

# Section V

## Part 1

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### Health and Safety for Employees at CLS

#### CLS Occupational Health and Safety Program

##### CLS Health and Safety Policy Statement

The CLS Occupational Health and Safety Program is documented in its entirety in each location's CLS Occupational Health and Safety Program binder. For the purposes of this handbook, we include the CLS Health and Safety Policy statement, an overview of the program, including employer and employee responsibilities, and the terms of reference and duties of the CLs Joint Occupational Health and Safety Committee.

Included also are flowcharts reporting and recording employee injuries and incidents.

For further information concerning the CLS OHS program, ask your Coordinator or contact Employee Services at any time.

The Community Living Society wants its workplace to be a healthy and safe environment. To achieve this, The CLS will establish and maintain an occupational health and safety program designed to prevent injuries and disease. The CLS is responsible for providing all employees with adequate instruction in health and safety and for addressing unsafe situations in a timely, effective manner. All employees and service contractors are required to work safely and to know and follow CLS guidelines for safe work procedures.

##### Employer's responsibilities include:

- Establishing the health and safety program.
- Conducting an annual review in January of each year.
- Training supervisors (Directors, Coordinators and Assistant Coordinators.)
- Providing a safe and healthy work environment.

**Supervisor (Director, Coordinator and Assistant Coordinator) responsibilities include:**

- Providing a health and safety orientation to new employees.
- Providing ongoing training to employees.
- Taking part in inspections and investigations.
- Reporting any safety or health hazards.
- Correcting unsafe acts and conditions.

**Employee's Responsibilities include:**

- Learning and following safe work procedures.
- Correcting hazards or reporting them to supervisors.
- Participating in inspections and investigations where appropriate.
- Using personal protective equipment where required.
- Helping to create a safe workplace by recommending ways to improve the health and safety program.

## **An Overview of the CLS Occupational Health and Safety (OHS) Program**

### **Introduction**

An Occupational Health and Safety Program (OHS) is a requirement of WorkSafeBC, (formerly Worker's Compensation Board). The Community Living Society employs more than 50 people and is, therefore, required to have an OHS program.

**An Effective OHS Program will:**

- Identify hazards in the workplace
- Eliminate or minimize the potential for injuries, disease, or loss of life
- Limit financial losses resulting from injuries and disease
- Be monitored to ensure that it meets its goals and WorkSafeBC requirements

**Elements of a Formal OHS Program:**

The program is in place to meet the needs of all worksites at the CLS. The following is a list of the elements of the CLS OHS Program:

- A. The CLS policy is statement with the aims of the program and the responsibilities for health and safety
- B. Regular inspection of the premises, machinery, tools, equipments, and work practices
- C. Written work procedures for employee
- D. Regular management meetings to discuss health and safety
- E. Refusal to do Unsafe Work - Policy and Procedures
- F. Investigation of accidents and other incidents in order to take action to prevent similar incidents
- G. Records and statistics
- H. Instruction and supervision of employees
- I. Joint Occupational Health and Safety Committee
- J. New and Young Workers Orientation – Policy and Procedure
- K. First aid for CLS employee – Program and Procedure
- L. Workplace Hazardous Material Information System, (WHMIS), Program – Policy and Procedures
- M. Musculoskeletal Injury, (MSI), Prevention Program – Policy and Procedure
- N. Working Alone and in Isolation – Policy and Procedure
- O. Violence in the Workplace – Policy and Procedure
- P. Return to Work Program – Policy and Procedure
- Q. CLS health and Safety Program progressive discipline policy and procedure

### **Employer’s Responsibilities**

Employers have both general and specific responsibilities related to hazard control and employee health and safety. In carrying out these duties, CLS management will demonstrate their commitment to health and safety in the workplace.

### **General Responsibilities**

- Ensure the health and safety of CLS employees and other workers present at the workplace.

- Establish occupational health and safety policies and an OHS (Occupational Health and Safety) Program in accordance with Occupational Health and Safety regulations.
- Provide general direction to Supervisors, and employees about their responsibilities and roles in providing a safe and healthy workplace.
- Provide specific direction and delegate authority to those responsible for health and safety.
- Consult and cooperate with individuals carrying out occupational health and safety duties (including joint committee members, employees' health and safety representative, and WCB prevention officers.)
- Provide employees with information, instruction, training, and supervision necessary to protect their health and safety.
- Provide Supervisors with the support and training necessary to carry out their health and safety responsibilities
- Provide and maintain protective equipment, devices, and clothing, and ensure that they are used.
- Provide employees with a copy of the Workers' Compensation Act (WCA) and the Occupational Health and Safety Regulation (OHSR).
- Inform employees of any health and safety hazards.
- Provide prompt and appropriate action to correct unsafe conditions or acts.
- Provide and enforce the use of personal protective equipment (PPE) and clothing required by WCB regulation.
- Conduct regular informal and planned safety inspections and ensure appropriate action is taken.
- Accident investigations are conducted and accident investigation reports are complete as per the WCB requirements.
- At monthly management meetings, review safety and health activities and accident trends, and determine any necessary courses of action.
- Management and Supervisors are accountable to provide adequate direction and instruction of employees.
- All employees will receive orientation and training in safety policies, safe work procedures and work practices in their assigned positions and that follow-up instruction and training is conducted to confirm they understand and follow safe work procedures.

- Maintenance of records and statistics are used to evaluate the components of the OHS program and the effect in the workplace.

**Employer Responsibility - Hazard/Risk control responsibilities**

- Identify potential hazard/risk through regular inspections and either eliminate or control the hazards/ risks without delay.
- Remedy any workplace conditions that are hazardous to employees' health or safety.
- Develop written safe work procedures.
- Encourage employees to express concerns and suggest improvement on health and safety issues, for example, through safety talks, meetings, or consultation with employee representatives.

**Supervisor's Responsibilities (Directors, Coordinators and Assistant Coordinators)**

Ensuring the health and safety of the workplace is a key responsibility for supervisors. They must know and comply with occupational health and safety requirements.

**General responsibilities**

- Ensure the health and safety of all employees under their direct supervision.
- Know the WCB requirements that apply to the work being supervised and ensure that they are followed.
- Ensure that employees under their supervision are made aware of all known or reasonably foreseeable health and safety hazards where they work.
- Consult and cooperate with CLS Joint Occupational Health and Safety committee members or employees' health and safety representatives, and cooperate with others carrying out occupational health and safety duties (including WCB prevention officers).
- Ensure that the appropriate personal protective equipment and clothing are available, properly worn when required, and properly inspected and maintained.
- Investigate unsafe conditions reported to them and ensure that corrective action is taken without delay.

- All employees for whom they are responsible receive adequate orientation, instruction and training in the safe performance of their work and demonstrate that they can conduct their assigned tasks in a safe manner.
- All employees use personal protective equipment assigned to them.
- The CLS Health and Safety Policies and Procedures are followed.
- All pertinent sections of the WCB OHS Regulation are followed.
- Employees are aware of the right to refuse unsafe work.
- Regular planned and informal workplace inspections are performed.
- Accident investigations are conducted and follow-up action taken.

### **Employee's Responsibilities**

Employees have general responsibilities for their own health and safety and that of other employees. In addition, as per WorkSafeBC, employees have the responsibility to refuse unsafe work; discriminatory action cannot be taken against them for refusing to do unsafe work

### **General responsibilities**

- Cooperate with the joint committee or employees' health and safety representative, WCB prevention officers, and any other person carrying out occupational health and safety duties.
- Learn and follow safe work procedures.
- Be alert to hazards, and report hazards or problems to your supervisor, or employer.
- Use the protective clothing, devices, and equipment provided.
- Perform work in a safe manner.
- Follow the Community Living Society Health and Safety policies, procedures, and comply with the WCA and OHS Regulation.
- Use equipment that you are trained and authorized to operate.
- Work safely and encourage your coworkers to do the same.
- Make suggestions to the CLS Joint Occupational Health and Safety committee to improve safety conditions.
- Use and maintain the personal protective equipment provided.
- Cooperate with the joint health and safety committee.
- Not work while impaired by alcohol, drugs or other causes.

- Not engage in horseplay or similar conduct that may endanger themselves or another

#### **Responsibility to refuse unsafe work**

- Refuse to do work that they have reasonable cause to believe would create an undue hazard to the health and safety of any person.
- Immediately report an unsafe situation to their Supervisor or employer.

## **The Community Living Society Joint Occupational Health and Safety Committee (CLS JOHSC)**

A joint committee is made up of employee and employer representatives working together to identify any health and safety problems and make recommendations to the employer on health and safety issues. The joint committee advises the employer on the OHS program and any other required programs and monitors their effectiveness. To be successful, the committee must operate in an atmosphere of cooperation and commitment to health and safety in the workplace. Joint committees must meet at least once a month.

#### **Duties of the Joint Committee**

The Workers Compensation Act sets out the following duties and functions of the joint committee:

- To identify situations that may be unhealthy or unsafe for employees and advise on effective system for responding to those situations.
- To consider and expeditiously deal with complaints relating to the health and safety of employees.
- To consult with employees and employer on issues related to occupational health and safety and occupational environment.
- To make recommendations to the employer and the employees for improvement of the occupational health and safety and occupational environment of employees.
- To make recommendations to the employer on educational programs promoting the health and safety of workers and compliance with the Workers Compensation Act and the Occupational Health and Safety Regulation and to monitor their effectiveness.

- To advise the employer on the program and policies required and to monitor their effectiveness.
- To advise the employer on proposed changes to the workplace or the work processes that may affect the health or safety of employees.
- To ensure that accident investigations and regular inspections are carried out as required.
- To participate in inspections, investigations, and inquiries.
- To carry out any other duties and functions prescribed by regulation.

### **Joint Committee Membership**

**The CLS joint committee includes:**

- Three members representing employees.
- Three members representing the employer.
- During a meeting, at least half of the members must be employee representatives.
- The meetings take place on the first Thursday of each month.

### **Management Responsibility**

**Management will ensure:**

- There is equal representation on the committee from employees and management.
- That the selection process for committee membership is in accordance with Part 3 Division 4 of the Workers' Compensation Act (WCA).
- The duties and functions of the joint committee are in accordance with Part 3, Division 4 of the WCA.
- They respond to recommendations from the joint committee.
- Adequate time from work for meetings and other committee functions is provided.
- 8 hours educational leave for joint committee members is provided each year.
- Equipment, premises and clerical personal is provided for carrying out the joint committee's duties and functions.

The joint committee members can be contacted in writing to the CLS office marked Attention JOHSC. All employees receive a phone contact list (CLS JOHSC business card) of the employee and employer representatives. The contact information is also posted at each CLS location.

### **Education and Training for Committee Members**

Each member of a joint committee is entitled to an annual educational leave totaling eight hours to attend OHS training courses conducted by the WCB or with the approval of the WCB. These courses might be Worksafe courses developed by the WCB or other OHS courses that meet the training needs of the committee members.

### **Joint Committee Support for the OHS Program**

The regular meeting should not be the only time when members concern themselves with the CLS OHS program. Not all safety-related problems can wait until the next meeting for the resolution. Therefore, if necessary, the committee may convene for extraordinary meetings to address urgent health and safety issues.

Outside the regular meeting, members should monitor ongoing health and safety procedures. Hazards can be identified and recommendations made to employees and employers that will improve conditions. Members are in a good position to promote cooperation in the workplace.

In addition to the regular meeting, members may be required to:

- Deal with complaints relating to health and safety.
- Advise the employer on the programs and monitor their effectiveness.
- Participate in investigations of accidents or incidents.

### **Employee Complaints**

Employees should immediately address their health and safety concerns and complaints with their Supervisor. However, if the situation is not handled to the employee's satisfaction, a committee member should be contacted. The member can work with the supervisor and the committee, if needed, to resolve the complaint. It is important to keep the employer informed of the disposition of the matter.

**The Community Living Society Joint Occupational Health and Safety Committee Terms of Reference**

Name of health and safety committee: The Committee shall be known as the **CLS Joint Occupational Health and Safety Committee** (CLS JOHSC).

**Constituency:**

The committee comprises three employer representatives and their alternates and three employee representatives and their alternates. These incumbents change from time to time and the list of current names and how to access them is available in the CLS Health and Safety Program Binder. In addition business cards are available with the current incumbents listed and their phone numbers.

**Purpose of the Committee**

It is a joint committee made up of employee and employer representatives consulting in a cooperative spirit to identify and resolve safety and health problems in support of the CLS Health and Safety Program.

**Duties and Functions of the Committee**

- Identify situations that may be unhealthy or unsafe for employees and advise on effective systems for responding to those situations.
- Consider and expeditiously deal with complaints relating to the occupational health and safety of employees.
- Consult with employees and the employer on issues related to occupational health and safety and occupational environment.
- Make recommendations to the employer and the employees for the improvement of the occupational health and safety of employees and compliance with regulations, and monitor their effectiveness.
- Make recommendations to the employer on the educational programs promoting the health and safety of employees and compliance with the regulation, and monitor their effectiveness.
- Advise the employer on programs and policies required under the Regulation for the workplace and monitor their effectiveness.
- Advise the employer on proposed changes to the workplace or the work processes that may affect the health or safety of employees.
- Ensure that incident investigations and regular inspections are carried out as required by the Regulation.

- Participate in inspections, investigations and inquiries as provided by the Regulation.
- When necessary, request information from the employer about:
  - Known or reasonably foreseeable health or safety hazards to which employees at the workplace are likely to be exposed.
  - Health and safety experience and work practices and standards in similar or other industries of which the employer has knowledge.
  - Carry out any other duties and functions prescribed by the Regulation.

**Records**

The committee will keep accurate records of all matters that come before it. The committee will maintain copies of its minutes for a period of at least 2 years from the date of the joint health and safety committee meeting to which they relate (first aid records will be kept for at least 10 years; education and training related records will be kept for at least 3 years after the training session.)

**Meetings**

The committee will meet monthly on the first Thursday of each month. Special meetings, if required, will be held at the call of the co-chairs. A quorum shall consist of a majority of members. The committee will add procedures it considers necessary for the meetings.

**Agendas and Meeting Reports**

An agenda will be prepared by the co-chairs and distributed to members prior to the meeting.

A report of the meeting will be prepared as soon as possible after the meeting and will be made available to the employer, CLS Joint Health and Safety Committee members, employees and the Workers' Compensation Board.

A copy of the report of each meeting will be posted promptly, in a place readily accessible to the employees for whom this committee is responsible.

**Composition of the Committee**

- The committee shall consist of 6 members. - Three employee representatives will be elected by secret ballot.

- One employer representative will be appointed from each of the following teams (for a total of three employer representatives):
  - Management
  - Employee Services Advisors
  - Directors

**Co-Chairs**

- The committee will elect co-chairs from its membership.
- The employee representatives shall select a co-chair.
- The employer representatives shall select a co-chair.
- The co-chairs shall:
  - Control the meetings.
  - Ensure the maintenance of an unbiased viewpoint.
  - Arrange the agendas.
  - Review previous meeting reports and material prior to the meetings.
  - Arrange for the meeting place.
  - Notify members on meetings.
  - Prepare meeting agendas.
  - Prepare meeting reports.
  - Forward copy of meeting reports to the employer for distribution.
  - Prepare recommendations and forward to the employer for a response.
  - Prepare all correspondence.

**Terms of office**

- Committee members will sit on the committee for two years.
- If a member of the committee chosen by the employees is unable to complete the term of office, the employees will choose another member.
- If a member of the committee appointed by the employer is unable to complete the term of office, the employer will appoint another member.
- All members will arrange to have an alternate member to attend meetings in their place, when they are unavailable to attend.

**Recommendations to the Employer will meet these Guidelines**

- Directly related to health and safety.
- Doable (reasonably capable of being done).
- Complete (employer will not need more information to make a decision).

**Assistance in resolving disagreements within committee**

If the joint health and safety committee is unable to reach agreement on a matter relating to the health or safety of workers at the workplace, a co-chair of the committee may report this to the Workers' Compensation Board, which may investigate and attempt to resolve the matter.

**Code of Conduct**

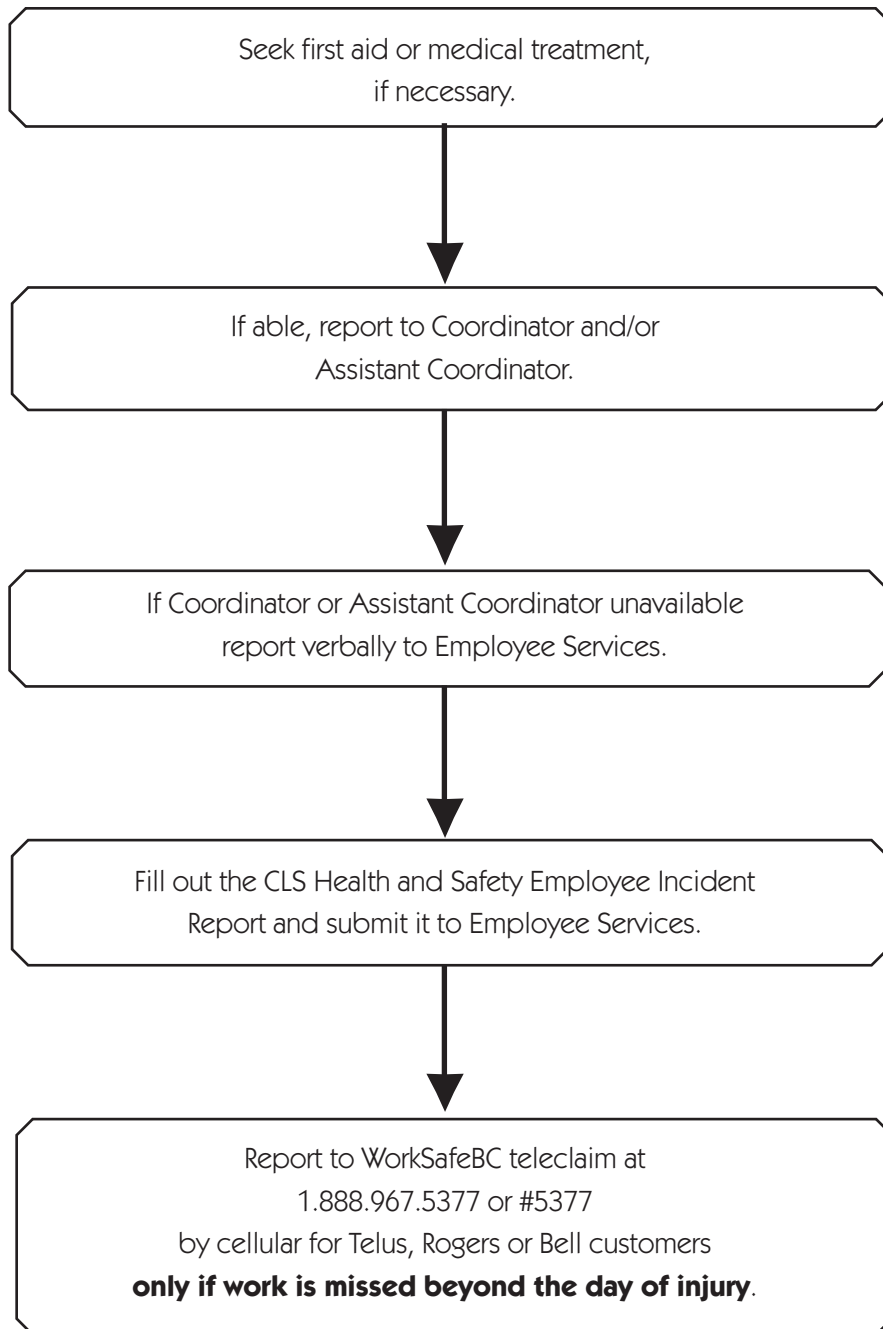
- Confidentiality/Privacy: In the course of their work committee members will be privy to confidential information about employees and the individuals CLS supports. By signing these Terms of Reference all members commit to keeping this information absolutely confidential.
- Conflict of Interest: These may arise from time to time in the course of the committee's work. By signing these Terms of Reference all members agree to bring forward for discussion any actual, potential or suspected conflicts of interest. The situation will be discussed and the decision for action agreed by majority. The committee's decision will be final.

**Amendments**

These terms of reference may be amended by vote of the committee members.

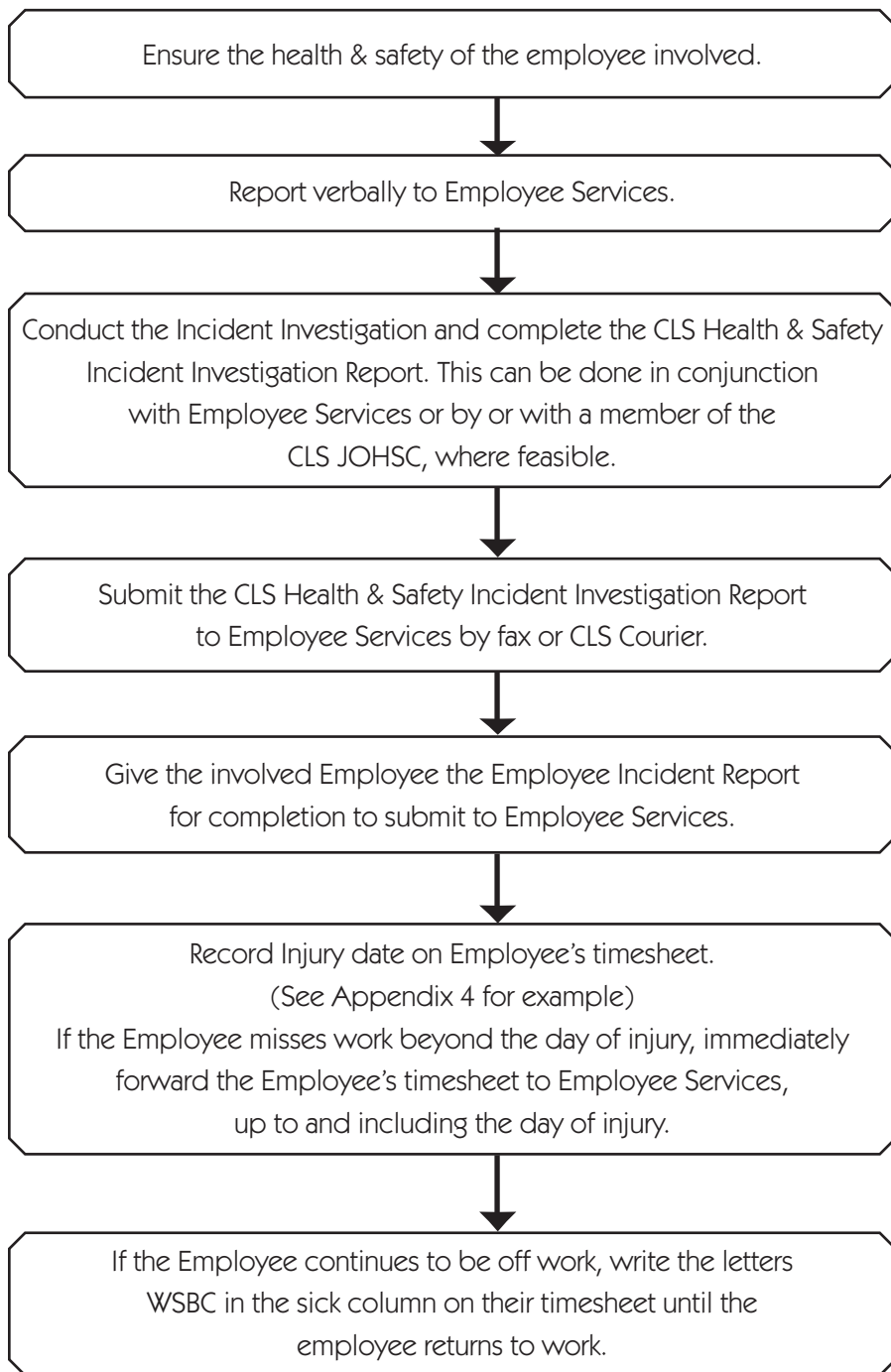
**Employee’s Duties Flowchart—Injury or Incident**

When an incident occurs, the employee will immediately, (day of injury);



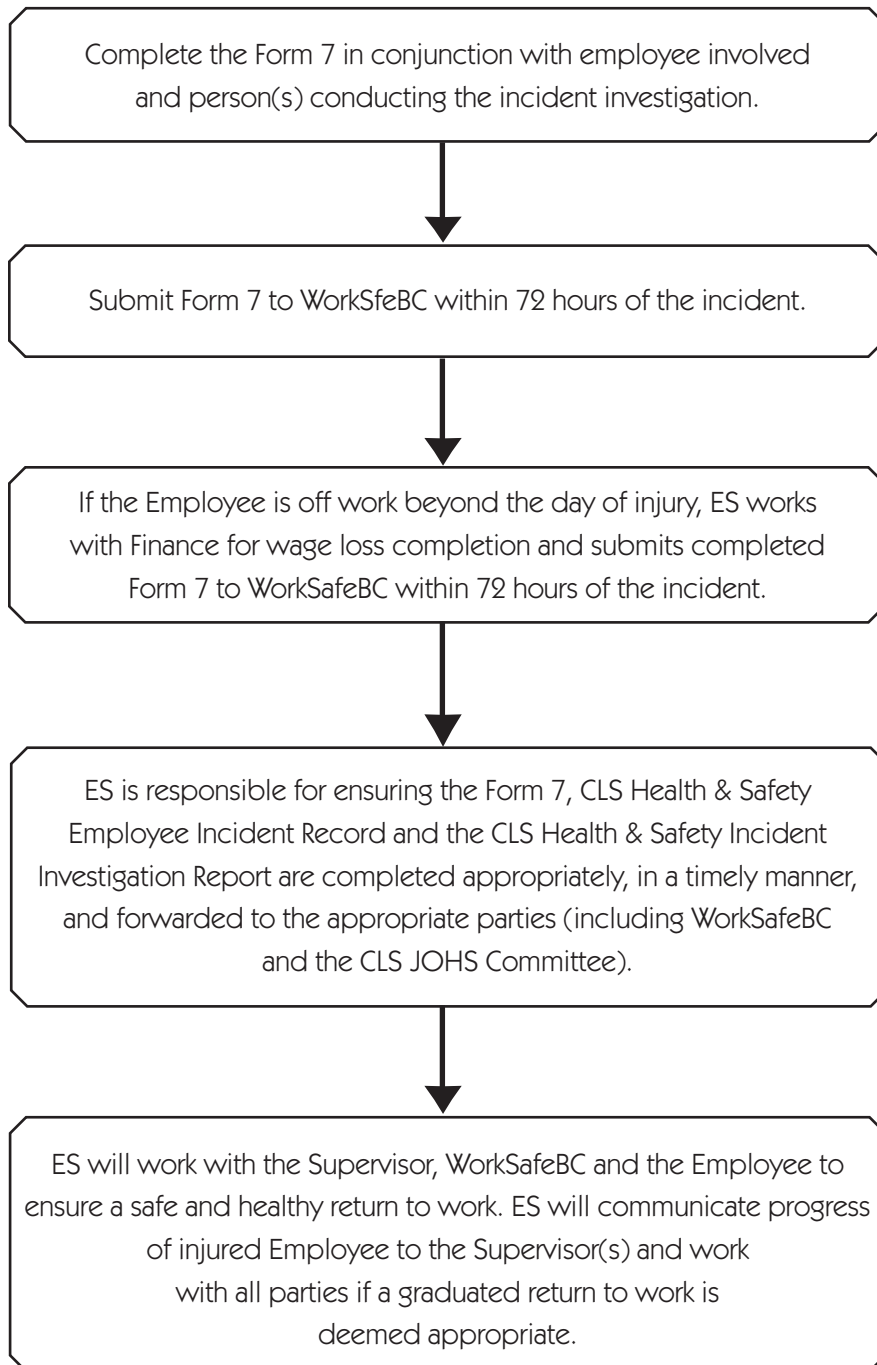
**Coordinator/Assistant Coordinator Duties  
Flowchart—Injury or Incident**

When an incident occurs, the Coordinator/Assistant Coordinator will immediately, (day of injury);



**Employee Services Duties Flowchart—Injury or Incident**

When an incident occurs, the Employee Services will immediately, (day of injury);



**First Aid Attendant’s Duties Flowchart—Injury or Incident**

When an incident occurs, the First Aid Attendant or CLS employee will immediately, (day of injury);

