

Workplace Health and Safety Policy

Intent

Arbour Village Co-op is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. Arbour Village Co-op will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury. Arbour Village Co-op is ultimately responsible for worker health and safety, and will take every reasonable precaution possible for the protection of our employees.

Arbour Village Co-op is committed to promoting a safe and healthy workplace for all employees, contractors, customers and visitors. In pursuit of our commitment, Arbour Village Co-op will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. Arbour Village Co-op understands the importance of safety to the well-being and productivity of its people, and strives to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

Arbour Village Co-op will act in compliance with all Local, Federal, and Provincial workplace health and safety legislation.

Arbour Village Co-op Health and Safety Policy:

- Individual responsibilities
- Workplace rules and procedures
- Employee orientation and training
- Workplace inspections (preventive action)
- Reporting and investigating accidents and health and safety incidents
- Emergency procedures, medical and first aid
- Health and safety committee
- Needle stick injuries
- Exposure to infectious diseases
- Musculoskeletal disorders
- Exposure to chemical, biological and radiological hazards
- Hygiene facilities
- Ventilation
- Restricted / Confined spaces
- Violence and Harassment in the Workplace

Employee Responsibilities

Board Members and Executives

- These company officials are responsible for supplying an effective strategy that can manage the occupational health and safety concerns of Arbour Village Co-op.
- They must ensure that resources are allocated and governed properly to achieve the health and safety requirements of employees, and that their policies comply with Arbour Village Co-op's legal obligations.
- Foster a workplace culture of safety, with appropriate leadership.
- Review the policies efficacy on an annual basis, and revise where necessary.

Managers

- Responsibilities include their assistance in developing, implementing, and enforcing Arbour Village Co-op policies and procedures.
- Must continually promote health and safety awareness with instruction, information, training and supervision to ensure the safe performance of employees.
- Utilize the process of hazard identification, risk management and incident investigation.
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees.
- Held accountable for the health and safety of workers under their supervision.
- Ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.
- Conduct health and safety meetings.

Human Resources

- Liaison with government agencies to ensure workplace health and safety compliance
- Act as an advisor to management on safety and health policy issues
- Coordinate health and safety inspections, and follow up to ensure the completion of necessary corrective actions
- Develop Best Practices
- Design and develop accident / incident reports and investigation procedures
- Maintain an up-to-date working knowledge of health and safety regulations as mandated locally, federally, or by the province / state
- Design and develop company policies and procedures on workplace safety and health issues
- Review injury and illness trends, and identify problem areas and solutions

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Employees

- Responsible for compliance with occupational health and safety policies and procedures.
- Must notify managers of any health and safety concerns, so that they may be dealt with promptly.
- Every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company.
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their Manager or Human Resources.

All Staff Are Responsible for the Following:

- Completion of required occupational health and safety training.
- Performance of their duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Reporting of any incident, injury or hazard as outlined in procedures.
- Report any acts of violence or harassment in the workplace
- Promoting a hazard-free workplace
- Learning the posted Emergency Plan detailing their facilities procedures pertaining to: Fire, Weather, or Medical Emergency.

****We are all responsible for health and safety at Arbour Village Co-op.***

WSIB Cooperation Expectations for Employees

In the event of a workplace injury, Arbour Village Co-op will comply with all Federally and Provincially mandated legislation, and WSIB regulations. It is in everyone's best interest to ensure that injured workers receive benefits for their injuries, as they will assist them in coping with the injury, and speeding their recovery.

This Policy is designed to provide Arbour Village Co-op employees with a set of guidelines to ensure that all workplace injury claims are handled in the correct manner, and will be provided with the benefits they require.

This Section Shall:

1. Determine requirements for the collection of benefits;
2. Discuss guidelines for employee cooperation obligations including:
 - Required information;

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- Cooperation requirements for health care, and health examinations;
 - Details of Early and Safe Return to Work (ESRTW) obligations, Labor Market Re-entry (LMR), and RTW placement programs;
3. Outline the WSIB policy for Non-Cooperative Workers, including:
- Notice of non-cooperation;
 - Reducing or suspending benefits;
 - Restoring benefits;
 - Legitimate reasons for non-cooperation;
 - Vacations;
 - Offences – Fraud.

Employee Requirements for the Collection of Benefits

A worker who is receiving benefits under the WSIB insurance plan, or who is entitled to do so, is required to:

- Provide the WSIB with any information necessary to adjudicate the claim;
- Co-operate in health care measures the WSIB considers appropriate;
- Undergo an examination by a health professional selected and paid for by the WSIB;
- Undergo an examination by a health professional selected and paid for by the employer if directed by the WSIB ;
- Co-operate in early and safe return to work (ESRTW);
- Co-operate in all aspects of labor market re-entry (LMR) assessments and plans;
- Co-operate in all aspects of return to work (RTW) placement programs.

If a worker does not fulfill these obligations, the worker's benefits may be reduced or suspended.

Guidelines for Employee Cooperation Obligations

Providing Information

Workers must give the WSIB information necessary to assist in the adjudication of their claims. For example, workers whose employment pattern was non-permanent or irregular at the time of the injury are required to submit proof of earnings information by the 13th week of benefits, as per WSIB Determining Long-term Average Earnings - Workers in Permanent Employment, and Determining Long-term Average Earnings - Workers in Non-permanent Employment.

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If a worker must obtain the information from a third party, the WSIB must be satisfied that the worker failed to take all reasonable steps to acquire the information before making a finding of non-co-operation.

When a worker does not provide the necessary information, the WSIB may reduce or suspend the worker's benefits until the information is provided.

Health Care

Workers must co-operate in the health care measures the WSIB considers appropriate. If they do not, the WSIB may reduce or suspend their benefits until they co-operate.

Examples of non-co-operation include:

- Changing health professional without WSIB approval, as per WSIB Choice and Change of Health Professional
- Not following prescribed treatment
- Intentionally abusing prescription medication, or
- Missing appointments with health care practitioners.

If a worker has a legitimate reason for failing to follow prescribed treatment, the decision-maker, in consultation with WSIB health care staff, considers acceptable alternative treatments.

For information regarding workers with non-work-related health problems interfering with the treatment of a work-related condition, see WSIB Health Care for Non-work-related Conditions.

Health Examinations

If a worker refuses to undergo a health examination requested by the attending health professional or the WSIB, or if the worker obstructs the examination, the WSIB may reduce or suspend benefits until the worker co-operates. For more information on WSIB-requested health examinations, see WSIB-Requested Health Examinations.

If the WSIB directs that an employer-requested health examination take place, the worker must undergo the examination as directed. If a worker fails to do so, the WSIB may reduce or suspend benefits until the worker co-operates. For information on employer-requested health examinations, see WSIB Employer-Requested Health Examinations.

Early and Safe Return To Work (ESRTW)

For information on the specifics of the worker's obligation(s) to co-operate in early and safe return to work, see WSIB Workplace Party Co-operation.

Labor Market Re-entry (LMR)

For information on the specifics of the worker's obligation(s) to co-operate in a labor market re-entry assessment and plan, see WSIB Co-operating in LMR.

RTW Placement Programs

Workers co-operate in RTW placement programs by:

- Participating in the preparation of the program;
- Fulfilling the mutually agreed upon commitments outlined in the program, as per WSIB Re-employment Penalties and Payments.

Worker Non-Cooperation

Notice of Non-Cooperation

If the WSIB determines that a worker is not co-operating with the obligation(s), the decision-maker notifies the worker of the:

- Obligation to co-operate;
- Finding of non-co-operation;
- Consequences of this finding (i.e., the reduction and/or suspension of benefits).

Notice is given verbally (if possible), and confirmed in writing *in every case*.

Reducing or Suspending Benefits

The WSIB may reduce or suspend a worker's benefits if after notifying the worker of the obligation(s), the worker:

- Fails to co-operate with the obligation(s);
- Does not have a legitimate reason for not co-operating.

Restoring Benefits

The WSIB does not restore benefits for any period that they were reduced or suspended due to non-co-operation unless the WSIB:

- Did not communicate to the worker the obligation(s) and the consequences of non-co-operation, or
- Made an error in finding the worker to be non-co-operative.

Legitimate Reason

When a worker does not meet an obligation, the WSIB determines whether there was a legitimate reason. Workers are not penalized for non-co-operation if there is a legitimate reason. Legitimate reasons include:

- Unexpected illness;
- Accidents;
- Severe weather conditions;
- Compelling personal reasons, such as a death in the family;
- The actions or inactions of a relevant third party, such as Canada Revenue Agency (CRA), if tax records are involved.

Vacations

A worker may request up to 3 weeks vacation time per year. Vacation time may be approved if the worker and the decision-maker agree upon the time of the vacation, and it does not interfere with the worker's ability to fulfill any of the obligations.

Offences - Fraud

When a worker commits a claim-related offence or fraud, the WSIB reduces or suspends benefits in accordance with Offences and Penalties - General.

Accident and Incident Reports

- It is the responsibility of every employee to complete an Accident and Incident Report in the event of a health or safety violation that the employee has either caused or witnessed.
- Accident and Incident Reports should be filled out and submitted to management promptly to ensure the safety of other employees, and to rectify the problem as quickly as possible.

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- Failure to report health or safety violations will be viewed as gross negligence, and may result in disciplinary action up to, and including termination.

****Failure to comply with Arbour Village Co-op health and safety guidelines, or engage in conduct which creates risk for an employee, contractor, customer or visitor, will be met with disciplinary action and/or termination of employment.***

Reporting Workplace Injuries

Arbour Village Co-op will comply with all required Federal and Provincial regulations, legislation and workplace compliance issues regarding the correct reporting of any workplace injuries, and will strive to prevent any potential workplace injuries through the implementation of health and safety policies and programs.

This Section Shall:

1. Provide definitions of Health-Care and First-Aid;
2. Identify Arbour Village Co-op requirements for work-related accident reporting;
3. Determine types of accidents that require Health-Care;
4. Discuss the ramifications of exposure to Infectious Diseases;
5. Determine proper accident reporting procedures for both Arbour Village Co-op and employees;
6. Provide reporting deadline information;
7. Determine reporting procedures for any event where the injured party is incapable of reporting;
8. Outline the penalties for any failure to comply with proper accident reporting policy and procedures.

Definitions

Workplace Injury

Any injury that occurs on Arbour Village Co-op premises or during the transaction of approved Arbour Village Co-op business that requires either First-Aid or Health-Care.

First-Aid

First aid is the one-time treatment or care and any follow-up visit(s) for observation purposes only.

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First aid includes, but is not limited to:

- Cleaning minor cuts, scrapes, or scratches
- Treating a minor burn
- Applying bandages and/or dressings
- Applying a cold compress, cold pack, or ice bag
- Applying a splint
- Changing a bandage or a dressing after a follow-up observation visit

Health-Care

Health care includes:

- Services requiring the professional skills of a health care practitioner (e.g., doctor, nurse, chiropractor, or physiotherapist, see 17-01-02, Entitlement to Health Care)
- Services provided at hospitals and health facilities
- Prescription drugs

Requirements for Reporting Workplace Accidents

Arbour Village Co-op **must** report a work-related accident to the WSIB if a worker requires health care and/or:

- Is absent from regular work
- Earns less than regular pay for regular work (e.g., part-time hours)
- Requires modified work at less than regular pay
- Requires modified work at regular pay for more than seven **calendar** days following the date of accident.

When deciding whether to report an accident where a worker requires modified work at regular pay for more than seven calendar days, Arbour Village Co-op will consider that:

- Shift workers, or those on irregular work patterns, may not be scheduled to work on the eighth calendar day. In these cases, Arbour Village Co-op must report the accident if the worker requires modified work on the first shift that follows the eighth calendar day.
- The seven calendar day period is not reset for workers that initially require modified work for less than seven calendar days, return to regular work for a brief period, and then require further modified work. In these cases, the requirement to report is based on whether the worker requires modified work after the initial seven calendar days following the date of accident.

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- If a worker initially returns to regular work, but then requires modified work, the employer must report the accident if the worker requires modified work for more than seven calendar days from the date that the modified work began.

The use of calendar days reflects the WSIB's notion that if an injury affects the worker's ability to perform regular work after a week, health care is likely to be sought, regardless of the number of days worked.

When notice is not required

Employers are **not** required to report a work-related accident if the worker:

- Receives only first aid
- Receives first aid and requires modified work at regular pay for seven calendar days or less, following the date of accident
- Does not receive first aid, but requires modified work at regular pay for seven calendar days or less, following the date of accident.

Accidents Requiring Health-Care

In deciding whether an accident should be reported to the WSIB because "care" has been provided to the worker, Arbour Village Co-op will consider the type of care provided, rather than the professional qualifications of the provider giving the care, or where the care was provided.

Arbour Village Co-op **must** report the accident to the WSIB when a worker is injured and the treatment received **could only have been administered by a health care practitioner.**

The accident must be reported **regardless** of whether:

- Arbour Village Co-op pays the health care practitioner for the service provided, and/or
- The health care practitioner treats the worker on the employer's premises.

Arbour Village Co-op **is not required** to report the accident to the WSIB if first aid is provided to a worker by a:

- Co-worker, manager, lay person, or
- Health care practitioner, when the first aid did not require the professional skills of that practitioner.

Exposure to infectious diseases

If the worker tests negative for exposure to an infectious disease, Arbour Village Co-op is **not** required to submit an accident report. However, if the worker tests positive for an infectious disease, or requires any type of treatment related to the incident, Arbour Village Co-op **must** report to the WSIB.

If a worker tests negative, but claims an emotional or anxiety-related response following the accident, Arbour Village Co-op **must** report the accident.

In cases where HIV infection is suspected, Arbour Village Co-op **must** report the accident if a health care practitioner provides a post-exposure prophylaxis (PEP) (see 23-01-01, Post-exposure Prophylaxis for Occupational Exposure to HIV).

If it is suspected that a worker has been exposed to an infectious disease, but the worker chooses not to participate in the surveillance protocol, Arbour Village Co-op **must** report the accident to the WSIB.

Arbour Village Co-op **must** report when a worker has been exposed to, or is suspected of having been exposed to, an infectious disease.

Accident Reporting

The WSIB allows Arbour Village Co-op to report accidents through the use of an

- Employer's Report of Injury/Disease Form 7 (Form 7), (see www.wsib.on.ca)
- WSIB-approved accident reporting form created by the employer
- WSIB-approved electronic reporting form.

An accident reporting form created by the employer, or an electronic reporting form, must be an exact copy of the Form 7 in format and substance. The form must be approved by the WSIB before it can be used.

OHSA Compliant Health and Safety Accident Reporting

The *Occupational Health and Safety Act* (OHSA), and the regulations under OHSA require employers to provide information to their health and safety committees. If a photocopy of the Form 7 is used for this purpose, personal information (e.g., the worker's Social Insurance Number, telephone number, earnings information, and pre-existing medical conditions) must be removed.

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Authorization

To be considered valid, a completed Form 7 must be authorized by Arbour Village Co-op or a representative of Arbour Village Co-op (e.g., a bookkeeper, safety representative, or an accountant).

Sole proprietors and independent operators with optional insurance may authorize a report of their own accident. Partners and executive officers who have obtained optional insurance may not.

Employees

As soon as possible after an accident, workers must file a claim for benefits. They must also consent to disclose their functional abilities information, which is provided by the treating health professional.

Workers must give Arbour Village Co-op a copy of the claim for benefits at the same time they give a copy to the WSIB. In the case of occupational diseases, workers must give a copy of the claim to the employer who most recently employed them in the employment to which the disease is associated.

The WSIB only issues one benefit payment (up to two weeks of loss of earnings benefits) to workers who are entitled to benefits under the insurance plan, but who have not met the claim and consent requirements. No further benefits are provided unless the worker meets the requirements.

Workers meet their requirement to claim for benefits by signing Form 0006A - the Workers' Report of Injury/Disease Form 6 (Form 6) or Form REO6 - Worker's Continuity Report.

How Employees Consent

Workers meet their requirement to consent to disclose functional abilities information by signing

- Form 0006A - the Workers' Report of Injury/Disease Form 6 (Form 6)
- Functional Abilities Form for Planning Early and Safe Return to Work (FAF), or
- REO6 - Worker's Continuity Report (REO6)

Reporting deadline

Arbour Village Co-op

The WSIB must receive an employer's complete accident report within seven **business** days of the employer learning of the reporting obligation. (Business days are Monday to Friday, and do not include statutory holidays.)

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In every case, the employer's reporting obligation depends on the nature of the worker's claim. For example, if the worker is injured and seeks health care on the day of injury, the reporting obligation begins immediately. If, however, a worker is injured and returns to modified work at regular pay without seeking health care, the reporting obligation would not generally begin until the eighth **calendar** day.

Workers must receive a copy of the accident report that is provided to the WSIB (including any additional information provided by the employer).

Employees

A claim must be filed within six months of an accident or, in the case of an occupational disease, within six months of the worker learning of the disease. The WSIB may extend the six-month deadline, or waive the dual requirements altogether if in the WSIB's opinion it is just to do so.

If the worker does not file the claim for benefits, or consent to the disclosure of functional abilities information within the six-month deadline, the WSIB does not provide benefits unless, in its opinion, it is just to do so.

In some cases, workers may ask the Workplace Safety and Insurance Appeals Tribunal (WSIAT) to determine whether they have the right to pursue a legal action against a third party under the *Workplace Safety and Insurance Act*. If WSIAT rules that they do not have that right, the deadline for filing a claim for benefits is six months following WSIAT's decision.

Claiming after the 6-month deadline

Whether or not the WSIB issued an initial benefit payment, the WSIB does not accept a worker's claim and consent past the six-month deadline unless it agrees to waive the requirements, or extend the deadline.

If a worker fails to file a claim by the respective deadline, the WSIB allows the claim to be filed at a later date if the worker can show that exceptional circumstances existed at the deadline.

Exceptional circumstances can include:

- Compelling personal reasons, such as serious health problems or accident (experienced by the party or the party's immediate family), or the party leaving the province/country due to the ill health or death of a family member
- The worker's ability to understand the time limit requirements and consequences of not meeting them (e.g., was the worker made aware at the workplace of the requirement to claim and consent; were language difficulties a factor?), and whether the worker reported the accident to the employer, health care professional, or co-workers.

Extending the 6-month deadline

If changes in law or policy expand new areas of entitlement for claims which may have been denied previously, workers may subsequently file a claim for benefits.

In these cases, the WSIB issues the first benefit payment even if the worker has not met the requirements. Once the WSIB sends a Form 6 to the worker and asks the worker to complete it, the worker has thirty calendar days to file the form. If the worker does not meet the deadline, no further benefits are provided.

Worker Makes Incorrect Election

On rare occasions, workers may elect to claim benefits in another jurisdiction, only to discover that the claim can only be pursued in Ontario. If this happens:

- Before the six-month deadline to file a claim for benefits has expired, workers are given the balance of the six months, or thirty calendar days from the date they discover that the claim can only be pursued in Ontario whichever is greater, to file a claim for benefits and complete the appropriate election form.
- After the six-month deadline has expired, workers are given thirty calendar days to notify the WSIB that they wish to file a claim for benefits under the insurance plan. Upon receiving a Form 6 and the appropriate election form from the WSIB, workers are then given a further thirty calendar days to complete and return the forms to the WSIB.

In both cases, no benefits are provided until the worker completes and returns the relevant forms to the WSIB.

Waiving the requirements to claim and consent

Mentally/Physically Incapable

If, as a result of the accident, the worker is mentally or physically incapable (e.g., unconscious) of claiming benefits and consenting to the disclosure of functional abilities information, the WSIB waives the requirements and issues the first and subsequent benefit payment(s) to the guardian.

As part of the ongoing management of the file, the WSIB monitors the worker's medical progress to determine whether the worker is capable of meeting the dual requirements.

If at any time the WSIB determines that the worker is capable of meeting the dual requirements, the WSIB sends a Form 6 to the worker and asks the worker to complete it within thirty calendar days of receiving it.

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If this happens:

- Before the six-month deadline to file a claim has expired, the WSIB withholds any further benefits to which the worker may be entitled until it receives the worker's claim and consent. If the worker does not file by the end of the six-month period, or thirty calendar days, whichever is greater, the WSIB does not subsequently accept the worker's claim and consent, and no further benefits are provided.
- After the six-month dead-line, and the worker does not meet the thirty calendar day deadline, the WSIB does not subsequently accept the claim and consent, and no further benefits are provided.

Failure to Comply

Due to the serious nature of workplace injuries, and the importance of accurate and timely reporting, Arbour Village Co-op employees are expected to fulfill their obligations regarding the correct reporting of workplace injuries.

In the event that a workplace accident is not properly reported, Arbour Village Co-op may be subject to the following penalties:

At the initial entitlement stage of a claim, the WSIB may levy four separate \$250 penalties -- one each for

- a) Late reporting
- b) Incomplete reporting,
- c) Not reporting on a pre-approved version of the form, and
- d) Failing to provide a copy of the Form 7 to the worker.

The WSIB may again levy these penalties if Arbour Village Co-op fails to respond to subsequent requests for information, or at the time of a recurrence.

Because failing to comply is also a provincial offence, Arbour Village Co-op may be prosecuted. If convicted, Arbour Village Co-op may be liable for a fine of up to

- \$25,000 or up to 6 months in jail, or both, for individuals, and
- \$100,000 for corporate entities.

NEEDLE SAFETY

Definitions (Section 1)

Safety-engineered needle:

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- (a) A hollow-bore needle that,
 - (i) is designed to eliminate or minimize the risk of a skin puncture injury to the worker, and
 - (ii) is licensed as a medical device by Health Canada, or
- (b) A needleless device that,
 - (i) replaces a hollow-bore needle, and
 - (ii) is licensed as a medical device by Health Canada. O. Reg. 474/07, s. 1.

Provision of safety-engineered needles (Section 2)

- (1) When a worker is to do work requiring the use of a hollow-bore needle, Arbour Village Co-op shall provide the worker with a safety-engineered needle that is appropriate for the work.
- (2) Subsection (1) does not apply if Arbour Village Co-op is unable, despite making efforts that are reasonable in the circumstances, to obtain a safety-engineered needle that is appropriate for the work.

Use of safety-engineered needle (Section 3)

- (1) A worker who has been provided with a safety-engineered needle for work described in subsection 2 (1) shall use the safety-engineered needle for the work.
- (2) Despite subsection (1), the worker may use a hollow-bore needle that is not a safety-engineered needle if he or she believes on reasonable grounds that, in the particular circumstances, the use of a safety-engineered needle would pose a greater risk of harm than the use of the hollow-bore needle.
- (3) “Risk of Harm” refers to either or both of the following risks:
 - 1. A risk of harm to the worker or to another worker.
 - 2. If the work involves the use of a needle on a person, a risk of harm to him or her.
- (4) The employer shall develop, establish and provide training for workers to assist them.

Exceptions, emergencies and risks to health (Section 5)

- (1) Subsection 3 (1) does not apply if all of the following conditions are satisfied:
 - 1. The facility is located in a part of Ontario in which,
 - i. a declaration of emergency made under the *Emergency Management and Civil Protection Act* is in effect, or
 - ii. a situation exists that constitutes or may constitute a serious risk to public health, whether the Chief Medical Officer of Health has taken action under section 77.1 of the *Health Protection and Promotion Act* or not.

Note: On April 1, 2009, subparagraph ii is revoked and the following substituted:

- ii. a situation exists that constitutes or may constitute a serious risk to public health.
2. The employer's supplies of safety-engineered needles appropriate for the work have been exhausted.

Ergonomics and Musculoskeletal Injury (MSI) Requirements

Employers are required to "eliminate or, where that is not practicable, minimize the risks of MSI to workers"

Employers and workers should familiarize themselves with the ergonomics requirements because they form the basis of an effective MSI prevention policy.

Employer Requirements

- Consult with the joint health and safety committee (or worker health and safety representative) regarding MSI risk identification, assessment, and control and evaluation as well as worker education and training.
- When performing a risk assessment, consult with workers with signs or symptoms of MSI and a representative sample of workers.
- Identify risks of MSI.
- Assess the degree of risk posed to workers.
- Implement control measures to reduce the risks of MSI.
- Evaluate control measures to determine their effectiveness and ensure that deficiencies are corrected.
- Educate workers in the early signs and symptoms of MSI and its potential health effects, and in risk control measures for preventing MSI.
- Train workers in the MSI control measures that have been implemented.

Worker Responsibilities

- Know the MSI risk factors related to your work, as well as MSI signs and symptoms and potential health effects.
- Participate in education and training on established safe work procedures and the use of risk controls such as mechanical lifts.
- Follow MSI prevention policies and safe work procedures.
- Cooperate with your employer, joint health and safety committee (or worker health and safety representative).
- Report signs and symptoms of MSI to your supervisor and first aid attendant (if your worksite has one). You must also report unsafe acts or conditions to your supervisor.
- This includes a sudden change in a patient's ability to assist with their own transfers and the failure of mechanical lifting equipment.

Manual Lifting

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The parties agree to establish a goal of eliminating all unsafe manual lifts of patients/residents through the use of mechanical equipment except where the use of mechanical lifting equipment would be a risk to the wellbeing of the patients/residents. The Employer shall make every reasonable effort to ensure the provision of sufficient trained staff and appropriate equipment to handle patients/residents safely at all times, and specifically to avoid the need to manually lift patients/residents when unsafe to do so.

If the use of mechanical equipment would be a risk to the well-being of the patients/residents, sufficient staff must be made available to lift patients/residents safely. The parties agree to take the following immediate steps through the Occupational Health and Safety Agency for Healthcare to achieve this goal throughout the sub-sector.

- (a) Work in partnership with the Workers' Compensation Board, the Ministry of Health and others to establish a financing framework to make funds available to purchase the necessary mechanical equipment;
- (b) Finalize and distribute clear industry guidelines for safe patients/residents handling;
- (c) Encourage the full participation of the local Joint Occupational Health and Safety Committee

Restricted Spaces

In this section:

“Restricted Space” means a tank, vat, vessel, duct, vault, boiler or other space from which the egress of a worker is restricted, limited or impeded because of the construction, design, location or other physical characteristics of the space.

A worker shall enter a restricted space only if:

- (a) He or she is informed of and familiar with the characteristics of the restricted space which restrict, limit or impede egress and is instructed in the procedures for entering, working in and exiting from the restricted space;
- (b) There are procedures and measures in place for the removal of the worker from the restricted space in the event of an emergency;
- (c) At least one other worker is stationed outside the restricted space and in proximity to it and is readily available and capable of implementing emergency procedures and measures for the removal of the worker from the restricted space; and
- (d) Mechanical equipment in the restricted space is disconnected from its power source and is locked out.

(3) The requirements of subsection (2) apply with all necessary modifications while a worker is in a restricted space. O. Reg. 67/93, s. 42.

Confined Spaces

- Before any worker enters the confined space or begins related work with respect to the confined space, the employer shall prepare a co-ordination document to ensure that the duties imposed on employers are performed in a way that protects the health and safety of all workers who perform work in the confined space or related work with respect to the confined space.

A copy of the co-ordination document shall be provided to;

- a) The employer of workers who perform work in the same confined space or related work with respect to the same confined space; and
 - b) The joint health and safety committee or health and safety representative, if any, for each employer of workers who perform work in the same confined space or related work with respect to the same confined space.
- Every worker who enters a confined space or who performs related work shall be given adequate training for safe work practices for working in confined spaces and for performing related work, including training in the recognition of hazards associated with confined spaces.
 - Arbour Village Co-op shall appoint a person with adequate knowledge, training and experience to conduct the training. O. Reg. 631/05, s. 2.
 - Arbour Village Co-op shall ensure that training under this section is developed in consultation with the joint health and safety committee or the health and safety representative, if any.
 - Arbour Village Co-op shall ensure that training under this section is reviewed, in consultation with the joint health and safety committee or the health and safety representative, if any, whenever there is a change in circumstances that may affect the safety of a worker who enters a confined space in the workplace, and in any case at least once annually.
 - Arbour Village Co-op shall ensure that no worker enters or remains in a confined space unless, in accordance with the relevant plan, adequate written on-site rescue procedures that apply to the confined space have been developed and are ready for immediate implementation.

Hygiene Facilities

Toilets and washbasins for the use of workers shall:

- (a) Be provided in accordance with the requirements for sanitary facilities as set out in Part 3 of the Ontario Building Code;
- (b) Have hot and cold running water for the washbasins; and

- (c) Have reasonable personal hygiene supplies and equipment, including soap and disposable towels.

Potable drinking water shall be provided from a fountain with an upward jet or from a tap from a piped water supply or a covered vessel together with a supply of single-use cups in a sanitary container located near the tap.

- Potable drinking water shall be available:
 - (a) On every floor where work is regularly performed; and
 - (b) Within 100 meters of any area where work is regularly performed.
- If ten or more workers are employed at a facility, a room or other space affording reasonable privacy shall be provided.
- The room shall be equipped with one or more cots and chairs, unless the facility has a first-aid station or infirmary room that is so equipped.
- Refrigerators used to store cultures, specimens or biological ampoules shall not be used to store food or drink.
- No food, drink, tobacco or cosmetics shall be consumed, applied or kept in areas where infectious materials, hazardous chemicals or hazardous drugs are used, handled or stored.

Exposures to Chemical, Biological and Radiological Hazards

There are injuries associated with exposure to chemical, biological and radiological substances present in the workplace. Where applicable, all required safety precautions should be taken, including the use of Personal Protective Equipment.

Emergency Preparedness and Response

Workers in health care facilities should be prepared and trained for emergencies such as, fires, blackouts, terrorist events, adverse weather, etc.

Asbestos

Older health care facilities may contain asbestos; if they do, inspecting the asbestos-containing material is required. All reports shall be submitted to the JHSC.

Ventilation Maintenance and Monitoring

Ventilation is required to be inspected every six months, and the report presented to the JHSC or Health and Safety Representative.

Ventilation Requirements

- (1) General indoor ventilation adequate to protect the health and safety of a worker shall be provided by natural or mechanical means.
- (2) A mechanical ventilation system shall be inspected every six months to ensure it is in good condition.
- (3) The inspection referred to in subsection (2) shall be carried out by a person who is qualified by training and experience to make such an inspection.
- (4) The person carrying out the inspection shall file a report on the inspection with the employer and with the joint health and safety committee or health and safety representative, if any.
- (5) A mechanical ventilation system:
 - (a) Shall be serviced and have maintenance work performed on it as frequently as recommended by the manufacturer; and
 - (b) Shall be serviced, have maintenance work performed on it or be repaired when a report referred to in subsection (4) indicates it is necessary to ensure the system is maintained in good condition.
- (6) The ventilation system shall be such that replacement air is provided to replace air that is exhausted.
- (7) The replacement air shall:
 - (a) Be heated, when necessary, to maintain at least the minimum temperature in the workplace (SPECIFIED MINIMUM TEMPERATURE).
 - (b) Be free from contamination from any hazardous dust, vapor, smoke, fume, mist or gas; and
 - (c) Enter in such a manner so as not to cause undue drafts and prevent:
 - (i) Blowing of settled dust into the workplace, and
 - (ii) Interference with any exhaust system.
- (8) Air discharged from any exhaust system shall be discharged in such a manner so as to prevent the return of contaminants to any work area.

Communication

Arbour Village Co-op encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

ARBOUR VILLAGE CO-OPERATIVE HOMES INC

- Employees that voice or identify a health and safety concern will not be subject to retaliation.
- Health and safety comments will be reviewed by Human Resources. The Human Resources team will initiate an investigation on each reported and/or potential hazard.
- Employees are encouraged to inform their supervisor or Human resources of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or oral, and may be anonymous, if so desired.

Joint Health and Safety Committee

Arbour Village Co-op shall create and maintain a Joint Health and Safety Committee (JHSC) to oversee all health and safety related matters that transpire on the premises.

Violence and Harassment

Arbour Village Co-op is committed to building and preserving a safe working environment for its employees. In pursuit of this goal, Arbour Village Co-op does not condone and will not tolerate acts of harassment and/or violence against or by any Arbour Village Co-op employee. 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 Arbour Village Co-op employees.

It is also a violation of Arbour Village Co-op's Anti-Harassment and Violence Policy for anyone to knowingly make a false complaint of harassment or 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.

Definitions

1. **Harassment** – Harassment is defined as any interaction between individuals that can be characterized as unwelcome, intimidation, bullying, violence, or misconduct. Arbour Village Co-op rejects and entirely disapproves of all harassment based on the grounds of: race (i.e. color, ethnicity, origin, nationality, descent), sex, marital status, age, sexual orientation, gender history, religious beliefs, political convictions, disability, or medical condition. Such acts include:
 - Inappropriate physical conduct;
 - Creating an intimidating or offensive working environment; or
 - Creating a degrading, humiliating, or hostile work environment.
2. **Violence** – Violence is defined as any interaction or act of aggression or hostility between individuals that involves: causing physical injury to another person; the utterance of threatening remarks; creation of a reasonable fear of injury; subjecting another individual to emotional distress; damaging employer or employee property; the possession of a firearm or dangerous weapon while on Arbour Village Co-op property or while conducting Arbour Village Co-op business; harassing surveillance

ARBOUR VILLAGE CO-OPERATIVE HOMES INC

(such as stalking); bringing weapons into the workplace; displaying extreme stress or resentment; displaying irrational behaviour.

3. **Threats** – Threats of violence or harassment are considered serious and will be treated accordingly. Threatening behaviour includes, but is not limited to: throwing objects at another person; verbal prediction of harm directed towards another individual or his/her property; making threatening or menacing gestures; obsessive behaviour (e.g. unprofessional and/or excessive unwelcome romantic interest); any such behaviour indicating that the individual is irrational or mentally ill and poses a danger to him/herself or others; escalation of unacceptable behaviour within the workplace (e.g. behaviour triggered by personal circumstances such as an impending divorce, custody battle, etc.).
4. **Weapons** – The following items are considered weapons and are strictly prohibited in the workplace or while conducting Arbour Village Co-op business:
 - Firearms such as pistols, revolvers, shotguns, rifles, and so on
 - Dangerous knives not required for the performance of job duties
 - Any explosive or explosive devices
 - Sling shots, baseball bats, clubs, or blunt object
 - Metal knuckles
 - Air guns, pellet guns, and blow guns
 - Any replica of the above items
 - Any other item that could be used to inflict injury upon another individual.

Policy and Procedures

Arbour Village Co-op employees are prohibited from engaging in any violent or harassing behaviour towards others. Any physical, verbal, or visual act – with or without a weapon, as defined above – that threatens, intimidates, creates fear, or has the purpose of interfering with an employee's job duties, or similarly creates an intimidating, hostile, or offensive work environment, is forbidden.

1. Managers, supervisors, business unit leaders, or the Human Resources Department will take immediate action to resolve any situation that involves harassment or violent behaviour. This includes, but is not limited to, calling 911 for immediate police assistance.
2. Incidents that constitute criminal acts (whether felony or misdemeanour) will be referred to the local police department or other policing agency.
3. Complainants are encouraged to file a complaint immediately after an alleged incident of harassment or violence. Nevertheless, Arbour Village Co-op is aware that such a timely response may not always be possible, due to humiliation or fear. Individuals who believe that they have experienced harassment or violence should lodge a complaint within 10 days following an alleged incident. Under extreme circumstances, this timeline may be extended to 25 days at the request of the complainant; however, it is the responsibility of the complainant to provide good reasons for this extension.

ARBOUR VILLAGE CO-OPERATIVE HOMES INC

4. The Human Resources department promises to assist employees, managers, supervisors, and business unit leaders in investigating and preparing documentation for acts and incidences of harassment or violent behaviour.
5. This policy encourages employees to freely express – in a responsible and orderly fashion – their thoughts, opinions, and feelings regarding harassment or violence complaints. In no case shall any employee who reports threats or acts of violence be retaliated against through disciplinary action. Acts of retaliation include (but are not limited to) interference, coercion, threats, physical restraint, workload reassignments, denial of promotion, or any other manner of retribution. Any acts of retaliation must be reported immediately to the Human Resources department.
6. Should an employee be harassed or threatened by an individual from outside the workplace, and have reason to believe this person may harm them in any way, the employee is required to report concerns to his or her supervisor.
7. Should an employee have a legal court order (e.g. restraining order, or “no-contact” order) against another individual, the employee may be required to notify his or her supervisor, and to supply a copy of that order to the Human Resources Department. This will likely be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at Arbour Village Co-op, in direct violation of the court order. Such information shall be kept confidential.
8. If any visitor to the Arbour Village Co-op 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 Human Resources Department.
9. 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. Arbour Village Co-op 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. Arbour Village Co-op will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.
10. This Anti-Harassment and Violence Policy must never be used to bring fraudulent or malicious complaints against employees. Any complaint made in bad faith, if demonstrated as being such through convincing evidence, will result in disciplinary action being taken against the individual lodging the fraudulent or malicious complaint.
11. In cases where criminal proceedings are forthcoming, Arbour Village Co-op will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.
12. Disciplinary or corrective action may be taken, up to and including suspension of duties or termination of employment, for any violations of this policy.

PASSED by the Board of Directors and sealed with the corporate seal of the Co-op this

..... 28th day of November, 2013

Acknowledgment and Agreement

I, [Employee Name], acknowledge that I have read and understand the Occupational Health and Safety policy. I agree to adhere to this agreement in its entirety and will ensure that employees working under my direction adhere to this Policy. I understand that if I violate the rules set forth in this Policy, I may face legal, punitive, or corrective action.

Name: _____

Signature: _____

Date: _____

Witness: _____