



Health and Safety Policy and Process Manual

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H&S Forms **Refer to: Q – CB Forms – Health & Safety – Health and Safety Forms**

Also refer to WSIB Ontario for WSIB on-line and downloadable forms

EARLY & SAFE RETURN TO WORK CONTACT LOG

FIRST AID INSPECTION CHECKLIST

FIRST AID STATION LOG

HAZARD AND RISK ASSESSMENT FORM

HAZARD CLASSES

HEALTH AND SAFETY INCIDENT REPORT

MODIFIED DUTIES OFFER LETTER

NOTICE OF ACCIDENT

RETURN TO WORK CASE PLAN

WORK REFUSAL FORM

WORKPLACE INSPECTION CHECKLIST

WSIB.6 WORKERS REPORT OF INJURY

WSIB.42 EMPLOYER'S PROGRESS REPORT

WSIB.FUNCTIONAL ABILITIES FORM



Health and Safety Statement

Contact Brant places the health, safety, and well-being of all workers and volunteers as its highest priority. We understand the organization holds the highest responsibility for the safety of the workplace and will take all steps needed to provide a healthy and safe working environment.

Contact Brant adheres to the requirements set out in the Occupational Health and Safety Act, at minimum. This includes promoting health, safety, and well-being awareness, providing information, training, and competent supervision to employees about specific work tasks, ensuring employee participation in Health and Safety (H&S) initiatives, and monitoring safety hazards on an ongoing basis.

However, managers, supervisors, and employees are all accountable to work together to always uphold their own health and safety and that of others. Managers and supervisors must train their workers appropriately, make sure working conditions are safe, and monitor that employees are following safe work practices and procedures.

Employees and volunteers must do their part by implementing all safety training and practices of Contact Brant, staying vigilant about their environment, and reporting any health or safety concerns to management or the health and safety committee right away. They are also encouraged to participate in health and safety initiatives at any time.

We must all remain committed to keeping each other safe and healthy in every way possible. At Contact Brant, we look forward to working together to do just that.

Signature:

Jane Angus

Date: December 20, 2022

About This Policy Manual

This policy manual serves as the foundation of Contact Brant's Health and Safety (H&S) program. As our agency grows, our H&S program should grow and evolve.

Maintaining a Safe Workplace is instrumental in ensuring our workplace is safe.

At times, the terms and provisions of this program may need to be amended. New, updated policies, programs, protocols, and amendments will not only add value but ensure we are following OHSA legislation and laws.

It is essential that proper compliance with H&S laws is always the responsibility of our Organization.

HEALTH AND SAFETY POLICIES AND PROCEDURES

SECTION: Health and Safety

POLICY: HS 01

DATE: November 2022

PAGE: 1 of 4

July 2017; February 2016, November 2014,
December 2012

HEALTH AND SAFETY POLICY

PREAMBLE

Contact Brant endeavours to provide a healthy and safe workplace. Contact Brant follows the requirements of applicable legislation and guidelines, including the *Employment Standards Act*, the *Occupational Health and Safety Act*, and the *Workplace Safety and Insurance Board (WSIB)* expectations. It is important for employees and the management to work together to ensure a healthy and safe workplace.

Contact Brant accommodates injured or ill employees according to legal obligations, and supports early intervention and rehabilitation through their Early and Safe Return to Work procedures.

Definitions:

Accident is defined in the *Occupational Health and Safety Act* as “a wilful and unintentional act, not being the act of the worker; a chance event occasioned by a physical or natural cause; and disablement arising out of and in the course of employment.”

Occupational diseases are defined in the *Occupational Health and Safety Act* related to “if a worker suffers from and is impaired by an occupational diseases that occurs due to the nature of one or more employments in which the worker was engaged.” It further states that, “A worker is entitled to benefits for mental stress that is an acute reaction to a sudden and unexpected traumatic event arising out of and in the course of his or her employment. However, the worker is not entitled to benefits for mental stress caused by the employer’s decisions or actions relating to the worker’s employment, including a decision to change the work to be performed or the working conditions, to discipline the worker or to terminate the employment.”

First Aid - Includes but is not limited to: cleaning minor cuts, scrapes or scratches; treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, splint, changing a bandage or a dressing after a follow-up observation visit and any follow-up for observation purposes only.

Health Care - An injury that results in attention received from a recognized health care provider but that does not result in time away from scheduled work nor a wage loss.

Near Miss - An event that under different circumstances could have resulted in physical harm to an individual, damage to the environment, equipment, property and/or material.

Fatality - An injury that results in the loss of life.

Critical Injury - A critical injury means an injury of a serious nature that:

- Places a life in jeopardy;
- Produces unconsciousness;

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

Lost Time Injury - A work-related injury that results in the injured Employee missing scheduled time from work resulting in a wage loss.

Property Damage - An event where contact is made between two objects resulting in alteration to one or both of the objects.

Occupational Illness - A condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent that normal physiological mechanisms are affected, and the health of the Worker is impaired.

Environmental Release - An accidental discharge of a physical, biological or chemical substance released into the workplace and/or community.

Fire/Explosion - An event where undesired combustion occurs.

POLICY

Contact Brant is committed to the health and safety of employees and will take all reasonable precautions to protect the health and safety of employees including the prevention of occupational injuries and disease.

PROCEDURE

1. The Chief Executive Officer or designate will notify the Workplace Safety and Insurance Board within 3 days of an accident at work to an employee if the accident necessitates health care or results in the employee not being able to earn full wages. The employee will also receive a copy of this form.
2. The *Occupational Health and Safety (OHS) Act* and regulations and the *Workers' Compensation Act* establish the incident notification and reporting requirements. Refer to the Workplace Incident and Accident Reporting Procedure in this manual.
3. Incident Investigation: Contact Brant will ensure that all applicable work-related injuries, illnesses, and incidents are investigated, analyzed, and reviewed in a timely manner so as to prevent the recurrence of future unplanned events. Refer to the *Incident Investigation Procedure* in this manual.
4. The Chief Executive Officer will take measures to prevent further incidents by:
 - Reviewing any Accident/Incident reports with staff at the monthly staff meeting.
 - Providing an annual Report of Accidents/Incidents to the Board.
5. First Aid Requirements: Provisions for first aid are a legislative requirement of the Workplace Safety Insurance Act (WSIA). Through prompt treatment by first aid trained personnel, pain and suffering endured by injured workers may be minimized, and where required, injured workers will be sent for urgent medical care.
 - 5.1 *Availability of First Aid Kits*: A First aid kit is available in the cupboard beside the photocopier for use by any employee not requiring the assistance of a first aid trained personnel.

- Employees approved for telework will be provided with a First Aid Kit for their home office.

5.2 *First Aid Station:* The First Aid Emergency Kit, [to be used by the first aid trained personnel](#), are kept in the supply cupboard area. Contact Brant should have at least 1 person trained in Standard First Aid & CPR in the office.

The supplies (for 16 - 199 workers) will include the following:

- A current edition of a standard St. John's Ambulance First Aid Manual
- 1 stretcher
- 2 blankets
- First Aid Kit containing at a minimum:
 - 24 safety pins
 - 1 basin (preferably stainless steel)
 - 48 adhesive dressings (individually wrapped)
 - 2 rolls of adhesive tape, 1 inch wide
 - 12 rolls of 1-inch gauze bandage
 - 48 sterile gauze pads, 3 inches square
 - 8 rolls of gauze bandage, 2 inches wide
 - 8 rolls of 4-inch gauze bandage
 - 6 sterile surgical pads suitable for pressure dressings (individually wrapped)
 - 12 triangular bandages
 - 2 rolls of splint padding
 - Splints of assorted sizes.

5.3 *First Aid Certificates Posted:* First aid/CPR training certificates for each of the designated first aid attendants will be posted at the First Aid Kit Station. A listing of the names of employees that are first aid/CPR qualified will also be posted on the health and safety bulletin board.

5.4 *First Aid Treatment Log:* The first aid log will be maintained by the first aid attendant(s) to document first aid treatment or advice provided by the first aid attendants in their work areas.

- The first aid log must be completed by the attendant every time an employee receives first aid treatment, regardless of how minor the injury and will describe the following information regarding the incident:
 - The date and time of the injury;
 - The name of the injured employee;
 - A description of the injury detailing the nature and exact location (part of the body) of the injury;
 - The nature of the treatment provided; and,
 - The name of the first aid Attendant providing treatment.

5.5 *First Aid Kit Inspection and Records:* The Emergency First Aid Kit will be inspected on a monthly basis by the designated first aid attendants.

- The first aid attendant will document the results of their inspection on the *First Aid Inspection Checklist*. Any deficiencies will be documented so that additional supplies can be requisitioned by management.

6. Posting Requirements: The following documents are required to be posted in a conspicuous location (refer to the Health and Safety bulletin board by the photocopier) and/or provided to those working in a home environment:
- Ontario Occupational Health and Safety Act (Green Book)
 - A signed and dated copy of the Health and Safety Policy statement
 - An up-to-date copy of the OHSA “Health and Safety at Work: Prevention Starts Here.”
 - Your Business’s Violence and Harassment Policy, including reporting procedures
 - Information for staff regarding Hazardous Material in the Workplace, required by law
 - “In Case Of Injury” poster published by the Workplace Safety and Insurance Board
 - Emergency Contact List
 - Health and Safety representative or Committee Members
 - First Aid training certificate of staff member(s) trained.
7. Employee Responsibilities: Employees must comply with their duties under the OHSA:
- Work in compliance with the Act and regulations;
 - Use or wear any equipment, protective devices, or clothing required by the employer;
 - Report to the employer or supervisor any known missing or defective equipment or protective device that may endanger the worker or another worker;
 - Report any hazard or contravention of the Act or regulations to the employer or supervisor.

DUTY OF PERSONS DIRECTING WORK POLICY

PREAMBLE

Contact Brant recognizes its obligation to keep its employees safe from harm. It further understands that people who supervise or direct the work of others have a legal duty to keep those workers safe from harm. Contact Brant will educate and train all persons directing work to ensure they understand their obligations under the law to protect fellow workers.

Under the Ontario Occupational Health and Safety Act (OHS or OHSA), a supervisor is someone who has "charge of a workplace or authority over a worker." The term can apply to many people in a workplace, including those in management and individuals whose job title does not include the word "supervisor". As per the Canadian Centre for Occupational Health and Safety (CCOHS), the provisions of section 217.1 of the Criminal Code of Canada affect all organizations and individuals who direct the work of others, anywhere in Canada.

Definitions:

Person directing work means anyone who undertakes, or has the authority, to direct how another person does work or performs a task according to section 217.1 of the Criminal Code of Canada. It not only applies to persons with the title of supervisor or manager but anyone acting in that capacity, even temporarily.

POLICY

Contact Brant will meet legislative requirements and understands that, under the Criminal Code of Canada, people who direct the work of others have a legal duty to take reasonable steps to ensure the safety of workers and the public.

PROCEDURES

1. Contact Brant will take reasonable steps to ensure the safety of workers, and understands that people who direct the work of others can be held criminally responsible for failing to take reasonable steps to prevent bodily harm to the person whose work they are directing, or any other person arising from that work or task.
2. Employer Responsibilities: Contact Brant will take every precaution reasonable in the circumstances for the protection of workers from illness and injury. This includes:
 - Keeping a safe and well-maintained workplace
 - Providing information and training about the hazards in the workplace, proper safety equipment, and competent supervision.
- 2.1. Contact Brant will uphold all rights all employees have under the Occupational Health and Safety Act (OHSA):
 - The right to know about hazards in their work and get information, supervision, and instruction to protect their health and safety on the job.
 - The right to participate in identifying and solving workplace health and safety problems.

- The right to refuse work that they believe is dangerous to their health and safety or that of any other worker in the workplace.

2.2. The OHS Act requires employers to appoint "competent" people as supervisors. This means the supervisor must be:

- Qualified because of knowledge, training, and experience to organize the work and its performance.
- Familiar with the Act and its regulations
- Knowledgeable about any potential or actual danger to health or safety in the workplace.

2.3. *Recommended Training:* Workplace issues and hazards are constantly changing, and the demands on supervisors are increasing. Contact Brant will strive to ensure our supervisors stay competent, current, and effective with training in these key areas:

- Hazard identification, risk assessment, and control
- Specific hazards in your workplace
- Due diligence
- Leadership and coaching
- Mental health
- Harassment and sexual harassment
- Accommodation and return to work.

3. Supervisor Roles and Responsibilities: Supervisors are responsible for the health and safety of workers, and are second only to employers in terms of their legal duties to protect workers from harm.

3.1. The Occupational Health and Safety Act (OHSA) sets out certain specific duties for supervisors:

- Provide a safe workplace and assign safe work;
- Train workers to do their jobs safely;
- Ensure workers work safely, and use equipment, protective devices and procedures properly where required;
- Ensure that any equipment, protective device, or clothing required by the employer is used or worn by the worker;
- Advise workers of any potential or actual health or safety hazards known by the supervisor;
- Take all reasonable precautions to protect workers from illness and/or injury;
- Implement and carry out all Health and Safety measures and procedures required by law.

3.2. *Competency:* Safety leaders are better able to keep our workplace safe and garner the rewards of lower costs, engaged workers, and higher productivity. Effective supervisors are safety leaders who:

- Educate, observe, guide, motivate and inspire workers
- Understand, identify and control risks and hazards
- Are familiar with applicable standards (CSA, ANSI, etc.)
- Implement your health and safety policy and program
- Impart your company's value for health and safety
- Encourage worker feedback.

EMERGENCY PREPAREDNESS AND RESPONSE POLICY

PREAMBLE

Contact Brant is committed to ensuring the health and safety of all employees and any visitors to its workplace. As such, Contact Brant has developed the following policy to guide its employees and managers in the event of emergency situations. Preparing for emergencies is a critical part of our health and safety commitment.

An Emergency Response Plan is also part of this Business Continuity Policy to ensure compliance with the Ontario Regulation 191/11 Accessibility for Ontarians with Disabilities Act, 2005.

In the event of any workplace injuries of any kind, Contact Brant will follow the appropriate reporting requirements, as per (Part VII – Notices (sections 51 to 53.1) of the OHS Act and in Ontario Regulation 420/21 - Notices and Reports Under Sections 51 to 53.1 of the Act – Fatalities, Critical Injuries, Occupational Illnesses and Other Incidents (O. Reg. 420/21)., e.g., the Ontario Occupational Health and Safety Act, and/or the Collective Agreement, as applicable).

Definitions

An “emergency” is a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident, or an act whether intentional or otherwise (Emergency Management and Civil Protection Act, R.S.O., 1990).

Some common types of emergencies include:

- Fires or explosions
- Medical emergencies
- Severe weather and earthquakes
- Major power failures
- Hazardous material spills
- Infectious diseases, including COVID-19
- Technological disruptions.

POLICY

In the event of an emergency, Contact Brant will have emergency plans to prepare employees for their roles and responsibilities which are necessary to:

- Keep employees, visitors, and first responders free from any further injuries;
- Succeed in managing life-threatening situations;
- As much as possible, minimize any damage to equipment and any part of the environment; and
- Ensure a return to work as safely as possible.

PROCEDURES

1. The following four major elements have been considered for this Emergency Preparedness and Response Policy:
 - Prevention (use of the policies and procedures to follow to avoid or minimize any emergencies);
 - Preparation (the actions and procedures to take to ensure that Contact Brant and its employees are ready to effectively respond);
 - Response (the actions to be taken in the event of an emergency); and
 - Recovery (how employees and supervisors can return to normal business operations).
2. Accessibility Considerations: As per the Accessibility for Ontarians with Disabilities Act (AODA), Contact Brant will ensure that individualized response plans are created for any employees who identify that they will need assistance during an emergency due to a permanent or temporary disability. These responsibilities include:
 - Providing individualized emergency response information to the employee;
 - With the employee's consent, sharing this information with the person(s) who will be designated to aid them during an emergency;
 - Reviewing the information in an employee's emergency response plan when:
 - The employee changes work locations (e.g., to a different floor or office);
 - The employee's overall accommodation needs are being reviewed; and
 - Contact Brant's general emergency response policies are being reviewed.
 - 2.1. Contact Brant will ensure that regardless of whether the disability is permanent (e.g., vision loss), or temporary (e.g., broken limb), employees are afforded the same level of accommodations required.
3. Planning Team: Contact Brant will establish a planning team, consisting of the CEO and Manager of Service Coordination, to ensure emergency response planning includes all areas, and supports implementation. The planning team is responsible for:
 - Assessing any risks or hazards to the workplace;
 - Developing specifics for the emergency response plan;
 - Implementing the plan (including communicating and training the plan to employees);
 - Testing the plan by holding drills on an annual basis
 - Improving or modifying the plan as additional information becomes available.
 - 3.1. The planning team will also ensure that it retains:
 - Up-to-date emergency contact information for all employees;
 - A schedule which outlines who will be on shift so that they may be checked off in the event of an evacuation; and
 - A list of emergency names and contacts (e.g., poison control, etc.) that is kept on the Health and Safety bulletin board.
4. In the event of any workplace injuries, Contact Brant will follow the appropriate reporting requirements, as per the OHS and Regulations.
5. Fire or Explosion Preparedness: At Contact Brant, there is an alarm system that will be triggered in the event of a fire through the security system, which calls 911. The CEO will ensure staff are oriented to the Fire Safety Plan as well as annually review it.

- 5.1. **Fire Safety Plan:** The Chief Executive Officer will work with Woodview to ensure there is a Fire Safety Plan developed, an annual fire drill for the building to familiarize staff with emergency evacuation procedures, and the floor plan is posted on each level of the building, near exits and near the elevator.

Note: Woodview as the landlord is responsible for the annual inspection of all fire extinguishers, exit signs and emergency lighting by a qualified inspector.

- 5.2. Employees will familiarize themselves with the posted office floor plan, including locations of fire extinguishers, pull stations, and exits.

- 5.3. *In the event of a fire:*

- When an employee becomes aware of a fire, immediately notify other occupants of the building by calling out "Fire".
- Employees are to evacuate, following the evacuation procedures below;
- Call 9-1-1. The fire must be reported, and the information must include:
 - Who is reporting the fire;
 - What has happened (to the best of the person's knowledge);
 - Where it has happened (643 Park Road North);
 - If there are any injuries; and
 - Whether there are others that may be in the path of the fire.
- If the fire is small and in a contained area, employees should utilize a fire extinguisher, and follow-up with a call to the fire department to ensure the fire is extinguished fully.

- 5.4. *Evacuation Procedures:* In the event the fire alarm sounds, or there is an emergency situation that requires evacuation, employees:

- Must remain calm and exit the building in an orderly fashion;
- Proceed to the nearest exit door.
- Proceed to, and remain at, the designated meeting spot at the sidewalk near the Park Road North entrance. Ensure the driveway is kept clear for emergency vehicles.
- The elevator is never to be used in the event of an emergency.
- Keeping safety in mind first, if there is time, lights should be turned off and doors closed to minimize the spread of fire.
- Wherever possible, the Emergency Captain (one of: the CEO, the Manager of Service Coordination, or the Executive Assistant) will ensure that all employees have evacuated the Contact Brant office area before leaving the building.
- The CEO or alternate will ensure that all employees are accounted for at the designated meeting spot.
- Employees will not re-enter the building until the fire department has indicated it is safe to do so.

6. **Medical Emergency Preparedness:** In the event of an emergency, employees are reminded that the first aid kits are located in the cupboard by the photocopier. Additionally, Woodview has first aid kits available in both kitchens as well as in the cupboard behind the reception desk.

- 6.1. At least 2 employees will be trained in first aid and their names will be posted on the Health and Safety bulletin board.
- 6.2. If the employee is first aid trained, they should follow the instructions provided during their first aid training in assessing the person, the environment, and the need for additional support. If the situation requires it, be prepared to provide first aid for life-threatening situations, including bleeding, loss of a pulse, or loss of breathing.
- 6.3. If an employee comes across a medical emergency, they are directed to call for help (911) immediately. They will then survey the area around the injured person to ensure that there are no hazards that could affect their own safety before moving towards the injured person.
- 6.4. All emergency numbers can be accessed at the Health and Safety bulletin board by the photocopier. Employees are to provide assistance to first responders as they arrive, including by noting anything that could help the injured party and providing any information requested by the first responders.
- 6.5. After the medical emergency has passed, the employee will be requested to provide a statement outlining what occurred, which may help in preventing any further occurrences. The employee is to provide the statement to the CEO or alternate.
- 6.6. The Woodview building has an external defibrillator mounted on the wall behind the reception desk.
7. Severe Weather and Earthquake Preparedness: As there may be different levels of preparedness required for severe/inclement weather or earthquakes, the following procedure is for immediate danger due to an earthquake or storm.
 - 7.1. In the event of a “weather watch”, Contact Brant will closely monitor the inclement weather situation and immediately notify employees if emergency procedures need to be started.
 - 7.2. In the event of a “weather warning” for severe weather or an earthquake, employees are to proceed to the nearest “safe place” - this could consist of a desk or sturdy table, or against an interior wall, provided that there aren’t any bookcases, cupboards, windows, or any other kind of furniture that could fall.
 - Keep their head down to protect their eyes.
 - As after-shocks could follow an earthquake, wait in their safe place until the shaking stops and then proceed with a personal inventory, making sure that they are not injured.
 - Look carefully for hazards such as fire, including damaged electrical lines, broken gas lines, etc.
 - If an evacuation is necessary (and as directed by the Emergency Captain), employees are directed to always use the stairs, not the elevator.
 - Once outside, employees should move away from buildings, trees, streetlights, and any overhead wires, covering their heads as they move.
 - 7.3. *Temporary Office Closures*: When the local school boards cancel school transportation and close schools in the City of Brantford due to weather or environmental conditions, including but not limited to tornadoes, earthquakes

and blizzards, the Contact Brant office will be temporarily closed so employees do not have to travel into work. The Chief Executive Officer or alternate will identify when the office will re-open.

- Employees are expected to complete work at home. Employees should plan ahead when weather forecasts implicate poor weather the next day, to be prepared to work at home in case of office closure.

8. Major Power Outage Preparedness: There are emergency lights in the building in the event of a major power outage. During an outage, the CEO or alternate, will verify whether the outage is widespread by calling the utility company.

- 8.1. Employees are to safely gather in the Fishbowl meeting room, or hallway outside of this room.
- 8.2. Employees are to ensure that there aren't any persons in the elevators and that no one attempts to use the elevators. In the event of a medical emergency during an outage, the CEO or alternate will direct employees as needed in order to provide space for emergency services.
 - 911 is only to be called if an emergency is life-threatening; emergency services will be overwhelmed in the event of a power outage.
- 8.3. Contact Brant has the following items to use in the event of a power outage: Exit signs and emergency lighting in hallways will remain on; there is a battery powered flashlight in the Executive Assistant's office.
- 8.4. As instructed, employees may be required to unplug their computers and other electrical appliances to guard against surges when the power returns. The doors to the refrigerators must be kept closed.

9. Technological Disruptions Preparedness: Major technological disruptions could occur due to human error, cyber-attacks and hacker activity.

- 9.1. The Chief Executive Officer will ensure the following are in place to minimize risk: adequate back-up systems, firewalls, policies regarding computer and internet use, use of passwords, and use of a Password Manager tool.
- 9.2. Employees will ensure use of passwords and will bring any concerns regarding IT resources or access to the attention of the Administrative Assistant, Executive Assistant, and/or IT contracted services.

10. Infectious Disease/Pandemic Preparedness – Refer to the *Communicable Disease Prevention Policy* and the *COVID-19 Workplace Safety Plan Policy* in this document.

11. Hazardous Material Spill Preparedness: WHMIS procedures will be followed to prevent any leaks, spills, or damage due to hazardous materials. Contact Brant will follow all applicable WHMIS procedures and will never instruct employees to perform clean-up work that goes against the stated instructions on the SDS sheet.

- 11.1. As accidents may occur, Contact Brant will follow these steps when a spill occurs to ensure the safety of all employees and visitors to the workplace:

- The first step is for employees to communicate that there is a spill to others in the area. As required, the CEO or alternate may commence evacuation procedures.
- If evacuation procedures are not required, control the spill by closing the container or righting what spilled over. Contain the hazard by ensuring that it does not spill over into any other places, preventing any open paths for the liquid.
Note: Contact Brant has PPE available in the event of a hazardous spill (e.g, latex gloves, face masks, etc.).
- If the employee cleaning up the spill must leave the area for any reason, they will block off the area where the spill occurred with the use of caution tape or caution cones or any other method to prevent access.
- Clean the spill and check for damages. Employees are to verify which chemicals may be used to clean up spills prior to their use. If any cleaning materials come into contact with a hazardous substance, they should be disposed of immediately unless they can be safely disinfected.
- In the event of damage to property, Contact Brant will ensure that the area continues to be blocked off until the appropriate repairs can be made.

HAZARD IDENTIFICATION, RECOGNITION, ASSESSMENT & REPORTING POLICY

PREAMBLE

Contact Brant is committed to identifying, assessing, and removing or controlling any hazards it can in order to safeguard the health and safety of all of its employees. Contact Brant will take appropriate action on any recommendations put forward by the health and safety committee to control or eliminate any known hazards. In addition, Contact Brant will proactively identify hazards whenever possible in order to prevent them from becoming a danger to employees or to visitors to the workplace.

Contact Brant uses the Hierarchy of Controls:

- Elimination or substitution;
- Engineering controls (including substitution, isolation, or ventilation);
- Administrative controls (including changes in job schedules or maintenance practices); and
- Personal protective equipment (PPE).

Definitions:

A “*hazard*” is any practice, behaviour, substance, condition, or combination of these that can cause injury or illness to people or damage to property. Source: Canadian Centre for Occupational Health and Safety (CCOHS).

- *Chemical Hazards* - Chemicals that come into contact with the human body causing harm are known as chemical hazards. These chemicals may exist in different forms of mists, vapours, fumes, gasses, dust or liquids.
- *Biological Hazards* - Mold, viruses, bacteria, fungi, insects, animals, bodily fluids and plants that may cause adverse effects to the human body are classified as biological hazards.
- *Ergonomic Hazards* - Physical disorders and stresses that cause harm to the human body resulting from poor work conditions, posture, improper material handling, poor seating support, fatigue and improper work/rest cycles are considered ergonomic hazards.
- *Electrical Hazards* - A dangerous condition such that contact or equipment failure can result in electric shock, arc-flash burn, thermal burn or blast.

Musculoskeletal disorders are a group of painful disorders of muscles, tendons, and nerves (CCOHS).

Engineering Controls - Engineering controls help reduce the risk of potential hazards either by isolating the hazard or removing it from the workplace. They are important because they are included in the work process. Engineering controls are usually preferred to other control measures, such as the use of personal protective equipment. Substitution of a less hazardous material or industrial process is the best way to reduce a hazard and is often considered to be a type of engineering control.

Administrative Controls - Administrative controls deal with the directing of people and include policy, procedures, and training. Administrative controls reduce or limit the amount of risk that an employee has to a specific hazard through rotation, job assignment, or time periods away from a contaminant or hazard.

Personal Protective Equipment - Personal protective equipment is the final line of defence against hazards in the workplace. It is implemented only after other reasonably practicable means of *eliminating a hazard have been attempted*.

Chemical Hazards - Chemicals that come into contact with the human body causing harm are known as chemical hazards. These chemicals may exist in different forms of mists, vapours, fumes, gasses, dust or liquids.

Biological Hazards - Mold, viruses, bacteria, fungi, insects, animals, bodily fluids and plants that may cause adverse effects to the human body are classified as biological hazards.

Ergonomic Hazards - Physical disorders and stresses that cause harm to the human body resulting from poor work conditions, posture, improper material handling, poor seating support, fatigue and improper work/rest cycles are considered ergonomic hazards.

Electrical Hazards - A dangerous condition such that contact or equipment failure can result in electric shock, arc-flash burn, thermal burn or blast.

Consequence - Consequence is a description of the outcome of the occurrence of an incident, including an evaluation of the loss as it affects people, property and equipment, environment and the company image.

Probability - Probability is the likelihood that the identified hazard will result in a consequence within a specified period of time.

Unsafe Act - behaviours that could lead to an accident/incident. Examples of unsafe acts: can include using equipment in an unsafe or careless manner or not using personal protective equipment as required.

Unsafe Condition – circumstances in which could allow an accident to occur. Examples of unsafe conditions can include inadequate, improper or lack of safety devices, slippery work surfaces, electrical grounding requirements not observed, and containers that are not labelled.

REFERENCE MATERIALS:

- Ontario's *Occupational Health and Safety Act*, section 9.
- Occupational Health and Safety Act *OSSA Hazard Control Resource Guide*.

POLICY

Contact Brant will ensure that its workplace is assessed for hazards. In the event that a hazard is identified that could cause injury to an employee, Contact Brant will ensure to either eliminate the hazard at its source or identify another way to perform the work that would not result in injury. In the event that the hazard cannot be corrected or removed, the appropriate personal protective equipment (PPE) will be provided by Contact Brant.

PROCEDURES

1. Possible Hazard Health Effects: If any hazards at Contact Brant could result in any of the following adverse health effects, they shall be controlled as per the hierarchy of controls. These adverse health effects could include:
 - Disease
 - Bodily injury
 - Change in the way the body functions, grows, or develops
 - Effects on a developing fetus
 - Inheritable genetic effects
 - Decrease in lifespan
 - Change in mental condition
 - Effects on a person's ability to accommodate additional stress.
2. Workplace Hazards: In the event that a hazard is present and poses a risk, Contact Brant will work towards its elimination as is feasible in the workplace, following the steps of the hierarchy of controls. Contact Brant will reassess the workplace for additional hazards following a schedule of every quarter. The following list represents hazards that may exist at Contact Brant - this list is not exhaustive of every hazard that could be present:
 - 2.1. *Biological Hazards*: As any of these biological hazards may result in negative health effects, including allergies and skin irritation, Contact Brant will ensure to control any of these biological hazards at the source and provide PPE when it is not possible to completely eliminate the hazard through the hierarchy of controls. Biological hazards could involve any of the following:
 - Bacteria
 - Viruses
 - Insects
 - Plants
 - Birds
 - Animals
 - Humans
 - Mold
 - 2.2. *Ergonomic Hazards*: The assessment of ergonomic hazards relates directly to the employee and the job that they are doing (specifically the manner in which they are completing the duties of their job). Ergonomics refers to matching the job to the employee completing the work. Ergonomic hazards can include simple actions such as:
 - Lifting
 - Pushing
 - Carrying
 - Lighting
 - Hearing
 - Sitting
 - Standing
 - Pulling.

When these actions are performed in a way that contorts the body in an unnatural way or in a persistent way that puts strain on muscles or tendons, workplace injuries could result. Contact Brant will perform periodic ergonomic

checks to verify that employees are able to complete the actions required of their position without putting undue physical strain on themselves.

As needed, Contact Brant will make appropriate modifications to the workplace, including providing tools to help with manual lifting; ensuring that the lighting is adequate for the work being completed; modifying workstations to prevent musculoskeletal disorders, etc., to prevent employee injuries.

- 2.3. *Physical Hazards:* Contact Brant will assess the workplace for any of these physical hazards and ensure that all levels are within the acceptable ranges to ensure the health and safety of employees, taking needed action to correct the hazard if it is not.

Physical hazards are elements that could affect an employee's physical health and safety if they are outside of tolerable ranges or persistent to the point of being detrimental to health. Some physical hazards could include:

- Temperature (hot or cold)
- Indoor air quality, including scents
- Noise levels (resulting in possible damage to hearing)
- Radiation (including through sunlight, UV lamps, etc.)

- 2.4. *Safety Hazards:* Safety hazards in Contact Brant's workplace could consist of the tools required to perform job duties, as well as the prevention of basic slips, trips, and falls. Tools, which refer to materials, etc. shall be assessed for safety on a regular schedule and repairs will be made once the need is known. (Tools also cover machinery, transportation which Contact Brant does not have).

For the prevention of slips, trips, and falls, Contact Brant will ensure that either non-slip mats or carpets are available where rain or snow may be tracked into the building and that all steps are a standard height with any changes in elevation clearly visible.

- 2.5. *Chemical Hazards:* Contact Brant will follow the GHS-WHMIS 2015 regulations concerning any chemicals in the workplace and will ensure that SDS sheets are available for any chemicals present. Further, all regulations concerning the appropriate labeling, transportation, and storage of chemicals will be followed.

Note: Woodview stores chemicals for cleaning in the locked storage room that Contact Brant staff should not access. They also have SDS sheets on their supplies.

- 2.6. *Psychosocial Hazards:* Hazards may exist that can adversely affect an employee's mental health. Contact Brant has zero tolerance for any bullying, violence, or harassment in the workplace. Refer to the *Workplace Harassment and Violence Policy*.

Contact Brant will provide support for employees under undue work-related stress that is affecting their ability to complete their job duties. This may involve a reassessment of priorities, or in some cases, an elimination of conflicting job demands, etc.

3. Employee Responsibilities: Employees have the responsibility of notifying their health and safety committee, or their supervisor, of any known hazards in the workplace and then working together towards a solution.

4. HAZARD RECOGNITION AND ASSESSMENT:

Hazard identification and control are the key components in maintaining a safe and healthy workplace. Hazards, occupational factors or illnesses arising from the workplace, which may cause affected health and negative wellbeing, sickness or significant inefficiency must be identified and controlled.

These procedures are to assist in the identification, rating and control of existing or potential hazards in the workplace. Recognizing and assessing hazards is the first step to controlling or eliminating risk. Methods of doing this include observation and reporting, inspection, task analysis, and trend identification.

- 4.1. Hazard Assessment results can include:

- Increased knowledge of the dangers inherent in the tasks of employees;
- Enhanced safety awareness and improved safety dialogue and communication amongst employees;
- Improved focus for workplace safety inspections;
- Improved risk management leading to increased accident prevention; and/or,
- Compliance with the Occupational Health and Safety Act.

- 4.2. Each identified or recognized hazard will be assessed for its loss potential, and health and safety controls will be put into place to ensure that activities can be performed with maximum safety. Safe Operating Procedures will be developed and implemented for all tasks that are rated as having a potential for a major loss. Factors that contribute to making a hazardous job area:

- People (training/competency);
- Equipment; Materials; Environment; and,
- Process (the way the work is done).

- 4.3. The degree of hazard or risk can be estimated using knowledge of the potential for a major injury (severity) and knowledge of the probability of occurrence (for example, an inexperienced worker or a new job).

- 4.4. *Assessment*. The assessment process contains four basic components:

- Identifying the source;
- Recognizing the hazard;
- Evaluating the potential loss; and,
- Controlling the risk.

- 4.5. *Hazard Categories*: Hazards are divided into many categories, which may include the following:

- Chemical hazards;
- Biological hazards;
- Physical hazards;
- Ergonomic hazards (Repetition, Posture, Force);
- Electrical hazards;
- Compression hazards; and/or,
- Thermal hazards.

- 4.6. *When to conduct a hazard assessment:* You must conduct a hazard assessment when you are taking on a new scope of work, when the environment changes, when new hazards are identified or when new hazards cannot be eliminated. When conducting a hazard assessment, ensure you include the following:
- The identified step/task;
 - The health, safety and ergonomic criteria;
 - The identification of the hazard and the potential injury(s);
 - The risk assessment (rating number to identify the low, medium or high risk); and,
 - The controls to help eliminate or mitigate the risk to protect the worker.
- 4.7. *Hazard Assessment and Review Process:* Hazard assessments will be reviewed by Management in cooperation with the Worker Health and Safety Representative/Joint Health and Safety Committee:
- Every 3 years; or,
 - When a new process/equipment is introduced to the workplace; or,
 - When a process/equipment has changed or been relocated; or,
 - When an incident has occurred and is associated with worker activities/the work environment.
- 4.8. *Management Roles and Responsibilities re Hazard Recognition and Assessment:*
- Act as a resource to supervisors on the hazard assessment development process; and,
 - Facilitate the training of supervisors on the hazard assessment process.
 - Ensure all employees who conduct hazard assessments are trained on the identification, assessment and control of hazards; training will be documented, and records filed in the employee's Human Resource Record. Training will include legislative requirements, internal procedures, and specific procedures.
 - Review the Hazard Assessment and Review procedure annually for its effectiveness in cooperation with the Joint Health and Safety Committee.
- 4.9. *Supervisor Roles and Responsibilities re Hazard Recognition and Assessment:*
- Conduct hazard assessments when required;
 - Review hazard assessments for accurate risk rating and controls;
 - Ensure hazards and their controls are communicated to affected staff;
 - As the Health and Safety Coordinator, maintain a record of the *Hazard and Risk Assessment Forms*.
- 4.10. *Employee Roles and Responsibilities re Hazard Recognition and Assessment:*
- Participate in the hazard assessment process where required;
 - Follow all control measures identified in their scope of work.
5. HAZARD REPORTING PROCEDURE: It is the duty of all employees to report hazards to their supervisor or the CEO whenever a potential or actual hazardous act or condition is identified.
- 5.1. All hazards will be identified as major, moderate or minor and will be dealt with in priority sequence. Use the *Hazard and Risk Assessment Form*.

- *Major hazards* are defined as those with a high-risk potential. They are serious or significant hazards and should receive high priority for immediate controls or elimination.
- *Moderate hazards* are defined as those with medium risk potential and require controls as soon as possible.
- *Minor hazards* are defined as those with low-risk potential and require controls after any higher priority hazards have been addressed.

5.2. Upon the discovery of a hazard, any employee must proceed in the following manner:

- *If the hazard is minor* and can be corrected in a healthy and safe manner by the employee or supervisor, they should proceed and then record the action taken on the back of the Hazard Reporting Form. (Example: moving boxes that are blocking a doorway).
- Complete the *Hazard Reporting Form* indicating whether the hazard is minor, moderate, or major. Provide the completed form to the Manager of Service Coordination, with copies to the CEO and the Joint Health and Safety Committee Chair. The Manager of Service Coordination will further complete the *Hazard and Risk Assessment Form* to assess and rate the hazard.
- *If the hazard is moderate or major*, the CEO and Manager of Service Coordination will be required to provide a response with the immediate action taken as well as, within 21 days, the development and implementation of Health and Safety Controls and Safe Operating Procedures. All responses will be reported on the Hazard Response Form, with copies sent to the employee reporting the Hazard, the Joint Health and Safety Committee, and to the Health and Safety Coordinator (Manager of Service Coordination) for record-keeping purposes.

5.3. *Management Roles and Responsibilities re Hazard Reporting:*

- Act as a resource to supervisors and workers; and
- Review completed *Hazard Report Forms* to identify any other improvements, corrective action or proactive initiatives.
- Communicate this procedure to all employees through Staff meetings;
- Ensure orientation of new employees; and/or,
- Provide coaching if an employee was found to have contravened this procedure.
- Monitor the use of the *Hazard Report Form*, and, if needed, provide training in its use to all Supervisors and Employees.
- Annual evaluation of this procedure and the Hazard Report form will be done by the CEO on an annual basis in cooperation with the Joint Health and Safety Committee.

5.4. *Supervisor Roles and Responsibilities re Hazard Reporting:*

- Complete the Hazard Report Form with the assistance of the employee reporting the hazardous condition/act;
- Rate all hazards using the Hazard and Risk Assessment Form;
- Ensure that any hazardous conditions or acts are followed up on a timely basis;

- Ensure that all the action(s) are completed; and,
- Ensure that copies of the Hazard Report Form are distributed to the CEO and the Joint Health and Safety Committee.

5.5. *Employee Roles and Responsibilities re Hazard Reporting:*

- Report immediately to the Manager of Service Coordination or the CEO the existence of any hazard; and,
- Assist the supervisor with completing the Hazard Report Form.

RIGHT TO REFUSE UNSAFE WORK POLICY

PREAMBLE

Contact Brant understands all workers have a right to a safe and healthy working environment. The purpose of this policy is to outline:

- The right to refuse work under the Occupational Health and Safety Act (OHSA)
- The workers who have the right to refuse
- Procedure to be followed in the event of work refusal.

In Ontario, all workers have the right to refuse unsafe work except for workers such as police officers, firefighters, workers employed in the operation of correctional institutions, and health care workers.

Definitions:

Worker representative within this policy means one of the following: a joint health and safety committee member who represents the workers, a safety representative if there is no health and safety committee, or another worker who has been chosen to represent a person who is refusing work.

POLICY

Contact Brant respects the legal right of employees to refuse work they believe is unsafe and will take the appropriate actions set out by the Occupational Health and Safety Act.

PROCEDURES

1. Employees may refuse any work, workplace condition, or equipment they believe might endanger their health and safety or the health and safety of another person. This right to refuse extends to workers who believe they may be endangered by workplace violence.
 - 1.1. When an employee exercises their right to refuse unsafe work, the work refusal process set out by the Occupational Health and Safety Act (OHSA) must be followed explicitly. To initiate the work refusal, a worker must only state they feel unsafe and do not wish to proceed with a task or activity.
2. There will be no negative consequence for employees who exercise their right to refuse in good faith and who adhere to the processes set out by law and in this policy.
3. Contact Brant will continue to pay the worker who is refusing to work at the regular rate during the work refusal process until a Ministry of Labour Inspector rules that it is safe to resume work.
 - 3.1. If the worker continues to refuse work beyond the point the work has been deemed safe, Contact Brant is no longer required to provide pay and may begin disciplinary action.

4. Work Refusal Process: Under the law, the following procedure must be followed in the event of a work refusal.

4.1. *Step 1:*

- The worker reports the refusal to their supervisor and then stays in a safe place. The worker may also notify the Health and Safety Committee.
- The CEO or supervisor investigates the issue with the worker and a safety representative or other chosen worker representative present.
- If an acceptable resolution to the issue is put in place, the worker can go back to work.
- If no resolution is found, move on to Step 2.

4.2. *Step 2:*

- If the worker continues to feel unsafe, the worker should continue to refuse and stay in a safe place.
- The worker or employer (or someone representing either of them) should call the Ministry of Labour.
- A Ministry of Labour Inspector will investigate the issue in consultation with the worker, safety representative and supervisor or management representative.
- Any required/ordered changes to improve safety will be made.
- The refusing worker will go back to work.

- 4.3. During Step 1, if the supervisor has investigated and found a resolution they believe is safe, but the worker continues to refuse, the supervisor can ask another worker to perform the task while waiting for a resolution under Step 2. However, the supervisor must let the second worker know:

- The task they are being asked to do has been refused by another worker
- Why the task was refused, and
- That an investigation with the Ministry of Labour is in process. Contact Brant understands the second worker may also refuse the work.

WORKPLACE ANTI-HARASSMENT POLICY

PREAMBLE

Contact Brant is committed to ensuring a workplace free of harassment, bullying, and discrimination. In pursuit of this, Contact Brant will not tolerate any harassment, bullying, or discrimination within the workplace. Contact Brant is further committed to investigating any complaints regarding workplace harassment, bullying, and/or discrimination, using the method of corrective action, up to and including the point of termination of employment for the perpetrator(s).

Canada's Criminal Code specifically lays out matters such as violent acts, sexual assault, threats, and behaviours such as stalking. In the event of any of the above, Contact Brant will immediately contact the police. Contact Brant will abide by legislation including the Ontario Human Rights Code, and the Occupational Health and Safety Act.

Note that this Anti-Harassment Policy is administered in conjunction with Contact Brant's Human Rights Commitment Policy and includes freedom from discrimination under any of the grounds established by the Ontario Human Rights Code, including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, gender identity, gender expression, age (18 and over), marital status (including same-sex partners), family status, disability, and record of offences.

Definitions:

Harassment is defined by the Ontario Occupational Health and Safety Act as "engaging in the course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome."

This includes sexual harassment, personal harassment, psychological harassment, and bullying. Harassment can either occur over a period or in a specific instance, depending on the specific situation. Common harassing behaviours can include, but are not limited to:

- Rumour spreading
- Jokes about sex
- Email chains with jokes about specific individuals
- Excluding individuals from work-related activities
- Reviewing work unfairly or trivial fault-finding
- Belittling behaviour or comments.

Workplace harassment does not include reasonable actions taken by an employer or supervisor relating to the management or direction of workers in the workplace.

POLICY

In pursuit of a harassment-free environment, Contact Brant is committed to fully preventing and/or addressing any instances of harassment, including sexual harassment.

All employees are prohibited from sexually soliciting or making advances on another employee; this could include co-worker to co-worker or supervisor/manager to employee. Any reprisals for the rejection of these advances are not permitted.

Contact Brant will take all reasonable measures to not permit the creation of a poisoned work environment, as created by comments or any forms of conduct that are known to be unwelcome.

Employees who witness or who are victims of harassment, bullying, or discrimination are to bring forward the information as soon as possible so that an investigation may immediately commence.

Any employee who experiences harassment while in the course of work for Contact Brant has the right to file a complaint without any fear of reprisal.

Contact Brant will ensure that an investigation is conducted into any incidents or complaints of workplace harassment, as appropriate.

PROCEDURES

1. In pursuit of a harassment-free environment, Contact Brant is committed to fully preventing and/or addressing any instances of harassment, including sexual harassment, by:
 - Providing education and training to ensure that all employees understand their rights and responsibilities regarding harassment;
 - Ensuring that supervisors understand how to respond to incidents of harassment, including how to collect information, how to act, how to deal with confidentiality, how to document, and how to keep records;
 - Methodically monitoring or adjusting Contact Brant' systems for any barriers, including any barriers regarding any protected grounds laid out in the Ontario Human Rights Code and Contact Brant' Human Rights Policy;
 - Reviewing their Anti-Harassment program with the Health and Safety Committee
 - Providing a procedure for complaints (outlined below) that is fair, timely, and effective;
 - Ensuring to promote appropriate standards of conduct.
2. Employee and Supervisor Responsibilities: All employees have the responsibility to adhere to the contents of this policy and refrain from enacting or condoning any form(s) of harassment.
 - 2.1. All employees have the responsibility of fully cooperating in any investigations into complaints of harassment.
 - 2.2. All supervisors or managers have an additional responsibility of acting immediately upon either receiving a complaint of harassment or witnessing it themselves. Supervisors and managers are responsible for the creation and maintenance of a harassment-free workplace and must immediately investigate as soon as any forms of harassment become known in the workplace.
3. Complaint Process: All complaints regarding harassment, bullying, or discrimination may be brought forward to:
 - 3.1. The CEO, or the Manager of Service Coordination if the CEO is not available.

- 3.2. An alternate report may be made to the Chair of the Board of Directors if the CEO is the alleged harasser.
- 3.3. Immediately upon receipt of a complaint, an investigation will be started, and additional information and context will be sought. The investigation may include:
 - A review of the details of the incident;
 - Separate interview(s) with the parties involved and any witnesses;
 - Examination of any relevant documents, emails, notes, photographs, or video;
 - A decision about whether the complaint constitutes workplace harassment,
 - The preparation of a report which summarizes the incident, the steps of the investigation, the evidence collected, and any findings.
- 3.4. Contact Brant will take appropriate measures to ensure that employees and/or witnesses involved in filing the complaint are protected, as necessary. This may include temporary reassignments or shift changes. Contact Brant will ensure that these changes do not penalize any employee who brought forward a complaint or any witness to the complaint.
- 3.5. Contact Brant will not disclose any information regarding a complaint of harassment (including any identifying personal information of any of the individuals involved), unless the disclosure may become necessary for the purposes of investigating the complaint, taking disciplinary action, or as required by law.
- 3.6. The employee who disclosed the complaint, as well as the alleged harasser (provided they are both employees of Contact Brant), will be kept up to date on the investigation and will be notified of the results of the investigation and any subsequent actions to be taken.
- 3.7. Any reports resulting from an investigation into complaints of harassment, discrimination, or bullying are not considered to be Occupational Health and Safety reports and will not be shared with the health and safety committee.
4. This policy will be posted in a conspicuous place beside the Health and Safety board. It will be reviewed as often as necessary, but at least annually.

SECTION: Health and Safety

POLICY: HS 07

DATE: December 2022

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Formerly the Workplace Harassment and Violence Policy
December 2017; October 2015; June 2013

WORKPLACE ANTI-VIOLENCE POLICY

PREAMBLE

This policy and program are intended to:

- Ensure that Contact Brant maintains a work environment that is free from workplace violence.
- Establish measures and procedures to control the risk of workplace violence.
- Communicate the procedure for summoning immediate assistance in the event of an incident of workplace violence or where an incident is imminent.
- Establish a procedure for reporting incidents of workplace violence.
- Establish how reports of workplace violence will be dealt with and investigated by the organization.

Definitions: As defined by the Ontario Occupational Health and Safety Act:

Workplace Violence means:

- The exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker;
- An attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker;
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a workplace that could cause physical injury to the worker.

Workplace refers to any land, premises, location, or thing at, upon, in or near which a worker works including the organization's offices, off-site locations where work is performed, social events related to work or away from work but resulting from work (i.e., a threatening phone call to your home or another personal electronic contact from co-workers or clients).

POLICY

Contact Brant is committed to providing a healthy, safe, and supportive work environment for all employees that is free from workplace violence and will not tolerate any such incidents that are perpetuated by or against an employee, client, volunteer, or visitor.

Contact Brant will take all reasonable steps to prevent workplace violence and will deal with incidents and complaints made in good faith in a fair, consistent, and timely manner.

PROCEDURES

1. Employee Responsibilities:

- Understand what constitutes workplace violence as defined in this policy and adhere to the organization's zero-tolerance requirement.

- Immediately report any incident of violence one is subject to or witnesses in accordance with the organization's anti-violence program.
- Participate as required in internal and external investigations concerning incidents of workplace violence.
- Refrain from any retaliatory acts against any individual who has brought forward a complaint of violence.
- Attend and actively participate in training and education sessions regarding workplace violence.

2. Employer/Management Responsibilities:

- Assess the risk of workplace violence and implement procedures, response plans and other controls to help minimize identified risks.
- Educate and train employees on this policy and program, response plans and other controls established to protect employee health and safety.
- Ensure a copy of this policy is available to all employees.
- Review the Workplace Anti-Violence Policy and Program annually or as often as necessary to properly protect employees from the risk of violence. This policy and program will be reviewed after any violent incident to determine if changes are necessary.
- Take appropriate action(s) upon receipt of a complaint of workplace violence or when aware that workplace violence is occurring.
- Impose appropriate disciplinary measures in response to substantiated claims of workplace violence.

3. All members of management who are aware, or who ought to reasonably be aware that incidents of workplace violence are occurring or are thought to be occurring, are obligated to take appropriate action to stop the offending behaviours and actions, even in the absence of a formal complaint.

Workplace Anti-Violence Program

4. Reporting Incidents of Workplace Violence:

- 4.1. In the event you are directly affected by or witness to an act of violence or a threat of violence in the workplace, it is imperative that the incident be reported immediately. Reports are to be made to the supervisor, CEO, or other relevant parties.
- 4.2. For the health and safety of everyone, employees are encouraged to request an informal meeting with their supervisor or their designate to discuss issues concerning or related to workplace violence.
- 4.3. Employees should notify their supervisor or CEO if any restraining order affecting them is in effect or if they are aware of a non-work-related situation that could result in violence in the workplace, including concerns regarding the potential for domestic violence to occur in the workplace.
(For further information regarding concerns of domestic violence, please refer to section 10 of this program.)
- 4.4. If an employee is subject to workplace violence, they also have the option to pursue recourse through the Provincial Police or the Federal Criminal Code.

5. Summoning Immediate Assistance:

5.1. If you require immediate assistance following an act of violence, are being threatened, or consider yourself to be in imminent danger, contact the police/emergency services immediately by dialling 9-1-1 and follow emergency response procedures where relevant.

5.2. If you are unable to phone 911 right away, you should:

- Yell for help.
- If in a vehicle, honk the horn repeatedly, turn on hazard lights and lock all vehicle doors.
- If possible, use the vehicle's emergency alarm.
- Immediately move to a safe location.
- Contact the CEO or supervisor.

6. Right to Refuse Unsafe Work Due to Workplace Violence: If you believe that you are being endangered by workplace violence, you have the right to refuse to perform the work you deem to be unsafe. If you are refusing to work because of workplace violence, you must immediately report the refusal to your supervisor or their designate.

7. Once reported, an investigation into the refusal will commence. During the investigation, you must remain in a safe place that is as near to your work location as reasonably possible and must remain available to the investigator for the purpose of the investigation. Refer to the *Right to Refuse Unsafe Work Policy*.

8. History of Violent Behaviour: Under the Ontario Occupational Health and Safety Act, Contact Brant may be required to provide information (including personal information) to its employees about a person with "a history of violent behaviour" if:

- The employee can reasonably be expected to encounter that person in the course of their work; and
- There is a potential risk of workplace violence because of exposure to the individual with a history of violent behaviour.

Pursuant to this obligation, if Contact Brant is of the view that there is a risk of workplace violence such that an employee is likely to be exposed to physical injury, information that is deemed reasonably necessary to protect employees from physical injury, including personal information and any known triggers of the individual's potentially violent behaviours will be communicated.

9. When disclosing personal information, Contact Brant will limit as much as possible the amount of personal information provided and will not release any medical information that is deemed protected. Contact Brant will not disclose any information to individuals who are unlikely to encounter a person with a history of violence or to those who are not at risk of physical injury from that person.

10. Domestic Violence: In the event Contact Brant is aware that domestic violence could likely expose an employee to physical injury in the workplace, it will take every precaution reasonable in the circumstances for the protection of the affected employee(s). In such situations, the CEO will work with the employee to create a personal support plan which will identify safety measures and procedures for the protection of the individual.

11. Violence Risk Assessment: Contact Brant will conduct a risk assessment of the work environment to identify any issues related to potential violence that may impact the

organization and its employees and will institute measures to control those risks. When conducting the risk assessment, Contact Brant will take into consideration specific areas that may contribute to the risk of violence, including:

- Working in a community-based setting;
- Interaction with the public and/or working with unstable or possibly volatile clients (Refer to the *Staff Safety Policy*)
- The exchange of money;
- Working alone or in small numbers;
- Working at night;
- Working in a high crime area.

As part of its assessment, Contact Brant may review records and reports (incident reports, health and safety inspection reports, etc.). The results of the assessment will be provided to the Joint Health and Safety Committee.

12. Violence Investigation Procedure: The investigation process will be initiated upon receipt of a formal complaint from an employee or at the discretion of the employer where workplace violence is known or is suspected to be occurring. Contact Brant will endeavor to complete investigations within 90 calendar days or less once the process has been initiated; unless extenuating circumstances warrant a longer investigation (for example where more than five witnesses must be interviewed or in the event a witness, Complainant or Respondent is unavailable due to illness). Once initiated, the investigation procedure will generally adhere to the following steps/guidelines:

- 12.1. Contact Brant will appoint an internal or external investigator(s) to promptly conduct and document an investigation into the incident in which all facts are examined in a manner that is timely, fair, and impartial.
 - No person shall be appointed to the role of investigator where they have been named within a complaint.
 - Any allegations against the CEO will be investigated by a neutral third-party investigator.
- 12.2. The investigator(s) will review this policy, the submitted complaint and supporting documents, and will meet with the Complainant to gather additional details and information regarding the incident(s).
- 12.3. Individual(s) named in the complaint (known as Respondents) will be advised via written notification of the complaint that has been filed against them. The notification will inform the Respondent of the alleged offensive action(s)/behaviour(s) made against them.
- 12.4. The investigator(s) will then meet with the Respondent to allow the individual to respond to the presented allegations and to gather facts and information.
- 12.5. Where warranted, Contact Brant may issue a paid administrative leave to the Respondent, Complainant and any other party deemed necessary until the investigation is completed.
- 12.6. Employees on paid administrative leave pending the results of the investigation must remain available to meet with the investigator(s) and to return to work as requested.

- 12.7. The investigator(s) may also individually meet with witnesses, and any other individual deemed necessary to provide additional evidence or context/ information pertinent to the investigation.
- 12.8. Once the investigator(s) is satisfied with the amount of information collected from all parties, they will make a determination as to whether or not the allegation(s) are substantiated based on a balance of probabilities and, where substantiated, make recommendations on any remedial action to be taken.
- 12.9. *Investigation Report:* The investigator will provide an investigation report which must include a summary of the steps taken during the investigation, the complaint and allegations of the Complainant, the response from the Respondent(s), the evidence of any witnesses, any additional evidence gathered, findings of fact, the conclusion of the investigation and any recommendations made.
- 12.10. If the investigator deems a breach of the policy has occurred, Contact Brant will take necessary corrective action where deemed appropriate to do so.
- 12.11. If the results of the investigation do not substantiate that a breach of this policy has occurred, the allegations will be disregarded in any subsequent employment decision affecting the parties involved.
- This is the case except where there is a repetition of the same allegation from the same or different parties, and in that case, further investigation and corrective action may occur.
 - If after investigating any complaint, Contact Brant determines that the complaint is not genuine or that an employee has deliberately provided false information regarding the complaint, disciplinary action may be taken against the Complainant or the individual who gave the false information.
- 12.12. If the Complainant disagrees with the outcome of the investigation, they will have the option to pursue recourse through the applicable legislation (example: The Human Rights Code or the Occupational Health and Safety Act).
- 12.13. Contact Brant will provide the Complainant and Respondent (where the Respondent is an employee) with a written outcome letter summarizing the investigation findings and any disciplinary action to be taken because of the investigation.
- 12.14. All parties involved in the investigation process, including the Complainants, Respondents, and witnesses, are responsible for fully cooperating with the investigator(s) throughout the investigation process.
13. Prohibition Against Retaliation/Reprisal: Contact Brant strictly prohibits any form of retaliation against an employee for filing a genuine complaint under this policy or for participating in the investigation process. Specifically, no employee shall be demoted, dismissed, disciplined, or denied a promotion, advancement, or other opportunities because they have lodged a complaint in good faith or have participated in an investigation.
14. Disciplinary Action: Any employee who is found to have breached this policy by engaging in violence or a form of reprisal; who breaches confidentiality expectations;

fails to cooperate with an investigation; makes a complaint in bad faith, or supplies falsified information will be subject to appropriate disciplinary action.

Disciplinary action may range from training, counselling, written warning, suspension, work transfer and termination of employment, depending on individual circumstances. Additionally, the organization may pursue criminal charges where warranted.

15. Confidentiality: Contact Brant will ensure that information and documents regarding a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

15.1. All parties involved in a workplace violence complaint, including complainants, respondents, witnesses, managers, and support persons, are expected to treat the matter and any information they become aware of as confidential. No party shall discuss the matter or associated details with other employees or witnesses. An employee may face disciplinary action if it is determined that they have failed to adhere to these confidentiality expectations.

15.2. All investigation notes and full reports will be retained in a separate file and are not to be saved in employee personnel files. Investigation outcome letters and disciplinary action will be saved in applicable employee files only when the complaint has been verified and is found to be in breach of this policy.

16. Record Keeping: The CEO will securely retain records of all complaints or incidents of harassment including copies of:

- The complaint or details about the incident
- Records of the investigation, including notes
- Witness statements, if taken
- The investigation report, if any
- Results of the investigation that were provided to the Complaint and Respondent
- Any corrective action is taken to address the complaint or incident of workplace harassment.

17. Reports of Violent Incidents - Workplace Expectations: Contact Brant shall:

- Promptly investigate all reported acts and incidents of violence.
- Consult with other parties (i.e., legal counsel, Health and Safety Consultants, Health and Safety Representatives, Employee Assistance Providers, Human Rights, and local Police Services) as deemed necessary to address, resolve and mitigate incidents.
- Take all reasonable measures to identify and eliminate risks and root causes resulting from the incident.
- Comply with WSIB and OHSA violent incident reporting obligations by:
 - Immediately notifying the Ministry of Labour and the Joint Health and Safety Committee (JHSC) of any incident resulting in the death or critical injury of an employee, and providing the Director of the Ministry of Labour with a written report detailing the circumstances of the incident within 48 hours of its occurrence.

- Providing written notification to the JHSC within four days of any violent incident leaves of an employee disabled from performing their job duties or which requires medical attention.
- Providing notification to the WSIB within 24 hours of any violent incident in which an employee sustains a lost-time injury past the day of the incident or an injury that requires health care.

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEMS (WHMIS) POLICY

PREAMBLE

Contact Brant is committed to protecting the health and safety of its employees and will take all measures needed to safeguard its workers from the hazardous products that are found in the workplace. Contact Brant will uphold its duties and responsibilities under WHMIS 2015 to correctly identify and label hazardous products and educate and train its employees.

Definitions: The following definitions were taken from the Canadian Centre for Occupational Health and Safety.

Globally Harmonized System of Classification and Labelling of Chemicals (GHS) – an international system that defines and classifies the hazards of chemical products and communicates health and safety information on labels and SDSs in a standardized way.

Hazardous Product – a product, mixture, material, or substance that meets the criteria to be classified in one or more of the hazard classes of the HPR.

Safety Data Sheet (SDS) – a document that contains specified, required information about a hazardous product, including information related to the hazards associated with any use, handling, or storage of the hazardous product in a workplace.

WHMIS – Workplace Hazardous Materials Information System: WHMIS is Canada's national hazard communication system for hazardous products in the workplace. It applies to suppliers, importers, and distributors of hazardous products that are sold in or imported into Canada and intended for use, handling, or storage in Canadian workplaces, as well as to the employers and workers who use those products.

POLICY

Contact Brant recognizes the importance that identifying hazardous products in the workplace can have on keeping employees safe and will implement Ontario's WHMIS regulations as outlined in the Occupational Health and Safety Act and the Workplace Hazardous Materials Information System Regulation (R.R.O. 1990, Regulation 860).

Contact Brant will comply with the requirements of WHMIS 2015, the most up-to-date version of WHMIS in Canada.

PROCEDURES

1. Employer Responsibilities: Contact Brant recognizes it has responsibilities under WHMIS 2015 and will comply with its duties by:
 - 1.1. Providing education and training to all employees who may come into contact with a hazardous product about WHMIS legislation, how to read labels and safety data sheets, and how different types of hazardous products could affect them negatively.

- 1.2. Making sure the containers of hazardous products found in the workplace are correctly identified and labelled, using the latest standards
 - 1.3. Ensuring up-to-date Safety Data Sheets (SDSs) are available for workers to read
 - 1.4. Ensuring it is aware of the hazardous products in the workplace, how they are used and where they are located or stored
 - 1.5. Keeping accurate records about the hazardous products located in the workplace
 - 1.6. Developing procedures for:
 - The safe use, handling, storage, and disposal of hazardous products,
 - How to protect workers (such as utilize personal protective equipment or create specific safety plans where necessary)
 - What to do in an emergency
2. Employee Responsibilities: Employees must, under WHMIS 2015:
- 2.1. Complete WHMIS training and education if assigned by the employer
 - 2.2. Follow the instructions and safe work procedures as outlined to protect self and others
 - 2.3. Be familiar with the hazardous products they may come into contact with
 - 2.4. Only use products that have a label and that they have received training on
 - 2.5. Understand SDS information and know where SDS sheets are located
 - 2.6. Ask for help if needed and report any concerns to the appropriate member of staff immediately.

HEALTH AND SAFETY COMMITTEE POLICY

PREAMBLE

Contact Brant is committed to ensuring the health and safety of all its employees. Contact Brant will abide by all provincially outlined legislation as established by the Ontario Occupational Health and Safety Act. Further, Contact Brant recognizes that as an employer, it has the greatest level of responsibility to ensure health and safety on its premises.

As Contact Brant's workforce exceeds 20 or more employees, a Joint Health and Safety Committee is required to ensure the health and safety of all individuals on the premises. The committee must be composed of at least two members, based on the number of employees being between 20 - 50.

POLICY

Contact Brant will have a Joint Health and Safety Committee to ensure the health and safety of all individuals on the premises. The committee shall be composed of at least two members; at least half of the members will not exercise any managerial duties and will be chosen by the employees.

Contact Brant recognizes that as an employer, it has the greatest level of responsibility to ensure health and safety on its premises

PROCEDURES

1. The employee member(s) of the committee shall be chosen by the rest of the employees.
2. The management representative is the Manager of Service Coordination.
3. The management representative and the employee representative are the co-chairs of the committee; they will be certified and trained as per the Ontario Occupational Health and Safety Act.
 - 3.1. Time spent in training will be considered work time. Contact Brant is responsible for the costs incurred by the training program. In the event that one or both of the co-chairs leave Contact Brant, they shall be replaced and their replacement(s) trained as soon as reasonably possible.
4. The following are the powers of the committee under the OHSA:
 - Identify situations that may pose a danger or a hazard to employees;
 - Provide recommendations to Contact Brant on ways to improve safety in the workplace for employees;
 - Make recommendations regarding establishing, maintaining, and monitoring any health and safety measures, procedures, or programs to Contact Brant;
 - Request and be provided information from Contact Brant about identifying potential or current hazards involving materials, processes, equipment; and

examples of safe work practices and health and safety standards in similar businesses that are known to Contact Brant.

- Be provided information by Contact Brant about any tests regarding health and safety in the workplace (could be related to equipment, chemical or physical agent, material, or biological element, etc.);
 - Be present and be consulted about any testing in the workplace, as necessary.
5. Co-chair Powers: In the event the committee does not reach a consensus, the co-chair(s) have the power to provide written recommendations to the CEO. These recommendations shall be responded to within 21 days of their receipt. The response will include when the recommendation will be implemented when Contact Brant agrees with the recommendation, and reasons why when the recommendation is disagreed with and/or not accepted.
 6. Committee Meetings: The health and safety committee will meet every three months, at a minimum. Minutes will be taken at each committee meeting and then retained in the event of an inspection or examination.
 - 6.1. Members of the committee are entitled to at least an hour to attend the quarterly meetings. Committee members are considered to be working when they are completing health and safety duties, including completing any work ahead of, or following, the meeting.
 7. Inspections: One of the members of the committee will be required to complete monthly health and safety inspections. The committee is required to establish a schedule for the completion of these inspections.
 - 7.1. When possible, it should be the certified co-chair who completes the inspection, but the co-chair is not required to complete every inspection.
 - 7.2. Contact Brant will ensure that the member completing the inspection has sufficient time to complete it. In the event that the member requires information and/or assistance in completing the inspection, they shall be provided with it.
 - 7.3. Inspections shall be kept on file.
 - 7.4. If any hazards or dangers are noted during the inspection, the committee member must inform the committee of their findings, and the committee must discuss this information as soon as reasonably possible.
 8. In the Event of a Critical Injury or Death: If a critical injury or death occurs, a member will be required to investigate and inspect the place where the accident occurred (including if a machine, device, or thing was involved). Following the inspection, the member is required to present their written findings to the Chief Executive Officer and to the committee.
 9. Posting Committee Members' Names: Contact Brant will post the name of the members of the committee on the Health and Safety bulletin board so that all employees are aware of who is on the committee.

10. Health and Safety Representative (HSR) Key Responsibilities:

- Identifying actual and potential workplace hazards
- Inspecting the workplace regularly
- Being consulted about and being present at the beginning of health and safety-related testing in the workplace
- Making recommendations to the employer about health and safety in the workplace
- Participating in an investigation of work refusals
- Inspecting the site of a critical injury or fatality at a workplace
- Obtaining health and safety-related information from the employer.

11. Employers have a duty under the OHSA to co-operate with the Health and Safety Representative to carry out their legislative functions. Contact Brant is required to:

- Provide any information that the HSR has the power to obtain from the employer;
- Respond to HSR recommendations in writing;
- Give the HSR copies of all written orders and reports issued by the MLTSD inspector;
- Report any workplace deaths, injuries and illnesses to the HSR;
- Pay the HSR while they are performing their HSR duties.

12. Health & Safety Coordinator Responsibilities: The Health and Safety Coordinator is the management representative (Manager of Service Coordination), and must understand and comply with their specific responsibilities within the Health & Safety Program:

12.1. The Health and Safety Coordinator's tasks includes accompanying the JHSC worker representative on inspections, conducting inspections, preparing policies and reports, attending management and JHSC meetings, and reviewing the program on an annual basis to ensure their understanding and its implementation.

12.2. The Health & Safety Coordinator will possess the following qualifications:

- Ability to read and comprehend instructions and information
- Ability to communicate verbally and in writing
- Ability to write policies, procedures, and safe work practices
- Good judgement
- Completed (or in the process of completing) the Basic Certification and Part Two Certification Process, and the supplementary workplace-specific hazard training sessions.

12.3. Contact Brant reserves the right to revise the functions and duties or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments).

12.4. The main responsibilities of the Health and Safety Coordinator are to manage the activities necessary to ensure the continuous improvement and sustainability of the health and safety system. These activities include, but are not limited, to the following:

- Develop and maintain an integrated health and safety system for Contact Brant;
- Assist the CEO in auditing and reviewing the health and safety system annually, to ensure that it continues to be effective;
- Assist the CEO to develop and maintain an integrated performance review system for all managers and employees, which includes a health and safety component;
- Complete a training schedule to ensure all employees have the appropriate skills and knowledge to prevent work-related injury and illness;
- Ensure that safety-related information is communicated at management meetings;
- Be responsible for ensuring that the Joint Health and Safety Committee (JHSC) is established and operating according to the legislated requirements of the Occupational Health and Safety Act (OSHA);
- Conduct a hazard and risk assessment at least annually to recognize and assess any and all health and safety-related hazards that exist at Contact Brant;
- Develop and implement standard operating procedures to minimize and control the identified health and safety hazards associated with the ongoing operations at Contact Brant;
- Review the injury and illness frequency annually to measure the effectiveness of the established integrated health and safety system at Contact Brant;
- Report all findings immediately to the CEO;
- Assist the CEO to effectively deal with any arising health and safety-related concerns or issues;
- Effectively act as an internal resource for Contact Brant for any health and safety-related matters; and,
- Keep current with health and safety-related trends, industry issues, and/or legislative changes through participation in a health and safety training program or information seminar, at least annually.

13. CEO Responsibilities:

- 13.1. The CEO will ensure that the Health & Safety Coordinator receives training on their legislated duties and their internal health and safety responsibilities.
- 13.2. The CEO will review the Health & Safety Coordinator's responsibilities on an annual basis. This evaluation will measure compliance with each health and safety responsibility.

DRUGS AND ALCOHOL IN THE WORKPLACE POLICY

PREAMBLE

Safety is our number one priority at Contact Brant. This policy is to protect our organization, employees, clients, and the public at large.

Contact Brant recognizes impairment as a serious health and safety issue in the workplace as it can reduce the abilities and judgement of employees. We also recognize that substance abuse and dependency are medical issues that certain employees may struggle with. Contact Brant is therefore committed to:

- Creating a safe and healthy workplace by prohibiting the unsafe use of drugs and alcohol in the workplace; and
- Providing support to any employees with dependency issues.

Definitions:

Medical Marijuana: Cannabis that is used for medical purposes. The Ontario Human Rights Code “protects people who use cannabis for a medical purpose related to a disability from discriminatory treatment in employment”.

Substance Abuse: The Code also prohibits discrimination against people who have or are perceived to have an addiction to drugs or alcohol (including cannabis) based on the ground of disability.

POLICY

Contact Brant prohibits the use of any substances that lead to impairment including drugs or alcohol, whether legal or illegal, while in the workplace or representing Contact Brant, unless they have been authorized in writing for use by management for medical reasons.

Employees may not be impaired while working, whether on-site, off-site or while working from home. Employees who are unfit to report to work for any reason should notify their supervisor using their regular process.

Employees who fail to comply with this policy may face disciplinary action, including termination, or the involvement of the authorities, where necessary.

PROCEDURES

1. Safety Concerns with Machinery or Equipment: Driving while under the influence on work business is strictly prohibited. Should an employee report to work and inform their supervisor/CEO of their current state of impairment, their supervisor or manager is required to take immediate action which may include sending the employee home in a taxicab or other commercial vehicle, and pursuing disciplinary action at a later date when the employee is no longer impaired.
2. Solicitation or Possession of Illegal Substances: Solicitation or possession of illegal substances within the workplace is strictly prohibited at all times. There are no exceptions to this rule.

3. Work Events: There are no exceptions to this policy, even at work events or social gatherings in the community where employees are attending on behalf of work.
4. Duty to Accommodate: Contact Brant is committed to providing disability-related accommodation up to the point of undue hardship to employees who come forward with an addiction issue or to employees who require cannabis for a medical purpose related to a disability under Ontario's Human Rights Code.

Employees with substance abuse or dependency concerns are encouraged to share these challenges with their supervisor or CEO so proper and appropriate accommodations can be organized. They may do so without fear of negative consequences. All employee medical information will be treated as confidential.

5. Medical Use of Cannabis: As per the Ontario Human Rights Code: "An employee can consume edible cannabis for a medical purpose related to a disability in an enclosed workplace, as long as it does not interfere with workplace health and safety or performing essential job duties."

In accordance with smoking and human rights laws:

- Employees may not smoke or vape cannabis for a medical purpose related to a disability in places where laws or rules prohibit smoking or vaping cannabis and tobacco for public health reasons. For example: "Ontario prohibits smoking or vaping cannabis for a recreational or medical purpose in an enclosed workplace".
- Where there is a medical need to smoke or vape cannabis, Contact Brant will allow an employee who smokes cannabis for a medical purpose to smoke outside in places where smoking is permitted by law.

6. Employee Responsibilities: Employees must:

- Follow the procedures outlined in this policy.
- Inform their supervisor/manager in the event, they are under medical care and require the use of a prescription drug which may impair their abilities
 - Employees are not to share their diagnosis or prognosis with the supervisor/manager; the information regarding their medication is precautionary only.
- Employees must also inform their supervisor/manager in the event they arrive at work impaired.
- If an employee should observe the suspected impairment of another employee, they have a responsibility for informing their supervisor/manager to ensure the health and safety of all others attending the workplace.

7. Supervisor/Manager Responsibilities: Where a manager or supervisor "observes or otherwise obtains knowledge of a worker's impairment that could give rise to a hazard in the workplace, the supervisor is required to communicate this to any worker that may be in danger and to take every precaution reasonable in the circumstances for the protection of the worker(s)." (Ontario Ministry of Labour)

Supervisors/Managers are also responsible for:

- Informing employees about and enforcing the company's drug and alcohol policy;

- Ensuring employees under their direct supervision are fit for work;
- Alerting the authorities should an employee attempt to drive while under the influence of a legal or illegal substance;
- Providing job accommodation to employees who require it;
- Providing clear instructions to employees for special events such as company parties to ensure employees clearly understand what they are and are not allowed to do.

SMOKE-FREE WORKPLACE POLICY

PREAMBLE

Extensive health research has shown that smoking or inhaling second-hand smoke has an adverse effect on health and wellness. Contact Brant is committed to upholding the law and promoting a safe and healthy workplace for all employees and visitors by prohibiting smoking and vaping in enclosed workspaces.

This policy is intended for the workplace only. While Contact Brant supports employees in living a healthy lifestyle, it will not penalize employees for smoking or vaping in their personal life.

Definitions: The following definitions have been taken from Ontario.ca or the Smoke-Free Ontario Act.

Enclosed workplace means any part of a building, structure, or vehicle with a roof that an employee works in or visits, even during off-hours. This includes hotel rooms and vehicles used for business purposes.

Electronic cigarettes means a vaporizer or inhalant-type device, whether called an electronic cigarette or any other name, that contains a power source and heating element designed to heat a substance and produce a vapour intended to be inhaled by the user of the device directly through the mouth, whether or not the vapour contains nicotine.

Smoking means smoking (inhaling and exhaling) or holding lighted tobacco or cannabis (medical or recreational).

Vaping means inhaling or exhaling vapour from an electronic cigarette (e-cigarette) or holding an activated e-cigarette, whether or not the vapour contains nicotine.

POLICY

Contact Brant is a smoke-free workplace.

No smoking or vaping is permitted on company premises by employees, contractors, or visitors at any time, except within any designated smoking areas.

Contact Brant will meet the requirements of the Smoke-Free Ontario Act (SFOA).

PROCEDURE

1. In accordance with the Smoke-Free Ontario Act (SFOA), Contact Brant will:
 - Post the required smoke-free signage at each entrance and exit of the enclosed workplace, place, or area in appropriate locations and in sufficient numbers to ensure that employees and the public are aware that smoking and the use of electronic cigarettes is prohibited in the enclosed workplace, place, or area;
 - Ensure that no ashtrays or similar equipment remain in the enclosed workplace or place or area, other than a vehicle in which the manufacturer has installed an ashtray.

2. A designated smoking area will be clearly marked with signage. This is the only place employees, visitors, or contractors may smoke or vape, provided they do so in a safe manner, with all extinguishable and smoking products materials disposed of properly in the appropriate trash receptacle.
3. Non-Compliance: Employees who do not comply with the guidelines of the Smoke-Free Ontario Act (SFOA), as set out in this policy, will be subject to disciplinary action, including possible suspension or even termination of employment.

COMMUNICABLE DISEASE PREVENTION POLICY

PREAMBLE

The Purpose of this policy is to develop the prevention policy for communicable diseases. The goal is to identify the requirements and procedures required to control the spread of any infections at work while also maintaining safe operations of the business.

This Policy is to serve during COVID-19 and moving forward. Safety measures will remain in effect until such time as Legislation advises otherwise.

Contact Brant aims to provide guidance for safe operations regarding communicable disease through this Policy by educating its employees of the symptoms, infection prevention and control, and compliance with hygiene guidelines. In addition, this Policy sets out the Business's legal obligations under applicable legislation, as well as steps the Business will take to limit the risk of infection and communicable diseases in the workplace.

POLICY

Contact Brant is committed to the health, safety, and well-being of its employees and all individuals who enter the premises.

PROCEDURES

1. Employer Roles and Responsibilities: Communicable diseases present a risk to the Health and Safety of all employees; employers have a legal obligation to take all reasonable steps to address and manage this risk. Contact Brant is responsible for making sure the workplace is safe and, preventing and reducing transmission among employees, maintaining a healthy business operation and work environment. Contact Brant will take the following steps (but not limited to) to ensure our workplace environment is safe:
 - Provide training to all workplace staff on the reporting procedures of communicable diseases
 - Review policy with employees
 - Based on hazard assessment, provide appropriate Personal Protective Equipment (PPE) to staff. Face masks, gloves, face shields and goggles if required
 - Ensure appropriate ventilation of the workplace and the HVAC system is in good working order
 - Encourage good and proper hygiene practices are in place
 - Ensure steps are taken to ensure the cleanliness of all work areas
 - Advise employees to immediately inform supervisors or managers if they or somebody they have been with has been in close contact with a person who has tested positive for COVID-19

- Ensure any staff member returning from vacation, business trip, etc. understand the quarantine guidelines
 - Ensure any staff member who exhibits symptoms of any communicable disease understand the quarantine guidelines.
2. Supervisors and Managers Roles and Responsibilities: Supervisors will be held responsible for the Health and Safety of the employees under their supervision. Duties include, but are not limited to:
- Ensure this Policy is implemented and adhered to in the workplace
 - Monitor employees for possible signs for disease symptoms
 - Ensure that any employee who exhibits symptoms leave the worksite immediately and seek medical advice
 - Ensure the appropriate PPE is used in the office setting, lunchroom, etc. at all times
 - Advise employees of control measures put in place to protect staff
 - Protect the privacy of all staff who may have to leave the workplace due to symptoms or diagnosis.
3. Employee Roles and Responsibilities: As per legislation, all employees must protect their own Health and Safety by working in compliance with requirements, any established health and safety policies and safe work practices and procedures. Duties include, but are not limited to:
- Adhere to the requirements of this Policy
 - Make yourself aware of any symptoms related to communicable diseases
 - Advise Supervisor or Management if diagnosed or are exhibiting symptoms of COVID-10 or any other disease
 - Quarantine as per legislative guidelines until clear of symptoms
 - Practice good social hygiene protocols.
4. Joint Health and Safety Committee Roles and Responsibilities:
- Ensure employees are aware of symptoms of COVID-19
 - Ensure employees have been trained on the content of this policy
 - Ensure workplace inspections and investigations are done
 - Make recommendations for the improvement of the Health and Safety of all employees.
5. Reporting Procedures: If an employee is experiencing symptoms of a communicable disease while at work, they would immediately advise a manager or supervisor. The following procedures should be followed:
- Employees experiencing symptoms will be sent home to recover
 - The self-isolation period will come into effect
 - Properly sanitize employees' workstations immediately with disinfecting supplies, using proper protocols
 - Do not allow this workstation to be used for 24 hours
 - Ensure to follow any further direction from Public Health.

6. Emergency and Public Orders: Contact Brant will comply with all emergency orders made by the government or Public Health officials in respect to:
 - Limiting physical distancing and other measures designed to prevent the transmission of communicable diseases in the workplace.
 - Observing any closures ordered by the government or Public Health Officials
 - Observing all Public Health orders and OHS guidelines and be prepared to implement or maintain additional measures when the risk of communicable disease is elevated within the region.
 - Complying with any emergency or public health order, including quarantine or self-isolation because of a recent return from international or interprovincial travel.
7. Health and Safety Requirements: To prevent the spread of communicable disease, all employees are encouraged to practice good hygiene:
 - Wash Hands using soap and water
 - Use alcohol-based hand sanitizer
 - Social distance
 - Cover coughs
 - Stay at home when ill or have symptoms of COVID-19
 - Frequently clean and disinfect all work areas, social areas, etc.
 - Organize the workspace to allow for social/physical distancing
 - Use barriers, guards, etc. within offices and meeting rooms
 - Use PPE as needed - For employees who have medical concerns in regards to wearing PPE, the employee must provide a medical note from a certified health practitioner.
8. Immunization: Contact Brant will support all provincial immunization protocols as directed by government and Public Health Officials.
9. Prevention and Control: It is the responsibility of Contact Brant to monitor all local, provincial and Federal Health and Safety Communications about regulations, guidance, and recommendations.

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Formerly the COVID-19 Vaccination Policy: September 2022;
November 2021; September 2021; October 2021.

This also replaces the Pandemic Safety Plan, June 2022

COVID-19 WORKPLACE SAFETY PLAN POLICY

PREAMBLE

Contact Brant is committed to keeping our employees, visitors, and the public safe during the COVID-19 pandemic. We will monitor and follow the guidelines set forth by provincial, federal, and world health authorities and update our protocols as recommended or mandated.

This policy builds on our *Pandemic Safety Plan*, as well as the previous *COVID-19 Vaccination Policy* which was directed by the province for organizations funded under CYFSA that provide services with respect to children and youth with special needs, Autism, Complex Special Needs funded services, Coordinated Service Planning, and FASD worker services. On August 30, 2021, MCCSS directed that Contact Brant was required to comply with the *Letters of Instruction* issued by the Office of the Chief Medical Officer of Health. This Instruction fell under the authority of subsection 2(2.1) of Schedule 1 of O. Reg. 364/20: *Rules for Areas at Step 3 and at the Roadmap Exit Step under the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (ROA) ("Instructions")*.

Although it is an individual's right to make the decision to be vaccinated or not, the Chief Medical Officer of Health strongly encourages that everyone get vaccinated. Vaccination against COVID-19 helps reduce the number of new cases, and, most importantly, severe outcomes including hospitalizations and death due to COVID-19. Achieving high immunization rates with service providers who regularly provide essential close contact and direct interventions will support achieving protection for those we serve. For these reasons, Contact Brant continues to expect vaccination for employees.

Rapid Antigen Screening Tests facilitate the identification of an individual infected with COVID-19 that regular screening protocols (e.g., symptom screening) might otherwise miss. It may therefore help prevent asymptomatic individuals from unknowingly spreading COVID-19. Frequent screening with rapid antigen tests increases the chances of early identification of cases in otherwise asymptomatic individuals. Antigen testing increases the sense of protection and security in the workplace.

This Policy is also adopted to comply with our obligations under the *Occupational Health and Safety Act* to take every reasonable precaution in the circumstances to protect a worker and to comply with our obligation under applicable emergency orders, as well as government mandated rapid antigen testing for unvaccinated and partially vaccinated staff as well as the recommendations and directions of our local Public Health Unit.

POLICY

Contact Brant will carefully monitor public health recommendations during the current COVID-19 pandemic and implement all recommendations and requirements in real-time. All employees are required to follow all COVID protocols that are in place at all times.

Contact Brant requires employees and students to provide one of the following:

- i. Proof of full vaccination against COVID-19, or
- ii. Written proof of a medical reason for not being fully vaccinated against COVID-19.

PROCEDURES

1. Contact Brant is responsible for:

- Remaining current about COVID symptoms, screening measures, and necessary precautions
- Implementing safety plans and protocols intended to control the risk of transmission of COVID-19 within our workplace (see below)
- Reviewing COVID plans and protocols on a regular, at least quarterly, basis with management and the health and safety committee, accepting employee input on the plan and making adjustments and improvements as necessary
- Suspending or closing any services or the organization as required and communicating this information to staff and the public
- Communicating safety control methods as well as any changes to them to employees and clients so they are aware of the risks and actions being taken to mitigate them using a variety of methods (e.g., posting signs, email, website)
- Providing safety materials and equipment such as sanitizing stations, required PPE, protective barriers, and special cleaning products as needed
- Providing training/instructions to all staff and volunteers on safety procedures and protocols regarding COVID-19 to ensure workers understand how to protect themselves from exposure
- Ensuring staff adhere to the organization's COVID-19 safety plan and protocols
- Encouraging self-monitoring and supporting self-isolation for workers with symptoms and workers who are close contacts of COVID-19 cases
- Reporting any known cases of COVID-19 to the public health unit as required
 - Following the report, Contact Brant will fully cooperate with the public health unit, including providing the names of others who may have been in close contact with the person who has COVID-19, disinfecting and sanitizing any surfaces that may have been touched by the employee with COVID-19, and as necessary, requesting that other employees self-isolate.
- Reporting positive cases that have been traced back to exposure within the workplace to (i) The Ministry of Labour, Training and Skills Development within four days; and to (ii) The Joint Health and Safety Committee
- Informing employees who may have been exposed to the positive diagnosis.
- Reporting any illnesses to the WSIB that were acquired at work within three days of receiving notification of the illness.

2. Employees are responsible for:

- Following all safety and COVID-19 prevention training/instructions/protocols provided by Contact Brant
- Notifying management and staying at home when they are feeling unwell

- Following any additional instructions/protocols or changes to procedures that are implemented in response to the pandemic, such as Working at Home (Telework Agreements).

3. **SAFETY PLAN:**

Contact Brant and its employees will use the Hierarchy of Controls identified by the Ministry of Health *COVID-19 Operational Requirements: Health Sector Restart, May 26, 2020*. The application of the following hierarchy of hazard controls is a recognized approach to containment of hazards, including health hazards, and is fundamental to occupational health and safety. Following are the hierarchy of hazard controls in order of decreasing effectiveness:

3.1. Elimination and Substitution Controls: Elimination and substitution are considered to be the most effective means in the hierarchy of controls.

- Work from home arrangements may continue wherever possible through virtual services.
- Staff scheduling will be used for access to your office.

3.2. Engineering and Awareness Controls: These measures help reduce the risk of exposure to a pathogen or infected source hazard by implementing methods to reduce exposure by isolating the hazard from the worker and by physically distancing actions to reduce the opportunity for transmission, including:

- Physical distancing including avoiding large gatherings and maintaining approximately two meters (six feet) distance.
- Eliminate direct contact with others, such as handshakes or embracing; avoid hand contact with surfaces touched by others as much as reasonably possible.
- Use of physical barriers like plexi-glass panels.
- Do not to use other staffs' personal items, phones, or other work tools and equipment, whenever possible. When sharing use of offices, clean and disinfect surfaces (desks, keyboards, etc.) before and after use.
- Regularly sanitize surfaces after use, i.e. kettle, coffeemaker, microwave, frig, photocopier, cupboard doors, etc. Staff will complete a surface cleaning in between each client or meeting with another staff (i.e. tables, chairs, desk, computer mouse and keyboard, light switch, etc.) using a disinfectant wipe or disinfectant spray and paper towel.

3.3. Administrative Control Measures: Administrative controls aim to reduce the risk of transmission of infection through implementing policies, procedures, training, and education with respect to infection prevention and control.

- *Staff Screening* – Although staff are no longer required to complete the written Contact Brant Self-Assessment (based on the Government of Ontario's recommended screening), the tool is still to be used for self screening of symptoms.
- *Self-Monitoring* - All staff should follow Public Health Ontario guidelines on COVID-19 regarding self-isolation and self-monitoring.
- Provide clients choice for in-person or virtual meetings.

- For in-person meetings, ask the client what safety measures they might prefer, if any. Contact Brant has a supply of disposable face masks that can be offered clients in a meeting.

3.4. Personal Protective Equipment (PPE): PPE controls are the last tier in the hierarchy of hazards controls and should not be relied on as a stand-alone primary prevention program. PPE consists of mask, gloves, gowns, face shields and/or eye protection that can be used to provide a barrier to help prevent potential exposure to infectious disease.

- Contact Brant provides fabric face masks and non-medical disposable masks. Additionally, medical masks (e.g., N95) are available for staff.
- Contact Brant also provides face shields, gloves and gowns.

4. The following measures have been put into place to ensure safety during the COVID-19 outbreak:

4.1. Vaccination: Offers of employment, as well as student and volunteer placements, will be conditional upon the individual providing COVID-19 vaccination documentation: (i) Proof of full vaccination against COVID-19, or (ii) Written proof of a medical reason for not being fully vaccinated.

4.2. Screening:

- Employees must continue to use standard COVID screening before entering the workplace or attending any in-person meetings (Refer to the agency's COVID-19 questionnaire).
 - In the event that an employee does not pass the screening, they will be instructed to stay home and may not enter the workplace until symptoms have improved and they have tested Negative over several days using Rapid Antigen Testing (refer to Section 5.1).
- Employees must ask visitors to the workplace whether they are showing any symptoms, or have interacted with anyone who had a positive Covid-19 diagnosis.
- Signage will be displayed at the entrances to outline Woodview's Covid-19 protocols, including information for visitors on not entering if they have symptoms, and that social distancing measures are in place at the organization.
- Employees who are either showing symptoms of Covid-19 or who have come into contact with someone who has tested positive for Covid-19 are to self-isolate for a period of 5 days.
 - If the employee is feeling well enough to work, they will work from their home office, and if they are not feeling well enough to work can use eligible paid sick time.

4.3. Masking: Masking continues to be encouraged, however masking is an individual choice at this time.

- When employees are required to wear masks, the only exception is when an employee works alone in an office.
- When employees test positive for COVID-19 and have self-isolated for 5 days, they are required to mask for another 5 days once they return to the workplace.

4.4. Social Distancing: Employees and visitors should keep a minimum of two metres between themselves, including in doorways, elevators, stairwells, etc.

4.5. Sanitizing, Hand Washing, and Other Health Procedures

- Contact Brant will ensure that hand sanitizer is available upon entry to the building and in the photocopy area.
- Woodview has committed to ensuring that surfaces are disinfected following a schedule of cleaning and sanitizing 5 nights per week.
- Employees are to refrain from using any telephones, computers, or keyboards that are not designated for their use, barring in the event of an emergency. Where a common tool must be used by multiple persons, it must be disinfected between each use.
- Employees are encouraged to wash their hands at regular intervals, including before and after eating, anytime they touch their face and mask, etc.
- Signage will be posted in the washrooms and kitchen, reminding employees of proper handwashing techniques.
- Employees are encouraged to sneeze into their elbows or cough into their elbows, avoiding coughing or sneezing in the direction of another person, and ensuring to wash their hands afterwards.

5. Additional COVID-19 Protocols: In addition to these measures, Contact Brant has implemented the following:

5.1. COVID-19 Rapid Antigen Tests: Regular use of is encouraged for employees who are not fully vaccinated, as well as for vaccinated employees who may have COVID symptoms or might have been exposed to COVID.

- Contact Brant will provide these Antigen Testing kits to employees, as long as the province continues to provide these to the agency.
- The employee is responsible for the self-collection of specimens, proper handling of specimens, reporting of results, required actions depending upon results, and appropriate disposal of specimens/kits/other contaminated materials at their home following the authorized protocols per the Rapid Antigen Test manufacturer's instructions and directives per Ontario Health and their local Public Health Unit.
- Where a staff receives a positive rapid antigen test result, the staff must immediately notify their Supervisor and self-isolate. The employee will not come into the workplace for 5 days. Following this self-isolation period, and based on symptoms have improved and the employee does not have a temperature, they may return to work with the expectation that they mask in the workplace for another 5 days. Employees need to follow directions from their local public health unit.
 - If the employee is feeling well enough to work, they must work from their home office. If they are not feeling well enough to work, they may use eligible paid sick time.

5.2. Mental Health for Employees: The pandemic has increased stress for the general public. Contact Brant is committed to focusing on our employees health and well-being:

- Weekly staff meetings to check in on how everyone is coping and support regular contact with the Staff Team.
- Check-ins by the supervisor/management, especially for those working from home full-time.
- Benefits providing professional services such as social work, massage, chiropractor, etc.
- Paid sick and vacation time.
- Options for working in-office or from a home office on a regular or scheduled basis, according to employee preference and following successful completion of the probationary period.
- Support of flexible work schedules to meet work and personal needs; flexible schedules can be easily arranged with the employee's supervisor.
- Staff appreciation events twice annually.

5.3. Privacy of Information: All personal or medical information acquired by Contact Brant during the pandemic will be treated with the utmost confidentiality according to mandated governmental privacy standards and agency policies. The Vaccination records will only be used for the purposes of this policy and individual records will not be shared without consent.

- Employee vaccination status will be stored in their confidential personnel record maintained securely by the Chief Executive Officer.
- Board and contractor information will be stored securely in their associated confidential records maintained by the Executive Assistant.
- When Contact Brant no longer requires this information to be collected, the Vaccination record in each file will be securely destroyed, as per the Retention of Records Policy.

Proof of Full Vaccination against COVID-19

After vaccination, individuals with an Ontario photo health card can log in to the provincial portal to download or print an electronic COVID-19 vaccine receipt (PDF) for each dose received. Individuals who have a red and white health card can call the *Provincial Vaccine Booking Line* at 1-833-943-3900. The call center agent can email a copy of their receipt.

Otherwise, contact the health unit in the region where you received your vaccinations and they can provide a copy of their receipt.

Proof of Medical Reason for Not Being Vaccinated

Written proof of a documented medical reason for not being fully vaccinated against COVID-19 must be provided by either a physician or a registered nurse in the extended class (see Extended Class (cno.org)). Referral and consultation support for physicians and registered nurses in the extended class is available through Ontario's eConsult Service and OTN Hub.

In some instances, the medical reason for the person not being vaccinated may be time-limited. The Ministry Instructions require that the note from the physician/nurse practitioner specifies the effective time-period for the medical reason. If time-limited, the note should indicate how long it is expected to last.

COVID-19 Rapid Test Training

Rapid antigen testing is used to detect and respond to COVID-19, a highly infectious and deadly communicable disease. It may assist in alleviating the outbreak of COVID-19 and the associated risk to our staff and to the people that we support.

Rapid antigen COVID-19 tests provide quick detection of COVID-19 (in as little as 15 minutes) with less sensitivity than regular laboratory-based COVID-19 tests. There is a higher rate of false negatives and false positives. A false negative is a result that incorrectly shows that a person does not have COVID-19, while a false positive is a result that inaccurately shows that a person does have COVID-19. Despite this, these tests are accurate enough that they can catch many asymptomatic cases of COVID-19 early.

These rapid tests are therefore used for screening to identify people who may have COVID-19 but not for diagnosis of COVID-19. Free Rapid test kits are available in community locations such as pharmacies and grocery stores. Staff are encouraged to have tests available at home.

STAFF SAFETY POLICY

PREAMBLE:

No training or planning can anticipate and account for every possible scenario that may involve or lead to an unsafe encounter. Access and service coordination planning includes the identification of possible risk to staff safety and the development of appropriate safety plans for staff as a preventative measure.

POLICY

The safety of staff is a priority at all times and must be considered when meeting with clients. Employees have a joint responsibility with Contact Brant to develop the skills and techniques aimed at preventing and handling personal safety situations while working.

PROCEDURE

1. Staff will demonstrate professionalism, skills and above all common sense when dealing with situations that may pose a risk to their personal safety.
2. Employees will ensure all meetings held outside the Contact Brant office as well as meetings outside of office hours have the following information recorded in their Outlook calendar:
 - Name of client/family
 - Location of meeting (include street address if a home visit)
 - The scheduled time of the meeting (start and projected end time).
3. Employees will assess risk based on information on record about the family and their circumstances. When an employee is concerned about any perceived risk of harm to themselves:
 - 3.1. Review the situation with their supervisor or CEO at the earliest opportunity to assess immediate and future service needs to ensure a safety plan for the employee.
 - 3.2. Safety planning may include, but is not limited to, having a co-worker attend the appointment with the employee, scheduling the visit in a suitable community location or within office hours, meeting virtually, or having another staff on alert to confirm the meeting has been completed safely.
 - 3.3. Having another staff on alert:

Pre-arrange with another Contact Brant employee who has agreed to be available to receive a call or text at a specified time after the meeting is completed.

If the staff does not call the designated person at the pre-arranged time, the designated employee will attempt to locate their co-worker:

 - Call/text the employee's cell
 - Call the client's home to see if the staff is still there

- Call the employee's home
 - If unable to confirm where the employee is, call the police.
- 3.4. Program staff are equipped with an agency-provided cell phone that they must have with them for any meetings. Emergency numbers and other employees' contact numbers should be programmed into the cell phone.
- 4. An employee who finds themselves in a situation where they feel at risk due to such examples as the individual's body language and tension level, the client's anxiety, edginess, defensive responses, raised voice should:
 - 4.1. Remove themselves safely from the situation wherever possible.
 - 4.2. If leaving is not possible, employ de-escalation strategies, (such as taught through PMAB and Non-Violent Crisis Intervention training). Steps to de-escalate a situation if someone appears agitated, tense or upset, include but are not limited to:
 - Remain calm and patient
 - Give the person space and do not attempt to move without indicating that you intend to do so, including informing the client when you need to leave
 - Provide appropriate information the person may be asking for
 - Be supportive: continue to speak in a calm, friendly, non-threatening manner, providing non-verbal supportive responses (i.e., maintain eye contact, nodding head, etc.)
 - Be direct: respond in the affirmative, speaking confidently and with self-assurance
 - Ignore the inappropriate behaviour, comments and demands, but not the individual
 - Rescheduling the interview to another date
 - 4.3. Seek additional supports, as appropriate, to address safety issues (police, other staff).
 - 4.4. Clients should not be provided service if under the influence of alcohol or drugs. In the event of finding a client intoxicated or family violence, staff should leave the premises.
 - 4.5. In the event of family violence, the employee should call police, as well as the appropriate child welfare agency if children are present, only when in a safe place.
 - 4.6. The employee will inform the CEO or designate of the situation as soon as possible once safety has been secured. The CEO or designate will debrief with the employee involved.
 - 4.7. The employee must document all concerns and incidents in EMHware Contacts once the situation is resolved.
- 5. **Other Safety Considerations:**
 - 5.1. Employees should take precautions whenever an animal is in the vicinity. If an animal is loose outside the meeting location, consider staying in your vehicle and calling the client using your cell phone. If you should receive an

animal bite, immediately wash the area with soap and water and have the bite examined by a physician to assess any risks.

5.2. If using a home phone to call a client, use call blocking by first dialing *67 and then the client's number.

5.3. Staff should limit taking personal belongings to the interview location. Clothing considerations could avoid items that could be grabbed or used to cause harm (e.g., scarves, necklaces/chains), religious symbols or ornate jewellery.

Additional Health and Safety PROCEDURES and PROTOCOLS

A. INCIDENT INVESTIGATION PROCEDURE

Definitions:

First Aid - Includes but is not limited to: cleaning minor cuts, scrapes or scratches; treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, splint, changing a bandage or a dressing after a follow-up observation visit and any follow-up for observation purposes only.

Health Care - An injury that results in attention received from a recognized health care provider but that does not result in time away from scheduled work nor a wage loss.

Near Miss - An event that under different circumstances could have resulted in physical harm to an individual, damage to the environment, equipment, property and/or material.

Fatality - An injury that results in the loss of life.

Critical Injury - A critical injury means an injury of a serious nature that:

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

Lost Time Injury - A work-related injury that results in the injured Employee missing scheduled time from work resulting in a wage loss.

Property Damage - An event where contact is made between two objects resulting in alteration to one or both of the objects.

Occupational Illness - A condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent that normal physiological mechanisms are affected, and the health of the Worker is impaired.

Environmental Release - An accidental discharge of a physical, biological or chemical substance released into the workplace and/or community.

Fire/Explosion - An event where undesired combustion occurs.

1. Incident Investigation: Contact Brant will ensure that all applicable work-related injuries, illnesses, and incidents are investigated, analyzed, and reviewed in a timely manner so as to prevent the recurrence of future unplanned events.

- 1.1 This procedure applies to all employees for the following categories:

- Fatalities
- Critical injuries
- Lost time injuries
- All personal injury accidents, involving health care but not first aid
- Occupational Illness
- Fires and explosion

- Environmental releases and/or chemical spills require the Ministry of Environment to be contacted
 - Near miss incidents (including property damage as may be determined).
- 1.2 The investigating supervisor, or their designate, will ensure they bring an Investigation Kit which should include:
- Digital camera
 - Tape measure
 - Clipboard, a pad of paper, pens, pencils
 - 'DO NOT ENTER/CAUTION' tape, and
 - Investigation procedure and investigation forms.
- 1.3 The investigating Supervisor will perform the following task during the investigation:
- Visit the scene, gather and record evidence;
 - Conduct interviews and interview all witnesses separately - ensure the interviews are conducted as soon as reasonably possible:
 - Ask open-ended questions that don't allow a Yes/No answer.
 - Use silence to elicit more information.
 - Ask for opinions, and then ask why they think that way;
 - Evaluate evidence and draw conclusions.
 - Interview outside experts, if applicable (for example suppliers, etc.).
 - The interviews should be conducted in a quiet place (for example, the Supervisor's office), one on one;
 - The interview must be documented (see *Witness Statement Form*);
 - Make observations, and use the scene assessment form to document the scene (site, equipment, material);
 - Use photographs/sketches/drawings etc.;
 - A written narrative (summary) of what happened, include witness statements:
 - Identify contributing factors;
 - Factors to consider are People, Equipment and Material, Environment, Process, and including what role the factor played.
 - Use the WSPS Investigation Form to identify contributing factors through a review of items such as maintenance records, drawings, training records, time of day, length of service in this work area, etc. Consideration is given to lack of safety equipment enforcement and/or the need for safety equipment; and,
 - Copies of the investigation report are sent (when the investigation is completed) to the CEO.
- 1.4 Recommendations for Corrective Action to be made by the Supervisor:
- Responsibility must be assigned to implement the recommendations.

- The actions must be recorded on or attached to the investigation report form and must include:
 - What has been done;
 - Who has completed the actions; and,
 - When the actions were completed.

2. Supervisor Roles and Responsibilities:

- *Initial Response:*

- In the case of personal injury, the Supervisor ensures that the injured employee(s) receives appropriate first aid or health care;
- Ensure the First Aid Log book is completed by the First Aider and kept available;
- Ensure the Worker receives and completes the *WSIB Reporting Work-Related Injuries*;
- Secure the scene of the injury/incident; and
- Gather basic details of the event – who, what, where, when, how.

- *Critical Injury Investigation:* Should the injury involve a critical injury:

- The accident scene must be cordoned off and protected to assure it is not disturbed, except for the purpose of (i) saving life or relieving human suffering; or (ii) maintaining an essential public utility service or public transportation system; or, (iii) preventing unnecessary damage to equipment or other property; or (iv) until permission to do so has been given by a (MOL) Inspector.
- The Supervisor will investigate the injury/incident and complete the *WSPS Investigation Form* within 24 hours of the injury/incident or as soon as practicable.
- The Supervisor will contact the Joint Health and Safety Committee as required to help investigate the injury/incident.
- The Supervisor notifies appropriate personnel as soon as possible:
 - Internal – by contacting the CEO.
 - External:
 - For Critical and Fatal Injuries (under Critical injury regulation), contact the Ministry of Labour immediately; a written investigation report must be completed and sent within 48 hours.
Refer to the Ministry of Labour Reporting Procedure for more details.
 - For Fire and Explosion: Contact the Ministry of Labour immediately, if it results in an injury.
 - For Chemical Releases: Contact the Ministry of Environment immediately.
- Observe reporting deadlines for external agencies.
- Note: The Supervisor can request assistance from any other source that may be available.

3. Joint Health and Safety Committee Roles and Responsibilities:

- The Joint Health and Safety Committee should be involved in the investigation of all injuries, illnesses and incidents. This is at the discretion of the investigating Supervisor unless it is a fatal or critical injury in which case:
 - The Joint Health and Safety Committee must be involved in the investigation of a fatality or critical injury.
 - The Health and Safety Committee and the Supervisor together conduct the investigation and assist in completing the report; and,
 - Both the Supervisor and the Joint Health and Safety Committee sign the injury/incident investigation report upon completion.

4. Worker Roles and Responsibilities: Immediately report all work-related injuries, illnesses and incidents to the CEO and/or Supervisor.

- Cooperate and not interfere with investigations being conducted by internal and external personnel.

5. Investigation Report: The completed Investigation Report, with Action Plan, if appropriate, will be available in:

- The CEO's File: For Management reference and potential/possible use at meetings between Management and the Joint Health and Safety Committee, etc.
- Investigations will be recorded in an Incident Summary and provided to the CEO.
- Copies of all Accident/Incident Reports and Investigations will be kept on file for a period of 5 years following the incidents.

6. Training: The Joint Health and Safety Committee, all Supervisors who are required to conduct investigations, and the CEO will receive formal investigation training. This training will occur within the first month of employment or as soon as practicable.

7. Evaluation and Review: This procedure will be reviewed by the CEO in cooperation with the Joint Health and Safety Committee on an annual basis or if an investigation identifies revisions are required.

B. Inspection and Audit Procedures

Definitions:

Informal Inspection - A visual inspection of the work area(s)

Formal Inspection - A documented inspection of the work area(s).

Audit - An evaluation of the overall Health & Safety Program and management system. This includes such items as policies, procedures, communication, administration, documentation, education and training.

1. *Inspections:* The purpose of an inspection is to identify actual or potential hazards in the workplace that can lead to an incident. .

- 1.1. *Workplace Inspections:* Employees completing inspections (Inspectors) will use the following tools to conduct appropriate inspections:

- *Workplace Inspection Checklist;*

- Previous inspection report(s); and/or,
 - Incident/injury reports to review, if needed, corrective action that has been taken.
- 1.2. Establish an annual documented schedule for workplace inspections (see roles and responsibilities for timeframes).
- 1.3. Any hazards or unsafe conditions observed while conducting the inspection are to be corrected immediately, if possible. This includes notifying the Supervisor or CEO where the hazard was identified and recording the notification on the inspection worksheet.
- 1.4. A minimum of 2 Employee contacts or observation(s) of activities will be conducted during each workplace inspection. Results of the inspections are to be documented on the *Workplace Inspection Checklist*.
- 1.5. The following must be completed after returning from the inspections:
 - Those conducting the inspection must sign the original completed inspection worksheet.
 - Post completed inspection reports on the health and safety board within one week after the inspection; maintain the posting for one month.
 - The inspector(s) will forward the original, completed workplace inspection checklist to the Manager of Service Coordination within one week of the date of inspection.
 - The Manager of Service Coordination will review, sign, and forward copies back to the Inspector(s) with corrective actions for the identified items that includes a timeframe to correct hazards. A copy will be given to the CEO.
 - The CEO reviews and returns a copy of the updated and completed workplace inspection checklist adding their comments or recommendations as may be applicable.
 - If a new hazard is created, it must be rated (Major, Moderate, Minor – using the *Hazard Assessment Form*), and recommendations for corrective action developed including assigned timeframes, documentation (who, what, when) and a follow up documented report.
 - Specific inspection schedules with dates and participants will be documented and posted.
- 2. *Audits*: The purpose of an audit is to evaluate Contact Brant's Health & Safety Program against a defined standard in the industry. The Occupational Health and Safety Act requires an employer to review its Health and Safety policies and its program at least annually. This may be conducted internally or through a third party.
 - An audit report must identify all gaps with recommendations for closure.

3. *Management Roles and Responsibilities re Inspections and Audits:*

- Coach and support staff on formal inspections of offices and customer locations where required;
- Schedule annual audits (internal or external) of the Health and Safety Program;
- Ensure that the inspection and audit process is being followed.
- Ensure all staff will receive communication on this procedure during orientation.
- *Training:* All Management, Supervisors, and Joint Health and Safety Committee members will attend Workplace Inspection training, which will include: (i) identification and assessment of hazards, and (ii) how to conduct a workplace inspection.

4. *Supervisor Roles and Responsibilities:*

- Conduct informal inspections on an ongoing basis and formal inspections of offices, warehouse and other locations monthly;
- Ensure corrective actions identified during inspections are implemented; and,
- Complete corrective action plans for audits.

5. *Joint Health and Safety Committee Roles and Responsibilities re Inspections/Audits:*

- Conduct formal monthly workplace inspections as scheduled;
- Ensure inspection results are documented and communicated to the Manager of Service Coordination for all hazards and for the assignment of corrective actions; and,
- Ensure all hazards identified during inspections are communicated.

6. *Employee Roles and Responsibilities re Inspections/Audits:* Participate in the formal inspection process when required.

7. *Evaluation and Review:* The CEO in cooperation with the Joint Health and Safety Committee will evaluate the compliance and effectiveness of this procedure at least annually.

8. *Forms:* Workplace Inspection Checklist

8.1. Copies of Workplace Inspections will be posted on the applicable health and safety board for one (1) month.

8.2. Copies of Workplace Inspections will be maintained by the Supervisor.

C. SAFE LIFTING PROTOCOL: Tips for Safe Lifting

- Plan before you lift. Remove anything that is in the way. Pushing is easier than pulling. Pulling is easier than carrying. Lowering loads causes less strain than lifting.
- Get help for heavy or bulky loads. Use equipment like a cart to help when possible.
- Warm up your muscles with gentle stretches before you lift. This is very important if you have been sitting for more than 15 minutes before lifting.
- Test the weight of the load first. Be sure that you can handle it safely. A big load of the same weight will put more strain on your body than a small load. Break your load into smaller or lighter loads.

- Face the way you need to move. Avoid twisting or side bending. Turn your entire body. Place your feet wide apart to keep your balance.
- Hold the load close to your body. Grip the load using your whole hand not just the fingers. Using your whole hand will give you the greatest grip area and strength. Balance your load evenly between both arms.
- Lift with as straight a back as is comfortable. Tighten your abdominal (stomach) muscles. Bend your legs so they do the lifting.
- Keep the load between shoulder and knee height. Avoid reaching.
- Change your position and stretch to relax and rest your tired muscles.
- You need time to recover your strength between lifts to be able to work safely. Repeated and long lifts are the most tiring. Switch between heavy loads and lighter ones.
- Plan where to set the load down. Place loads on raised platform. Leave enough room for your hands to grip the load. Avoid placing loads directly on the floor.
- Rest more often when it is hot and humid.
- Take more time to warm up your muscles when it is cold.

D. ERGONOMICS PROTOCOL MUSCULOSKELETAL DISORDER (MSD) HAZARDS

1. Contact Brant must be aware that Hazards related to poor ergonomics must be treated the same as any other workplace hazard. This means they need to be:
 - recognized and identified
 - assessed
 - eliminated or controlled.
2. Employers who are covered by the OHSA and its regulations, have legal obligations to protect workers from hazards due to poor ergonomics, such as:
 - musculoskeletal disorder
 - visibility
 - fall.
3. To reduce MSD risk, Contact Brant must:
 - keep equipment in good condition
 - provide information, instruction and supervision
 - communicate hazards
 - take every precaution reasonable in the circumstances
 - make sure monthly inspection takes place
 - review and comply with applicable regulations.
4. Keep equipment in good condition: Equipment, materials or protective devices that are in disrepair can increase the risk of an MSD. Under clause 25(1)(b) of the OHSA, employers must make sure the equipment, materials and protective devices they provide are maintained in good condition. For example:

- wheels on carts are not broken, misaligned, flat, have items caught in them or tangled with debris. This is because wheels in disrepair can increase the push/pull forces required to move the cart
 - bearings are properly maintained, otherwise the effort required to move the equipment increases (for example, dumping cement from a cement mixer)
 - seats do not have missing or torn padding; otherwise, the amount of whole-body vibration transmitted to the worker may increase
 - hand tools do not have broken handles; otherwise, contact stress may injure the worker's hand
 - height-adjustable equipment is not broken; otherwise, awkward postures may result
 - chairs are not in disrepair; otherwise, the worker may experience poor posture
 - keyboard trays are functioning correctly, so the keyboard is at a proper height
 - overhead or task lighting is functioning correctly; otherwise, the worker may experience awkward postures or eye strain.
5. Provide information, instruction and supervision: Under clause 25(2)(a) of the OHSA, employers must give their workers information, instruction and supervision to protect their health and safety. This may include:
- safe-work methods specific to the workplace that target a reduction in MSD risk
 - manual materials handling techniques (for example, safe lifting, team lifting, site-specific lifting, safe pushing/pulling, etc.)
 - client handling techniques
 - computer ergonomics
 - safe ways of using equipment
 - how to recognize the signs and symptoms of MSDs and the importance of early reporting
 - how to recognize and report MSD hazards
 - workstation setup and work practices that reduce MSD risk.
6. Employers must also make sure that workers are supervised, so they perform the work safely and follow the information and instruction correctly.

E. MENTAL HEALTH AND WELLNESS PROTOCOL

Contact Brant recognizes that Psychological injuries may be work-related, and discriminatory treatment based on mental health disabilities and addictions may occur in the workplace. There are laws in Ontario that cover three different areas:

- freedom from discrimination and duty to accommodate
 - workplace safety insurance
 - occupational health and safety.
1. Freedom from discrimination and the duty to accommodate: The Ontario Human Rights Code states that every person has a right to equal treatment in employment without discrimination or harassment based on disability, among other grounds. Disability includes mental health disabilities and addictions. For example, an

employer cannot fire a worker or deny them a job or promotion because of mental health issues or other disabilities. The employer has a duty to accommodate the workers' disability-related needs unless doing so would cause undue hardship, based on high costs or health and safety factors.

2. The Ontario Human Rights Code (OHRC) has a mandate to protect, promote and advance human rights in Ontario through education, policy development, public inquiry and litigation. It has developed a policy on preventing discrimination based on mental health disabilities. OHRC sets out the roles of the three pillars of the human rights system:
 - Ontario Human Rights Commission (OHRC)
 - Human Rights Tribunal of Ontario (HRTO)
 - Human Rights Legal Support Centre (HRLSC).
3. Workplace safety insurance: A worker may be entitled to compensation under the Workplace Safety and Insurance Act (WSIA) if they experience chronic or traumatic work-related mental stress.
4. Post-traumatic stress disorder presumption: If a specified professional diagnoses certain workers with post-traumatic stress disorder (PTSD), the Workplace Safety and Insurance Board (WSIB) may presume their PTSD is work-related unless proven otherwise. This applies to workers, including:
 - nurses who provide direct patient care
 - provincially regulated first responders (for example, paramedics, police, firefighters)
 - specified workers in a correctional institution.
5. Occupational health and safety: Workplace violence and workplace harassment may result in psychological injury. The Occupational Health and Safety Act (OHSA) sets out the rights and duties of all those who have a role in dealing with workplace violence and workplace harassment. The OHSA requires employers to:
 - have workplace violence and workplace harassment policies and programs in place
 - ensure that appropriate information is shared with workers about these policies and programs.

F. LADDER SAFETY PROCEDURE

1. The purpose of this procedure is to provide guidelines for selecting, using and maintaining ladders. This procedure applies to all employees and contractors.
2. As per Ontario Regulation 851, s. 85 of the OHSA; Worker(s) exposed to the hazard of falling more than three (3) meters, must meet the requirements of the Working at Heights Procedure. Note – Contact Brant does not have a ladder more than 31” and so this procedure is specific to that step-ladder.
3. Portable Ladders: As per Ont. Reg. 851, s. 73 of the OHSA, all portable ladders must meet the following requirements, at a minimum:
 - Have non-slip feet;
 - Be placed on a firm footing;
 - Be free from broken or loose members or other faults;

- Be securely fastened, or held in place by one or more workers while being used if the ladder is likely to be endangered by traffic.

4. Proper Use of Ladders

- Check the ladder for defects at the start of use;
- Areas surrounding the base and top of the ladder should be clear of trash, materials and other obstructions;
- The base of the ladder should be secured against accidental movement. Use a ladder equipped with non-slip feet appropriate for the situation;
- The ladder must be set up on firm level surface, if its base is to rest on soft, uncompacted or rough soil, a mud sill should be used;
- Check all overhead areas for such things as power lines, etc.;
- Ladders should not be placed against flexible or moveable surfaces;
- Maintain 3-point contact when climbing up or down a ladder. That means two hands and one foot or two feet and one hand on the ladder at all times. This is especially important when you get on or off a ladder at heights;
- Whenever possible, avoid climbing up or down a ladder while carrying anything in your hands. Materials should be placed handed to another individual, if necessary;
- Never straddle the space between a ladder and another object;
- Never erect ladders on boxes, carts, tables or other unstable surfaces; and,
- Never rest a ladder on its rungs, ladders must rest on their side rails only.

5. Maintenance and Inspection:

- Ladders will be visually inspected prior to use;
- Any ladder found to be defective shall be taken out of service and tagged "DO NOT USE"; and,
- Once tagged, the ladder must not be used.

G. LONE WORKING PROTOCOL

1. Contact Brant is committed to complying with all of the provisions contained in the Ontario Health and Safety Act including putting processes and procedures in place to ensure the safety of all its employees who may be required to work alone and in isolation (Work From Home).
2. Whenever a worker is required to work alone, Contact Brant shall:
 - 2.1. Conduct an assessment that is reasonable in the circumstances to identify any existing or potential risks or hazards that may arise from conditions or circumstances of the lone work, taking into account, but not limited to:
 - The number of times workers can expect to be working alone
 - First aid kit on hand
 - Communication between worker and employer is available while they are working alone
 - Access to 911, Fire, Emergency while working alone.
 - Ability to report any incidents, accidents, etc. to appropriate authorities, up to and including police.

3. Working from Home - Employer Responsibilities: Employers are expected to:

- Provide relevant health and safety information and plans to ensure the employee's safety while working from home, including but not limited to ergonomic safety, fire safety, and working alone, and ensure employees are following these expectations.
- Set clear expectations are surrounding duties, expectations, and deadlines as well as the importance of taking scheduled breaks.
- Provide the necessary information and equipment the employee requires to complete their duties and maintain client and company information safely and confidentiality.

4. Working from Home - Employee Responsibilities: Employees are expected to:

- Be working during the times set out in their employment contract, taking breaks as outlined.
- Maintain contact with the office and keep managers informed about the status of projects and any issues that arise.
- Behave in a professional, respectful, and courteous manner always when representing the organization, whether by phone, email, or any other internet platform or communication channel.
- Follow the health and safety guidelines provided by the employer for setting up a safe working environment at home, including but not limited to office ergonomics, fire and electrical safety, and violence and harassment.
- Immediately report any health and safety accident or incident to the employer, just as they would at the office so that it can be followed up on and investigated as required.
- Ensure all computers, devices and operating systems are set up according to the specifications of Contact Brant.
- Ensure all confidential or proprietary information is secured using appropriate online security features such as closed internet connections, firewalls, encryption, or locked filing cabinets. Employees must report any security breaches to their Supervisor immediately.
- Ensure all physical property loaned by the company is maintained in good working order and notify management immediately in the event any equipment is broken, damaged, lost or stolen.

5. All property of Contact Brant, including physical property and intellectual property, remains the property of the organization and must be returned to Contact Brant when working from home is no longer an option or at the end of the employment relationship, whichever occurs first.

6. Any employee who fails to comply with the responsibilities outlined in this policy may have their working from home privileges revoked or be subject to disciplinary action, including termination of employment.

H. EARLY AND SAFE RETURN TO WORK PROGRAM

1. Contact Brant will make every reasonable effort to help an injured employee stay at work or return to work (RTW). This Early and Safe Return to Work (ESRTW) program will help ensure that as an organization, we are committed and able to supply modified/accommodated duties to all employees, where possible, and without undue hardship.
2. Contact Brant has implemented a modified duty program. The program will assist in promoting a timely return to work of employees. This procedure applies to all Employees with an occupational injury, illness or disability which results in absence from work, loss of wages, or requires accommodation.
3. Definition of Modified Duty - The modification of an employee's position (Work Hardening or Transitional Work) that allows for the employee to carry out the work assigned with-in the employees' capabilities. This might include, but is not limited to, changing of work tasks (transitional work), or hours of work (sometimes referred to as work hardening).
4. Disclosure of Information: In order to facilitate an effective and appropriate Return to Work Case Plan for an injured Worker the Supervisor and/or Management will be allowed access to:
 - Restrictions/Limitations, and,
 - Functional abilities (cognitive, environmental and physical).
5. Principles of Modified Duty: Contact Brant recognizes that a temporarily disabled employee can and should be performing meaningful and productive work. The Early and Safe Return to Work Procedure (ESRTW) gives structure and organization to this principal and recognizes the employer's and employee's joint responsibility to participate in the rehabilitation of the employee. Specifically:
 - The work must be productive and the result must have value;
 - The work provided must not aggravate the employee's condition;
 - The employee's condition must not constitute an additional hazard to the employee or fellow employee(s) while performing the duties assigned;
 - The duration of the modified duty will be determined at the commencement of the program, wherever possible;
 - Prior to starting the modified duty, the employee and employer will review and sign an *Offer of Modified Duties* with respect to the hours of work, the reporting requirements and the nature and duration of the modified duty position;
 - The Functional Abilities of the employee will be reviewed for the modified duty; and,
 - The employee is required to supply medical progress reports every two weeks or as often as determined by Management.
6. General Procedure:
 - All employees are required to report any occupational injury/illness to their Supervisor immediately, or as soon as reasonable; and,
 - Upon learning of a work-related injury/illness the employee's Supervisor will follow the Injury, Illness and Incident Reporting procedure.

7. Communication Protocol:

- Communication with the Injured Worker will be documented on the *Contact Log* by Management;
- Communication is to be conducted on a regular basis, while the employee is off work (at least once a week or as frequent as may be required). This will be determined on a case by case basis; and,
- When an employee is on modified duties, communication should be daily.

8. CEO Roles and Responsibilities:

- Develop in consultation with the Supervisor, the *Modified Duties Offer Letter* and the *Return to Work Case Plan*;
- Provide a fair and consistent rehabilitation policy for injured employees disabled due to illness or injury;
- Provide a meaningful employment for temporarily disabled employees and promote the ESRTW Procedure;
- Determine and maintain medical monitoring and treatment with the use of the *Functional Abilities Form*. The frequency of medical contacts can be determined on a case by case basis;
- Facilitate communication between the agency, the employee, and the treating agency of the employee;
- Assist in the modification of the workplace;
- Explain the objectives and requirements of the ESRTW program;
- Oversee the progress of the employees modified duties; and,
- Liaise with the employee's treating agency and other agencies, when required.
- Communicate this procedure to all employees during orientation. Any revisions or modifications of this procedure will be communicated to all employees upon initial hire or appointment, and reviewed annually.
- Ensure Supervisors receive specific training on their roles and responsibilities under this procedure.
- Review the effectiveness of the procedure and program annually in cooperation with the Joint Health and Safety Committee.

9. Supervisor Roles and Responsibilities:

- Advise the employee of the availability of work hardening or transitional work;
- Assist in the creation the *Modified Duties Offer Letter* and *Return to Work Case Plan*;
- Provide the employee with the *Employee's Kit for Reporting Work Related Injuries* as well as *Modified Work Offer Letter* and *Return to Work Case Plan*;
- Maintain communication with the employee on modified duties and monitor their progress and the effectiveness, on an individual case by case basis;
- Submit weekly progress reports to the CEO;
- Ensure the Injured Worker obtains and submits page 3 of Form 8 (this page provides functional abilities and return to work information) following the initial visit with the Health Care Professional;
- Ensure the worker obtains and submits a *Functional Abilities Form* from the Health Care Professional, if required after a subsequent visit;
- Ensure the employee signs the *Acknowledgement Form* in receipt of the *Employee's Kit for Reporting Work Related Injuries*, and their understanding of their responsibilities;

- Document and forward any communication and/or concerns with the return to work plan to the CEO; and,
- Monitor the employee's compliance to the return to work plan including any restrictions of abilities which may apply.

10. Worker Roles and Responsibilities:

- Maintain regular contact with the Supervisor;
- Take an active role in developing their *Return to Work Case Plan*;
- Communicate any concerns to their Supervisor and the CEO;
- Obtain the necessary forms from the treating agencies as may be required by the employer;
- Submit all *Functional Abilities Forms* or other supporting health care documentation to the CEO with 24 hours of treatment;
- Ensure that other scheduled rehabilitation activities such as physical therapy or doctor's appointments are continued while on modified duty. These appointments are to be arranged whenever possible during non-work hours;
- Co-operate with all requests for documentation as required by the WSIB and the employer;
- Attend all scheduled ESRTW meetings;
- Must work within their functional abilities and/or restrictions as per the return to work plan;
- Obtain and submit page 3 of Form 8 (this page provides functional abilities and return to work information) from their Health Care Professional and return to their Supervisor; and,
- Obtain and submit a *Functional Abilities Form* from the Health Care Professional, if required from Supervisor after a subsequent visit.
- Your Health Professionals are expected to:
 - To provide up to date medical information;
 - Fill in the forms as requested; and,
 - Act as a resource.

11. Workplace Safety & Insurance Board (WSIB):

- Process all reports/claims of occupational injury, illness, or disability; and,
- Act as a resource to the employer and the employee.

I. WORKPLACE INCIDENT AND ACCIDENT REPORTING PROCEDURE

Definitions:

Critical Injury: An injury that places life in jeopardy, involves unconsciousness, results in substantial loss of blood, results in a fracture of leg or arm but not a finger or toe, results in an amputation of leg or arm but not a finger or toe, involves burns to a major portion of the body, or results in the loss of sight in an eye.

First Aid: First Aid is the one-time treatment or care and any follow-up visit(s) for observation purposes only. First aid includes, but is not limited to:

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

Health Care: Services requiring the professional skills of a health care practitioner (e.g., doctor, nurse, chiropractor, or physiotherapist).

- Services provided at hospitals and health facilities.
- Also report if dentures, glasses and/or artificial appliances (e.g. prosthetic arm) were damaged while being in a work-related accident.

Incident: Any event where there was a workplace injury or illness, damage to property, first aid was administered, or a near miss.

Lost Time: Any absence from work (except the date of the incident) as a result of a work-related injury.

Near Miss/Incident Only: A work-related incident without personal injury or property damage but with the potential for personal injury or property damage. Examples include a slip and fall, workplace harassment, an object falling and nearly striking a person, etc.

Property Damage: An incident that results only in damage to facilities, equipment, tools or vehicles without injury to an employee.

Workplace Injury: Any injury that occurs on Contact Brant premises or during the transaction of approved business that requires either First Aid or Health Care.

1. What should be reported? All incidents, accidents, and hazards must be reported to Contact Brant and responded to appropriately. All employees must recognize that reporting hazards, incidents, injuries, and illnesses is essential for maintaining a safe and healthy workplace; a proactive approach is needed by staying aware of potential risks and taking efforts to mitigate them.
2. Employees are encouraged to report all incidents no matter how minor. Injuries that are very minor like small cuts, non-extensive bruises etc. and would not normally require any type of medical attention, do not need to be reported (although any injury can be reported).
 - Incidents that involve minor injuries and require basic first aid treatment by a First Aider need to be reported at minimum in the Injury Log in the First Aid Station.

- Incidents that involve more serious injuries and require health care treatment must be reported after the safety and wellbeing of the employee has been taken care of. The following require reporting to the CEO or alternate:
 - Damage to the skin (e.g. extensive burns, bruises or cuts)
 - Damage to the head, skull and face
 - Damage to any of the senses (e.g. partial or complete loss of hearing, sight etc.)
 - Any injury that requires hospitalization or medical care
 - Slips, Trips or Falls
 - Contamination from hazardous substances or transmission of diseases
 - Incapacitation or dislocation of limbs that hinder functionality and movement (including paralysis and amputation)
 - Blows or injuries to the spine, back and ribs
 - Harm to the nervous system or loss of consciousness (e.g. electrocution, hypothermia)
 - Poisoning
 - Fatalities
- Incidents that may not have involved injuries but could be potentially dangerous situations. These include, but are not limited to:
 - Explosions
 - Slippery surfaces
 - Water or gas leaks
 - Inadequate insulation of circuits
 - Collapses of walls, ceilings etc.
 - Breaking of window glasses or frames
- Employees are also expected to report hazards to their manager/supervisor. Employees must report the following:
 - Unsafe Act or behaviours that could lead to an accident/incident. Examples of unsafe acts can include using equipment in an unsafe or careless manner or not using Personal Protective Equipment as required.
 - Unsafe Conditions or circumstances that could allow an accident to occur. Examples of unsafe conditions include slippery work surfaces and containers that are not labelled.

3. When an employee witnesses or is involved in an incident.

- a) Ensure first aid is performed by certified first aid employees on injured persons.
 - If medical aid is required, contact EMS personnel immediately
 - Contact Brant will provide transportation to medical facility and/or pay the cost for transportation
- b) Report the incident to the immediate manager as soon as possible. Employees should also complete an Incident Report.
- c) Depending on the severity of the injury, an immediate investigation by JHSC may be required. If this is the case, the manager will contact the JHSC Chair to begin the investigation.

- d) Once the Incident Report Form is given to the manager, the manager will then scan and upload to the Incident Report folder found on Q - Joint Health & Safety Committee - Incident Reporting.
 - e) Depending on the severity of the incident, the Incident Report may need to be submitted to the CEO for reporting to WSIB.
4. If an employee anticipates an accident due to perceived negligence or inadequate safety, they must notify their manager or JHSC representative as soon as possible so an incident can be prevented.

Refer to the Incident Investigation Procedures if an investigation is required.

5. First Aid Reporting: All records of first aid provided must be retained in the Contact Brant first aid logbook.
6. Serious Injury Reporting: In the case of a serious injury, the supervisor must take the following steps:
- Step 1 – Secure and manage the accident scene
 - Initiate first aid and call 911
 - Immediately report serious injuries or fatalities to the immediate supervisor.
 - Secure the scene but do not alter the accident site.
 - Step 2 – Notify appropriate parties
 - An employee shall immediately notify the Joint Health and Safety Committee of a serious injury or fatality, and provide a written report within 48 hours.
7. Hazard Reporting Procedure: Upon the discovery of a hazard, an employee must:
- Complete the *Hazard Reporting Form* indicating whether the hazard is minor, moderate, or major. Note: If the hazard is minor and can be corrected in a healthy and safe manner by the employee or supervisor, they should proceed and then record the action taken on the back of the Hazard Reporting Form.
 - Distribute the completed form to the Manager, with copies being given to the CEO and the Joint Health and Safety Committee.
 - The Manager will complete the *Hazard and Risk Assessment Form* to assess and rate the hazard.
 - All responses will be reported on the *Hazard Response Form*, with copies sent to the employee reporting the hazard, the Joint Health and Safety Committee, the Manager of Service Coordination (the Health and Safety Coordinator) for record-keeping purposes, and the CEO.
8. Roles and Responsibilities
- The CEO will act as a resource to supervisors and workers; and review completed Incident or Hazard Report Forms to identify any other improvements, corrective action or proactive initiatives.
 - Supervisors will:
 - Discuss procedures for reporting hazards, incidents, injuries, and illnesses. during every employee's orientation.

- Immediately contact the Joint Health and Safety Committee first aid or medical care is administered for any injuries and it has been ensured that there is no imminent danger to others.
 - Ensure that any hazardous conditions or acts are followed up on a timely basis; ensure that all the action(s) are completed; and, ensure that copies of the Hazard Report Form are distributed to the CEO and Joint Health and Safety Committee.
 - Employees will report immediately to their supervisor any incident or hazard of which they are aware; and assist the supervisor with completing the Incident or Hazard Report Form.
9. Disciplinary Consequences: All staff are obliged to comply with this procedure. Any staff that is discovered to have been aware of a serious accident and failed to report it will face appropriate disciplinary consequences. When staff are the cause of an accident they must report it immediately to minimize legal repercussions.

Health and Safety Acknowledgment

My signature below indicates that I have received a copy of Contact Brant's Health and Safety Policy and Procedure Manual.

I acknowledge that I have read and understood the policies and procedures outlined within this manual.

I also understand that the Organization may revise, supplement or rescind policies, procedures or benefits described in the manual, with or without notice.

Print Name: _____

Signature: _____

Date: _____