with People with Various Disabilities - AODA

Introduction

There are many types and degrees of disability. Openly communicating and responding to customers' needs is the key to excellent customer service. If you are ever unsure of how to best communicate, ask the person with the disability – they will tell you.

People with Physical Disabilities

- Only some use wheelchairs
- Some use crutches or just take longer to walk from place-to-place

Tips:

- If a lengthy conversation is needed with someone who uses a wheelchair, consider sitting so eye contact is achieved
- Don't touch canes or wheelchairs without permission
- If you have permission, don't leave items in awkward, dangerous or undignified positions like facing a wall or in paths of opening doors

People with Vision Loss

- This will restrict someone's ability to read, locate landmarks, or see hazards
- Some customers may use guide dogs or a white cane and others may not

Tips:

- When you know someone has vision loss, don't assume they can't see you – some may still have limited sight
- Identify yourself upon approach and speak directly to the customer
- Ask if they would like you to read any printed material out loud to them
- When providing descriptions or directions, be precise and descriptive
- Offer your elbow to guide them if needed

People Who Have Hearing Loss

- People with hearing loss may be deaf, deafened, or hard of hearing
- May also be oral deaf – unable to hear, but prefer to talk instead of sign language

Tips:

- Once customer identifies themselves as having hearing loss, make sure you're in a well-lit area where they can see your face and read lips
- Attract the customer's attention before speaking
- If customer uses hearing aid, reduce background noise or move to quieter area
- If necessary, ask if another method of communicating would be easier

People who are Deafblind

- May have some degree of both hearing and vision loss
- Usually accompanied by an intervener (a professional support person who helps in communication)

Tips:

- A customer who is deafblind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note
- Speak directly to your customer, not the intervener

People with Speech or Language Impairments

- Cerebral palsy, hearing loss or other conditions make it difficult at times to pronounce words or may cause slurring
- Some people with severe disabilities use a communication board or other assistive devices

Tips:

- Don't assume a person with speech impairment also has another disability
- Whenever possible, ask questions that can be answered with 'yes' or 'no'
- Be patient. Don't interrupt or finish your customer's sentences

People Who Have Learning Disabilities

- Refers to wide variety of disorders ex. Dyslexia which refers to how a person takes in or retains information
- Disability becomes apparent when person has difficulty reading material or understanding information provided

Tips:

- Be patient – people with learning disabilities may take extra time to process information, to understand and respond
- Provide information in a way that takes into account customer's disability whether it is written, verbal, etc.

People With Intellectual/Developmental Disabilities

- Disabilities such as Down Syndrome, can limit how people learn, communicate, do everyday physical activities

Tips:

- Don't make assumptions about what a person can do
- Use plain language
- Provide one piece of information at a time

People With Mental Health Disabilities

- Affects one's ability to think clearly, concentrate or remember things
- This disability is a broad term for many disorders that range in severity i.e. mood swings, phobias, panic disorders etc.

Tips:

- If you sense mental health disability, treat them with respect
- Be confident, calm and reassuring
- If customer appears to be in crisis, ask them how best to help

Interacting With People Who Use Assistive Devices

- These devices can be tools, technology, or other mechanisms that enable people to do everyday tasks
- Can include things like: wheelchairs, hearing aids, white canes, or speech amplification devices

Tips:

- Don't touch or handle devices without permission
- Don't move devices or equipment like canes, walkers, wheelchairs without permission
- Inform customers of accessible features in the environment

Persons Using Guide Dogs or Other Service Animal

- Guide dogs are used for visually impaired and hearing alert animals help those who are deaf, deafened, oral deaf, or hard of hearing
- These animals must be allowed onto public premises

Tips:

- Remember that a service animal is NOT a pet so avoid touching or addressing them
- If unsure whether it's a pet or service animal, ask your customer

Serving a Person Accompanied by a Support Person

- Can be a personal support worker, volunteer, family member or friend
- Support person might help customer with communication to mobility, personal care or medical needs
- Welcome support people just as any other customer

Tips:

- If unsure which is the customer, take your lead from person requesting or using goods or services – or simply ask
- Speak directly to customer NOT support person

How to Assist People with Disabilities Access Goods/Services

- If you notice customer having difficulties accessing goods or services, ask "how may I help you"?
- Your customer is best source for information regarding their needs
- Solutions can be simple and they will appreciate attention and consideration

Summary

- Treat all customers with respect regardless of disability
- Be sure not to move their assistive devices without permission
- Gain customer's attention prior to speaking to them
- Communicate with the customer in a manner that will enable understanding
- When unsure how to best communicate, ask your customer

40. Procedure for Reporting Discrimination, Harassment or Violence

Informal Procedure

If you believe that you have been personally harassed or threatened with physical violence, you may:

- Confront the harasser personally or in writing pointing out the unwelcome behaviour and requesting that it stop; or
- Discuss the situation with your supervisor or Pro-Able's Workplace Advisor;

Formal Procedure

If you believe that you have been personally harassed, you may make a written complaint. The written complaint must be delivered to Pro-Able's Workplace Advisor. Your complaint should include:

- The approximate date and time of each incident you wish to report
- The name of the person or persons involved in each incident
- The name of any person or persons who witnessed each incident
- A full description of what occurred in each incident

You may use the corporate Harassment Complaint Form to compose a written complaint. Once a written complaint has been received, Pro-Able will complete a thorough investigation. Harassment or threats of violence should not be ignored. Silence is often interpreted as acceptance. Any employee, who feels discriminated against, harassed or threatened with violence can and should, in all confidence and without fear of reprisal, personally report the facts directly to your supervisor or Pro-Able's Workplace Advisor.

The investigation will include:

- Informing the harasser/s of the complaint;
- Interviewing the complainant, any person involved in the incident and any witnesses;
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.

A copy of the complaint, detailing the complainant's allegations, is then provided to the respondent(s).

- The respondent is invited to reply in writing to the complainant's allegations and the reply will be made known to the complainant before the case proceeds further.
- Wherever possible, Pro-Able endeavors to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged respondent.
- During the investigation, the complainant and the respondent (the person(s) against whom the complaint was made) will be interviewed along with any possible witnesses, all individually. Statements from all parties involved will be taken and a decision will be made.
- If necessary, the Company may employ outside assistance or request the use of legal counsel.
- Employees will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they rejected sexual advances of another employee or because they lodged a harassment complaint when they honestly believed that they were being harassed.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.

If the complainant decides not to make a formal complaint, senior management may still decide that a formal complaint is required (based on the investigation of the incident) and will contact the Respondent and senior management. If it is determined that personal harassment or violence or a threat of violence has occurred, appropriate disciplinary measures will be taken as soon as possible.

Disciplinary Measures

- If it is determined by the company that any employee has harassed or threatened another employee with violence, immediate disciplinary action will be taken. Such disciplinary action may involve counseling, a formal warning and could result in immediate dismissal without further notice.
- This Anti-Harassment and Anti-Violence Policies must never be used to bring fraudulent or malicious complaints against employees. Unfounded/frivolous allegations of personal harassment or violence may cause both the accused person and the company significant damage. If it is determined by the company that any employee has knowingly made false statements regarding the aforementioned, immediate disciplinary action that may include immediate dismissal without further notice may be taken.

Special Circumstances

All records of harassment, violence or threats of violence, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Pro-Able will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

Confidentiality

Pro-Able will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Pro-Able will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the company and will be proportional to the seriousness of the behaviour concerned. Pro-Able will also provide appropriate assistance to any employee who is victim of discrimination, harassment or violence or threats of violence.

Employee/Supervisory Roles in Maintaining a Positive Work Environment

As an employee of Pro-Able, you have the following responsibilities to our workplace. We trust that all of our employees will help us eliminate harassment or violence from our workplace.

Co-worker's Role

If you are a co-worker who has witnessed harassment, violence or threats of violence in the workplace:

- Inform the victim that you believe that inappropriate behaviour has occurred and needs to be reported. Support is often welcomed by victims of harassment or violence.
- Encourage the victim to report the incident to the immediate supervisor or Workplace Advisor.
- Inform the harasser(s) that you have witnessed the act(s) and find it unacceptable and/or immediately report the incident to your supervisor or Pro-Able's Workplace Advisor.

Manager's and Management's Role

- Legally, management is responsible for maintaining a harassment/violence-free workplace.
- Managers must be sensitive to the climate in the workplace and address potential problems before those problems become serious.
- If a manager becomes aware of harassment, violence or threats of violence in the workplace and chooses to ignore it, that Manager and the company risk being named as co-respondent in a complaint and may be found liable in legal proceedings brought about by the complainant and/or local authorities.

When an employee has asked the supervisor to deal with a harassment incident, the supervisor should:

- Support the employee without prejudging the situation.
- Work with the employee and document the offensive action(s) and have the employee sign a complaint form.
- Contact the supervisor and/or Workplace Advisor and provide details of the incident on behalf of the employee.

Racial/Ethnic Harassment is defined as any conduct or comment which causes humiliation to an employee because of their racial or ethnic background, their colour, place of birth, citizenship or ancestry.

Examples of conduct which may be racial or ethnic harassment include:

- Unwelcome remarks, jokes or innuendos about a person's racial or ethnic origin;
- Colour, place of birth, citizenship or ancestry;
- Displaying racist or derogatory pictures or other offensive material.
- Insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment;
- Refusing to speak to or work with someone or treating someone differently because of their ethnic or racial background.

Managing and/or coaching that includes counseling, performance appraisal, work assignment, and the implementation of disciplinary actions, is not a form of personal harassment, and the policy does not restrict a manager/supervisor's responsibilities in these areas.

41. Addendum B

Frequently Asked Questions

1) What happens to the people who complain of harassment or violence in the workplace just to retaliate against someone they don't like or get along with?

This is a very unusual situation and more likely to occur when employees are not informed about the definition(s) of workplace harassment or violence. An explanation of the complaint procedure should discourage this type of complaint. Frivolous complaints could result in disciplinary actions.

2) What protection is there for me if I am falsely accused of harassment or violence? My career and reputation could be ruined.

Investigations are conducted confidentially and impartially. If there is no merit to a complaint, this will be documented. Pro-Able is required by statute to keep the work environment free of harassment or violence. All reasonable complaints must be investigated. Retaliation against any employee as a result of a complaint will not be tolerated. If you feel you are being treated unfairly after the initial complaint, you may complain of retaliation through the same procedure. Confidentiality is emphasized in every case to ensure protection of your reputation.

3) How can the investigation be kept confidential if everyone knows what is going on?

Confidentiality is discussed in all harassment/violence investigation interviews. Should the employee grapevine be responsible, it may be beyond Pro-Able's control. However, it is the responsibility of the investigator to discuss the complaint only with those who might have knowledge of the situation. If a complaint has no merit, there can be damage done to an individual who has been accused. We encourage those with information to support the complaint process and then to leave the conclusions to the investigators.

4) If someone tells a dirty or ethnic joke, is that harassment?

Yes. Inappropriate humor is a form of unacceptable behaviour and can be considered harassment. If someone objects to the nature of jokes, they have a right to complain. A person offended by a joke may find it very difficult to complain because no one likes to be accused of not having a sense of humour. Employees must use discretion and keep humour appropriate to a work environment.

5) Is a picture of a nude woman/man in my locker or desk considered sexual harassment?

Yes. Such pictures have no place in a work situation. Employees, clients or visitors may see it and be offended or humiliated by it. It also reflects poorly on the company's image.

6) Will the person who harassed me go to jail?

If you have been assaulted, a criminal action has occurred and the individual could face criminal charges. Harassment is not considered under criminal law, but rather as a discriminatory employment practice. As an employer, Pro-Able is required to obey applicable provincial and/or federal statutes protecting against discrimination in employment.

7) How serious is harassment in our Company? Why is this kind of emphasis being put on the subject?

Harassment, of any kind, cannot be tolerated. This comprehensive policy is meant to ensure every employee knows what to do if incidents occur. We believe the problem is best dealt through by education for both management and employees.

8) If I'm accused of harassment, may I hire a lawyer?

You may wish to consult with a lawyer. However, if you cooperate during the investigation, you can expect fair treatment by Pro-Able. Employees who ignore or abuse the investigative process will be subject to disciplinary action.

9) Could I be sexually harassed by someone of the same sex?

Yes. Sexual harassment can include a homosexual or lesbian approach.

10) What about an employee who wears revealing or provocative clothing? Aren't they asking for it?

No employee should be subjected to harassment under any circumstances. Sexual harassment often is an expression of power - not sexuality, and a person who is dressing in any particular fashion is not necessarily a target. Should you feel that an employee is dressing inappropriately for the workplace, report this to your supervisor or Workplace Advisor.

11) So far my supervisor has only harassed me once. I told the supervisor to stop and it hasn't occurred again. Is this harassment?

If the supervisor has stopped the practice you are objecting to, you should consider the incident over. If it starts in the future, tell the harasser to stop or you'll report the problem. Document your conversation and you will have the right to report the incident to the Workplace Advisor.

12) If someone else is being harassed or subjected to or threatened with physical violence, do I have to get involved as a witness? It's their problem, not mine.

You cannot be compelled to become involved. However, we trust all employees will help us eliminate harassment or violence of any kind from our workplace. A positive respectful workplace benefits everyone and we must all be proactive. If you are not comfortable handling the situation, report this to your supervisor or Workplace Advisor.

13) How do you decide if it's workplace harassment or violence if there were no witnesses and it's just one person's word against another?

Many harassers or violent individuals repeat their actions with other employees. Investigations can include former employees or witnesses who have experienced or witnessed this behaviour.

42. Employee Health and Safety Induction Checklist

Employee Name: _____ Supervisor Name: _____

Employee initials below indicate that the employee understands the corresponding Health and Safety item.
 Supervisor initials below indicate that the supervisor believes that the employee understands the corresponding Health and Safety item.

Health and Safety Item	Page No.	Date Reviewed	Employee Initials	Supervisor Initials
Introduction, Standards & Communication of Standards	4			
Training	5			
Required Training	5			
Health and Safety Action Plan	6			
Listing of Health and Safety and Related Forms	7			
Worker Responsibilities	8			
Supervisor Responsibilities	9			
Employer Responsibilities	10			
Management Health and Safety Representative Responsibilities	11			
Worker Health and Safety Representative Responsibilities	11			
Subcontractor Responsibilities	12			
Reporting Hazards	13			
Daily Workplace Inspections	13			
New Equipment	13			
Monthly Workplace Inspections	14			
Injury/Illness/Incident Reporting and Investigation	14			
General Information in Case of Emergency	17			
Emergency Response Plan Review	17			
Emergency Response In Case of Fire	17			
Fire Extinguisher Locations	18			
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As an employee of Pro-Able Doors & Systems Inc., I understand the requirements to work in compliance with the Occupational Health and Safety Act and the rules and guidelines outlined in the company Health and Safety Policy and Program.

Employee signature: _____ Date: _____

Supervisor signature: _____ Date: _____

A copy of this checklist will be maintained in the employee's personnel file- Done By: _____ Date: _____
