Health and Safety Policy Addendums

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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.
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, un-compacted 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.

<u>Working from Home - Employer Responsibilities</u>: 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.

3. <u>Working from Home - Employee Responsibilities</u>: 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.

4. 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.
5. 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.