

CLOSING THE LOOP:

# Setting up a Health & Safety System in Your Small Business



We know that small business is the engine that keeps our country running and brings life to our communities. We also know that engines have a lot of moving parts – parts that need to be maintained in order to keep the engine operating efficiently. As a small or medium sized retailer, you have a lot on your plate to keep your part of the engine running smoothly.

At Workplace Safety & Prevention Services (WSPS), we understand that there are many demands on your time and resources: it's a lot of work to keep the doors open, the lights on, the shelves stocked, and customers happy. It's also a lot of work to wade through the maze of rules and regulations that govern your business, including workplace health & safety. We want to make it simpler.

We provide health and safety products, training and consulting to Ontario's agricultural, manufacturing and service sectors, and is a trusted advisor to businesses seeking to boost productivity and profitability by reaching zero work-related injuries, illnesses and fatalities.

This guide is designed to assist you in developing a health and safety system that meets your business needs and reflects the care and support you are committed to providing to employees.

We're proud to partner with the Retail Council of Canada in bringing you this guide. Our hope is that it will make your job as a busy retailer just a little bit easier and your workplaces safer and even more productive.

Wishing you continued success.



**Elizabeth S. H. Mills**  
President & CEO  
Workplace Safety & Prevention Services

As the largest industry in Canada, retail provides many New and Young workers with their entry into the Canadian workforce. As such, it is the goal of everyone involved in retail to make this introduction a positive learning experience while providing the necessary training and education to ensure the safest working environment possible for all of their employees.

It was not too long ago when workplace injuries and lost time were seen as a cost of doing business. Today, however, Health and Safety is recognized as playing a far more significant role in the workplace as a driver of productivity and increased employee engagement. Yet, there remains much that can be done in order to ensure an even safer environment for retail employees.

For many retailers, Health and Safety is often an important aspect of their operation that is misunderstood. Retail Council of Canada (RCC), in partnership with Workplace Safety & Prevention Services (WSPS), are pleased to present this practical guide to assist you in your efforts to ensure a safe and healthy work environment. This guide will also help retailers better understand their obligations while providing useful tools to enhance their safety programs. It's our hope that the following pages of this Self Assessment Guide will serve as a refresher or a starting point to the road to zero injuries in your workplace.

If you are a member of RCC, I thank you for your continued support. If you are not, the association has a number of other Health and Safety resources that you can leverage to assist you in enhancing your Health and Safety initiatives and aid in the continued growth of your business. Please feel free to visit our website at [www.retailcouncil.org](http://www.retailcouncil.org) to find out more or contact Matt Hall, Senior Manager, Member Programs at [mhall@retailcouncil.org](mailto:mhall@retailcouncil.org) or 1 (888) 373-8245 ext. 319.

Sincerely,



**Bill Yetman**  
Chief Operating Officer  
Retail Council of Canada

# Congratulations!

You have just taken an important step on the road to zero injuries. You already know what it takes to make your business a success. You work hard to make sure your business runs smoothly: you have systems in place to track your inventory and customer data; you have systems to manage things like accounting and payroll — and by the time you work your way through this guide, you'll have what you need to make health & safety an everyday part of your business, too.

## About this Guide

Navigating your way through the rules and regulations that govern workplace health & safety can be challenging. Sometimes it may even seem that the law really wasn't made to reflect the reality of small and medium sized retailers. The truth is health & safety is not rocket science.

In fact, much of it, like so many things in life, is common sense. The purpose of this guide is to help you make sure that health and safety is not something that is left to

chance — think of it as a map that will help you set your course and navigate your way to a safer, healthier workplace. The Self-Assessment tool is a place to start. By writing down your policies and your expectations — and reviewing them with your employees, everyone really is working from the same page. By making sure that your employees understand these policies and expectations the same way you do, you plant the seeds for a safe and healthy workplace — and that makes a lot of sense.

# The Guide Contains 6 Steps

**Step 1 — The Self-Assessment.** As you complete the questions, you will have a better picture of where you're on track and where you might have some work to do.

**Step 2 — Setting the Stage.** Your health & safety policy statement is the foundation for your health & safety system; it sets the stage.

**Step 3 — The Right Stuff.** This is the protective equipment and systems that will keep your workplace safe.

**Step 4 — Health & Safety in Action.** These are the policies and practices that become part of your daily routine.

**Step 5 — The Internal Responsibility System in Action.** This is about bringing your health & safety system to life.

**Step 6 — Closing the Loop.** This final step brings all of the pieces together — your intent, the right tools and the policies, practices and people that will keep your workplace healthy, safe and successful.





## Some of it, You Have to Do

It's true. Some of what you'll be working through in this guide comes straight out of the legislation. That doesn't mean you need to use legal language to meet the intent of the law. Use the language of your workplace, in words that are meaningful to you and your employees. Bigger words don't make better policies.

## About Workplace Health & Safety Legislation

Laws are designed to establish the minimum standards for working safely. By conforming to these standards, you are complying with the law. The thing with the law is that it can't anticipate everything that can or might happen in your workplace — that's your job. They call that due diligence. It's up to you to know the hazards that are particular to your workplace or way of working, identify ways of controlling those hazards and share this information with employees.

## A Few Words About the Internal Responsibility System

Embedded in the legislation is the concept of the Internal Responsibility System. At its core, it means that we're all responsible for health and safety in our workplaces; it means that we're all looking out for one another. It means that our goal, whether we say it out loud or not, is to go home safe... every time.

Having a health & safety representative (or joint health and safety committee) in your workplace is one way that the internal responsibility system is formalized in your workplace. It's also there in less formal (but no less important) ways — every time you say "be careful" or "let me help you with that" or "we have a new piece of equipment, let me show you how to use it" — that's the internal responsibility system in action.

## Business Impacts of Health & Safety

We already know that a safe and healthy workplace makes sense, but did you also consider that it also makes “cents”? Think about it like this. If you and your employees already understand how to do the work safely, then you don’t have to spend time thinking about it — that’s time you can be using to serve your customers better. Time that you don’t have to spend investigating incidents or working short-handed because an employee is recovering from injury is time that can be invested in growing your business. And the more you involve your employees in workplace health and safety, the more they will come to understand how important their health and safety is to you — and when employees believe that their employer cares about them, they are happier and more productive. Let’s face it — happier and more productive employees are an important part of a successful business.

## Sticks and Carrots

In every jurisdiction, there are significant penalties for not meeting the requirements of the law — at an organizational level and at the individual level, too. In many jurisdictions, you will also find that there are incentives for good health & safety performance. Sometimes these incentives are in the form

of rebates; other times, it’s public recognition of your status as a good performer.

Contact the workers’ compensation agency in your jurisdiction for more information on incentive programs in your area.

## A Living Workplace System

Your health and safety system is not just a binder on a shelf, a file on your computer or a bulletin board hanging on the wall. Your health and safety system is the way you and your employees perform your work each and every day. Every time you take a moment to talk about safety, whether it’s a monthly safety talk, reviewing a new procedure, responding to a hazard report or just giving someone a pat on the back for doing it right, you’re feeding the system. And with life in the system, health and safety isn’t something that’s left to chance.

## Where Do I Learn More?

As you move through this guide, you’ll begin to put the elements of your health and safety system together. Resources on specific hazards for your sector will be available online. In every province/territory there are organizations that are available to support you in your efforts to create and maintain a safe and healthy workplace. Check the Resources section at the end of this guide.



Step 1:

# Start Here!



## **INSTRUCTIONS FOR USING THE SELF-ASSESSMENT**

When you're completing the self-assessment, it's important that you're completely honest. It's for your eyes only. These questions are intended to highlight the areas that you need to work on. Some of them will be quick fixes — like posting a document you already have; others will require more time and effort. Determine your priorities and get people involved. The legal requirements don't say anything about having to do all of this yourself. Put your internal responsibility system to work.

## Self-Assessment Checklist

Question	Do we have this written down? (Y/N)	Do we do what's written down? (Y/N)	Did we even know we had to do this? (Y/N)	When will this be written down?	When will we start doing what's written down?
<b>SETTING THE STAGE</b>					
<b>1.</b> Do we have a written Occupational Health & Safety Policy statement which is signed, dated and posted in a conspicuous location(s) in the workplace?					
<b>2.</b> Do we have at least one current copy of the occupational health & safety legislation, the regulations that cover this workplace and explanatory materials (from the Ministry of Labour) posted in a conspicuous location(s) in the workplace? (Do I know which regulations cover this workplace?)					
<b>3.</b> Do all employees know their responsibilities when it comes to reporting injuries? (In Ontario, do you have a copy of the WSIB "In Case of Injury" poster hanging in a visible location?)					
<b>4.</b> Do we have valid first aid certificates posted in the workplace where every worker can see them?					
<b>5.</b> Do we have an Emergency Phone Numbers list posted in strategic locations throughout the workplace for reference, in case of an emergency?					

### Notes

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## Self-Assessment Checklist (continued)

Question	Do we have this written down? (Y/N)	Do we do what's written down? (Y/N)	Did we even know we had to do this? (Y/N)	When will this be written down?	When will we start doing what's written down?
<b>THE RIGHT STUFF</b>					
6. Do we have at least one first aid station containing at least the minimum supplies set out in the first aid regulation in the workplace?					
7. Do we have a Fire Protection Equipment program that includes frequent inspection and replacement of substandard equipment?					
8. Do we have appropriate lockout equipment maintained in the workplace?					
9. Do we have an effective Personal Protective Equipment (PPE) program? Does it include hazard identification, provision of appropriate PPE, training and regular inspections?					

## Notes

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<b>HEALTH &amp; SAFETY IN ACTION</b>					
<b>10.</b> Do we have an incident investigation process? Do we know what to do in the event of a critical injury or fatality? Do we involve an employee representative in the investigation?					
<b>11.</b> Do we inform all employees of the hazards they will be working with and of all of their duties and responsibilities under the Occupational Health & Safety Act? Can we prove it?					
<b>12.</b> Do we have proper written procedures prepared for all tasks that involve hazards to workers? Do we train all workers who perform these tasks?					
<b>13.</b> Do we have a an inventory of all hazardous materials, a current Material Safety Data Sheet for these materials and appropriate training for employees who work with, or close to, these materials as outlined in the Workplace Hazardous Materials Information System (WHMIS)?					

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## Self-Assessment Checklist (continued)

Question	Do we have this written down? (Y/N)	Do we do what's written down? (Y/N)	Did we even know we had to do this? (Y/N)	When will this be written down?	When will we start doing what's written down?
<b>HEALTH &amp; SAFETY IN ACTION</b>					
<b>14.</b> Do we make sure that all contractors/ subcontractors on site have their own WSIB/WCB coverage or private insurance coverage? Do we always make them aware of the hazards that they will be working with or nearby?					
<b>15.</b> Do we have a written Emergency Plan that meets the required standards? Is everyone trained to the plan? Do we practice the plan regularly?					
<b>16.</b> Do we use or store any hazardous chemicals? Do we keep track? What about physical hazards like noise or extremes in temperature?					
<b>17.</b> Do we have written standard operating procedures for regularly performed tasks? Do employees receive training?					
<b>18.</b> Do we ensure that every reasonable precaution is taken to protect workers who are required to work alone on a regular or occasional basis? Do we exercise due diligence?					

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Question	Do we have this written down? (Y/N)	Do we do what's written down? (Y/N)	Did we even know we had to do this? (Y/N)	When will this be written down?	When will we start doing what's written down?
<b>HEALTH &amp; SAFETY IN ACTION</b>					
<b>19.</b> Do we have a system in place to allow an employee to refuse work if they feel their life, or the life of another employee, is in immediate danger if they continue that work?					
<b>20.</b> Do we take all reasonable precautions to prevent acts of violence and aggression against employees? Do employees know how to respond to protect themselves from potentially violent or aggressive acts?					
<b>21.</b> Do we take all reasonable precautions to prevent workplace harassment?					
<b>22.</b> Do we design work processes and match equipment and tasks to the capabilities of the employee? Do we eliminate or control work-related health & safety hazards wherever possible?					
<b>23.</b> Do we always review any machinery, equipment or process in a complex/hazardous situation to ensure the safe operation before work begins?					
<b>24.</b> Do we identify, eliminate or control all workplace and job/task hazards not mentioned elsewhere in this evaluation?					

## Self-Assessment Checklist (continued)

Question	Do we have this written down? (Y/N)	Do we do what's written down? (Y/N)	Did we even know we had to do this? (Y/N)	When will this be written down?	When will we start doing what's written down?
<b>HEALTH &amp; SAFETY IN ACTION</b>					
<b>25.</b> Do we meet the standard required by legislation for either a Health & Safety Representative or Joint Health & Safety Committee? Are the names and their respective work locations posted where everyone can see them? (If you're not sure not sure of the requirements in your jurisdiction, check the QUICK REFERENCE at the end of this guide.)					
<b>26.</b> Do we make sure that the Joint Health & Safety Committee members have the time they need to carry out their duties, including establishing an agenda before their meetings, keeping accurate minutes of their meetings and holding their meetings at least every three months?					
<b>27.</b> Do we have a way to allow for the Health & Safety Representative or Joint Health & Safety Committee members to make recommendations to the employer on workplace health & safety issues?					

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Question	Do we have this written down? (Y/N)	Do we do what's written down? (Y/N)	Did we even know we had to do this? (Y/N)	When will this be written down?	When will we start doing what's written down?
<b>HEALTH &amp; SAFETY IN ACTION</b>					
<b>28.</b> Do Health & Safety Representatives/Joint Health & Safety Committee members receive documented general training in planned workplace inspections, investigation techniques and health & safety law?					
<b>29.</b> Do we make sure that Health & Safety Representatives or Joint Health & Safety Committee members receive the required training? (E.g. In Ontario, selected Joint Health & Safety Committee members are required to participate in Certification training; in Saskatchewan, co-chairs must be trained in their duties; in Nova Scotia, the employer is responsible for training the committee —check the QUICK REFERENCE at the end of this guide.)					
<b>30.</b> Does the Joint Health & Safety Committee conduct regular, monthly workplace inspections and communicate their documented findings to management?					

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Step 2:

# Setting the Stage



## **POST THIS: YOUR HEALTH & SAFETY POLICY STATEMENT**

You've completed your self-assessment and you have highlighted your gaps. Whether you have a lot of gaps, or just a few, it's important to start with first things first: your health & safety policy statement. This statement is more than just legal words on a piece of paper — think of it as a promise — to you and your employees, that you are committed to doing everything possible to ensure that each of you goes home from work safe each day.



Your health & safety policy statement is a legal requirement. It is also the foundation for the health & safety system in the workplace.

### Key Elements:

- Your vision of health and safety in the workplace
- Your commitment to comply with, or exceed the requirements of the regulations
- Your commitment to health and safety training and education
- Your vision of how everyone is involved.
- Clearly described duties, responsibilities and accountabilities

**There are no magic words — it should be written in a way that people are able to “hear” your voice when they read it. The most important part of a health & safety policy statement is the life you bring to it:**

- Review it at least once a year, more frequently if there are changes in your workplace
- Involve your employees — supervisors, workers, health & safety representatives
- Make sure you include the health & safety policy statement as part of your new employee orientation
- Post it where employees will see it

## Bring Your Health & Safety Policy Statement to Life

Use this worksheet to create the outline for your health & safety policy statement. Answer the questions and watch your statement come to life.

### What is my health & safety promise?

(E.g. As the owner/manager of XYZ Company, I am committed to maintaining a healthy and safe working environment for my employees, contractors, visitors and customers... I want everyone who works here to be able to go home safely at the end of each work day...)

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### How will we do this?

- We will comply with all applicable laws and regulations.
- Everyone has responsibility for health & safety:

Managers and Supervisors:

(Hint: include things like providing proper personal protective equipment and training)

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All Employees:

(Hint: include things like reporting hazards and looking out for one another)

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You may also want to include a paragraph on how you will maintain a workplace free from violence and harassment.

## Sign it. Date it. Hang it up where employees will see it.

Review your policy statement annually, or more frequently if something significant changes in your workplace.

## Post this, too

- ☐ Copy of the Occupational Health & Safety Act/Workplace Health & Safety Act
- ☐ Explanatory material (in Ontario this is prepared by and available from the Ministry of Labour)
- ☐ “In Case of Injury” poster (in Ontario this is prepared by and available from the Workplace Safety & Insurance Board)
- ☐ Valid First Aid Certificates
- ☐ Names and Locations of First Aiders
- ☐ Names and Locations of Health & Safety Representatives, or Joint Health & Safety Committee Members
- ☐ Emergency Phone Numbers (be sure to include dialling instructions if numbers are pre-programmed):
  - ☐ Fire, Police, Ambulance Services
  - ☐ Poison Control
  - ☐ After Hours Company Contract
  - ☐ City works/Public Utilities
  - ☐ Hydro
  - ☐ Gas
  - ☐ Ministry of Energy and Environment (Hazardous Spills)
  - ☐ Ministry of Labour (in the event of workplace injury or work refusal)

Step 3:

# The Right Stuff



Sometimes the legal requirements for workplace health & safety can appear a little overwhelming. Some of it is simply about having the right stuff on hand — the stuff that will keep your workplace and your employees safe.

## First Aid

In every jurisdiction there are requirements for making sure that everyone has access to first aid when they need it. Check the regulations in your area for specific requirements — use the link in the Resources section. These are the basic requirements to keep in mind:

- ☐ How many first aid kits do we need in our workplace?
- ☐ What supplies do we need to have in our first aid kit?
- ☐ Where are they located? Can employees access the first aid kit quickly if they need to?
- ☐ Who are the designated First Aiders? (Hint: The more people you train, the easier it becomes to ensure that you have a designated First Aider for each shift you operate.)
- ☐ How often are we checking our first aid kit? (Hint: Make it part of your monthly workplace inspection. You should also be checking (and refreshing) after each use.)

You need to keep records of all first aid that is administered. To make it easier, create a first aid log that stays with the first aid kit. It might seem like overkill to record every time someone uses a bandage, but here's the thing — even those minor injuries tell a story. If you find that people are using bandages daily because they pinched their fingers on the same piece of equipment, then you have just identified a hazard in your workplace. Use that information to make your workplace safer.

## Fire Protection Equipment

Having a fire protection system also means maintaining that system so that it's in good working order in the event that you need it. Make sure that you're familiar with the type of equipment that you have in your workplace — make it part of your monthly workplace inspection.

- ☐ Emergency Lighting
- ☐ Exit Signs
- ☐ Emergency Exits: make sure they're clear at all times
- ☐ Fire Extinguishers: what type, where are they located, who knows how to use them
- ☐ Fire Alarms: how frequently are they tested, by whom?
- ☐ Pull Stations
- ☐ Sprinkler Systems
- ☐ Voice Communication Systems

## Personal Protective Equipment

It's the employer's responsibility to identify and understand the hazards in the workplace. In a perfect world, you would be able to eliminate all hazards. It's not a perfect world. That being the case, you're responsible for providing appropriate personal equipment to your employees and making sure they know how to use it.

When you're selecting personal protective equipment, keep this in mind:

- It must protect the employee from the degree of the hazard
- It must meet all of the legislated safety standards
- It must fit properly and suit the work: equipment that isn't worn because it's uncomfortable or doesn't allow you to perform the work properly offers no protection. Remember: one size does not necessarily fit all

It's important that personal protective equipment is periodically inspected and maintained, particularly if it's not being used all the time. It's also important to make sure that people are using it, and using it in the way it was intended. Check in with employees — see what they like, or don't like, about the equipment. Involve them in the process.

**Keep records** — who has what equipment, the training they received, inspections and maintenance.

Step 4:

# Health & Safety in Action



You've set the stage and you have the right stuff in place. Now you need the policies and practices that match the hazards and needs of your workplace. Remember, policies and practices are not meant to sit on a shelf. They're the things you should be talking about every day. Don't treat them as if they're an additional burden — they're just a part of the way you do things.

## Rights, Duties and Responsibilities

Health & Safety law guarantees three basic rights: the right to know, the right to participate and the right to refuse unsafe work. Each of these rights will be explored in greater detail — the right to know as it is entrenched in the Workplace Hazardous Materials Information System (WHMIS); the right to participate as it is understood in the context of Joint Health & Safety Committees/Health & Safety Representatives; and the process for refusing unsafe work. For now, it's important to understand that with each of these rights, comes responsibility.

Everyone has responsibility when it comes to maintaining a safe and healthy workplace:

### The Employer

(Maybe you're known as the owner, general manager or the boss):

- Comply with the law
- Provide information, instruction and supervision to workers in order to keep them safe and protect them from hazards in your workplace
- Make sure that equipment, materials and protective equipment are kept in good condition
- Take all reasonable precautions for the protection of the worker (this is called “due diligence”)

### Supervisors

- Need to know the rules (laws) covering the workplace and follow them
- Need to know the hazards specific to the workplace and inform workers about them
- Make sure workers know the procedures for working safely and that they follow them
- Investigate and resolve work refusals
- Investigate incidents that result in injury

### Workers

- Report hazards and incidents/injuries
- Follow safe working procedures
- Use the safety equipment provided (the way it was meant to be used)
- Don't endanger co-workers

All of these responsibilities represent the “action” part of “Health & Safety in Action”.

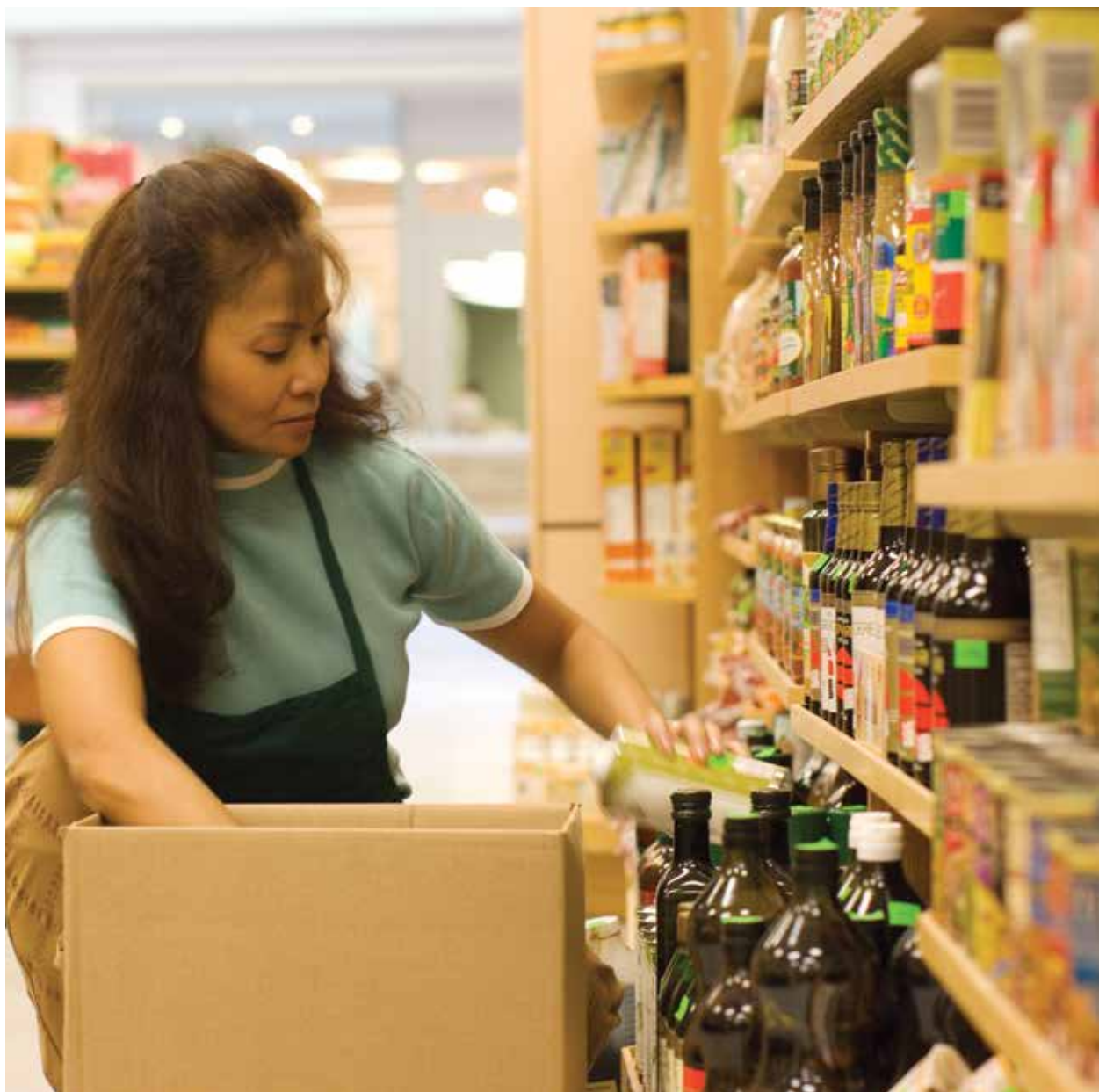
## Hazard Identification and Reporting

No action is more important than identifying a hazard.

What is a hazard? A hazard is something that can **potentially cause harm to a worker** (or a customer or visitor) **or damage to property**. Some hazards are obvious: a puddle on the floor, a broken ladder, a burnt out light bulb in a storage area; some are less obvious: stiffness or soreness that you feel after performing a particular task (like moving boxes or unloading stock), suspicious activity you observe when you're working alone, a chemical odour in the air.

- Make it part of the daily routine: take five minutes at the beginning or end of each shift to talk about hazards — ones that you have observed, ones that employees have observed, maybe just talk about hazards, in general.
- Talk about solutions — the process doesn't end once the hazard is reported — that's just the beginning!
- Make it easy for people to report hazards: Do you want them to call you? Send an email message? Record it in a central location? All of the above? You want to keep track of the hazards being reported because that will help you to identify trends, it's also part of your "due diligence". Keep track of your solutions as well.
- Empower employees to take corrective action. Report the puddle on the floor — and then make sure it gets cleaned up.





## Workplace Inspections

Workplace inspections are one way that hazards are brought to light. In Ontario, the law requires that your workplace be inspected at least monthly and that this inspection be performed by your worker health & safety representative (or a worker member of the Joint Health & Safety Committee — see “The Internal Responsibility System in Action” for your specific requirements.) You are required to provide the employee conducting the inspection with the time to do so (and to pay them for

that time.) The inspection report and any recommendations must be shared.

A workplace inspection isn’t just a checklist. It’s also an opportunity to observe employees performing the work and to ask them questions. It gives you a chance to identify potential hazards — and solutions.

It’s a good practice to conduct the inspection in pairs, if possible — a second set of eyes is always helpful.

## Incident Investigations

Sometimes an incident is a “close call” — if circumstances had been slightly different, someone could have been seriously injured. It is important to investigate these “close calls” to prevent something more serious from happening in the future.

Sometimes an incident does result in an injury. In this case, the first thing to do is to make sure that the injured person receives prompt medical attention. Every jurisdiction will have a process for reporting injuries to the workers’ compensation authority. Make sure to familiarize yourself with these procedures.

If an injury is serious enough to be deemed “critical”, then it must also be reported to the Ministry of Labour and a formal investigation must be undertaken. The results of the investigation must be submitted to the Ministry of Labour within 48 hours.

### **In Ontario, an injury is considered critical under these circumstances:**

- Fatal or life threatening
- Causes unconsciousness
- Significant blood loss
- Loss of limb
- Major fracture of a limb
- Burns to a major part of the body
- Loss of sight in one or both eyes

One of your responsibilities when a critical injury or fatality occurs at the workplace is to “secure the scene”. This means that it is important to leave the scene undisturbed until the Ministry of Labour or police take charge of the scene.

A worker health & safety representative or worker member of the Joint Health & Safety Committee must be involved in the investigation of a critical injury.

It’s important that everyone knows what to do in the event of an incident — whether it results in an injury or not.

## Common Hazards

There are a number of hazards that are common in the retail sector. Keep them on your radar. These hazards include:

### Musculoskeletal Disorders

Musculoskeletal Disorders (MSDs) come in many different forms: sprains and strains, neck and back injuries, disorders like carpal tunnel syndrome and tendinitis, to name a few. The point is, these injuries, particularly in the retail sector, can have devastating consequences: pain and suffering for the individual; pain in the pocketbook for your business and the compensation system.

Many of these injuries are related to overexertion; and much overexertion in the workplace can be related to material handling, lifting, in particular.

You can prevent or significantly reduce injuries related to lifting by:

- Using mechanical devices such as carts, dollies, forklifts
- Lifting smaller loads
- Using proper lifting techniques like keeping the object close to your body and using your knees instead of your back
- Avoiding awkward postures like bending, twisting or reaching
- Getting help
- Varying your activities so you're not using the same muscles for an extended period of time

### Slips, Trips, and Falls

In the retail sector, slips and trips can be caused by slippery floor surfaces or untidy and cluttered work areas. Prevent these injuries by:

- Wearing appropriate non-slip footwear
- Maintaining good housekeeping: keep walkways and aisles clear, clean up spills immediately
- Keeping your line of sight clear when carrying large items

Falls from ladders are not uncommon in the retail sector. If you're working with ladders, follow these precautions:

- Make sure you have the right ladder for the task at hand
- Make sure there are no broken, cracked or missing parts
- Place the ladder on a firm, level surface; don't lean against flexible or movable objects
- Keep the area free of obstructions
- Position your centre of gravity between the siderails
- Don't stand on the top two rungs of the ladder
- Maintain a base of one foot out for every four feet of height

### Contact with Machinery

Compactors pose a significant hazard to workers in the retail sector. Inadvertent contact with this piece of equipment can result in serious crushing injuries. Make sure that you establish a safe work procedure for any tasks involving contact with compactors. Then make sure that everyone follows the procedure — every time.

### Cuts and Bruises

Injuries caused by knives and power tools are not uncommon in the retail sector. Ensure that employees follow these safe work practices:

Knives:

- Use the right knife for the job; keep it sharp
- Always cut away from yourself
- Use a flat surface or a cutting board
- Use knives only for their intended purpose — cutting
- Don't clean a knife along the sharp edge

Power Tools:

- Beware of moving parts
- Use the right tool; know how to use it
- Use it only as it was intended

### Exposure to Chemical Hazards

As part of your workplace hazard identification program, you must consider whether employees are exposed to chemical hazards and the steps that must be taken to control that exposure. For example, if employees are using industrial cleaners in the workplace, are they wearing the proper personal protective equipment, are they ensuring that the area is well-ventilated, are they being handled and stored properly?



## Common Hazards (continued)

### Workplace Hazardous Materials Information System (WHMIS)

The Right to Know is the premise on which WHMIS is based. It is a system that is used throughout North America to ensure consistent labelling and categorizing of hazardous materials. Employees must receive WHMIS training, which allows them to recognize hazards identified on warning labels and Material Safety Data Sheets; to safely handle, store and dispose of these materials; and to apply appropriate first aid should they come into contact with these materials.

As the employer, you need to ensure that you:

- Maintain an inventory of all hazardous substances used in the workplace
- Maintain up-to-date Material Safety Data Sheets (you can get these from suppliers and manufacturers) and make them accessible to employees
- Ensure hazardous substances are properly labelled
- Provide appropriate personal protective equipment related to the use of these substances
- Provide workplace and job-specific WHMIS training

### Working Alone

Working alone, day or night, poses its own particular set of risks. To minimize these risks, it's important to:

- Have someone maintain regular contact with the employee
- Keep emergency phone numbers accessible and up-to-date
- Keep back doors closed
- Avoid having to enter alleys or other secluded places to empty garbage at night
- Acknowledge every person who enters the store
- Keep windows clear of posters and other visual obstructions
- Train employees how to respond to an emergency when they are working alone



## Workplace Violence and Harassment

Workplace violence and harassment represents a particular hazard to the retail sector. Small and medium sized retailers can be vulnerable targets. In Ontario, employers are required to have a workplace violence policy and program, as well as a workplace harassment policy and program. It is acceptable to roll your workplace violence and harassment policies into your overall occupational health & safety policy statement, and must include:

- Your commitment to protecting employees from workplace violence and harassment
- Address violence and harassment from all possible sources (customers, clients, employers, supervisors, employees, strangers and domestic/intimate partners)
- Outline the roles and responsibilities of the workplace parties in supporting the policy and program
- Be dated and signed by the highest level of management at the workplace

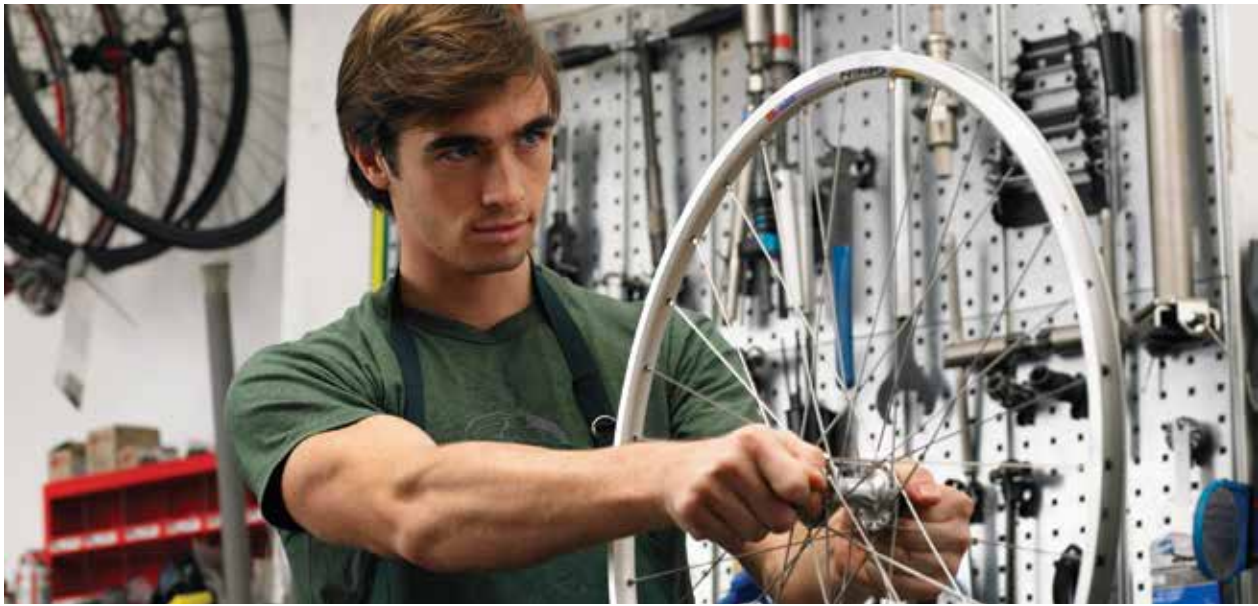
You must undertake a risk assessment that considers:

- The potential for violence and harassment based on the nature of the workplace, the type of work or the work conditions
- The circumstances of the workplace and of similar workplaces
- The measures and procedures that will control the risks that have been identified

There are a number of circumstances that may increase the risk of violence or harassment in your workplace:

- Handling cash
- Protecting or securing valuables
- Transporting people and goods
- A mobile workplace (such as a vehicle)
- Public or community contact
- Working with unstable or volatile people
- Working alone or with just a few people
- Working late nights or very early mornings

Involve your employees in creating a program that reflects the unique needs of your workplace.



## Work Refusals

You wouldn't want to do work that you felt was unsafe. You wouldn't expect your employees to do work that they felt was unsafe. The law makes provisions for workers to refuse work they believe is unsafe.

It's important to understand that most work refusals never actually become work refusals, at least not in the formal sense. Anytime an employee reports a hazard and you correct it, that's a work refusal that didn't happen.

But there are situations when it may become necessary to invoke the right to refuse. Perhaps your hazard reporting system is in its early stages or it's an urgent matter; perhaps it's a case of differing opinions, between employees or between an employee and a supervisor. The work refusal process is there to protect everyone and everyone should understand how the process works:

An employee can initiate the work refusal process when they have reason to believe that something that they are doing, or are about to do, is unsafe. There are no magic

words, however, they do have to report their refusal to work to a supervisor.

Once a supervisor has received the complaint, they must investigate, in the presence of the employee and the employee's health & safety representative. If the supervisor and the health & safety representative agree that an unsafe condition exists, then the employee can be assigned to another task until corrective action is taken.

If the supervisor does not agree and the employee continues to refuse, based on reasonable grounds, the Ministry of Labour is contacted to investigate. While they wait for the Ministry of Labour inspector to arrive, the supervisor can assign the task to another employee provided that they explain the previous employee's reason for refusing, in the presence of the employee's health & safety representative.

Once the Ministry of Labour investigates, they will render their decision and leave an order for corrective action, if necessary. The law says that an employee may not be disciplined for initiating a work refusal in good faith.

## Emergency Plan

An emergency fire plan is a legal requirement — you'll need to consult the Fire Code for your jurisdiction for specific requirements. Consider contacting your local fire department for support in developing an emergency fire plan for your location.

You'll also want to consider other types of emergencies:

- Natural disasters
- Gas leaks
- Acts of violence
- Power failures
- Pandemic planning

An effective emergency plan will include:

- Up-to-date contact numbers (make sure you also have up-to-date emergency contact information for each employee on file)
- Fire wardens/chain of command
- Evacuation procedures (you may want to make a reciprocal arrangement with a nearby business where you and your employees can gather in the event of a fire or other emergency)
- Business continuity plans
- Training
- Practices and review (you'll want to schedule periodic evacuation drills to make sure employees will know how to react in the event of an emergency)

## Orientation: New Employees

New employees are an investment you make in the success of your business. Take the time to help them understand how important a safe and healthy workplace is to you, and their role:

- Understanding their rights, duties and responsibilities according to the law
- Understanding the hazards in your workplace and the work that they will be performing
- Training in safe work practices and procedures, use of personal protective equipment
- Reviewing the emergency plan and procedures
- Understanding your expectations for conduct in workplace

Document your orientation process. Stay in touch with your new workers. Observe how they apply safe work practices. Encourage them to ask questions.





### Orientation: Young Workers

Young workers are eager to please. They bring energy and enthusiasm into your workplace. In some cases, you may be their very first employer. The way you bring them on board, the information that you give them matters a lot: this experience will shape their understanding of what it means to work in a healthy and safe workplace and how they contribute to that — not just at your workplace, but the places they will work in the future. The first few months are critical. There are far too many young workers who are injured in the first days or weeks on the job. Show them the ropes:

- Don't take for granted that they will always know the right questions to ask — help them out
- Have them shadow someone who sets a positive example
- Praise them when you observe them following safe work procedures; correct them when they're not

### Orientation: Contractors, Visitors and Suppliers

Contractors, visitors and suppliers to your location should be held to the same standard as your employees. If personal protective equipment is required for a particular task, then they should be wearing it, too. If they are performing maintenance or repair work that poses a potential risk, then they should tell you how they're going to control that risk. Make it a point to ask contractors, visitors and suppliers to "sign in" — that way, in the event of an emergency, you'll be able to include them in your evacuation procedure. And make sure that your employees are able to deliver the same message.

Step 5:

# The Internal Responsibility System in Action



The Right to Participate. A lot of legislation doesn't seem to consider the unique needs of small workplaces; but you could say that the right to participate is, well, a "right" they got "right". You don't have to do all of this alone; in fact, the law has been set up in such a way that you can't. Be clear — the role of the Health & Safety Representative or Joint Health & Safety Committee is not to "do" health and safety for your workplace. Their role is to support and make recommendations for the maintenance of a safe and healthy workplace. It's a partnership, it's a dialogue; it means that every day, everyone is working toward the same goal.



## Representation, Selection and Membership

The following represents some of the minimum requirements for health & safety representation in the workplace:

For example, in New Brunswick, Nova Scotia, PEI, and Ontario: If you regularly employ 5–19 employees, then you are required to have one health & safety representative, representing employees and selected by employees.

Or in British Columbia, Manitoba, New Brunswick, Nova Scotia, Ontario, PEI: If you regularly employ 20 or more employees, then you are required to have a Joint Health & Safety Committee with 1 member representing the employer and 1 member representing employees. The employer can select their own representative, while the employees are responsible for selecting their member.

Be sure to check the requirements for your jurisdiction in the QUICK REFERENCE at the end of this guide.

## Duties

Health & Safety Representatives (and Joint Health & Safety Committee members) have assigned duties, according to the law:

- Identify workplace hazards
- Obtain information about hazards
- Obtain information concerning the taking of tests related to health and safety
- Conduct workplaces inspections, at least monthly
- Be present for, and assist with the investigation of work refusals
- Investigate serious or critical injuries

Joint Health & Safety Committees are required to meet at least every three months and provide agendas and minutes of their meetings.

## Recommendations

In a small business, most employees probably don't make a lot of formal, written recommendations. That doesn't mean however, that recommendations made informally are less important, particularly to the individual making them. Make sure that you follow up, gather feedback, and communicate priorities. Maybe you don't need a formal process in your setting, but talk about the best way to make suggestions and share ideas so that they aren't lost: sending an email, writing it down in a shared journal — whatever makes the most sense for your business.

Health & safety laws are written to protect those who are vulnerable — formal recommendations may be necessary in a very large business, where the health & safety system isn't well understood or well developed, or where the nature of the employer-employee relationship is more adversarial. When Health & Safety Representatives or Joint Health & Safety

Committee members make written recommendations to the employer, then the employer is required to respond, in writing, within twenty-one days. Your response must include a timetable for implementing the recommendations with which you agree, or the reasons why you don't agree at this time.

## Training for Health & Safety Representatives/Committee Members

The law states that you must have a Joint Health and Safety Committee if your company has 20 or more employees. The committee must have **at least** one worker representative and one management representative. The law also states that **at least** one worker representative and one management representative receive specialized training to carry out their functions. This training is called Certification. Please visit our web site for more information. [www.wsps.ca/training](http://www.wsps.ca/training)



Step 6:

# Closing the Loop



Pull these pieces together. Use the questions as a guide. You can create your own documents or use the resources posted online. Remember: there are no magic words and it doesn't need to be complicated. Adapt an existing checklist or combine elements where it makes sense. Get your employees involved. Create a binder or a computer file, review the contents with all employees and then put it in a place where everyone can find it.

Struggling to find something to talk about at your next meeting — pull it out and review one of the topics. Something has changed in your workplace? Pull it out and update it. Your business is successful because of the care and attention you bring to it; your health & safety system will be successful for the same reason. Bring it to life.

Our Health & Safety Policy Statement

Locations of Posted Documents

Names and Locations of Designated First Aiders

Names and Locations of Health & Safety Representatives (or Joint Health & Safety Committee Members)

Emergency Telephone Numbers

First Aid Log

Fire Protection Inspection Checklist:  
*Combine with your monthly inspection.*

Hazard Reporting: *How do we report hazards in our workplace?*

Personal Protective Equipment: *What Personal Protective Equipment do we need/use in this location? Who has been trained on its use? How frequently do we inspect our equipment?*

Workplace Inspection Checklist: *What do we look for?*

Incident Investigation Report: *Where do we record incidents? What about injuries? Where do we keep the forms?*

Common Hazards/Hazards in Our Workplace: *Make a list of the hazards in your workplace — and how you deal with them.*

Working Alone: *What is our procedure for working alone?*

Workplace Violence and Harassment Policy: *You can combine these policies with your Health & Safety Policy statement.*

Work Refusals: *Make sure everyone knows that they have a right to refuse unsafe work — and a responsibility, too.*

Emergency Plan: *How do we evacuate our location? Where do we meet? How often do we practice evacuation? What about flu season — what precautions do we take, and how do we keep our business going?*

Orientation Checklist: *Make reviewing your health & safety system part of your orientation process for new hires.*

RESOURCES

# Quick Reference

## Cross Reference and Definitions

Terms	Provincial Acts
AB	OHS Act
BC	Workers Comp. Act
MB	Workplace Safety and Health Act, The Workers Comp. Act
NB	OHS Act
NL	OHS Act, Workplace Health, Safety & Comp. Act
NS	OHS Act
ON	OHS Act, Workplace Safety & Insurance Act
PE	OHS Act, Workers Comp. Act (WCA)
PQ	An Act Respecting Workplace Health and Safety, An Act Respecting Industrial Accidents and Occ. Diseases
SK	OHS Act, The Workers' Comp. Act
NU and NWT	Safety Act, Workers' Comp. Act
Yukon	OHS Act, Workers' Comp. Act

Terms	Provincial Regulations
AB	OHS Regulation, OHS Code
BC	OHS Regulations, Workers Comp. Board Standards
MB	Workplace Safety Reg MR108, Workplace Health Hazard Reg MR53, First Aid MR140, WHMIS MR52, Workers Working Alone MR105, Workplace Safety and Health Committee MR106, Hearing Conservation and Noise Control MR227, Administrative Penalty Regulation 62
NB	First Aid Regulation
NL	OHS First Aid Regulation, OHS Regulations, WHMIS Workplace Health, Safety and Comp. Regulation
NS	Occ. Safety General Regulation, Occ. Health Regulation, WHMIS, OHS First Aid Regulations
ON	Regulation for Industrial Establishments – Reg. 851, WHMIS Regulation 860, First Aid Regulation 1101, Ontario Building Code, Regulation of Construction Projects
PE	General Regulation under the OHS Act, General Regulation under the WCA WHMIS, Fall Protection Regulation
PQ	Regulation Respecting OHS, First Aid Minimum Standards Regulation Regulation on Controlled Products, Regulation Respecting Health & Safety Committees, Regulation Respecting Industrial and Commercial Establishments, Regulation Respecting Occ. Diseases
SK	OHS Regulations Workers' Comp. General Regulations
NU and NWT	General Safety Regulation, Workers' Comp. General Regulation, Safety Forms Regulation, Worksite Hazardous Materials Information System Regulation, Elevating Safety Device Act
Yukon	OHS Regulations, Occ. Health Regulations, Minimum First Aid Regulations WHMIS Regulation

Terms	Guidelines	Provincial Authority	Provincial Comp. Board	Health & Safety Rep.
AB	Working Alone Safety, Work Safe Alberta Health and Safety Topics	Alberta Human Resources and Employment (AHRE)	Workers Comp. Board (WCB)	Worker Health and Safety Rep.
BC	OHSR Guidelines, WCB Standards	Workers Comp. Board of British Columbia (WCB)	WorksafeBC also known as the Workers Comp. Board (WCB)	Worker Health and Safety Rep.
MB	Code of Practice for Workers Working Alone, Code of Practice for Workplace Safety and Health Committees, Safety and Health Committee Checklist	Manitoba Labour and Immigration	Workers Comp. Board (WCB)	Worker Safety and Health Rep.
NB	Code of Practice – Working Alone	Workplace Health, Safety and Comp. Commission of New Brunswick (WHSCC)	Workplace Health, Safety and Comp. Commission of New Brunswick (WHSCC)	Health & Safety Rep.
NL	Code of Practice (if ordered)	Department of Employment and Labour Relations	Workplace Health, Safety and Comp. Commission of NFLD (WHSCC)	Worker Health & Safety Rep.
NS	Code of Practice (if ordered)	Nova Scotia Department of Environment and Labour, OHS Division	Workers' Comp. Board (WCB)	Health & Safety Rep.
ON	MOL Guidelines	Ontario Ministry of Labour (MOL)	Workplace Safety & Insurance Board (WSIB)	Health & Safety Rep.
PE	Guides available through WCB including: Working Alone, Fall Protection, Cold/Heat Stress, Committees/ Reps, Policy/ Program, Workplace Violence, Code of Practice (if ordered)	Workers Comp. Board (WCB)	Workers Comp. Board (WCB)	Worker Health & Safety Rep.
PQ	CSST information, IRSST information	Commission de la santé et de la sécurité du travail (CSST)	Commission de la santé et de la sécurité du travail (CSST)	Safety Rep.
SK	Guides available through Saskatchewan Labour	Saskatchewan Labour Occ. Health and Safety Division	Workers' Comp. Board	OHS Rep.
NU and NWT	Guides available through WCB	WCB – Prevention Services	Workers' Comp. Board (WCB)	None
Yukon	Guides available through YWCHSB	Yukon Workers Comp. Health and Safety Board (YWCHSB)	Yukon Workers Comp. Health and Safety Board (YWCHSB)	Health and Safety Rep. OHS Act Section 13

Terms	Health & Safety Committees
AB	Joint Worksite Health & Safety Committee, If required by Ministerial Order S. 31 of the ACT
BC	Joint Health & Safety Committees, Division 4 Section 125. When a joint committee is required An employer must establish and maintain a joint Health and Safety Committee in each workplace where 20 or more workers of the employer are regularly employed, and in any other workplace for which a joint committee is required by order.
MB	Workplace Safety and Health Committee Required if 20 or more workers (Section 40 of the Act)
NB	Joint Health & Safety Committee OHS Act 20 or more regularly employed workers (Sections 14-15) 5-19 Health and Safety Rep is required (Section 17) Minimum 2 members S.14(2)
NL	OHS Committee OHS Act S. 37 OH&S Committee, S. 41 WH&S Rep, S. 42.1 WH&S Designate
NS	Joint Occ. Health & Safety Committee 20 or more workers 5-19 Health & Safety Rep is required
ON	Joint Health & Safety Committee 20 or more 1 mgmt and 1 worker member 5 - 19 Health and Safety Rep is required
PE	Joint Occ. Health & Safety Committee, 20 or more workers, 5-19 OHS Rep.
PQ	OHS Committee Regulation Respecting Health & Safety Committees If required under schedule 1 (mostly manufacturing – service sector does not fall under this schedule) If following best practice: 50 or less employees then you need 2 worker reps and 1 mgmt rep; 3 worker reps from 51 – 150; 5 worker reps 151 – 500; 7 worker reps 501 – 1000; and so on
SK	Occ. Health Committee 10 or more workers less than 10 need a rep OHS Regs Part IV
NU and NWT	Joint Worksite Health and Safety Committee Required if directed by Chief Safety Officer
Yukon	Joint Health and Safety Committee OHS Act Section 12

Terms	Provincial Certification Training	WHMIS	Ladders	Provincial Ergonomic Standards
AB	No formal training required – Guidance and booklets available from AHRE	WHMIS	OHS Code Part 8	Work Safe Alberta – Six Part Series on MSIs
BC	8 hrs of WorkSafeBC approved training sessions	WHMIS	OHS Regs Part 13	OHS Regulation Part 4 Preventing MSI Injury - WCB Guide for employers and joint committees Understanding the Risks of MSI – WCB Guide for Workers
MB	Workplace Safety & Health Division Training	WHMIS	Construction Industry Regulation, Part III (Sections 77-86)	Ergonomics - A Guide to Program Development and Implementation Workplace Safety and Health Act Section 4(1) General duties of employers and Section 5 (1) General duties of workers
NB	Core Training Program (3 day)	WHMIS	General Regulation – Part XI, Section 122	OHS Act – take every reasonable precaution Ergonomic services available through the WHSCC
NL	Committee Training (3 days) or H&S Rep (1.5 days) approved by WHSCC	WHMIS	OHS Regulation – Section 43	OHS Act – take every reasonable precaution Ergonomic assistance available through the WHSCC Ergonomist
NS	Employer's responsibility to train committee	WHMIS	Occ. Safety General Regulation, Part 13, Sections 147-152	OHS Act – take every reasonable precaution Ergonomic assistance available through the OHS Division Ergonomist
ON	Basic Certification and Certification Part II	WHMIS	Regulation 851 Section 73	OHS Act – take every precaution reasonable Sec. 25(2)(h)
PE	Training recommended through WCB Education Consultant	WHMIS	General Regulation – Part 23	OHS Act – take every precaution reasonable
PQ	None	Regulation on Controlled Products	Regulation Respecting OHS Section 25	Regulation Respecting OHS Division XX – Special Ergonomic Measures
SK	Co-Chairs must be trained in their duties – Level 1 and Level 2 provided by the OHS Division	WHMIS	Section 252 OHS Reg.	OHS Regulations Section 81 – Musculoskeletal Injuries A Code of Practice for Video Display Terminals
NU and NWT	None	WHMIS	General Safety Regulations Section 246 - 259	Information available through WCB
Yukon	Employer is required to train committee and/or rep. Courses available through Northern Safety	WHMIS	OHS Regs Part 10 Sections 10.21 – 10.29	OHS Act Section 3 – Employer Duties – ensure work techniques and procedures are adopted and used that will prevent or reduce the risk of occupational illness and injury

Terms	Return to Work Form(s)	Duties of Employers	Duties of Supervisors
AB	Employer's Report of Injury or Occ. Disease Injured Worker Report of Injury or Occ. Workers Progressive Injury Questionnaire	OHS Act Section 2 OHS Regulation Sections 13 (general protection clause) and 15 (training)	OHS Regulation Section 13 – general protection of workers – competent supervision
BC	Employer's Statement of Return to Work	WCA Part 3, Division 3, Section 115 – General Duty of Employers	WCA Part 3, Division 3, Section 117 – General Duty of Supervisors
MB	Employer's Accident Report Worker's Accident Report	WSH Act, Section 4 – Duties of Employers	WSH Act, Section 4.1 – Duties of Supervisors
NB	Form 67	OHS Act Section 8 and 9	Same duties as required for employer Definition of Employer includes 'Supervisor'
NL	Form 6, Form 7 Early & Safe Return to Work Plan	OHS Act – Sections 4 and 5	OHS Regulations – definitions
NS	WCB Accident Report WCB Occ. Disease Report PT Intake Report	OHS Act Section 13	See Employer Duties
ON	Functional Abilities Form	OHS Act Section 25 – Duties of Employers	OHS Act Section 27 – Duties of Supervisors
PE	Form 6, Form 7 Form 1018 – Physician's Report to document RTW Plan RTW Guide	OHS Act, Section 12	See Employer Duties
PQ	Temporary Work Assignment Form Worker's Claim Form	An Act Respecting OHS Chapter III Division II Employer Obligations	See Employer Duties
SK	Return-to-Work Audit through Sask. Worker's Comp. Board Return to Work Information Form	OHS Act Section 3 – Duties of Employers OHS Regulations – Section 12 – General Duties of Employers	OHS Regulations Section 17 – Supervision of Work
NU and NWT	Employer's Report of Accident Worker's Report of Accident	Safety Act Section 4	General Safety Regulations Section 10 – instruction of workers
Yukon	Return to Work Plan Form (YWCHSB)	OHS Act Section 3	OHS Act Section 7

Terms	Duties of Workers	Chemical and Biological Exposure	First Aid Kit Required	Contractors
AB	OHS Act Section 2 OHS Regulation Section 14	OHS Code – Part 3 – Chemical Hazards, Biological Hazards and Harmful Substances	Yes	WCB Clearance Certificate
BC	WCA Part 3, Division 3, Section 116 – General Duty of Workers	OHS Regulation – Part 5 – Chemical and Biological Substances	Yes	Clearance Letter through WorksafeBC
MB	WSH Act Section 5 – Duties of Workers	WSH Reg. Section 36.3 and WHMIS Regulation	Yes	Letter of Clearance through WCB
NB	OHS Act Section 12	Toxic Substances Section 42 – OHS Act General Regulation – Part III, Air Quality – Air Contaminants (Sections 24-25)	Yes	Clearance Certificate through WHSCC Contractor who has 3 or more workers must be registered
NL	OHS Act – Sections 6 and 7	Ventilation – OHS Regulation Section 11, Chemical Substances – Section 25	Yes	Clearance Letter through WHSCC
NS	OHS Act Section 17	Occ. Health Regulations	Yes	WCB Certificate of Clearance
ON	OHS Act Section 28 – Duties of Workers	Regulation 833 – Control of Exposure to Biological and Chemical Agents	Yes	WSIB Clearance Certificate
PE	OHS Act, Section 16	OHS Act – Toxic Substances S. 32, General Regulation, Part 11 - Ventilation	Yes	WCB Letter of Clearance
PQ	An Act Respecting OHS Chapter III Division I – Worker Obligations	Occ. Health and Safety Regulation Division V – Air Quality Section 41 – 45 and Schedule 1	Yes	Certificate of Insurance
SK	OHS Act Section 4 – Duties of Workers OHS Regulations Section 13 – General Duties of Workers	Part XXI – Chemical and Biological Subst.	Yes	Letter of Clearance through WCB
NU and NWT	Safety Act Section 5	General Safety Regulations – Ventilation S. 52 – 54; Respiratory Protection Section 55 – 56; Occ. Exposure Limits set out in Schedule A Table 2 and 3	Yes	Letter of Good Standing through WCB
Yukon	OHS Act Section 9	Occ. Health Regs	Yes	Clearance Letter from the YWCHSB

Terms	Noise	Work Refusal
AB	85dBA 140dBA - peak	Existence of imminent danger - work refusal OHS Act S. 35
BC	85dBA daily 140dBC - peak (if levels exceed 82dBA then exposure monitoring needs to be done) and duty to inform workers of the hazard Part 7, Occ. Health and Safety	Refusal of Unsafe Work OHS Regulation Part 3 - 3.12 Procedure for Refusal
MB	Workplace Safety and Health Regulation Part 12 Hearing Conservation and Noise Control Noise exposure assessment required if exposure is likely to exceed 80dBA	Right to Refuse Dangerous Work Workplace Safety & Health Act Section 43
NB	General Regulation - Part V, Noise and Vibration 85dBA (8hrs) 140dBA - peak	Right to Refuse OHS Act Sections 19-22
NL	OHS Regulation Section 50 - ACGIH TLVs 85dBA (8hrs) and 140dBA peak	Right to Refuse OHS Act Section 45 and OHS Regulation Section 22
NS	Occ. Health Regulations ACGIH TLVs 85dBA (8hrs) and 140dBA peak	Right to Refuse OHS Act S. 43
ON	85 dBA 115dBA peak	Work Refusal OHS Act S. 43
PE	General Regulation, Part 8 - Noise 85dBA (8hrs) and 115dBA (peak)	OHS Act Section 28
PQ	Regulation Respecting OHS Section 25	Right of Refusal An Act Respecting Occ. Health and Safety - Section 12
SK	OHS Regs - S.113 reduce noise exposure below 85dBA, reduce Noise Level below 90dBA, If noise level exceeds 80dBA measurement must be done Advise worker of levels between 80 and 85dBA and provide hearing protection	Right to Refuse Dangerous Work Part IV of the OHS Act
NU and NWT	General Safety Regulations Section 30 (Table 1, Schedule A) 85dBa for 8 hours	Right to refuse unsafe work Safety Act, Section 13
Yukon	Occ. Health Regs Sections 4 -6	Hazardous Work - Refusal by employee OHS Act Section 15

Terms	Personal Protective Equipment	Working Alone
AB	OHS Code – Part 18	OHS Code S. 28
BC	Part 8 of the OHS Regulation – if PPE is required for chemical exposure a PPE Program is required	OHS Regulation Part 4 – 4.21 Working Alone or In Isolation
MB	Annual review in consultation with committee	Workers Working Alone MR105 Code of Practice for Workers Working Alone
NB	General Regulation -Part VII, Protective Equipment	Code of Practice – Working Alone
NL	OHS Regulation – Section 52 - 60	Working Alone Safely Guidelines for Employers and Employees
NS	Occ. Safety General Regulations, Part 3 – Personal Protective Equipment	OHS Act – Take every precaution reasonable
ON	Protective Equipment -Regulation 851 Sections 79 – 85	OHS Act – Take every precaution reasonable
PE	General Regulation – Part 45 - PPE	General OHS Regulations Part 53
PQ	Occ. Health and Safety Regulation Division VI – Individual Protective Respiratory Equipment Section 45 - 48 Division XXX – Means and Equipment for Individual and Group Protection Section 338 - 357	Occ. Health and Safety Regulation Division XXVIII -Other High Risk Tasks Section 322
SK	Part VII, OHS Regs	Section 35 of the OHS Regs
NU and NWT	General Safety Regulation Section 38 - 59	General Safety Regulations Section 14
Yukon	OHS Regs Part 1 – General Sections 1.08 - 1.43	OHS Act Section 3(2)(d) – Employer Duties – check well-being of worker who might not be able to secure assistance

## FOR HELP AND SUPPORT IN YOUR AREA:

### Alberta

**Alberta Employment and Immigration,  
Workplace Health and Safety**  
[www.employment.alberta.ca/SFW/53.html](http://www.employment.alberta.ca/SFW/53.html)

### British Columbia

**WorkSafe BC**  
[www.worksafebc.com](http://www.worksafebc.com)

### Manitoba

**Workers' Compensation Board of  
Manitoba**  
[www.wcb.mb.ca](http://www.wcb.mb.ca)

**Manitoba Labour & Immigration,  
Workplace Health & Safety Division**  
[www.gov.mb.ca/labour/safety](http://www.gov.mb.ca/labour/safety)

**SAFEManitoba**  
[www.safemanitoba.com](http://www.safemanitoba.com)

### New Brunswick

**WorkSafeNB**  
[www.worksafenb.ca](http://www.worksafenb.ca)

### Newfoundland and Labrador

**Workplace Health and Safety  
Compensation Commission**  
[www.whscc.nf.ca/prevention/prevention.whscc](http://www.whscc.nf.ca/prevention/prevention.whscc)

### Northwest Territories and Nunavut

**Workers' Safety & Compensation  
Commission**  
[www.wscn.nt.ca](http://www.wscn.nt.ca)

### Nova Scotia

**Workers' Compensation Board of  
Nova Scotia**  
[www.wcb.ns.ca](http://www.wcb.ns.ca)

**Nova Scotia Labour and Workforce  
Development**  
[www.gov.ns.ca/lwd/safety.asp](http://www.gov.ns.ca/lwd/safety.asp)

### Ontario

**Health & Safety Ontario**  
[www.healthandsafetyontario.ca](http://www.healthandsafetyontario.ca)

**Workplace Safety & Prevention Services**  
[www.wsps.ca](http://www.wsps.ca)

**Workplace Safety & Insurance Board**  
[www.wsib.on.ca](http://www.wsib.on.ca)

**Ministry of Labour**  
[www.labour.gov.on.ca](http://www.labour.gov.on.ca)

**Prince Edward Island  
Worker Compensation Board of PEI**  
[www.wcb.pe.ca](http://www.wcb.pe.ca)

### Quebec

**Commission de la santé et de la sécurité  
du travail**  
[www.csst.qc.ca/index.htm](http://www.csst.qc.ca/index.htm)

### Saskatchewan

**Workers' Compensation Board of  
Saskatchewan**  
[www.wcbsask.com](http://www.wcbsask.com)

**Government of Saskatchewan, Advanced  
Education, Employment and Labour**  
[www.lrws.gov.sk.ca](http://www.lrws.gov.sk.ca)

**WorkSafe Saskatchewan**  
[www.worksafesask.ca](http://www.worksafesask.ca)

### Yukon

**Yukon Workers' Compensation Health &  
Safety Board**  
[www.wcb.yk.ca/Default.aspx](http://www.wcb.yk.ca/Default.aspx)

**Northern Safety Network Yukon**  
[www.yukonsafety.com](http://www.yukonsafety.com)

## FOR MORE INFORMATION:

### Retail Council of Canada

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## About Retail Council of Canada

Retail Council of Canada (RCC) has been the Voice of Retail in Canada since 1963. We speak for an industry that touches the daily lives of Canadians in every corner of the country — by providing jobs, career opportunities, and by investing in the communities we serve. RCC is a not-for-profit, industry-funded association representing more than 45,000 store fronts of all retail formats across Canada, including department, specialty, discount, and independent stores, and online merchants. RCC is a strong advocate for retailing in Canada and works with all levels of government and other stakeholders to support employment growth and career opportunities in retail, to promote and sustain retail investments in communities from coast-to-coast, and to enhance consumer choice and industry competitiveness. RCC also provides its members with a full range of services and programs including education and training, benchmarking and best practices, networking, advocacy, and industry information.

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#### WORKPLACE SAFETY & PREVENTION SERVICES

Workplace Safety & Prevention Services (WSPS) is a leader in providing impactful risk management solutions that drive lasting business success for our customers. WSPS offers unparalleled health & safety expertise, insight and solutions for creating healthy work environments where employees thrive and businesses prosper.

A dynamic \$43-million organization servicing 154,000 member firms, WSPS is primarily focused on the agricultural, industrial/manufacturing and service sectors. A key player in the Ontario occupational health & safety system, WSPS brings together community and business leaders to influence positive change to create a safer and more profitable Ontario.  
**wsp.ca**

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