

WorkSafe

Tools for building safer workplaces

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A photograph of two construction workers in a narrow, industrial-looking space. The worker on the left is wearing a white hard hat and a grey jacket, holding a yellow tape measure against a vertical metal structure. The worker on the right is wearing a blue hard hat and a grey jacket, looking towards the first worker. The space is filled with metal frames and equipment.

Taking care of business

Small-sized firms make big safety strides

This issue: Hearing-loss help | Why work safely? | Hi-vis vest pullout poster!



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WINTER DRIVING SAFETY ALLIANCE

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What's wrong with this photo?



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On the cover: Kenneth Prentice (left) and Mitchell Lukacs, mechanics in training for Vancouver's Canada Home Elevator Inc., are working to ensure they measure up to company safety standards.

If you're a small business operator, you might be surprised to know you're in a group with considerably higher serious injury and fatality rates than your larger counterparts.



While the demands of small business – those defined as having 20 or fewer employees – may take the focus away from safety, every employer in B.C. needs to demonstrate a clear commitment toward injury- and illness-prevention. It's the law.

In this issue's cover story on page 8, you'll find out how an elevator installation company in Vancouver, a bakery and restaurant in Fernie, and an electrical firm in Kitimat are setting positive examples: implementing necessary but straightforward health-and-safety routines.

As a number of small business owners have discovered, despite restrictions on time and money, investments in health and safety generate returns. These include business longevity, but more importantly, peace of mind, through the prevention of tragic, life-changing injuries.

Coming up with a solid health-and-safety plan can seem daunting, though, if you're not sure where to start. That's where WorkSafeBC can help, with a wide variety of online resources customized for today's small businesses. From a small business safety calculator, sample forms, and checklists, to industry-specific information, our small employer portal supports those dedicated to worker health and safety and the viability of their ventures.

And if you can't find what you need, don't hesitate to contact your local prevention officer, or someone at WorkSafeBC, directly. After all, when it comes to safety, we're all in the same business together.

Terence Little
Editor-in-Chief

WorkSafe

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Shannon Ward
OnTrack Media

WORK SAFE BC





Merv has won
an auto safety kit
for his entry!



Both man and cart need a better centre of gravity

Editor, *WorkSafe Magazine* (Re: November/December issue, "What's wrong with this photo?")

- The worker's work boots should have a non-slip tread, and they should be steel-toed. Work boots don't need to be big and clunky. I've seen stylish boots that are both safe and look good.
- He is using the baggage cart as an anchor to maintain balance. It could roll toward him and pin him against the car, or it could tip over and seriously injure him or injure a bystander.
- He is standing on a sloped, uneven curb. This compromises his stability, and can lead to such things as a twisted ankle or fall. Could the baggage cart be moved closer to the car, or vice-versa? Could this loading area be redesigned (engineered) to be safer? Could a safer location be used for unloading guest vehicles?
- Are the cart's wheel brakes engaged? They should be. Do I see a damaged wheel brake on the cart?
- This man is – all at the same time – lifting, pulling, pushing, twisting, and reaching, while trying (unsuccessfully) to maintain a fine balancing act. Why can't this job be turned into two discrete tasks? As he attempts to avoid scratching the luggage or the paint on the vehicle, he is going to further stress himself physically. The man's unfortunate posture and poor work habits will likely lead to an ergonomic injury. He needs a helping hand. Has his joint occupational health and safety committee undertaken a JSA (job safety analysis) and/or ensured the worker consulted an up-to-date CWP (correct work procedure)? This worker has a legal and moral right to be informed of the hazards he is facing.
- The point sticking out of the umbrella does not look too safe. It is a tripping hazard, and it can poke someone. He should hang the umbrella on one of the upper cart rails.
- The baggage cart is being loaded unsafely. Heavy stuff should be at the bottom, and light stuff placed higher up. The load could fall over, because it has not been properly secured. A second cart is needed, or two trips may be required to safely transport this load. The cart tires are also inappropriate for outdoor use. Larger, pneumatic tires would be easier to push, and probably provide more stability.
- By piling the cart this high, the worker can't see where he's going – in other words, his vision will be obstructed as he pilots the cart throughout the facility. He could very well end up injuring a hotel guest or a fellow worker – or himself.

Merv Hansen, millwright for Canfor in Quesnel, B.C., is this month's winner of the "What's wrong with this photo?" contest.



- The whisk-broom (a light-duty, household item) is inappropriate for this large and busy outdoor area. Why not use a large, wide bristle-broom that meets industrial or commercial standards? The broom is also a tripping hazard. It is just about the perfect height to poke out the eye of a rambunctious child, as that child runs into the hotel ahead of his parents.
- This loading and unloading area doesn't need carpets to complicate issues. It's a tripping hazard: it gets wet, soggy, and slippery; a loaded cart with hard wheels is difficult to push over a carpet placed over an uneven, hard surface.
- Why can't that luggage be unloaded onto a safe area of the entrance or even be carried into the hotel, then loaded on the luggage cart? Loading and unloading of luggage should be done in a safe location away from traffic, and in a dry and secure area. The vehicle could then be safely driven away to be parked by the owner or a hotel employee. Then and only then could luggage be safely loaded onto the baggage cart. Hotel safety policies should address this.
- Has the driver of this car shut off his or her vehicle and ensured that it won't roll? The hotel employee could then be certain that the vehicle wouldn't unintentionally move forward or backward while being unloaded. The hotel employee would also avoid breathing harmful vehicle exhaust gases on a daily basis (cumulative exposure). Additionally, the worker would benefit from working in a quieter environment.
- There should only be one car at a time in the unloading area. This could involve painting control lines at the entrance unloading area and employing safety cones fore and aft of the vehicle that the worker is working beside – just for good measure. There should be some form of traffic control in this area, as evidenced by the improperly parked car in the background. This car appears to have been backed up into the "unloading" area. Such parking should be absolutely prohibited, because it poses a danger to both hotel employees and hotel patrons.
- A hotel employee shouldn't have to bend over all day pulling some person's heavy or awkward luggage out of a little car's tight trunk. Why can't the owner of the luggage – health permitting – help unload his own luggage from the vehicle? At the very least, this worker should have a helper to assist him.
- The cart is utterly inappropriate for the job it's meant to perform. A cart with a lower centre of gravity would be almost impossible to tip or overload. A lower cart would also mean a lighter and more stable load. Hotel employees could push or pull them safely. Pneumatic tires would make them far easier to push over obstructions, as well as being easier on the luggage by reducing wear and tear caused by banging and clunking over every little obstruction the cart encounters.
- This employee could and probably should be wearing a pair of light-but-sturdy, puncture-resistant/proof gloves that would protect against injury caused by damaged, dangerous, or poorly packed luggage.
- The worker should be wearing a hi-vis vest at all times while he's working around traffic.
- It may also be a good idea to cordon-off this work area, because it looks busy enough to pose unacceptable risks. Has a hazard and risk assessment been done to ensure this worker's safety? Also, does this hotel have an effective health and safety program with an effective safety committee? Does it have a healthy and robust safety culture?
- The "Caution – Wet Floor" sign looks like a pretty feeble attempt at ensuring safety. It should be better located, and there should be more of them. If this is a covered parking and receiving area for hotel guests, then those guests are going to expect safe walking surfaces. Hotel employees may also be caught off guard by wet and possibly slippery surfaces. Legal liability is a very real concern – not just for paying guests, but also for workers. I would advise management (as part of their risk-management and health-and-safety initiatives) to find a permanent solution to their "wet floor" issues.

- Is this large outdoor area adequately and safely illuminated at night to ensure worker safety?
- I see no road safety signage: stop signs, slow signs, no-parking signs, etc.

Merv Hansen

Millwright

Member of the Joint Occupational Health and Safety Committee

Canfor

Quesnel, B.C.

Safe suitcase stacking requires forethought

Editor, *WorkSafe Magazine* (Re: November/December issue, “What’s wrong with this photo?”)

- A poor body position could lead to a back injury, due to the heavy lifting, combined with a twisting motion.
- This broom represents a tripping hazard.
- This signage is giving incorrect information, because the “floor” is not wet...rather, the sign just creates another tripping hazard.
- This strap has the potential to become tangled in the wheels during movement, creating a hazard to the person moving the cart.
- The suitcases have been stacked unevenly, and this represents a danger of the cart falling while it’s being moved.
- The wheels on the cart are locked for loading, and must be unlocked prior to moving.
- The umbrella end has the potential to injure someone, and should be placed with the pointed end secure from contact with individuals.
- In this position, the cart operator may inadvertently pull on the cart while trying to reach the suitcase – causing the cart to potentially tip over.
- In this position, the worker will be unable to lift the weight of the suitcase off the customer’s car. Dragging the suitcase over the car trunk may cause damage to a customer’s property.
- The worker does not have solid footing, because he is situated on a slope, and this may potentially cause a tripping or musculoskeletal injury.
- The trunk lid is not secured from closing while the worker is reaching inside.
- The cart is overloaded and seems top-heavy. A better choice would be to use two carts and reduce the potential for a back injury moving heavy loads or having the cart tip over due to overloading and being top-heavy.
- This suitcase represents a tripping hazard and may have fallen off the already overloaded cart.
- The cooler is not sitting solid on the cart, but rather it has been placed on top of the umbrella, causing an unstable load.
- The strap of the suitcase is not secured from movement, and has the potential to become tangled with a worker.
- This bag is clearly not secured, and could present a danger by falling off during movement.
- This worker is working in an area where mobile equipment customer’s cars are operated. High-visibility gear is recommended. And with the potential for heavy items falling from the cart, the worker should also be sporting foot protection.
- The carpet may present a hazard as the carts are wheeled over it.
- This suitcase is improperly secured and may fall off during movement. It is also heavy and should have been placed at the bottom of the pile.
- The strap on the purse has the potential to become entangled with a worker during the loading or unloading of the cart.
- The wheels on the cart should be turned, so that once the safety brake is released, the cart is not headed towards a downhill slope, but rather sitting on a stable point of the lot.
- The vehicle is parked incorrectly with the tail end in the worker’s work area. Caution must be taken to ensure the vehicle is placed into a forward gear upon leaving the parking spot.
- The work area should be secured with cones to prevent others from entering.

This is an excellent exercise in risk assessment.

Esther Winder

Safety Supervisor

Cool Creek and Rocky Mountain Energy Ltd.

Kamloops, B.C.





Taking care of business

Smaller firms tend to have higher rates of serious injury. Yet, all it takes is a moderate investment in health and safety to benefit an entire workplace.

By Helena Bryan



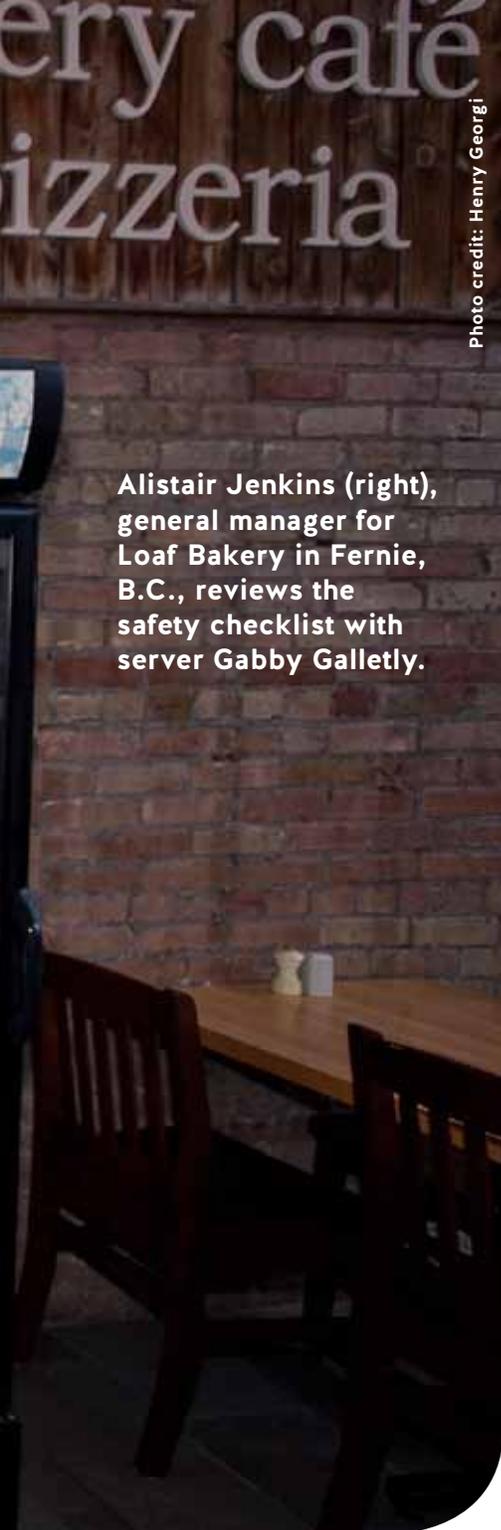


Photo credit: Henry Georgi

Alistair Jenkins (right), general manager for Loaf Bakery in Fernie, B.C., reviews the safety checklist with server Gabby Galletly.

“The creativity that helps drive small businesses can also lead to higher risk-taking.”

—WorkSafeBC industry specialist Rose McDonald

Ben Lean is someone you’d call a risk-taker. Two decades ago, he moved more than 10,000 kilometres from his home in Hong Kong to start a new life in Vancouver. In 2010, he left a secure, well-paid job as an engineer with an international commercial elevator installation company to start his own business: Canada Home Elevator Inc.

But when it comes to taking care of his employees, Lean plays it safe.

“The most important thing to me,” he says, “is that they go home healthy at the end of the day.”

Safety equals business success

As the owner of a company employing 20 or fewer workers, Lean meets the WorkSafeBC definition of a “small employer.” And yet, despite the high number of these employers in B.C., he can count himself among a relatively modest group who regard health and safety as integral to business success – in spite of tight budgets, rigorous competition, and limited resources.

Employers such as Lean are proving that the investment of time and money is an investment in the long-term sustainability of their companies.

The focus on worker health and safety at Canada Home Elevator Inc. has a lot to do with Lean’s background as a safety officer in Hong Kong. He’s also worked as an elevator installation engineer, and in Vancouver, he’s overseen elevator installations in potentially hazardous large-scale projects, such as the city’s 62-storey Shangri-La. Needless to say, he knows all about the importance of fall protection, and he makes it a priority for his two installers, even when they are working no more than two metres between working platforms inside the elevator shaft.

Focus on training and supervision

Lean also knows the value of a sound approach to supervision and training. He hired a 40-year veteran of the industry as his supervisor, who works alongside the two installers and is responsible for on-site training. “My installers are young because I prefer to train from scratch, before they’ve learned bad habits,” Lean says.

Both installers will have their formal first aid training by the end of this year and Lean plans to make sure they receive regular refresher training as well.



Sound system, solid orientations

Phil Gadd, founder of the four-year-old Loaf Bakery and Restaurant in Fernie, B.C., considers the safety of his 18 employees integral to running a successful company. “In all aspects of my business, including health and safety, I make sure we have the systems in place that work well and that people can follow easily,” he says. “That means lots of checklists that require sign-off by a manager or supervisor – so we have accountability.”

To minimize the hazards that come with a commercial kitchen and bakery – large industrial mixers, hot ovens and stovetops, and sharp knives – Gadd starts at the beginning. For supervisory positions, he hires qualified, experienced people who are experts at using the equipment. The orientations for new hires are thorough, ensuring they know all the potential hazards and how to minimize them. He also makes sure that less experienced staff are well supervised.

Traumatic fatality rate too high

Such health-and-safety-minded small employers like Lean and Gadd deserve to be recognized for putting the protection of workers first, says Glen McIntosh, WorkSafeBC manager of

Industry and Labour Services. “Many small employers lack the occupational health and safety basics: no first aid, no health and safety procedures, no training or supervision,” he says. “Those are the ones we’re concerned about.”

Some, McIntosh says, simply aren’t aware that they are obligated to meet the requirements of Part 3 of the Occupational Health and Safety Regulation like everyone else, even though – depending on the risks – their requirements are less formal than those for larger companies. “And that poses a challenge,” he says, “given that they make up the majority of employers in B.C.”

From 2008 to 2012, for example, small employers accounted for 93 percent of registered employers. They were also responsible for 23 percent of claims, 26 percent of claim costs, and 28 percent of serious injuries, such as fractures, head injuries, and amputations. However, their overall injury rate is lower: at 2.0 compared with 2.4 for all of B.C., and 2.6 for larger firms (those with more than 100 full-time employees).

According to WorkSafeBC statistics, small employers have fewer overexertion claims, but more injuries associated with falls from elevations, motor vehicle incidents, and struck-by incidents. And small employers are four to five times more likely than their

From left: Ben Lean, president of Canada Home Elevator Inc. in Vancouver, provides a tool box talk on harness safety with mechanics in training Mitchell Lukacs and Kenneth Prentice.

larger counterparts in similar industries to have a traumatic fatality (i.e., a worker death that's not associated with disease).

Return worth the safety investment

WorkSafeBC industry specialist Rose McDonald says such disturbing statistics arise from a perfect storm of factors. "Small employers have limited resources, along with restraints on their time, knowledge, and skills," she says.

"They are commonly construction, transportation, landscaping, or home-services companies that tend to work on multiple jobsites. The work varies, which makes identifying hazards a challenge. And, the workers are often seasonal or part-time, so training becomes an issue."

Nonetheless, Steven Forrest, operations manager for TL & T Electric Ltd. in Kitimat, B.C., proves such challenges are surmountable. He's been in business for 29 years, taking on high-risk heavy industrial work for the rapidly growing Liquefied Natural Gas (LNG) sector and aluminum smelting plants in northwestern B.C.

Site-specific planning

Forrest invests in careful planning and reliable work-flow systems to create a safe foundation for every project. He says the company makes every effort to understand the site-specific hazards before starting a project. That means performing a risk assessment for the electrical work, and then developing and implementing a safe work plan and safe workbook, which includes items such as fall-arrest forms, daily tool-box forms, performance journals, and equipment log books.

"We remain committed to safety," Forrest says. "This is demonstrated, for instance, by our continued investment in safety through the recent receipt of industry safety accreditations in Canqual/ISNET required for our work in the LNG sector."

McDonald says safety-oriented firms like Forrest's, Lean's, and Gadd's offer a model for how to address safety.

Unfortunately, she says, that common interest in nurturing a culture of safety is something she often sees lacking in other small companies. "The creativity that helps drive small businesses can also lead to higher risk-taking," she says. "They have this can-do attitude, which can lead them to take on work that is beyond their scope."

"What's more, there's an expectation of self-sufficiency on the part of employees to take care of their own health and safety. And, if the company has never experienced an injury, they can get this false sense of safety. It's a kind of Russian roulette for the workers."

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Alistair Jenkins, general manager for Loaf Bakery, discusses safe cleaning procedures for the meat slicer with line cook and pizza chef Giacomo Edifizi.



Photo credit: Henry Georgi

The risks apply equally to the small employer, McIntosh says. “In addition to the human cost, the impact of a serious injury on a small company can be devastating. We’ve seen them struggle afterwards, and many simply never recover.”

“Why take the risk?” Lean says, “When a small investment of time and money can secure the health and safety of your employees – and the long-term success of the business you’ve

worked so hard for.

“I know firsthand that when an employer leads the push for a safer, healthier workplace and when employers and employees work together, small companies can overcome the challenges and make safety happen.”

Custom-fit resources for small firms

Running a business is not for the faint of heart. No matter how savvy, small business owners are strapped for time, money, and the luxury of delegating important tasks.

“That’s where we come in,” says Glen McIntosh, WorkSafeBC manager of Industry and Labour Services. “We can help them with at least one crucial part of their business: workers’ health and safety.

“We have a full range of accessible, easy-to-use resources on our website – much of it free – to help small businesses of all kinds do what’s necessary to keep their businesses free from injury and disease (www2.worksafebc.com/Portals/SmallBusiness/Home.asp).”

A section tailored to newly registered small business owners called “Getting Started,” walks users through the beginning phases of developing a health and safety program. There’s information on health and safety requirements, sample forms and checklists, a Small Business Health & Safety Log Book,

Small Business Primer, an Employers’ Fairness and Service Code, and a section for new Canadians.

For more industry-specific information, there are sites covering everything from auto services and home and small offices to trucking and housing construction. The safe use of chainsaws, forklifts, ladders, and personal protective equipment is also covered here.

In addition, the site provides links to the OHS Regulation, tip posters, and one of its most frequently used features, the Small Business Safety Calculator. This tool estimates how long it will take to recover the cost of a range of injuries in various industries. And, by clicking on the “Resources” tab, users can find information on everything from assessments and claims to return-to-work and safety inspections.

McIntosh says: “The site is truly a one-stop shop for small businesses looking for ways to keep their employees safe from injury and their companies sustainable.”





Work Science

Mark Fleming, professor of safety culture at St. Mary's University in Halifax, has discovered that the safest workers are those given a say in injury-prevention programs.

Photo credit: Travis Smith



Higher purpose

Research suggests workers are motivated to work safely based on their own personal values – and the best injury-prevention programs build on those intrinsic rewards.

By Gord Woodward



What's the best motivation employers can give their workers to encourage safe practices on the job?

Perhaps the most common form of motivation is a combination of rewards and penalties – something to supervisors usually provide. But research funded by WorkSafeBC, in partnership with the Workers' Compensation Board of Nova Scotia, suggests a more effective way to engage employees in occupational health and safety.

The key, according to a study done by Saint Mary's University in Halifax, is intrinsic safety motivation. Such motivation comes when workers take a personal interest in – and enjoyment from – their safety activities.

“This study really shows how complex safety motivation is,” says Lori Guiton, WorkSafeBC director of Research Services. “We were surprised to learn that external motivations – such as avoiding injury or receiving a reward – appeared to be less

important than more personal, internally-driven reasons.”

According to the research, intrinsic safety motivation may spur a worker to follow rules and procedures, or volunteer for the joint occupational health and safety committee. The worker feels motivated to stay safe because the activities are pleasurable, satisfying, or interesting – and, more importantly, because they require a personal decision.

In essence, workers respond better when they have some say in the work process, rather than simply following orders. “People need to buy into something,” says Mark Fleming, professor of safety culture at Saint Mary’s.

The preliminary findings from the study Fleming conducted suggest employees are more motivated to participate in occupational health and safety (OHS) programs and initiatives if they are involved in everything from the initial planning and implementation of the program to its evaluation and any resulting modifications in the workplace.

The more common external safety motivators – those reward and/or penalty options – may be less effective, because they rely on others influencing a worker’s behaviour.

Dave Earle, human resources services and government relations officer for the Construction Labour Relations Association of BC, says the research confirms what employers have long seen in the workplace. “You have to involve your workforce,” he says. “It takes a conscious decision to do that.”

Workers who have had a hand in designing the safety practices they use every day are more motivated to ensure they are carried

out. The same workers are also best suited to suggest changes as their jobs evolve, Earle says.

Crews face variety of dangers

So how can employers build intrinsic motivation into their OHS programs?

One of the biggest challenges is to give workers more control, says Fleming, since they can’t be given freedom to choose which of the mandatory rules and regulations to follow. “In a safety domain, that’s not exactly easy,” he says; however, two important factors can ensure success: autonomy and competency.

Autonomy means giving workers some sense of choice, even if it’s as simple as asking them to help write safety procedures. Fleming suggests that employers could promote working safely at home, for example, by offering staff the use of safety gear and equipment outside of work hours. The reason? His follow-up research shows that people who value safety will, for example, wear safety glasses when trimming their lawn at home, or use ladders rather than footstools when changing light bulbs. They then carry those practices back to the office or jobsite.

Those who place a lower value on safety may find that the more they practice injury-prevention at home, the more conscious they become about it at work.

The second factor, competency, means that it’s up to employers to ensure every employee has safety know-how and skills, rather than relying on a designated safety officer to provide all the information.

“However, no one can be an expert in everything, but everyone



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“Each worker should become an expert in one hazard they deal with regularly.”

—Mark Fleming, professor of safety culture for St. Mary’s University in Halifax

can be an expert in one thing,” Fleming says. “Each worker should become an expert in one hazard they deal with regularly.”

Individual knowhow, he says, will lead to expanded group knowledge, as workers share their expertise and teach it to their colleagues. This kind of group sharing strengthens interpersonal relationships, which is itself part of the motivation: people who rank safety as a priority are concerned for others, too, not just for themselves.

Lee Loftus, business manager of the International Association of Heat and Frost Insulators and Allied Workers Union Local 118 in Vancouver, welcomes the study recommendations. He would add one of his own for employers: use daily and weekly tool box talks not as a sermon, but as an interactive forum for reviewing safety policies.

Getting input from the front-line workers – which increases their motivation to participate – is as easy as asking, “Is there a better way for us to do this?” he says.

“This is a very engaging question for a supervisor to ask a crew. They are grateful to be asked.”

Loftus advocates creating a workplace culture that empowers workers to take charge of their own safety. He says it provides far more benefits than “shallow actions,” such as offering rewards or plastering walls with posters bearing reminders and inspirational sayings. “Health and safety by itself is not a motivator,” Loftus says. “It’s a component of a healthy workplace where employers show they care.”

Whatever the employer’s own motivations – wanting to reduce the frequency and severity of injury claims, seeking greater worker participation in OHS programs, or getting a higher return on their investment in safety – Fleming’s analysis suggests intrinsic motivation for their staff will deliver the best results.

And unlike using rewards as incentives for better safety habits, this approach requires little or no extra investment. “It’s not a very high-cost intervention,” Guiton says. “Research has shown that the more motivated we are to be safe at work, the safer we will make our workplaces.”

Guiton’s department funds a wide range of occupational health and safety research, including work on the human factors that account for an estimated 80-to-90 percent of industrial accidents.

“Dr. Fleming’s study builds on that, and extends the conversation about what motivates workers’ behaviour.”



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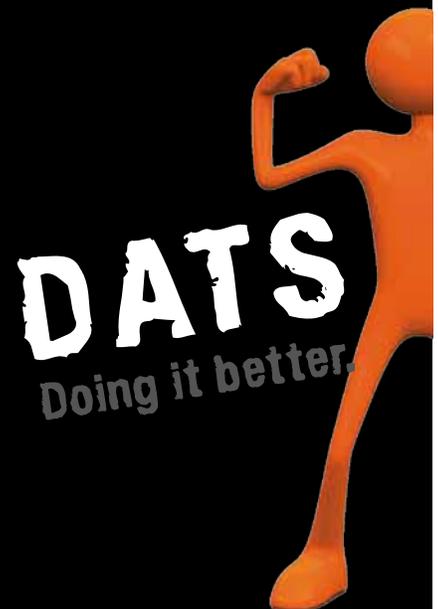
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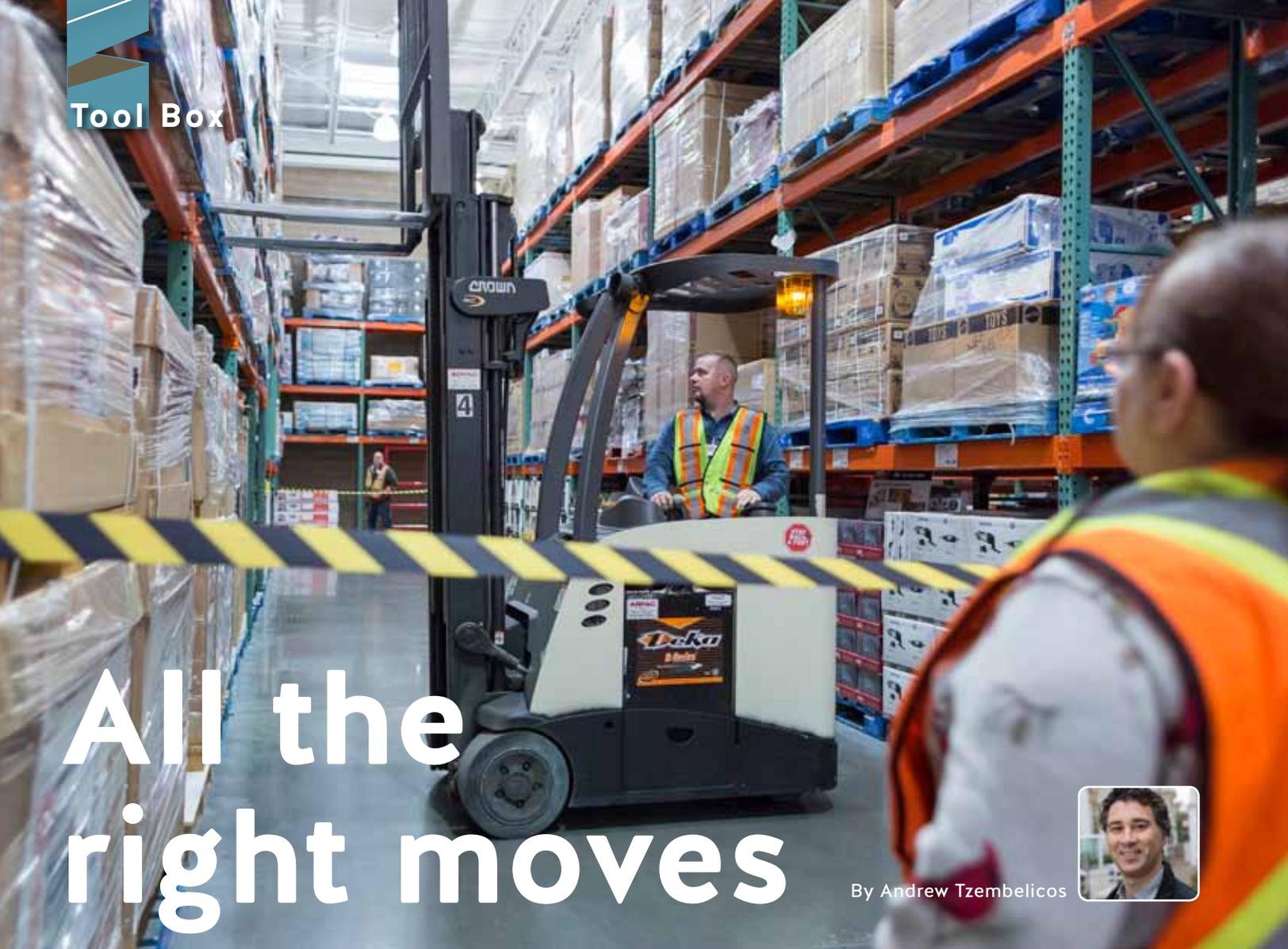
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All the right moves

By Andrew Tzembelicos



If you operate forklifts on the job, be sure you understand all the hazards associated with mobile machinery – in the cab and on the shop floor.

“An injury can happen in a split second,” says Marty Glendinning, a WorkSafeBC occupational safety officer based in Coquitlam. And for those who operate forklifts in a wide range of industries, the resulting injuries can be serious – even fatal.

As a forklift operator, you could be working in any number of working environments, such as a warehouse, retail box store, any type of shop (wood, metal, stone, glass), a sawmill, a food processing plant, or a manufacturing plant. And, if you work in any form of general retail, it’s quite possible you use a forklift to load and unload delivery trucks.

Forklift-related injuries are all-too-common for both experienced and inexperienced operators. Preventing them requires preparation: you, your employer, and your supervisor need to recognize the dangers associated with mobile machinery, and ensure you are trained to use it safely, and that the workplace is set up to minimize dangerous encounters between operators and people on foot.

Jeff Fisher, forklift operator for Costco in Port Coquitlam, B.C., relies on two spotters as part of store procedure for safely dropping a pallet – foods manager Joe Power (background) and Angie Ganon (foreground).

Costco is one employer that's taken specific steps to manage the interactions between forklifts and pedestrians. This includes limiting the use of forklifts when Costco members are shopping, and temporarily closing aisles (and neighbouring aisles) if merchandise pallets are being moved around, says Betty MacNichol, Costco's corporate safety manager for the U.S. and Canada.

Safety measures also protect Costco staff when, on any given morning at any given warehouse, as many as 75 employees and between four and eight forklifts are on the shop floor to move merchandise in preparation for the day.

"To the naked eye, it can look like a chaotic dance involving forklifts, people, and pallets of merchandise," MacNichol says. "But it's actually very orchestrated, very choreographed."

At Costco, safe walkways, delineated in yellow and nicknamed "yellow brick roads" by employees, clearly indicate where it's safe to walk. While helping to prevent injuries, these walkways also serve as a reminder that everyone must take care when heavy machinery is on the move.

Buckle up and stay alert

Here are some of the most common sources of forklift-related injuries:

- Failing to wear a seatbelt
- Inadequate operator training
- Overloading the forklift
- Running into people or objects
- Running the machine too quickly
- Lifting too much at a time, so as to impair visibility
- Operating a machine that hasn't been properly maintained
- Using the forklift for something it wasn't designed to do, such as towing or hoisting another machine

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Typically, lift-related injuries might involve you, the forklift operator. But they can also involve your fellow employees working on site, or the public – if your workspace allows customers on site. Those around you and your forklift could get run over or crushed between the forklift and another object, such as a wall. They could be speared by the machine’s forks, or seriously injured if you happen to suddenly turn the forklift.

Most forklifts share similar hazards, but larger lift trucks do create more blind spots and, as a result, decrease the operator’s visibility.

Wear safe gear and listen to your supervisor

Abbotsford-based WorkSafeBC occupational safety officer Michael Reimer says forklift operators need to take their safety precautions seriously. Some of the ways to stay safe include wearing personal protective equipment, such as safety footwear to protect your feet (think steel-toed boots) and high-visibility apparel.

Most importantly, he says, you should always buckle up. Many

forklift injuries happen when they’re least expected: when you’re driving slowly, moving something a short distance, or in a rush.

Not only are you required to wear your seatbelt under WorkSafeBC’s Occupational Health and Safety Regulation (the Regulation), your seatbelt might save you from getting crushed. “If the forklift is tipping over, operators try to get out by jumping free of the machine, and often get caught between the overhead guard and the asphalt,” Reimer says. In such cases, seatbelts can save lives.

Your employer plays an important role in safety, Reimer says. “The employer can make sure workers are properly trained and supervised, while enforcing the Regulation and making sure workers are wearing their seatbelts and are properly maintaining the lift trucks.”

Your supervisor is also critical, he says: ensuring you and your fellow lift operators follow rules and procedures, wear the right gear, are properly trained, and conduct thorough forklift inspections at the start of each shift. Your supervisor also works closely with your employer to make sure these and other bases are covered.

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“To the naked eye, it can look like a chaotic dance involving forklifts, people, and pallets of merchandise. But, it’s actually very orchestrated, very choreographed.”

–Betty MacNichol, Costco corporate safety manager for the U.S. and Canada

Safety training is the best place to start

Glendinning and Reimer say proper training for forklift operators is the foundation for safe use of this equipment. They’re talking about a dedicated number of hours of practical, on-machine training (eight hours for hi-lift trucks, four hours for low-lift). Lift operator training, Reimer says, should also include a look at the “big picture” side of operating such a dangerous piece of machinery, covering topics like forklift operating basics, load handling, and operational maintenance.

MacNichol says Costco places a strong emphasis on training for forklift operators. “Our program is rigorous,” she says. “We aim to go beyond the industry standard, because safe forklift operation begins with thorough knowhow and understanding of the job.”

Top forklift safety tips and resources

For workers:

- Always wear a seatbelt.
- Never jump from a forklift that’s tipping over.
- Remember, in B.C., all workers have a right to refuse unsafe work.

For employers:

- Ensure operators receive proper training, theory, and practice time on machines.
- Adhere to Standard B335-04 of the Canadian Standards Association (CSA), and Section 16 of the Regulation, specifically, Sections 16.4 and 16.7.

For supervisors:

- Ensure workers are following training, safety rules, policies, and procedures.
- Work with employees to ensure they conduct thorough pre-shift inspections and maintain machines to safe operating standards.

Resources:

- CSA B335-04, available for purchase at the CSA website
- Guidelines Relating to Forklift Driver Training document, WorkSafeBC’s free summary of Standard B335-04 www2.worksafebc.com/PDFs/CertificationAndTraining/ForkliftTrainingOutline.pdf
- Section 16 of the Regulation, and, specifically, Sections 16.4 and 16.7 www2.worksafebc.com/publications/ohsregulation/part16.asp



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Hearing test reports instantly available on worksafebc.com

By Heather Allen

The mill employer peels open an envelope and scans a hearing loss report. The results show a few of his planer operators are showing early-warning signs of noise-induced hearing loss.

The time lag makes a difference. Because the annual report arrived almost a year after testing, the employer missed a key opportunity to take specific measures preventing workers' further hearing loss.

"If the employer had the detailed results sooner, they could have known there was a problem with that job," says WorkSafeBC occupational audiologist Sasha Brown.

"They could have taken immediate action to figure out what the issue was, and addressed it before more hearing loss occurred."

Fortunately, delays such as this one will no longer happen. Beginning in March, employers will have immediate access to submitted hearing test results on worksafebc.com.

"IATs (industrial audiometric technicians) can immediately upload test results to the site," says John Sample, WorkSafeBC systems analyst. "The employers can then sign in and get access to quite detailed, real-time information."

This move to online test results will save paper, but more importantly could prevent occupational hearing loss. "As with all prevention, the earlier the intervention methods are employed, the better the chance of reducing or eliminating exposure," Brown says.

Faster results will enable employers to make immediate changes, such as changing an employee's proximity to a machine, creating

noise barriers around equipment, retrofitting or purchasing quieter tools, and ensuring the proper fit of hearing protection.

Testing is the only way to detect changes in hearing, and because the damage is permanent, early detection is critical. "People in early stages of hearing loss don't notice the change themselves," Brown says. "They don't always know what other people are hearing or what they're missing."

"If the employer knew about the results sooner, they could have focused on the location – and taken immediate action."

–Sasha Brown, WorkSafeBC
occupational audiologist

It's encouraging to note that seven times more hearing tests were conducted in 2011 than in 1978, and that the number of workers wearing protection is increasing. However, 14 percent of all workers in B.C. still report wearing no hearing protection.

When it comes to hearing conservation, however, the new testing process still puts B.C. employers well ahead of other jurisdictions. WorkSafeBC not only requires hearing tests for workers exposed to loud noises (above 85 dBA), they compile yearly results in a centralized database. It's this centralized data collection that enables WorkSafeBC to be at the forefront of online transmission technology.

Employers can use new online hearing test reports to protect more workers from hearing loss.

“No other jurisdictions that I’m aware of have anything like this,” Brown says. “We are the envy of the world.”

Although the transmission of results will change, annual testing requirements for employees subjected to noises greater than 85 dBA remains the same.

To access test results, employers will sign on to worksafebc.com using the secure log-in button on the home page. Next, they’ll be prompted to click the Related Services tab, which will reveal a

section labelled, Hearing Conservation Reports. Once there, they may choose to pull up individual hearing test results, or filter by location or by year. A detailed summary of the tests, as found on previously printed hearing reports, will also be instantly available.

More information about this online feature will be mailed to employers. For questions about the testing or online access, contact Sasha Brown, Sasha.Brown@worksafebc.com or 604.232.7149.

Schools set to expand injury-prevention education

By Robin Schooley

No one begins a job knowing how to operate machinery or handle chemicals they’ve never used before. That’s why regulations require young workers to receive training and orientation when they go to work in any B.C. workplace. And that’s why B.C. high schools have been offering workplace health and safety through these Planning 10 courses since 2003.

That workplace readiness comes in the form of Student WorkSafe, a teaching package that includes seven ready-made lesson plans. The course covers a range of topics to help prepare students for a safe and healthy entry into the workforce.

Now, as a result of a growing emphasis on customized learning, Student WorkSafe will be finding its way into new classrooms. It’s been reworked into three lesson plans: On the Job, Addressing Workplace Hazards, and WorkSafe for Life. The lessons also extend beyond Planning 10, which means teachers can embed health and safety into more classes and activities – and ultimately support young workers in being less vulnerable to injury when they do get those first jobs.

Geoff Teoli, executive director for Actsafe – the health and safety association for performing arts, film, and television production – is enthusiastic about increased school exposure to occupational health and safety.

“Promoting health and safety at the high school and post-secondary level improves the growth of a positive safety culture in our industries,” Teoli says.

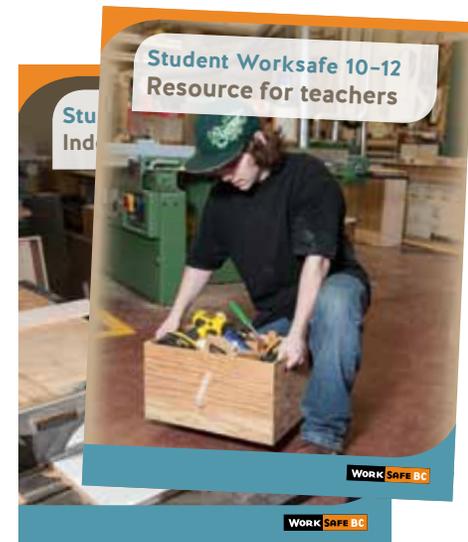
Together with Actsafe’s Play it Safe guide, which promotes safety on B.C. school stages, Teoli is behind efforts to ramp up safety in his industry. “It results in long-term

success for the professionals that the students will become, and of the industries that will employ them,” he says.

The new approach expands thinking about occupational injury-and-disease-prevention into classrooms from grades 10 through 12. Health and safety links are made to Planning 10, but also to Graduation Transitions 10–12, Work Experience 12, secondary school apprenticeships, technology education classes – even home economics, music, and visual arts.

Activities can be tailored for a full class, small groups, or individuals. A new web-based student resource page gives students links to videos, worksheets, and everything else they need for activities assigned by their teachers, while a new independent learner guide assists those who prefer to work independently or via distance.

Sian Oliver likes the new direction. “Having occupational health and safety built into the curriculum is critical,” says Oliver, work experience coordinator at North Vancouver’s Windsor Secondary School. “Expanding it into more of what students learn and experience in school makes sense, especially since many don’t



even start thinking about getting their first job until the end of grade 10 – or later.”

Of the new elements, Oliver particularly likes the pre-learning questionnaire, *You and the Working World*, which asks students about their work history, their attitudes around health and safety, and their career aspirations.

Other new elements include a revised online rights and responsibilities course, information on effective communication, an expanded set of hazard recognition visuals, and discussion of violence in the workplace and bullying and harassment regulations.

Of the new offerings, WorkSafe for Life represents the biggest departure from the original program, with activities that illustrate the close connection between behaviour at work and in life.

For those who’ve grown accustomed to the former version of Student WorkSafe – not to worry. The most popular aspects of the original program have been retained, including activities around the ever-popular video, *Lost Youth*. And for those not ready to make the switch, both versions will continue to be available on worksafebc.com.

Oliver, for one, is happy the new program puts more of the onus back on students to acquire their own health and safety smarts.

“The earlier version was teacher-oriented with teacher-led activities. Now it’s more interactive, more student-focused,” she says.

Look for Student WorkSafe at www2.worksafebc.com/Topics/YoungWorker/Resources-Educators.asp and the accompanying student resources at www2.worksafebc.com/students.

New contest explores dangers of a new job

Being the new person at work has its challenges. Sometimes new hires are given the thankless jobs that nobody else wants. Sometimes they’re exposed to unfamiliar equipment and processes or tasked with physical work that their bodies aren’t yet accustomed to. These situations can put young and new workers at a higher risk of being injured.

WorkSafeBC is asking high school students to explore this topic in the 2014 [student safety video contest](#). Open now until April 4, 2014, the contest invites students in Grades 8 to 12 to create a two-minute video around the theme, “It’s your job: Don’t let your first job be your last.”

The contest includes prizes of up to \$2,500 for first place entries, and the chance to advance to a national contest and compete for additional prizes.

“We want readers who have kids in high school, or who teach or know secondary school students across B.C., to reach out and encourage them to get involved,” says young and new worker program manager Glen McIntosh.

“Creating a video means students take time to research the topic, write the script, act it out, and shoot the video. And every step of the way, they’re actively thinking about safety. It’s that kind of engagement that builds awareness and may prevent an injury in the future,” he says.

More than half of the serious workplace accidents involving



Entries are now being accepted for the 2014 student safety video contest.

workers aged 15 to 24 occur during their first six months on the job. Almost 20 percent occur during the first month. Learning about potential hazards, the right to training and orientation, and the right to refuse unsafe work could mean the difference between a great first job and a terrible experience, McIntosh says.

For complete contest rules, and to see inspiring student videos from previous years, check out the young worker portal at www2.worksafebc.com/Topics/YoungWorker/Home.asp or email yworker@worksafebc.com.

Workers express passion for safety on film

By Lynn Welburn

Sometimes the best way to improve safety is to get straight to the heart of the matter.

And that's just what one health-and-safety focused workplace tried to do as part of their contribution to this year's North American Occupational Safety and Health (NAOSH) awards. Agropur Division Natrel produced its own "homegrown safety video," complete with personalized injury-prevention messages from employees.

Their efforts earned them the Most Innovative Employer award – at both the provincial and national level.

"The employees were truly speaking from their hearts," says Trina Wright, president of the B.C. NAOSH Week steering committee. The video featured staff from the dairy farming cooperative's Victoria, Chilliwack, and Delta worksites.

"The film's message from the vice-president of Western Canada showed senior management's commitment," she says. "And, the notes from workers describing why they worked safely demonstrated their engagement. They were talking about what mattered to them.

"The most successful health-and-safety programs involve and engage workers. They feel part of it; they take the lead in making changes and make it part of their lives. That's what works."

Agropur prevention manager Arlene Cameron says the cooperative took part in a variety of NAOSH Week activities, but she credited the grassroots video project for reinforcing health and safety awareness and practices among its 305 employees.

The initial plan was to film improvements in the workplace and re-enact incidents.

"We then discussed motivation and recognized that at the end of the day – regardless of rules and regulations – the common theme was the need to work safely to return to your family at the end of the day," Cameron says.

The video shows workers on the job, pushing pallets, operating



Agropur warehouseman Ben Barlow picks up orders for shipment at the dairy farming cooperative's Delta site.

forklifts, filling crates with jugs of milk and tubs of yogurt, and pausing to hold up signs that say "I work safe for..." with the blanks replaced by a handwritten family member's name or activity that motivates that employee to stay safe and healthy.

Some of the signs featured the names of employees' children or partners, or favourite pursuits, ranging from "retirement" and "sporting activities" to "my roommates and cats" and "so I can paddle in Hawaii."

Others spoke about their feelings toward workplace health and safety. There were no scripts and only a few minutes to prepare, Cameron says.

"My message is the importance of leaving the forks [on the forklifts] down," said Delta employee Bruce Fraser. "I have first-hand experience of a fork being up and I injured my foot, and I still feel it to this day. It's really good to see the forks down, and I feel a lot safer at work."

Victoria employee Paul Bender said: "I volunteered to help with NAOSH Week to learn, to promote, and through teamwork, establish a safe environment for home and for work. If we keep it safe, our families will always have smiles on their faces."

Tim Anderson, logistics manager in Victoria, said: "One of the most difficult things I have to do as a manager is visit an injured employee in hospital. That's why this is so important to me."

Cameron says the video reflected workers' enthusiasm about the project.

"Every person who spoke was sharing how much they truly cared for each other, and how committed they were to working toward continuous improvements."

Agropur Division Natrel shared the B.C. NAOSH Most Innovative award with Shaw Cable Systems G.P. VTOC. Honourable mention in the National NAOSH awards for B.C. entries went to Canadian Forces Base (19 Wing Comox) which also won both Best Presentation of Theme and the Federally Regulated categories in the provincial awards.

Other major provincial NAOSH winners were Victoria's Capital Regional District taking Best Overall and the Regional Government categories, and 3R Demolition Corporation of

Burnaby winning Best New Entry and Construction categories.

For a full list of winners, go to www.worksafebc.com/news_room/campaigns/naosh_week/assets/pdf/2013/NAOSHWinners.pdf.

And in the meantime, keep in mind that planning is underway for the next NAOSH Week, May 4–10 2014. Its theme is “Safety and Health: Make Safety a Habit.” For employers, it's another opportunity to strengthen their organization's commitment to occupational health and safety.

Retailers join forces to slash injury rates

By Kathy Eccles

From tubes of toothpaste to high-end tablets, B.C. retailers regularly go head to head in the battle for consumer dollars. Yet, all it took was a few shared cups of coffee to convince two of B.C.'s well-known retailers to come together with a common goal: the continued health and safety of their workers.

It was during the late 1990s, and Mike Stortz, manager of health and safety for the Overwaitea Food Group and Laurie Lowes, health and safety manager for London Drugs, had just attended a brainstorming session conducted by the then-Workers' Compensation Board (now WorkSafeBC). They decided to walk over to a small coffee shop on Broadway to talk.

“We realized we faced similar issues and challenges,” Stortz says. “So we invited Safeway, Costco, Home Depot, and various others to meet to share ideas. They were willing to talk, even though some were direct competitors.”

From there, a group mantra was born: “There are no trade secrets in safety.”

In 2003, with the support of WorkSafeBC's Industry and Labour Services, the informal working group evolved into the Retail Safety Society. Today, the society includes more than 30 Western Canadian companies, representing 40,000-plus workers.

At bimonthly meetings, the group provides assistance and feedback to each other through presentations, roundtable discussions, and networking. The goal is to reduce injuries and claims rates. Without dues, elections, or rules of order, the society has created a model of cooperation in a highly competitive sector.



Sales associate Alex Newton of Kerrisdale Cameras in Victoria, B.C., distributes the store's daily shipment of merchandise.

Continued on page 28



The last word

By Gail Johnson



When it comes to developing the laws that govern healthy and safe workplaces, employers can seize their opportunity to have a say.

Laurie Lowes distinctly remembers the day he learned to avoid taking shortcuts while working in a mill at age 19. One of his colleagues, a veteran mill worker, was showing him a procedure that involved cutting pulp. The proper way to do things was to turn off the related machinery, then restart it after completing the task. The more experienced worker; however, wanted to speed things up. He proceeded to do the job without locking out the machine – and the outcome was devastating.

“He promptly got his arm caught in machinery,” recalls Lowes, now the health and safety manager for London Drugs. “It was quite horrific to witness.

“Reflecting back on it years later, I still think, ‘That could have happened to me.’ That’s why you avoid shortcuts; it had a profound effect on me.”

Jon Middelaer, catering manager for Burnaby's Corporate Classic Caterers, offers instructions on the safe use of the mixing guard to kitchen helper Greg McInnes, as part of the legal requirement to provide safety orientations for young workers.

That incident is one reason Lowes actively participated in the development of Part 3 of the Occupational Health and Safety Regulation (the Regulation), relating to the training and orientation of young and new workers.

Like Lowes, any employer can provide input on occupational health and safety legislation in B.C. through WorkSafeBC's regulatory development process. It's an open, transparent, and collaborative process that aims to involve anyone who's affected by the Regulation: workers, employers, associations, and other key stakeholders.

"I wanted to take part because I'm passionate about safety," Lowes says. "Being a young worker witnessing a serious injury added to my motivation. If we can reduce injury rates somehow, let's do it."

Employers play a part in regulatory change

The Regulation has a broad reach, affecting much more than new and young worker safety. It contains legal requirements that all workplaces must abide under WorkSafeBC's inspection and enforcement mandate. It covers everything from the types of guards used to lockout machinery to scaffold stability and hazardous exposure limits of chemical substances.

WorkSafeBC is unique in North America in that it has the legislative authority to make occupational health and safety regulations. In many other parts of Canada, government itself performs this function, or it must approve such regulations.

"WorkSafeBC is unique in that it approves regulatory amendments," says Anne Burch, WorkSafeBC director of OHS Regulation and Policy. "We're a leader when it comes to consultation. Employers have many opportunities to comment on regulatory

"I wanted to take part because I'm passionate about safety."

—Laurie Lowes, health and safety manager for London Drugs

amendments."

Burch says input from employers and others ensures the regulations are effective. "We want to make sure we have employers' help in identifying any issues around implementation. That's a vital piece of information. We would not want to bring in a regulation that can't be implemented in the workplace."

Many chances for employer input

Briefly, here's how the regulatory development process is structured: WorkSafeBC identifies issues requiring regulatory change and places them in order of priority. It then drafts preliminary proposals, and takes them to pre-consultation with outside subject-matter experts from the worker and employer community, as well as other associations. After receiving stakeholder feedback, WorkSafeBC revises the proposals accordingly.

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WorkSafeBC then takes the proposals out for province-wide consultation, where stakeholders, including employers, are encouraged to provide feedback. This feedback is once again analyzed and proposals are revised as necessary. Then, WorkSafeBC takes the proposals to formal public hearings in accordance with the *Workers Compensation Act*. This final feedback is again analyzed and proposals can once again be revised.

Finally, WorkSafeBC's board of directors makes decisions on the proposed amendments.

So what does the process look like in practice for employers? Lowes describes those early consultations regarding the young and new worker regulation as focus groups.

"As employers, we were able to discuss our thoughts and feelings about what we figured could be done by WorkSafeBC, regulation-wise, to protect young workers," Lowes says. "It was a collaborative effort to generate ideas. The people involved were very receptive to employers' input."

Making a difference

That input led to real change. The need for a new and young worker regulation became clear in 2005. That year, 11 young workers died on the job, 151 were seriously injured, and more than another 9,000 were hurt. The number of serious injuries to young workers had been trending upward, from 114 in 2001 to 151 in 2005.

Proposed new sections to Part 3 of the Regulation were released to public hearing, prompting the receipt of more than 90 oral and written submissions.

Stakeholders generally supported the requirements for employers to provide and document training and orientation of young and new workers. However, employers were opposed to the requirements for further assessment and documentation of young workers' performance every two months for the first six months of their employment.

Based on stakeholder responses, WorkSafeBC changed the Regulation to require that before a young or new worker begins



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work, the worker is given health and safety orientation and training specific to his or her workplace.

In addition, WorkSafeBC removed the requirement for assessment of young or new workers' safety performance at specified time intervals. Instead, young and new workers are required to receive additional orientation and training either upon request, or if they appear unable to perform work tasks or processes safely.

Providing feedback benefits employers

Lowes says that participating in the regulatory development process was a satisfying and worthwhile experience – one he'd

gladly take part in again.

“There’s tremendous value for employers in getting involved,” he says. “You have a better understanding of the Regulation. Now when I read that particular policy, I have a good feeling knowing I had some input in it.”

Resources for employers

Employers seeking more information about the Regulation itself can visit worksafebc.com, which includes information regarding proposed amendments and consultations. Input into proposed amendments can be submitted via the site’s online feedback forms. 

Retailers join forces

Continued from page 24



Sales associate John Roberts with Kerrisdale Cameras demonstrates safe lifting of a box in the company’s Victoria store.

“Pooling our resources and being open to sharing – it’s powerful,” says Stortz, now a society director. “It speaks volumes about the passion we all have for health and safety.”

The door is open for smaller retailers to join as well. Kerrisdale Cameras’ owner and president Linda Hudson got on board early, and now also serves as a director. “It’s a great resource on all issues, particularly for us as a small retailer,” she says. “And you don’t have to wait for the next meeting; you can send a question out to the group for help.”

The retail industry has a high number of claims for overexertion: the majority caused by strains. Stortz uses his background in kinesiology and ergonomics to train Overwaita employees on proper lifting techniques. He’s now put his knowledge onto paper for the benefit of the society’s members. Others, in turn, have shared their expertise on a range of topics crucial to the sector, such as violence in the workplace, young worker safety, aging employees, wellness, and the Certificate of Recognition (COR) program.

Stortz says the group offers a sounding board for health and safety concerns, such as how to deal with aggressive customers: “What do you do? We go around the table, gain ideas, and from there develop shared procedures for risk assessment.”

The group meets on Wednesdays, every six to eight weeks, depending on schedules, issues, and presenters.

At a recent meeting, the group hosted a WorkSafeBC guest speaker to discuss the new workplace bullying and harassment requirements. According to Hudson, “We’ve done the training; issues are now popping up, and we were able to ask questions on how to handle them.”

Hudson says the society usually gets about 15 people on average at the meetings, but sometimes it’s standing-room only. “When we invite (WorkSafeBC president) Dave Anderson, it’s always a great turn-out. He comes from Sears – from a retail background – so he’s always keen to visit.”

The society has also worked in cooperation with WorkSafeBC to produce a series of health and safety publications, including *Preventing Violence, Robbery, and Theft* and *Back to Work, Back to Health. A Health and Safety Guide for New Retail Workers* covers everything from musculoskeletal injuries and trips, slips, and falls, to harassment, noise, working alone, and workplace hazardous materials information system (WHMIS).

Stortz credits the society's value to its strength in numbers: "The

more people we bring to the table, the more resources we have."

To attend a Retail Safety Society meeting, contact

- Mike Stortz, 604.881.3596, mike_stortz@owfg.com,
- Laurie Lowes, 604.272.7115, llowes@londonrugs.com, or
- Betty MacNichol, 604.444.9347, bmacnichol@costco.com.



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Penalties

Administrative penalties are monetary fines imposed on employers for health and safety violations of the *Workers Compensation Act* and/or the Occupational Health and Safety Regulation. The penalties listed in this section show the date the penalty was imposed and the location where the violation occurred (not necessarily the business location). The registered business name is given, as well as any “doing business as” (DBA) name.

The penalty amount is based on the nature of the violation, the employer’s compliance history, and the employer’s assessable payroll. Once a penalty is imposed, the employer has 90 days to appeal to the Review Division of WorkSafeBC. The Review Division may maintain, reduce, or withdraw the penalty; it may increase the penalty as well. Employers may then file an appeal within 30 days of the Review Division’s decision to the Workers’ Compensation Appeal Tribunal, an independent appeal body.

The amounts shown here indicate the penalties imposed prior to appeal, and may not reflect the final penalty amount.

For more information on when penalties are considered and how the penalty amount is calculated, visit our website at worksafebc.com, then search for “Administrative penalties.”

Primary resources

Purewal Bros. Enterprises Ltd. **\$14,080.64**

Pitt Meadows, September 26, 2013
This firm’s new worker cut his finger while using air-powered pruners. The worker required medical treatment and no first aid services were available at the workplace. The nearest first aid attendant was more than 10 minutes away. This was a failure by the firm to provide the required first aid supplies, services, and attendant at its workplace. The firm also failed to adequately orient a new worker. These were repeated violations of the first aid and the new worker requirements.

Construction

Big Sky North Holdings Ltd. **\$12,791.46**

Williams Lake, October 7, 2013
This firm was penalized because on two separate dates it failed to ensure that its workers were protected from falling. In the first instance, a supervisor and another of the firm’s workers were working about 5.5 m (18 ft.) above grade on the roof of an apartment building. The supervisor was near the roof’s peak and the other worker was near the roof’s edge. Neither worker was using fall protection. Several weeks later at a different worksite, two of the firm’s workers were working without fall protection while they were 3 m (10 ft.) above grade on a sloped roof. These were repeated violations of the fall protection requirements

Garibaldi Roofing Company Ltd. **\$5,000**

Squamish, September 26, 2013
Two of this firm’s workers were working without the required fall protection while they were about 8 m (27 ft.) above grade on a flat, unguarded roof. The workers were wearing harnesses, but were not attached to anchors. Also, the workers were not familiar with fall protection requirements and principles, and one of the harnesses was more than 10 years old and in poor condition. WorkSafeBC concluded that the firm had failed to

ensure that its workers used the required fall protection and had also failed to provide its workers with the training and supervision needed to ensure their safety. These were repeated violations.

0862392 B.C. Ltd. / Greg The Crane Guy **\$2,500**

Vancouver, September 17, 2013
This firm’s principal was erecting a self-erect crane at a construction site when a trolley coupling failed. The trolley then slid down the crane’s boom and crashed into its end. The impact caused the crane’s rigging block to contact live 12.5-kV power lines. The contact energized the ungrounded crane, a metal perimeter fence, and the steel container of a settlement pond. Grounding the crane was required under the circumstances, but the firm had not done so. Also, the firm had replaced a trolley coupling that had previously failed with the modified coupling that failed in this incident. The modified coupling was not made by the crane’s manufacturer or inspected and certified by a professional engineer. This was a violation of the crane safety requirements. The firm’s actions showed that it had failed to ensure the health and safety of its own workers and that of other workers who were present where its work was carried out.

Penfolds Residential Roofing Inc. **\$30,170.82**

Port Moody, September 17, 2013
Two of this firm’s workers were working without fall protection while they were 3.5 to 4 m (12 to 14 ft.) above grade on the steep roof of a two-storey house. The firm failed to ensure that its workers used fall protection. The penalty amount reflects that this firm is the successor to a firm that had previously been penalized for fall protection violations.

Syncra Construction Corp. **\$7,070.54**

Vancouver, September 11, 2013
WorkSafeBC found multiple violations of safety requirements when it inspected a commercial construction worksite where this firm was the prime contractor. These violations included several floor openings that lacked the required guardrails, tripping hazards on the floor, and stairways that lacked the required handrails. These violations showed that as the prime contractor at a multiple-employer

workplace, the firm had failed to do everything reasonably practicable to establish and maintain a system to ensure compliance with the *Workers Compensation Act* and the Occupational Health and Safety Regulation. This was a repeated violation.

Kulbir Singh Dhillon / Kabir Framing
\$2,500

Squamish, September 10, 2013

This firm's principal and two of its other workers were working without fall protection while they were sheathing the roof of a two-storey house under construction. They were at least 6.5 m (22 ft.) above grade. The firm failed to ensure its workers used fall protection. The firm also failed to provide a stairway with all the required parts to the house's second floor before starting to build that floor. These were both repeated violations.

Derek Richard Field / Four Squared Roofing
\$2,500

Rosedale, September 9, 2013

Four of this firm's workers were working without fall protection while they were more than 3 m (10 ft.) above grade on the sloped roof of a house. The firm's failure to ensure its workers used fall protection was a high-risk and repeated violation.

Dexter James Melnyk / Dexter Melnyk Contracting
\$2,500

Prince George, September 3, 2013

Four of this firm's workers, including its principal, were replacing the sloped roof of a house. Two of the workers were 3 m (10 ft.) or more above grade as they worked on the roof, near its edge. They were not using fall protection, although it was available on site. The principal and one other worker were standing on a scaffold that was about 3 m (10 ft.) above grade and lacked guardrails. The firm failed to ensure that its workers used fall protection and failed to ensure the scaffold had guardrails. Further, the firm failed to provide its workers with the training and supervision needed to ensure their safety.

Ed Mattinson & Leon Messom / Teal Roofing and Construction
\$2,500

Quesnel, August 28, 2013

Two of this firm's workers, including one

new worker, were working without the required fall protection as they installed shingles on the sloped roof of a house. They were working at heights up to 5 m (17.5 ft.) above grade. The hoses, roofing materials, and debris on the roof were among the hazards that made it more likely the workers would trip and fall. The firm failed to ensure its workers used the required fall protection and failed to provide them with the supervision needed to ensure their safety. These were both repeated violations. The firm also failed to provide its new worker with adequate orientation and training.

Discount Construction Ltd.
\$2,500

Prince George, August 27, 2013

Four of this firm's workers were working about 4 m (14 ft.) above grade on a flat roof. The roof lacked guardrails and the workers were not using personal fall protection gear. One of the workers was near the edge of the roof, which increased his risk of falling. The concrete paving that surrounded the building increased the risk of serious injury in the event of a fall. The firm's failure to ensure the use of fall protection was a high-risk and repeated violation.

Only Best Framing Ltd.
\$5,000

Vancouver, August 27, 2013

This firm's principal was working without the required fall protection while he was standing about 6 m (19 ft.) above grade, on the top of a wall of a house that was under construction. The narrowness of the surface he stood on increased the principal's risk of falling. The firm's failure to ensure the use of the required fall protection was a high-risk and repeated violation.

Supersave Siding & Sundecks Ltd.
\$2,500

Mission, August 26, 2013

This firm's worker was working without fall protection while he was about 4.5 m (15 ft.) above grade on the sloped roof of a house under construction. The worker's duties required him to work near the roof's edge and with his back to the edge. These factors, among others, increased his risk of falling and suffering serious injuries. The firm's failure to ensure the use of fall protection was a high-risk and repeated violation.

Buckner's Excavating Ltd.
\$5,000

Abbotsford, August 26, 2013

This firm began demolishing a building even though the results of the required hazardous materials survey were not available on site. It was later determined that the survey had not been done and that asbestos-containing materials were present in the debris. The firm failed to ensure that the results of the hazardous materials survey were available at its worksite before starting any demolition work. This was a repeated violation.

Brett Richard Young / Beyond Level Building
\$1,000

Vancouver, August 23, 2013

On November 22, 2012, WorkSafeBC ordered this firm to submit a written report explaining how the firm would ensure that its workers complied with the requirements of the Occupational Health and Safety Regulation. As of January 21, 2013, the firm had failed to comply with this order.

Upper Roofing Ltd.
\$2,500

Surrey, August 23, 2013

One of this firm's workers was working 6 m (20 ft.) or more above grade on a steep roof without using fall protection. There was a membrane and scattered sand and gravel on the roof, which increased the worker's risk of slipping and falling. The firm's failure to ensure its worker used fall protection was a repeated violation.

Prince Roofing Ltd.
\$7,500

Coquitlam, August 19, 2013

This firm's worker was working without fall protection while he was about 5 m (16 ft.) above grade on the sloped roof of a three-storey house. Also, there was a steep drop at the back of the house, so from some positions on the roof the worker was at risk of falling 18 m (60 ft.). The firm's failure to ensure its worker used fall protection was a repeated violation.

Dhian Singh Dhillon & Jaspreet Singh Sidhu / Farid Construction Co. (partnership)
\$5,000

Vancouver, August 16, 2013
Two of this firm's workers were working without fall protection on the steep roof of a three-storey house under construction. They were at risk of falling about 7.5 m (25 ft.) to grade. The workers' positions near the edge of the roof and the smoothness of the plywood surface they were on were among the factors making it more likely that the workers would slip or fall. The firm's failure to ensure that its workers used fall protection was a repeated violation.

Juanjose Medina-Acosta / Juan Roofing
\$5,000

Vancouver, August 16, 2013
This firm's worker was working without fall protection while he was between 5 and 7 m (16 and 23 ft.) above grade. He was working in view of his supervisor. The firm's failure to ensure its workers used fall protection was a repeated violation.

Tanu Siding Ltd.
\$5,000

Maple Ridge, August 15, 2013
Two of this firm's workers were without fall protection as they stood on a plank about 5.5 m (18 ft.) above grade. The firm failed to ensure its workers used fall protection. This was a repeated violation.

BCS Contractors Ltd.
\$2,500

Surrey, August 15, 2013
This firm's worker issued a clearance letter that incorrectly stated that all asbestos-containing materials had been removed from a house slated for demolition. This was a failure on the firm's part to ensure that its worker complied with the *Workers Compensation Act* and the Occupational Health and Safety Regulation. It was also a repeated violation of the asbestos-related health and safety requirements.

New Dream Enterprises Ltd.
\$4,951.43

Coquitlam, August 14, 2013
Two of this firm's workers were working without the required fall protection on the steep roof of a two-storey house. They were about 6.5 m (22 ft.) above grade and working near the roof's edge. Each of the workers wore a fall protection harness, but neither was connected to a lifeline. One of the workers was a principal of the firm. The firm failed to ensure its workers used the required fall protection and failed to provide them with the supervision needed to ensure their safety. These were repeated violations of both the fall protection and the supervision requirements.

Cyclone Roofing Ltd.
\$7,500

Maple Ridge, August 13, 2013
This firm violated the fall protection requirements on two separate dates. The

first time, four of the firm's workers were working without fall protection on the sloped roof of a two-storey house. They were at least 3.5 m (12 ft.) above grade. A few months later at a different worksite, the firm's supervisor and three of its other workers were 12 m (40 ft.) above grade on the sloped roof of a four-storey building. This time, the workers wore fall protection harnesses but were not attached to lifelines, so were still not protected from falling. In both instances, the firm failed to ensure its workers used the required fall protection. On the later date, the firm also failed to provide its workers with the training and supervision needed to ensure their safety. These were repeated violations of both the fall protection and the training and supervision requirements.

Peter Roofing Ltd.
\$5,000

Surrey, August 13, 2013
This firm was penalized because it violated the fall protection requirements on two separate dates. On the first occasion, one of this firm's workers was working on a steep roof without using the required fall protection. He was about 5 m (16 ft.) above grade and working near the edge of the roof. Although the worker wore a fall protection harness, he was not connected to a lifeline and therefore was not protected from falling. About two months later, a worker for the firm was working without fall protection while he was more than 9 m (30 ft.) above grade on steep wet roof. These were repeated violations of the fall protection requirements. 

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