Powell River Action Centre Society

Food Bank (PRAC)

“Feeding Our Community”

Human Resources

and

Occupational Health and Safety

Policy Manual

Table of Contents:

Health and Safety, Emergency Response Overview----------4
Emergency Response Procedure----------4
Earthquake Procedure----------5
Injury/Medical Procedure----------5
Safe Work Procedures----------5
Personal Protective Equipment----------6
First Aid Policy----------6
Safety Program Structure----------7
Roles and Responsibilities----------7
Worker Safety Representative----------7
Occupational Health and Safety – Violence----------7
Supervisors/Managers----------7
Staff----------8
Records, Confidentiality & Statistics Policy----------8
Acceptable Record Keeping----------9
Access to Records----------9
Workplace Hazardous Materials Information System (WHMIS)----------10
Close Call and Hazard Reporting Policy----------10
Incident and Injury Reporting – to WorkSafe BC----------11
Injury Management and Return to Work Policy----------11
Immediately Reportable Incidents – To WorkSafe BC ----------12
Workplace Bullying and/or Harassment----------12
Violence Prevention Policy----------13
Evaluation and Continuous Improvement----------13
Investigating Incidents of Violence----------13
Investigating Incidents of Injury----------14
Pre-Work Hazard and Risk Assessment Policy----------15
Workplace Site Inspection Policy----------15
Equipment Maintenance Policy----------16
Corrective Action Log Policy----------16
Working Alone----------16
Refusal of Unsafe Work Policy----------17
Refusal of Unsafe Work Procedure----------17
Company Safety Meeting Policy----------17
Initial Safety Meeting----------18
Monthly Meeting----------18

Appendix I – Policies----------18
Hiring Policy----------19
Discipline Policy----------19
Health and Safety Policy----------20
Impairment Policy----------20
Communication Policy----------21
Personal Protective Equipment----------22
Workplace Bullying and Harassment----------22
Orientation Policy----------23
Naloxone Policy----------23
Violence Prevention Policy----------25
WHMIS Policy----------25
Training Samples----------25-30
Appendix II – General Safe Work Procedures----------30
Driving – General----------31
Tools
Hand Tools----------31
Power Tools----------33
Ladders----------33
Pumping Fuel----------34
Handling Food----------34
Food Safe----------35
Lifting----------35

Health and Safety Policy

The health and safety policy expresses our legal and personal commitment to workplace health and safety. The policy includes responsibilities at all levels of the organization.

Safety is good business. Well planned work, qualified employees, and well-maintained equipment will all add up to meet our safety, production, quality, and environment goals.

Emergency Response Policy

During emergencies emotions can run high – it is critical that emergency procedures are understood by all employees and reviewed frequently, so that everyone knows their role. Supervisors are often required to take the lead in emergency situations. Know the skills of all personnel on site so that tasks can be assigned safely and efficiently.

At the start of an activity and as part of monthly workplace inspections, emergency response materials and equipment will be inspected and repaired or replaced to ensure readiness for a response. Ask employees and volunteers to report to the supervisor any equipment in need of repair or replacement. There is an emergency response document explaining procedure on the wall by the entrance/exit door and there is a first aid kit behind on the shelf behind the manager's desk.

Emergency Response Procedures

Fire Procedure

In case of fire the procedures are as follows:

- Call 911
- Try to put out the fire using means available (e.g. fire extinguisher/fire suppression), without putting yourself at risk.
    - If the fire is too large to put out, evacuate the building.
    - Call out to the other businesses in the building to have them evacuate.
- Get everyone out of the building and over to the back of the wool shop across the parking lot, that is the Marshaling Station, checking washrooms to make sure no one is left behind.
- Do not let anyone back into the building.
- Try to get as many people off the property as possible.
- Be available to direct the fire department upon arrival and answer any questions necessary.
- Keep access clear around the building for the fire department.

Earthquake Procedure

- If inside "**DROP, COVER, and HOLD ON**":
    - Stay inside
    - **Drop** under the heavy tables in the front, get away from the shelving units in the back.
    - **Cover** your head and torso to prevent being hit by falling objects.
    - **Hold on** to the object you're under so that you remain covered. Be prepared to move with the object until the shaking has finished.
    - If you can't get under something strong, flatten yourself or crouch against an interior wall and protect your head and neck with your arms.
    - Stay away from windows and shelves containing heavy objects (e.g. food shelves)
- If you're outdoors:
    - Stay outside.
    - Go to the parking lot. Stay away from buildings. The most dangerous place is near exterior walls.
- **AVOID** the following during an earthquake:
    - Doorways: doors may slam shut and cause injuries.
    - Windows, unsecure shelving, tall furniture, light fixtures. You could be hurt by shattered glass or heavy objects.
    - Downed power lines - stay at least 10 meters away to avoid injury.
- After an earthquake:
    - Stay calm, help others if you are able.
    - Be prepared for aftershocks.
    - When confident the earthquake is over, evacuate the building.
    - Call 911 only if requiring emergency services.
    - Use caution at all times.

Injury/Medical Procedure

- Call 911 if severe.
- Perform first aid if qualified.
- When a food bank customer injury occurs, you must fill out all the necessary details in the log book at the managers desk.
- When a staff member injury occurs follow the same procedure and fill out a WCB form. Ask your manager/supervisor where to find.

Safe Work Procedures

The manager and/or senior employee will review all applicable safe work procedures with an employee and/or volunteer before they begin work. This review will be part of their orientation.

By following Safe Work Procedures or work instructions, the risk of personal injury, damage to the environment, and equipment downtime is reduced. Safe work procedures provide

information including hazards of the job, ways to control a potential hazard, and required personal protective equipment.

Our workers must demonstrate their understanding of a safe work procedure. It is not ok to take short cuts. If a safe work procedure needs revision, we will review the concern/suggestion with [other operators/manufacturer representatives or others] to determine if a change is necessary.

PRAC Food Bank will review safe work procedures every two years or more frequent when necessary. Revisions can be identified through thorough inspections and assessments, or investigation findings.

Changes made to safe work procedures will be communicated to our employees by the supervisor at the next safety meeting.

Personal Protective Equipment (PPE)

PPE will be used according to Canada Food Safe Guidelines and Vancouver Coastal Health Authority protocol.
When dealing with food, hair nets and gloves must be worn. The organization will provide these and have them readily available. Cleanliness is paramount; fresh clothing, freshly showered, hair pulled back if long, and clean, comfortable, closed toe shoes must be the base for daily work.

First Aid Policy

The company will provide and maintain appropriate first aid equipment and services for the purpose of preserving life and minimizing the consequences of injury until medical treatment is obtained. At the minimum this will include fire extinguishers and a first aid kit. A first aid assessment will determine what first aid equipment, supplies, and facilities are appropriate for the workplace.

The designated first aid attendants and location of first aid equipment, supplies and facilities for each workplace will be listed on the bulletin board.

First aid equipment, supplies and facilities must be kept clean, dry and ready for use, and be readily accessible. An inventory of first aid equipment and supplies will be maintained and reviewed annually or more often if there is a change in workplace requirements. The inventory list is in the first aid kit. Inspection of first aid equipment will be included in workplace safety inspections. All personnel are to report any concerns with the condition of equipment, supplies, or facilities.

Safety Program Structure

Powell River Action Centre Society is home to a Food Bank. This policy and procedure manual outlines how Powell River Action Centre Society complies with the Workers Compensation Act (WCA) and the Occupational Health and Safety (OHS) regulations.

Roles & Responsibilities

Worker Safety Representative

Our policy is to include our workers in our health and safety policy. The policy manual will contain all policies and employees/volunteers are encouraged to make themselves aware of the policies. Summarized policies will be located on the employee/volunteer bulletin board for all to read and will be reviewed at the time of orientation.

Occupational Health and Safety - Violence

The Manager will monitor the violence in the workplace program through review of statistical information relative to workplace risk assessment, training records, and incident reports.

Participate in an annual program review and ensure violence risk assessments are conducted regularly.

Participate as required in workplace inspections and investigations of incidents involving violence or threats of violence in the workplace.

Assist with the development of new or revised work procedures specific to the workplace violence prevention program to ensure compliance with Workers Compensation Act regulatory requirements.

Supervisors/Managers

Inform and encourage all employees of the need to report workplace violence incidents or threats of violence, and ensure all persons are aware of how to do so.

Ensure appropriate policies and procedures are established to eliminate or minimize violence.

Monitor and ensure compliance with safe work practices with respect to the prevention of violence in the workplace program.

The supervisor/manager will investigate reported incidents of violence.

Ensure an up-to-date violence risk assessment has been completed, reviewed, and recommendations have been implemented and evaluated as required by Worker's Compensation Act regulations.

Do a check-in with staff involved in a violent incident (including threats of violence) and ensure support and resources are offered as soon as possible.

Staff

Report all threats or incidents of violence in which their personal health and safety, or the health and safety of other persons were at risk, whether injured or not.

Take reasonable care to protect their health and safety and the safety of others in the work site.

Follow safe work procedures and safety requirements as outlined in Powell River Action Centre Society Policy Manual policies and procedures.

Use or wear any required personal protective equipment, devices, or clothing.

Records, Confidentiality and Statistics Policy

Our company has a regulatory requirement to retain records on our employees including training, conduct and injuries. The records collected are used to ensure that: we have qualified workers, we meet diligence requirements in the workplace, and we meet regulatory requirements (e.g. first aid records). All workers are required to respect the privacy of others in the workplace.

Respecting employee privacy (Office of the Privacy Commissioner of Canada):

- The employer should say what personal information it collects from employees, why it collects it, and what it does with it.
- Collection, use, or disclosure of personal information should normally be done only with an employee's knowledge and consent.
- The employer should only collect personal information that's necessary for its stated purpose and collect it by fair and lawful means.
- The employer should normally use or disclose personal information only for the purposes that it collected it for and keep it only as long as it's needed for those purposes unless it has the employee's consent to do something else with it or is legally required to use or disclose it for other purposes.
- Employees' personal information needs to be accurate, complete, and up to date.
- Employees should be able to access their personal information and be able to challenge the accuracy and completeness of it.

We will protect worker confidentiality by way of secure storage of employee personal information.

We will retain employee records at a minimum for the length of that person's employment. First aid records and any documentation pertaining to WorkSafeBC claims will be retained for as long as the company is in business. Other program documentation will be retained for a minimum of [10 years].

Acceptable Record-keeping

Records containing the following information are acceptable to WorkSafeBC:

- The full name and occupation of the worker
- The date and time of injury or report of exposure or illness
- The date and time the injury, exposure, disease, or illness was reported to the employer or employer's representative.
- The names of any witnesses
- A description of how the injury, exposure, disease, or illness occurred.
- A description of the nature of the injury, exposure, disease, or illness
- A description of the treatment given, and any arrangements made relating to the worker (return to work/medical aid/ambulance/follow-up)
- A description of any subsequent treatment given for the same injury, exposure, disease, or illness
- The signature or equivalent of the attendant or person giving first aid, and if possible, the signature of the worker receiving treatment.
- If records are kept and stored electronically, they must be stored within Canada.

Access to Records

Only people who have a need to review first aid records may have access. For example, this may include the following:

- A worker's direct supervisor
- The worker (his or her own records)
- A person designated by the employer to manage health & safety and/or compensation claims and/or return to work programs at the workplace.
- A WorkSafeBC prevention officer

Workplace Hazardous Materials Information System (WHMIS) Policy

Workplace labels using the exact product name from the manufacturer label must be applied on secondary containers where the product has been transferred from the original container and on containers of products produced on site.

Since our workplace contains products that meet both systems, then we must meet the requirements of both systems, including education and training.

WHMIS training will be provided by a supervisor or other qualified person for workers required to use, or potentially be exposed to products.

PRAC Food Bank WHMIS training includes worksite-specific training on measures to work safely with hazardous products.

WHMIS training will be reviewed annually by the supervisor/manager. All workers at PRAC are expected to stay informed on current safety precautions for handling hazardous products by reviewing the on-site safety information.

Close Call and Hazard Reporting Policy

Encourage workers, contractors, visitors, and others to tell you about hazards. Record the concern in the incident book. Get back to the person whether you were not able to deal with the hazard directly. For example, the hazard may be the result of congested work practices and you may need further discussion to permanently resolve an issue.

Any close call or hazard identified at the workplace must be documented and communicated to others working at the workplace according to the potential severity of the hazard and risk. Hazard documentation can include a supervisor journal entry, an equipment operator logbook entry, email, or reporting form.

It is important to communicate hazards to “others” on the workplace. Others can include visitors, other companies or agencies transiting through your workplace.

The reporting of a close call or hazard provides a means to deal with a situation before someone is seriously injured or equipment damaged.

Supervisors must immediately address any reported absence of or defect in any protective equipment, device or clothing, or the existence of any other hazard that could likely endanger any person.

Depending on a worker’s experience the definition of a close call or hazard can be quite different. For example, a young worker will have concerns that a more experienced may not have considered. It is important to treat all reports with respect and an “open mind.”

How to define a close call. A practical definition is that this is something that you talk about when you leave work and say “You won’t believe what happened today. Thankfully no one was hurt.”

Reminder: If a worker is injured on the job, the worker, employer, and the worker's treating physician must report the injury to WorkSafeBC. Employer reporting to WorkSafeBC must occur within three business days of the injury's occurrence.

Incident and Injury Reporting – to WorkSafeBC

According to WorkSafeBC:

A reportable injury is an injury arising out of and in the course of employment, or which is claimed by the worker to have arisen out of and in the course of employment, where one of the following conditions is present or subsequently occurs:

- The worker loses consciousness following the injury.
- The worker is transported or directed by a first aid attendant or other employer representative to a hospital or other place of medical treatment or is recommended by such persons to go to such place.
- The injury is one that obviously requires medical treatment.
- The worker has received medical treatment for the injury.
- The worker is unable, or claims to be unable, by reason of the injury to return to his or her usual job function on any working day subsequent to the day of injury.
- The injury or accident resulted or is claimed to have resulted in the breakage of an artificial member, eyeglasses, dentures or a hearing aid.
- The worker or WorkSafeBC has requested that an employer's report be sent.

Where none of the conditions listed above are present, an injury is a minor injury and not required to be reported to WorkSafeBC unless one of those conditions subsequently occurs.

Injury Management and Return to Work Policy

PRAC Food Bank is committed to the health, safety, and wellness of its employees. We recognize and accept the responsibility to provide our employees with a safe, healthy, and productive work environment.

If a worker is injured on the job, the worker, company, and the worker's treating physician must report the injury to WorkSafeBC. Our company must report to WorkSafeBC within three business days of the injury's occurrence. The worker should use Teleclaim. Prompt action will result in better care, faster recovery, with fewer recurrences of injuries.

We will support our employees in their effort to stay at work and/or return to work by implementing a Modified Work Program where possible. We will support the rehabilitation process by making every reasonable effort to provide the following:

- suitable light/modified work to any employee unable to perform their duties because of a work-related injury whether they are able to stay at work or are returning to work;
- timely medical intervention; and
- daily communication with the injured employee starting on the day of injury and regular communication with medical service providers and WorkSafeBC personnel.

Immediately Reportable Incidents – to WorkSafeBC

The following incidents are immediately reportable to WorkSafeBC –
(1 888 621-SAFE (7233)).

A preliminary investigation must be completed within 48 hours of the incident. WorkSafeBC may request a copy of the preliminary report. A full (final) investigation report must be submitted to WorkSafeBC within 30 days of an incident.

An incident that:

a) resulted in serious injury to or the death of a worker.

b) involved the major release of a hazardous substance, or

c) was an incident required by regulation to be reported.

Workplace Bullying and/or Harassment

Bullying and harassment is not acceptable or tolerated in this workplace. All workers will be treated in a fair and respectful manner.

Bullying and Harassment

(a) includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but

(b) excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers, and

(c) excludes any reasonable action taken by an employer or supervisor relating to management of the workplace.

(d) Gossiping is a form of bullying and will not be tolerated. When a person mentions someone else in their conversation such as “did you hear about so and so” that is gossip. Always refrain from this type of conversation.

The policy applies to all workers and volunteers, including supervisors and management. It applies to conversation, images, written and electronic communications, such as email.

Managers or supervisors will investigate complaints or incidents of workplace bullying or harassment. Corrective action will be taken to eliminate or otherwise minimize the risks of workplace bullying or harassment.

Violence Prevention Policy

PRAC Food Bank recognizes violence in the workplace as being the attempted or actual exercise by a person, of any physical force so as to cause injury to a worker and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.

All persons associated with PRAC Food Bank are expected to conduct themselves in a civil, respectful, cooperative, and non-discriminatory manner. Any threat or act of violence against persons on PRAC Food Bank property or event location, or against staff in the course of their duties is unacceptable and measures will be taken to hold people accountable for these actions up to and including contacting police to press charges.

Violence Prevention Procedure

PRAC Food Bank will:

Provide policies and access to educational tools to empower staff to identify potential situations of violence, de-escalate, or prevent violence, and appropriately respond to violence in the workplace.

Evaluation & Continuous Improvement

PRAC Food Bank will annually review the Violence Prevention Policy and make any changes as needed to ensure the safety of all staff, clients, and visitors. Such revisions will be done in consultation with the appropriate Board of Directors committee. Any new policy changes and informational resources will be based on best practice and include references.

Investigating Incidents of Violence

All threats of violence and incidents of violence must be reported and investigated, whether an individual(s) are injured or not. Any incident resulting in injury requiring medical treatment, time loss or any incident with the potential to cause serious injury must be investigated, at a minimum, in accordance with the Workers Compensation Act and Regulations.

Investigating Incidents of Injury

All personnel (employees, visitors, contractors) are required to immediately report to a supervisor all incidents involving injury, close calls/near misses and property damage. (There is no intent to require formal investigations of “paper cut” level injuries.) The supervisor will determine the depth of investigation required. Guidance is provided in the table below.

Reporting of an incident/injury to WorkSafeBC must be within three business days of the injury's occurrence. There are also incidents which must be immediately reportable to WorkSafeBC (see the section below “Immediately Reportable Incidents – External)

Supervisors are often the lead investigator. This is a difficult position. Try to remain neutral, calm and open minded. Include witnesses and if needed external resources. Contact WorksafeBC if you have had a serious incident and require assistance investigating.

Incident/Close Call Reporting Form	Incident Investigation Form
For small injuries, minor near misses, etc.	For serious incidents or incidents with serious potential
Attendees (minimum): Injured person or person reporting the incident, and the supervisor	Attendees (minimum): Injured person (if able); witness(es); supervisor. In addition outside resources may be required depending on the incident.
Cases to use the reporting form:	Cases to use the investigation form:
Injury to worker was treated by first aid and medical treatment was unnecessary – no potential for serious injury.	Any incident with the potential for serious injury. This can include equipment damage or close calls without any actual injury.
Injury of a worker requiring medical treatment however no time loss incurred and there was no potential for serious injury.	Injury of a worker requiring medical treatment and/or time loss was incurred.
Equipment damage with no potential for serious injury.	Equipment damage, eg., shelf failure, fridge or freezer tip over.
Close call/near miss with no potential for serious injury.	Incidents that WorkSafeBC requires to be investigated (see “Immediately Reportable Incidents – External” below)
	Close calls where if contact had been made that the consequences could have been one of the situations noted above.

Forms to use will be available on the WorkSafe BC website.

Root causes will be determined for all incidents. This means we need to figure out the unsafe conditions, acts or procedures that need to be fixed.

An investigation will be held within 48 hours of an incident. Action from this investigation will be completed as needed to prevent the reoccurrence of similar incidents. This investigation may be considered “preliminary” if for example witnesses or additional information is required to get a complete understanding of what happened. A final investigation would then be held after the preliminary investigation. The final investigation must be completed within 30 days of the incident.

An action plan to prevent the reoccurrence of similar incidents will be written with the action items assigned to a specific person and include expected completion dates. This will be done for both the preliminary and final investigations.

A manager/supervisor and if necessary, the Worker Safety Representative will review and sign off on an incident corrective action plan. All corrective actions will be verified by our controller when completed and the date of closure will be recorded.

Investigation reports and action plans will be posted on the OH&S board. Actions put in place will be reviewed at a monthly meeting to be certain the “fix” did not result in a new hazard.

Pre-Work Hazard and Risk Assessment Policy

The identification of hazards allows us to create plans to eliminate/control (the hazard) and/or protect our employees and others. Typical hazards may include tripping hazards, tipping hazards, poor electrical connections, fire hazards, and falling objects.

Formal written risk assessments will be completed as required by Regulation. Knowledgeable workers will be involved in risk assessments and the development of safe work procedures to address the risk. Risk assessment templates can be found on the WorkSafe BC website.

Informal risk assessments are something we should all do when assigned a job task.

Workplace Site Inspection Policy

Inspections help to prevent things going wrong. Inspections are another line of defense against injury and other losses. Inspections completed by competent, or where required by law; (such as health inspections) or regulation, qualified individuals should prevent the development of unsafe working conditions and provide an opportunity to correct unsafe acts.

Informal inspections sometimes called “walk throughs” are also important. Hazardous or potentially hazardous acts or conditions must be dealt with immediately. Record informal inspection findings – both good and those items needing improvement – in a supervisor/manager journal.

Site Inspections – Offsite

The PRAC Food Bank is involved in seasonal offsite awareness and fundraising campaigns. These sites should have at a minimum a “walk-through” safety inspection.

When working at event sites where food sales will occur, a complete inspection and safety plan will be created by the supervisor/manager, and all employees and volunteers will be made aware of the plan. This will include the inspection and certification by the local health inspector.

Equipment Maintenance Policy

Reliable, well-maintained tools and equipment are needed. Competent operators, proper equipment inspections and good planning will reduce the amount of wear on tools and equipment. Tools and equipment which do not function properly can result in additional damage, serious injury, damage to the environment, and lost productivity. This is especially regarding seasonal outdoor events and the Bar-B-Ques used for food sales.

Maintenance on tools and equipment will be scheduled according to manufacturer recommended requirements based on manufacturers specifications. Additional maintenance may be required as reported by inspections. Supervisors will coach employees in the importance of reporting required repairs.

Corrective Action Log Policy

Our company will use a Corrective Action Log (CAL) to record action required from assessment, inspections, incidents, safety meetings, etc. The person responsible to complete the action, the date required for completion, and confirmation that the action was done will be recorded.

Review of corrective action logs is an essential part of a company's due diligence.

Working Alone

Every reasonable effort will be made to limit the occurrences of PRAC Food Bank staff working alone or in isolation. When this is not operationally possible, PRAC Food Bank is committed to doing a risk assessment and having procedures in place to secure the safety of all PRAC Food Bank staff.

In the event PRAC Food Bank staff are required to work alone or in isolation, specific procedures will be communicated to the staff member by their manager. These procedures are to ensure the safety of staff members that reflect the findings in the work site's risk assessment.

"To work alone or in isolation" means to work where help would not be readily available to the worker

a. in case of an emergency, or

b. in case the worker is injured or ill health.

Our workers and supervisors could be working on their own. We need to check on the well-being of that person. The procedure for checking a worker's well-being will be developed in discussion with the person who will be working alone or in isolation, the person checking on the worker and our worker health and safety representative, as applicable.

Refusal of Unsafe Work Policy

Staff have the right to refuse unsafe work. Work refusal is a serious issue and is not a routine way of solving workplace concerns. If a staff member has reasonable cause to believe a work process would create an undue hazard to the health and safety of any person, the staff member must follow the process outlined in the Right to Refuse Unsafe Work Policy. Any refusal to carry out work must follow the process as per section 3.12 of the Occupational Health and Safety Regulation.

A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.

All workers are encouraged to report hazardous acts or conditions to their supervisor so that a safe means to complete work is cooperatively determined before it becomes necessary to refuse work. It may be that the work is unsafe for a worker due to lack of training, however, is safe for another worker with the required training (for e.g. A broken valve or wheel on a Bar-B-Que, or lack of knowledge of how to operate the Bar-B-Que). All workers potentially affected by the hazard must be informed of the hazard and how it was addressed.

Refusal of Unsafe Work Procedure

A worker who refuses to carry out a work process or operate a tool, appliance or equipment must immediately report the circumstances of the unsafe condition to their supervisor.

A supervisor receiving a report must immediately investigate the matter and ensure that any unsafe condition is remedied without delay.

If the supervisor does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, the supervisor or employer must investigate the matter in the presence of the worker who made the report and in the presence of the company’s worker safety representative.

If the investigation by the supervisor and worker safety representative does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance, or equipment, both the supervisor, or the employer, and the worker must immediately notify WorkSafe BC to investigate the matter without undue delay and issue whatever orders are deemed necessary.

Company Safety Meeting Policy

Communication is key to success. Meetings provide an opportunity to keep employees informed and to record concerns or improvement suggestions from employees or others present at the jobsite. Meeting schedules will be posted on the bulletin board monthly.

Workers need to know:

- the hazards of the job;
- how to perform the job safely;
- that if unsafe conditions and practices are identified, a corrective action plan will be developed to address the identified items; and
- that they can and should participate in improving health and safety in the workplace.

Initial Safety Meeting

The supervisor will hold an initial safety meeting to inform workers of any known or reasonably foreseeable risks in a new work location, such as an outdoor food sales event and the actions to be taken to eliminate or minimize those risks. The Initial Safety Meeting is mandatory by WorkSafeBC Regulation 26.5.

If a worker is unable to attend, before starting work in that location, the worker will receive a safety orientation that covers the topics discussed at the Initial Safety Meeting. Supervisor and worker will sign off and date of the orientation.

A site safety plan will be drawn up and all workers associated with the event will be expected to orient themselves with this plan, which will be available on site.

Monthly Meeting

Our company will hold meetings with all available workers. The monthly meeting will cover topics including safety, production, quality, and the environment. This is an opportunity to review industry alerts and to voice concerns or recognize positive efforts.

Topics may include:

- Inspections
- Assessments (e.g. first aid, hazards)
- Annual offsite planning
- Close Calls (e.g. reported by workers, company, contractors, other operators in area)
- Incidents
- If a worker is unable to attend the meeting, a hard copy of the minutes will be in the safety meeting binder, located at the supervisor/manager's desk. Everyone at the meeting (workers, visitors, contractors) will sign their name on the meeting record to record their attendance.

Appendix 1 - Company Policies

- **Hiring Policy**
- **Discipline Policy**
- **Health and Safety Policy**
- **Impairment Policy**

- **Communication Policy**
- **Personal Protective Equipment Policy**
- **Workplace Bullying and Harassment Policy**
- **Orientation Policy**
- **Naloxone Policy**
- **Violence Prevention Policy (WorkSafeBC)**
- **WHMIS Policy**

Hiring Policy

Our company will hire new workers based on the experience, education and training requirements for each position.

Discipline Policy

Reference: Workers Compensation Act, Section 116 General Duties of Workers and Section 117 General Duties of Supervisors (see also G-D3-116 Orders to Workers)

All employees (including managers and supervisors) are expected to behave in a respectful manner.

If discipline is needed, or after coaching or education was unsuccessful, a system of progressive steps will be applied. Our expectation is that the employee's performance, behaviour or conduct will change to acceptable standards in the early stages of the process. Managers and supervisors will record all instances where progressive discipline steps have been used.

All records, or copies of records, will be filed in a worker's file located *in a binder at the managers desk.* Discipline records are confidential. A worker is allowed to see their discipline record.

Progressive Discipline
Step 1 - *Verbal Warning*
Step 2 - *Documented Written Warning*
Step 3 - *Termination*

Serious Infractions
Some infractions are of such a serious nature that a single incident may be grounds for immediate termination. Examples are:

- Falsification of employment applications, production reports, timesheets or other records.
- Possessing, using or being under the influence of intoxicants or narcotics on the job.
- Theft of property.
- Causing damage to employee, company, client or contractor property or reputation.
- Engaging in conduct that endangers fellow employees.

- Gross insubordination.
- Major safety violations.
- Flagrant violations of the law or regulation

The policy will be reviewed periodically and any changes will be communicated to all employees.

Health and Safety Policy

Powell River Action Society Food Bank

Wants its workplace to be a healthy and safe workplace that meets all legal and regulatory requirements. To achieve this, our company will establish, maintain, and continually improve a health and safety program designed to prevent injuries and disease. Safety is good business. Well planned work; qualified employees; and well-maintained equipment, will all add up to meet our safety, production, quality, and environment goals.

Our company is responsible for providing workers with adequate instruction in health and safety and for addressing unsafe situations in a timely, effective manner. All workers and contractors are required to work safely and to know and follow our company guidelines for safe work procedures.
Workers have general responsibilities for their own health and safety and that of other persons. In addition, they have the responsibility to refuse unsafe work. Discriminatory action will not be taken against them for refusing to do unsafe work. Employees will be encouraged to contribute to the company health and safety program.

Employer's responsibilities include:

- Establishing the health and safety program
- Continually adjusting components of the safety program as determined by audit/investigations/etc.
- Conducting an annual review in June of each year and including the review results in the annual report.
- Training supervisors
- Providing a safe and healthy work environment.

Supervisor's responsibilities include:

- Directing and controlling workplace activity to ensure the health and safety of all workers
- Providing a health and safety orientation to new workers
- Providing ongoing training to workers
- Taking part in inspections and investigations
- Reporting any safety or health hazards
- Correcting unsafe acts and conditions.

Workers' responsibilities include:

- Learning and following safe work procedures.
- Correcting hazards or reporting them to supervisors
- Reporting injuries, close calls/near misses, and property damage 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.
-

Impairment Policy: Includes Drugs, Alcohol and Fatigue

Reference: WorkSafeBC Regulation Impairment. 4.19 Physical or mental impairment, 4.20 Impairment by alcohol, drug or other substance

Application

This policy statement applies to all workers, including permanent, temporary, casual, contract, and student workers. “Workers” includes supervisors and managers.

Impairment that may create an undue risk to the worker or anyone else is not acceptable or tolerated in the workplace.

Impairment is commonly thought to refer to only drugs and alcohol. However, impairment can also result from prescription drugs, health issues (example, diabetic suffering from insulin instability) and fatigue. Non-prescription drugs may also affect a worker’s ability to work safely.

Contact your supervisor if you feel that your ability to work is not as is should be or if you observe another person on site who does not seem “like their normal self.”

Supervisors are required to effectively manage all reported or observed impairment. Action taken by a supervisor will depend on information gathered. Records are confidential.

We will not permit person to remain at any workplace while the person's behaviour or ability to work is affected by alcohol, a drug or other substance so as to endanger the person or anyone else

Communication Policy

We are committed to open and honest communication. The communication policy is in the policy manual at the supervisor/manager’s desk and all persons are encouraged to make themselves familiar with what it says. There is also a hard copy of the policy on the bulletin board.

Personal Protective Equipment (PPE) Policy

An employee is responsible for providing:

clothing needed for protection against the natural elements when working an offsite event, general purpose work gloves and appropriate footwear including safety footwear, and safety headgear.

Gloves, masks, hand sanitizer, and hair nets will be provided by the PRAC Food Bank.

Employees are responsible for keeping all PPE in good working condition and notifying their supervisor/manager if any PPE no longer meets safe standards.

All PPE must meet regulatory and Canadian Standards Association (CSA) standards.

Workplace Bullying and/or Harassment Policy

Reference: Workers Compensation Act - Guideline – D3-115(1)-3 Bullying and harassment
Workplace Bullying or Harassment Complaint form – Appendix 3 Forms

Application

This policy applies to all workers, including permanent, temporary, casual, contract, volunteer, and student workers. “Workers” includes supervisors and managers.
Bullying and harassment is not acceptable or tolerated in this workplace. All workers will be treated in a fair and respectful manner.

Bullying and Harassment

a. includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
b. excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers, and
c. excludes any reasonable action taken by an employer or supervisor relating to management of the workplace.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing, or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

Workers Must:

- not engage in the bullying and harassment of other workers
- report if bullying and harassment is observed or experienced.

- apply and comply with the employer's policies and procedures on bullying and harassment.

Investigation of Complaints or Incidents

Managers or supervisors will investigate complaints or incidents of workplace bullying or harassment. Corrective action will be taken to eliminate or otherwise minimize the risks of workplace bullying or harassment.

Communication of Policy

This policy will be posted on the OH&S board and a copy given to employees as part of their company orientation. The policy will be reviewed with others on site during their site orientation.

Annual Review

This policy statement will be reviewed every year.

Orientation Policy

Orientation of New Workers

Before starting work, the supervisor will conduct an orientation with new workers and volunteers to ensure that they understand our company's policies, safe work procedures and other information.

A company supervisor or other qualified person will further assess a new worker. The new worker must be able to explain/demonstrate the tasks assigned to confirm understanding. Additional training and information will be provided if the new worker is not able to perform the work tasks or processes safely. A supervisor should encourage new workers to contact them to request additional instruction or training.

Supervisors new to the job or new to the position will also require orientation by the qualified company supervisor before starting work.

Naloxone Policy – OPTIONAL ONLY

Note: Naloxone hydrochloride (naloxone) is a drug that can temporarily stop the effects of an opioid overdose. Naloxone can help restore breathing during an opioid overdose. If you're unsure of the cause of unconsciousness, naloxone is not likely to cause further harm.

Unfortunately, it may happen that a person using narcotics suffers an overdose in the building or vicinity of Powell River Action Centre Society Food Bank. Due to this possibility, there is a naloxone kit located with the first aid kit. We understand that there can be a risk involved in administering Naloxone to a person suffering from an overdose. Therefore, we recognize that it is the choice of the individual administering first aid to determine whether or not to use Naloxone.

This policy will lay out the signs and symptoms of an overdose, the risks associated with administering Naloxone, as well as the risks associated with not administering. It will also lay out procedures on how to respond to an overdose onsite, both with Naloxone and without.

Signs and Symptoms of an Overdose:

- Slow, irregular or no breathing
- Slow or no heartbeat
- Pale, clammy skin
- Extreme drowsiness
- Unconsciousness, or unable to arouse
- Pinpoint (very small) pupils
- Hypotension (unusually low blood pressure)
- Hypoxia (a lack of oxygen which can lead to brain damage, cardiac arrest, and death)

Risks associated with not administering Naloxone:

- A person who has overdosed is not breathing. It is possible that they may die before the paramedics arrive. To try and prevent this, the first aid attendant will have to breath for them using a two-way mask until paramedics arrive.

The risks associated with administering Naloxone are as follows:

- A person given naloxone may experience acute opioid withdrawal, leading to pain, distress, and agitation. Because of this there is risk of injury to people closeby. Always use caution after administering Naloxone.
- Naloxone lasts for about 20 to 90 minutes. The person may leave immediately following the injection. Since opioids may remain in the person's system longer, symptoms may return. Because of this there is risk of a second overdose. In this case, calmly try to convince the person to stay and wait for medical assistance. If the person is outwardly aggressive do not stop them from leaving, note the direction they left so you can inform the paramedics.

Procedure in case of possible overdose:

- Assess the situation by checking for signs of overdose. Try to wake the person up and call 911 immediately.
- Put on a pair of medical gloves, bring out a two-way breathing mask.
- Administer Naloxone (or if not administering, begin breathing for the person who is overdosing)
    - Directions are in the kit:

- It may take 1-5 minutes for the person to respond. Check for signs of breathing. If they're not breathing breath for them through the two-way mask until they begin to breath for themselves.
- If they do not respond after 5 minutes a second dose may be necessary. If a second dose is not available, breathe for the individual until paramedics arrive.
- When they regain consciousness, if possible, have them stay until paramedics arrive.
- It is important that a person recovering from an overdose does not use again until the effects of the drug wear off. Without putting yourself at risk, try to prevent them from using again until paramedics arrive to take over.

Violence Prevention Policy - See WorkSafe BC Prevention, Violence, Robbery, and Theft

https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-policies/policies-part-04

The work safe violence prevention policy is from the WorkSafe BC website and is printed in the policy binder. All persons must read this policy and let their supervisor/manager know that they understand the contents.

Workplace Hazardous Materials Information System (WHMIS) Policy

The Workplace Hazardous Materials Information System (WHMIS) is a hazard communication system which includes labeling, safety data sheets, education and training. Its purpose is to reduce injury and disease resulting from exposure to products.

Management will be responsible for WHMIS requirements which include:

Maintaining an inventory of products.
Updating the inventory when there are new products are in the workplace.
Updating Safety Data Sheets when received from a supplier.
Updating Safety Data Sheets when 3 years old or greater.

Changes to the inventory will be communicated at a monthly meeting or sooner if appropriate. WHMIS training will be provided by a supervisor or other qualified person for workers required to use, or potentially be exposed to, products.

Education and training will include:

1. The hazard classes, pictograms, and labels for both systems
2. Their required elements, such as signal words (new in 2015)
3. The meaning of all signal words and hazard statements found on labels and MSDSs/SDSs in the workplace
4. The MSDS/ SDS format and how to locate information needed to work safely with a product

5. Worksite-specific training on measures to work safely with hazardous products

In addition, as part of a *worker assessment* we will evaluate the knowledge of workers using *practical demonstrations*.

There are four basic questions to ask:

1. How can this product hurt me?
2. How do I protect myself?
3. What should I do in an emergency?
4. Where do I get more information?

An annual WHMIS review will be included in our January monthly meeting.

WHMIS 2015

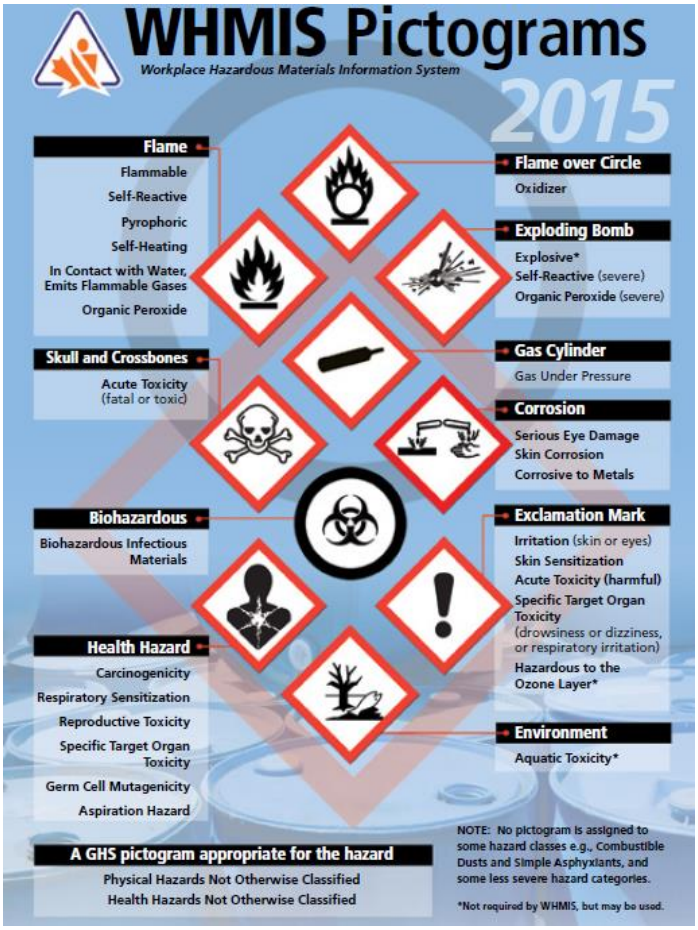
Source: Canadian Centre for Occupational Health and Safety (CCOHS)

Worker Education and Training

Employers are required to educate and train workers about WHMIS 2015. Revised education and training programs, developed in consultation with the health and safety committee (*if applicable*), will include:

- New hazard pictograms.
- New hazard classes.
- New labels and their required elements such as signal words.
- The meaning of all signal words and hazard statements found on labels and SDSs in the workplace, such as Danger - May cause cancer.
- The new SDS format and how to locate information needed to work safely with a product.
- Worksite-specific training on measures to work safely with hazardous products.

Pictograms and Hazards
(CCOHS poster.

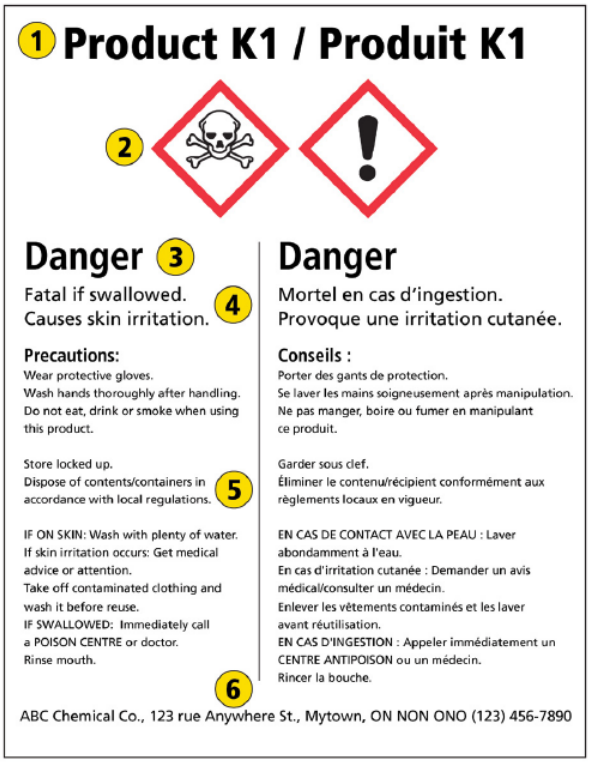


www.ccohs.ca/products/posters/WHMIS2015)

Supplier Labels

New requirements for supplier labels include signal words, and standardized hazard statements and precautionary statements.

Most hazard classes and categories have a prescribed signal word, hazard statement and pictogram. Supplier labels continue to be required in both English and French. See the WHMIS 2015 Supplier Labels Fact Sheet for further information.



1. Product Identifier

The product name exactly as it appears on the container and on the Safety Data Sheet (SDS).

2. Hazard Pictograms

Hazard pictograms, determined by the hazard classification of the product. In some cases, no pictogram is required.

3. Signal Words (NEW)

"Danger" or "Warning" are used to emphasize hazards and indicate the severity of the hazard.

4. Hazard Statements

Brief standardized statements of all hazards based on the hazard classification of the product.

5. Precautionary Statements

These statements describe recommended measures to minimize or prevent adverse effects from exposure to the product, including protective equipment and emergency measures. First aid is included in precautionary information.

6. Supplier Identifier

The company which made, packaged, sold or imported the product, and is responsible for the label and SDS. Contact the supplier for additional product information.

	SDS Section	Information Requirements (partial list)
1	Identification	Product identifier, recommended use and restrictions on use, supplier contact information, emergency phone number.
2	Hazard identification	Classification (hazard class and category), label elements (including hazard pictogram, signal word, hazard statement and precautionary statements) and other hazards (e.g. thermal hazards).
3	Composition/information on ingredients	For a hazardous product that is a substance: the chemical name, synonyms, CAS No. and the chemical name of impurities, stabilizing solvents and stabilizing additives where classified and that contribute to the classification of the product. For a hazardous product that is a mixture: for ingredients that present a health hazard, the chemical name, synonyms, CAS No. and concentration. Note: Confidential Business Information Rules may apply.
4	First-aid measures	First-aid measures by route of exposure as well as most important symptoms/effects.
5	Fire-fighting measures	Suitable (and unsuitable) extinguishing media, specific hazards, special equipment and precautions for fire fighters.
6	Accidental release measures	Protective equipment, emergency procedures, methods and materials for containment and clean up.
7	Handling and storage	Precautions for safe handling, conditions for storage, including any incompatibilities.
8	Exposure controls/ personal protection	Exposure limits, engineering controls, personal protective equipment.
9	Physical and chemical properties	Appearance, odour, odour threshold, pH, melting/freezing point, boiling point and range, flash point, upper and lower flammable or explosive limits.
10	Stability and reactivity	Reactivity, chemical stability, possible hazardous reactions, conditions to avoid, incompatible materials, hazardous decomposition products.
11	Toxicological information	Description of various toxic effects by route of entry, including effects of acute or chronic exposure, carcinogenicity, reproductive effects, respiratory sensitization.
12	Ecological information*	Aquatic and terrestrial toxicity (if available), persistence and degradability, bioaccumulative potential, mobility in soil.
13	Disposal considerations*	Safe handling and methods of disposal, including contaminated packaging.
14	Transport information*	UN number and proper shipping name, hazard classes, packing group.
15	Regulatory information*	Safety, health and environmental regulations specific to the product.
16	Other information	Other information, including date of the latest revision of the SDS.

Physical Hazard Classes

Combustible Dusts
Corrosive to Metals
Flammable Aerosols
Flammable Gases
Flammable Liquids
Flammable Solids
Gases Under Pressure
Organic Peroxides
Oxidizing Gases
Oxidizing Liquids
Oxidizing Solids
Pyrophoric Gases
Pyrophoric Liquids
Pyrophoric Solids
Self-Heating Substances and Mixtures
Self-Reactive Substances and Mixtures
Simple Asphyxiants
Substances and Mixtures Which, in Contact with Water, Emit Flammable Gases
Physical Hazards Not Otherwise Classified

Health Hazard Classes

Acute Toxicity
Aspiration Hazard
Biohazardous Infectious Materials
Carcinogenicity
Germ Cell Mutagenicity
Reproductive Toxicity
Respiratory or Skin Sensitization
Serious Eye Damage/Eye Irritation
Skin Corrosion/Irritation
Specific Target Organ Toxicity - Repeated Exposure
Specific Target Organ Toxicity - Single Exposure
Health Hazards Not Otherwise Classified

WHMIS 2015 is based on the 5th revised edition of the GHS.
See WHMIS.org for more information.

Our Inventory

Product Name	Location	Use	Safety Data Sheet Date

Appendix 2 - General Safe Work Procedures

- General Driving Safe Work Procedures
- Hand Tools
- Power Tools
- Ladders safe Work Procedures
- Fuel Pumping

- Preparing/Handing Food
- Safe Lifting

Safe Work Procedure – Driving – General

Procedures and Practices

- Conduct a start of shift vehicle inspection using ICBC recommended vehicle inspection form.
- Report to Direct supervisor, defects and conditions affecting the safe operation of the vehicle and do not use if vehicle is in unsafe condition.
- The driver must confirm that all vehicle occupants are wearing seatbelts and that they are properly adjusted and securely fastened.
- Use vehicle for intended use only (purpose and weight limitations).
- Secure all objects in the interior spaces of the vehicle which could create a hazard in the event of an incident.
- Drive with vehicle lights on at all times. Stay on your side of the road.
- Drive defensively at all times. Do not exceed posted speed limits. Do not tailgate.
- Drive to the existing road conditions. Lower speed as required. Be aware of:
    - Visibility reduced by dust, fog, rain and snow;
    - Slippery and variable road surface conditions due to loose gravel, snow, ice or mud;
- Never chase a runaway vehicle.
- No talking or texting using a cell phone or other electronic device while driving.

Parking

- Park clear of traffic.
- Ensure the parking brake is on and the transmission is in 1st gear or park.

Safe Work Procedure – Tools – Hand Tools

Purpose

To define the safe operating procedures in a manner that informs and instructs employees of PRAC Food Bank on the key health and safety hazards and controls to remember when using hand tools, including hammers, screw drivers, wrenches, and other hand tools.

Hazards

Hammers, wrenches, chisels, pliers, screwdrivers, and other hand tools are often underrated as sources of potential danger. The following hazards may occur when using hand tools:

- Critical injury
- Cuts
- Eye injury
- Puncture
- Musculoskeletal disorder

Personal Protective Equipment

- Safety footwear
- Eye protection
- Gloves
- Respiratory protection as required.

Safe Operating Procedure

- Applicable employees must be trained on how to choose the right tool for the job, how to properly use each tool, and how to identify when tools need repair.
- Complete a pre-use inspection. Inspect for cracking or wear along the body that may cause it to break. If any defects are noted, the equipment must be removed from service and the supervisor must be notified immediately to ensure equipment is repaired.
- Ensure the equipment is used properly as per manufacturer's directions.
- Complete a walkaround of the immediate work area prior to starting. Look for obstacles that may need to be removed.
- Be sure you are familiar with the tool.
- Ensure the tools are in good condition.
- No hand tools may be used for any purpose other than for that which they were intended.
- Look for wear at the points on the tools that come in contact with the materials being worked on.
- Ensure that accessories are sharp and properly installed.
- Never rush the work and do not let yourself be distracted while operating them.
- Avoid motions that bring the tools or objects being worked on towards the body.
- Do not use excess force, awkward posture or sustained force when using hand tools.
- Carefully store tools after use. Always return tools to storage areas, stray tools become trip and fall hazards.
- Employees operating any of the tools must not engage in any prank or horseplay of any kind.
- Use the right tool for the work.

Do not use a wrench as a hammer.

Do not use a screwdriver as a chisel.

- Pull on a wrench or pliers. Do not push unless you hold the tool with your palm open.
- Do not use broken or damaged tools, dull cutting tools, or screwdrivers with worn tips.
- Cut in a direction away from the body.
- Make sure your grip and footing are secure when using large tools.
- Carry tools securely in a tool belt or box. Never carry sharp or pointed tools such as a screwdriver in your pocket.
- Do not carry tools up ladders. Use a hoist or rope.

- Keep close track of tools while working at heights. A falling tool can seriously injure someone.
- Pass a tool to another person by the handle, never toss it to them.
- Use the right personal protective equipment (PPE) for the work.
- Select ergonomic tools for your work task when movements are repetitive and forceful.
- Always keep tools in top condition.
- Point sharp tools such as saws, chisels and knives laying on benches away from aisles and handles should not extend over the edge of the bench top.
- Replace cracked, splintered or broken handles on files, hammers, screwdrivers or sledges.

Safe Work Procedure – Tools – Power tools

- Visually inspect power tools prior to use – looking for damaged parts, loose fittings or frayed electrical cords.
- Ensure power tools used are CSA or UL approved and plugs are three prongs grounded or double insulated.
- Use tools only in the way they are designed.
- Read and follow manufacturer's instructions prior to using.
- Do not remove safety guards from tools or subject tool beyond its obvious capacity.
- Use only proper size bits, blades, disks or other attachments for the task at hand.
- Remember to let the tool do the work; if you must force the power tool reconsider another tool or approach.
- When changing out parts, always disconnect tool from power source.
- Do not carry, hoist or unplug the power tool by its cord .
- Ensure proper personal protective equipment is worn when working with power tools (i.e, eye protection and/or face shields) to protect against flying particles.
- When working with power tools, avoid wearing any loose clothing, articles and if required secure long hair to avoid getting caught.
- Ensure adequate lighting present in area when working with power tools.

Safe Work Procedure – Tools – Ladders

Portable Ladders

- Rungs and steps shall be corrugated, knurled, dimpled, coated with skid resistant material, or otherwise treated to minimize the possibility of slipping.
- The bottoms of the four rails of a stepladder are to be supplied with insulating, non-slip material for the safety of the user.
- If ladders tip over, inspect ladders for side-rail dents or bends, or excessively dented rungs; check all runt-to-side rail connections; check hardware connections; check rivets for shear.
- If ladders are exposed to oil or grease, equipment should be cleaned for oil, grease, or other slippery materials. This can be done easily with a solvent or steam cleaning.
- There are no specific guidelines for maintenance other than visual inspection and the beforementioned codes.

- All ladders will be inspected yearly. Any ladder that does not pass inspection is to be either removed from service or repaired.
- Metal ladders should never be used while working with electrical fixtures or devices. Wooden ladders should not be painted.

General Ladder Safety

- All ladders must be securely placed, held, tied, or otherwise made secure to prevent slipping or falling.
- Avoid placing the ladder at an angle which is too extreme. The distance between the bottom of the ladder and the supporting point must be approximately one fourth of the ladder length.
- A ladder shall be used when performing overhead work that cannot be safely performed from floor level. Do not stand on boxes, chairs, desks, bookcases, radiators, or makeshift supports.
- Ladders should not be placed in front of doors or directly around any corner without proper warning signs in each approaching walkway.
- Only one person can be on the ladder at one time. If two employees are required, a second ladder must be used. Never splice two ladders together to form a longer one. Never use ladders as scaffold platforms.
- The maximum height a person should climb on the ladder is the third step from the top. Make sure stepladder legs are fully spread while in use. When working on a step ladder over ten feet high (With the exception of a platform ladder), the ladder must be held by another person.
- When ascending or descending ladders, use both hands (free of other objects) and face the ladder. When dismounting from a ladder at an elevated position (as at a roof), make sure that the ladder side rails extend at least three feet above the dismount position, or that grab bars are present.
- Do not place hand tools on a ladder at any time. Carry all hand tools in an appropriate holster.

Safe Work Procedure - Pumping Fuel

When pumping fuel ensure that you are doing so safely. In order to do so in a safe manner you must:

- Turn off the vehicle.
- DO NOT smoke or use your cellular device while pumping fuel.
- When you've completed pumping ensure the nozzle has been replaced correctly in its holster.
- Ensure that any fuel spills are promptly and correctly cleaned.

Safe Work Procedure - Preparing/Handling Food

There are several different dangers that come with cooking in a commercial (or regular) style kitchen. Fire, burns, spills, and cuts can all happen when complacent.

- Follow all Food Safe procedures and protocols.
- Be mindful around hot stoves, ovens, etc.
- Be mindful when handling knives.
- If a spill occurs, be sure to clean the spill up completely and mop the area, leaving a ‘wet floor’ sign up to inform people that the area could be slippery.

- Be especially vigilant at seasonal outdoor events where food is being prepared and served from a Bar-B-Que.

- Ensure propane tanks are tightly secured and the appliance has no tipping dangers.

- Do not carry hot containers of food without proper protective gear.

Food Safe

Following Food Safe guidelines, at least one person on site must have a valid food safe certificate.

- **Safe Work Procedure - Lifting**

Poor lifting practice leads to many workplace injuries. Using good lifting practices can help reduce the risk of injury.

- Do not attempt to lift by bending forward. Bend your hips and knees to squat down to your load, keep it close to your body, and straighten your legs to lift.
- Never lift a heavy object above shoulder level.
- Avoid turning or twisting your body while lifting or holding a heavy object.