ServiceMASTER Clean®

Occupational Health & Safety

Safe Work Practices

Workplace Safety & Prevention Services®

Table of Contents

Safe Work Practices

Overview

Safe work practices are generalized statements of what you should or should not do in order to do a job or task safety. They serve as good reminders of the 'right' way to do things.

Having written safe work practices is an essential component of a comprehensive Occupational Health & Safety Program.

The safe work practices included in this package are designed to provide a quick and simple reference of safety instructions for both employees and supervisors. They indicate the required personal protective equipment, the hazards associated with the activity, and instructions on how to mitigate these hazards.

Hazards have been grouped in the following categories:

Biological: Living organisms, or products of living organisms, that can be toxic, resulting in illness or disease to humans. For example bacteria, viruses, insects, plants, birds, animals, and humans.

Chemical: Inanimate toxic substances that can cause bodily harm. Chemical hazards take many forms such as gases, vapours, dust and fumes.

Musculoskeletal Disorders (MSD): An injury to any part of the musculoskeletal system (muscle, tendons, ligaments, nerves, joints, etc.) caused by repetitive movements, improper workstation set-up, etc.

Physical: Forms of energy that can harm the body when not controlled. Examples include electricity, extreme temperatures, noise, vibration, radiation, magnetic fields, etc.

Psychosocial: Conditions or activities that adversely affect physical, mental and/or emotional wellbeing. For example workplace harassment, stress, violence, etc.

Safety: anything that may cause injury or loss of life. Examples include slipping/tripping hazards, inappropriate machine guarding, equipment malfunctions, etc.

Each employee should know, understand, and follow all of the Safe Work Practices that pertain to his/her specific work tasks. However SWP awareness should not be confused with training. Training must be performed in any area that the supervisor and/or employee or legislation deems appropriate to ensure competency.

A formal review of all SWP's, related to the employee's work tasks, will be performed on an annual basis.

For standard operating procedures pertaining to specific equipment, refer to the appropriate user manual.

Document Control

Effective Date:	**June 2018**	**Approved By:**	**Mike Coyle**

Glossary

Overview The following terms, acronyms and job titles are used throughout this document. The descriptions reflect the interpretation used in this document rather than a legal definition.

Term	Description
Certified member	A member of the Health and Safety Committee who has received special training in occupational health and safety and has been certified by the provinces health and safety association.
Competent person	Someone who is qualified because of knowledge, training and experience to organize the work and its performance; is familiar with the Act and the Regulations that apply to the work; and has knowledge of any potential or actual danger to health and safety in the workplace.
Critical injury	Any injury that places life in jeopardy, causes unconsciousness, results in significant blood loss, involves the fracture or amputating of all or part of an arm or leg but not a finger or toe, consists of burns to a major portion of the body, or causes the loss of sight in an eye.
Designated Substance	A biological, chemical or physical agent, or a combination thereof, that is prescribed as a designated substance. The exposure of a worker to a designated substance is prohibited, regulated, restricted, limited or controlled.
Employee	In this document, use of the term employee includes those who are performing work for compensation, students working under a work experience program, and volunteers working for no compensation. Worker and employee reflect the same meaning are used interchangeably.
Employer	A person who employs or contracts for the services of one or more workers.
Fatality	Death
Hazard	A hazard is defined as anything that can cause injury or illness in people, or damage to property. A hazard may occur from what people do, or may occur as a result of their working conditions.
Hazard Assessment	The process of evaluating the level of risk associated with identified workplace hazards
Health care	Services provided at a hospital or health care facility and by health care practitioners such as doctors, registered nurses, chiropractors, physiotherapists or dentists.
Health & Safety Coordinator	A manager or someone with authority who will champion the ongoing improvement and sustainability of our health and safety system.
Health & Safety Representative	In workplaces where the number of workers regularly exceeds five and a joint health and safety committee is not required, employers must ensure that workers select a health and safety representative. The representative should be committed to improving health and safety conditions in the workplace.

Internal Responsibility System (IRS)	A system where everyone has direct responsibility for health and safety as an essential part of his or her job. It does not matter who or where the person is in the organization, they achieve health and safety in a way that suits the kind of work they do. Each person takes initiative on health and safety issues and works to solve problems and make improvements on an on-going basis. They do this both singly and co-operatively with others. Successful implementation of the IRS should result in progressively longer intervals between accidents or work-related illnesses.
Health & Safety Committee (HSC)	The Health & Safety Committee is a workplace committee comprised of worker and management representatives. It is responsible to monitor health and safety, identify hazards, and recommend health and safety improvements in the workplace.
Lockout	The process of de-energizing or disengaging machinery or equipment capable of movement before cleaning, servicing, adjusting or setting up operations.
Lost Time	A work related injury or illness that results in the employee missing scheduled time from work resulting in a wage loss.
MOL	Ministry of Labour – Ontario
Near Miss	An event where no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred.
Prescribed	As specified in the regulations made under the Act
Personal Protective Equipment (PPE)	Used as temporary or last line of protection for workers against hazards. PPE depends on work environment, work conditions, and process being performed.
Provincial Health & Safety Act(s)	Outlines the general rights and responsibilities of the employer, the supervisor and the worker through an Act or statute and related regulations.
Provincial Authority	Is the governing body who enforces the Act for health and safety in the workplace. In some jurisdictions it may the Ministry of Labour/Department or the Compensation Boards or the Commission.
Regularly Employed	Interpreted to mean employed for at least 3 months.
Regulations	The regulations relate to a range of subjects including, for example, requirements for specific types of workplaces (industrial establishments, construction sites, mines and health care facilities, farming operations), designated substances, and workplace hazardous materials.
Supervisor	A person, appointed by the employer, who has charge of a workplace or authority over a worker.
Worker	See definition of Employee
Workplace	Any place in, on, or near where a worker works. It could be a building, an open field, a road, forest, vehicle or even a beach. If the worker is being directed to work there, it is a workplace.

WCB	Workers Compensation Board
WSIA	Workplace Safety and Insurance Act, managed by the WCB/WSIB, it governs the no-fault insurance system for work-related injuries and diseases.
WSIB	Workplace Safety & Insurance Board
WSPS	Workplace Safety & Prevention Services

Aggressive Customers & Strangers

Overview

It is critical that all employees who encounter aggressive customers or strangers communicate and act in a way that minimizes risk of a violent encounter and seek appropriate help in situations that may be outside the scope of the worker's ability.

Hazards

The following hazards may occur when encountering aggressive people:

- Violence and Harassment
- Theft or Robbery
- Abusive and Physical behaviour

Mandatory Requirements

- Emergency Procedures and contact information.
- Workplace Violence and Harassment Policies.
- Emergency Exits.

Working Safely

Warning Signs of a Potentially Violent Person*

- Flushed face
- Pacing and repetitive type movements
- Trembling
- Face grimacing, scowling
- Loud talking
- Violating personal space

Procedure for Dealing with Aggressive Customers*

- Look at person when talking; do not appear disinterested.
- Remain composed and try to calm the other person.
- Don’t take on the anger of the other person.
- Speak slowly, quietly and confidently.
- Speak simply and avoid using company terms unfamiliar to person.
- Listen and do not interrupt other person; do not tell person to relax or calm down.
- Try to understand and use statements such as, “help me understand why you are upset”.

- Invite the person to make suggestions and indicate you will consider these if possible.
- Before finishing the conversation, clearly summarize the issues, next steps and steps to resolve the problem.

Tips for Problem Solving*

- Accept criticism positively; if unwarranted, ask clarifying questions.
- Break the problem down into smaller units and offer step by step solutions.
- Do not make false statements you cannot keep.
- Remain professional and respectful at all times.
- Request small favours such as moving to a quieter area to discuss issue.
- Repeat back to clarify what the person is asking you to do.
- If you feel threatened, get help; send for a senior person and call police if necessary.

Procedure for Encountering Strangers*

- Adopt a non-threatening, "May I help you?" attitude toward anyone entering premises that you don't know.
- If you feel comfortable and the stranger seems lost, provide an escort to desired destination.
- Take mental note of person's appearance in the event you need to recall this later.
- Report to management any incident of stranger wondering on premises.
- Take the time to build a rapport with your customers so that you can distinguish them from strangers.
- Don't open the door to strangers after or before business hours, especially if you are alone.

*Adapted from Violence in the Workplace Prevention Guide 3rd Edition prepared by the Canadian Centre for Occupational Health and Safety.

Reporting	All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.
Additional Resources	Workplace Violence and Harassment – National Essential Elements Program

Battery Charging

Overview

Although a common activity, charging batteries can be hazardous. Lead-acid batteries contain layers of lead plates immersed by sulphuric acid. Batteries should only be handled in well ventilated areas by trained and authorized staff.

This Safe Work Practice provides tips on how to work safely with batteries.

Hazards

The following hazards may occur when charging batteries:

- Hydrogen and oxygen are produced when charging or boosting battery and can be ignited by a flame or spark, causing a fire or explosion.
- Sulphuric acid is contained in the battery. Exposure can occur while charging, boosting, or refilling it, causing a chemical burn or inhalation hazard.
- Short circuits can occur due to metal on clothing or if jewelry contacts battery electrodes, resulting in electric shocks.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Protective Clothing

 Eye Protection

 Hand Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Spill Kits

Minimum contents may include:

- Chemical resistant gloves (neoprene, nitrile, etc.)
- Absorbent materials (spill pillows, pads, or other spill absorbent)
- Safety goggles and/or chemical resistant face shield
- Disposal bags
- Chemical resistant shoe covers
- Neutralization agents
- Hand-held brush and plastic dust pan

Working Safely

- Receive proper training prior to carrying out battery charging.
- Understand the functions and operation of the charger, how to operate all controls and how to stop in an emergency.
- Always follow the manufacturer's recommendations for charging rates, connections and vent plus adjustment.
- Consult the Safety Data Sheet for Sulphuric Acid. Understand the content prior to working on batteries.
- Remove anything you are wearing that is metal, i.e. rings, watches, chains, bracelets.
- Keep metal tools away from batteries. Make sure metal objects do not fall across terminals.
- Charge batteries in designated work zone that is properly ventilated.
- Ensure work space is equipped with a non-sparking floor. Keep area clean and washed with fresh water promptly if electrolyte is spilled.
- Use proper hand tools to perform the various tasks. Use the proper wrench size when tightening cable clamp nuts.
- Do not use excessive force when tightening connections to the battery terminals.
- Ensure power is turned off at the charger before removing the alligator clips.
- Inspect battery, connections and mounts for wear and damage.
- Loosen corrosion from battery terminals and carefully brush it off. Use a tapered brush when cleaning the battery terminals and cable clamps.
- Clean terminals of batteries so the positive **"+"** and negative **"-"** can be clearly seen.
- Clean your hands with soap and water immediately after servicing batteries.

Handling Batteries

Lead-based batteries can be very heavy. Ensure proper lifting and carrying techniques to avoid injury.

- Get your body as close to the battery as possible before lifting or lowering it. Do not lean over the battery.
- Bend your knees slightly before lifting or lowering the battery.

- Do not lift a heavy battery alone, ask for help or use a lifting device.
- Use the battery carry straps to lift or carry a battery.
- Do not twist; first lift the battery, then move your feet to move the battery.
- Watch for slippery floors and obstructions.
- Place a clean cloth between the battery and your clothing to absorb any spilled acid.

Working with Battery Acid

- Wear the proper personal protective equipment, specifically splash-proof goggles, an apron, and rubber gloves. A face shield may also be necessary when handling certain batteries.
- Store acid away from hot locations and direct sunlight.
- Slowly pour concentrated acid into water; do not add water into acid.
- Use non-metallic containers and funnels.
- Use extreme care to avoid spilling or splashing the sulphuric acid solution.
- Neutralize any spilled or splashed sulphuric acid solution with baking soda and rinse the area with clean water.
- Use self-levelling filler that automatically fills the battery to a predetermined level. Never fill cells above the level indicator.
- Should spillage occur, clean the area safely. Follow the SDS instructions and contact your manager.
- Put on specialized chemical resistant PPE as per SDS
- Secure the area with pylons and caution tape
- Apply battery acid neutralizer over the area - a solution of sodium carbonate or sodium bicarbonate (baking soda)
- Once the acid is neutralized, rinse area thoroughly with water. Clean up area and put everything into a plastic container for hazardous waste disposal
- Complete an incident report

Charging Batteries

- Wear safety gloves and goggles.
- Know where the eyewash station and safety shower is located in the battery charging area.
- Charge batteries in a properly ventilated area.
- Ensure there is an ABC type fire extinguisher nearby.
- Never charge a damaged or frozen battery.
- Break live circuits by connecting the negative cable to the frame or motor block instead of breaking them at the battery terminals.
- Check the electrolyte level before recharging.
- Do not add more water if electrolyte is covering the top of the plates.
- Check that battery ventilation holes are clear and clean to allow the hydrogen gas to escape and prevent the battery from exploding.
- Ground the negative cable to the frame or motor block to prevent short circuits.
- If battery is not maintenance-free, remove the filler caps to vent hydrogen gas.
- Stand at arm's length when removing battery caps.
- Recheck the fluid level after recharging.
- Always use distilled water.
- Don't leave charger unattended overnight.

Battery Charging Overheating

- During charging, some batteries may over heat and emit hydrogen gases.
- May cause flames and explosions if battery over charges.
- Notify immediate supervisor and evacuate the facility if battery smells like sulphuric acid.

First Aid

When administering first aid, avoid direct contact. Wear chemical-resistant protective clothing, if necessary. Following first aid treatment transport the victim to an emergency care facility immediately.

Contact with skin

- Flush contaminated area as quickly as possible with gently flowing lukewarm water for at least 30 minutes.
- If irritation persists, repeat flushing.
- Under running water, remove contaminated clothing, shoes and other leather goods. Discard clothing, shoes.

Acid in eyes

- Immediately flush the contaminated eye(s) with gently flowing lukewarm water for at least 30 minutes while holding the eyelid(s) open.
- Be careful not to rinse contaminated water into the unaffected eye or onto the face.
- If irritation persists, repeat flushing and see a doctor immediately.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Battery Charging – ccohs.ca
Spills – SWP

Bloodborne Pathogens/Biohazards

Overview

Bloodborne Pathogens and Biohazards are biological or chemical hazards that cause adverse health effects ranging from skin irritation to infection diseases such as HIV or Hepatitis B and C.

It is crucial for all employees to follow the proper safety techniques to protect themselves and coworkers from exposure to biohazardous materials.

Hazards

Biohazards materials include:

- Hypodermic needles/sharps.
- Condoms
- Feminine hygiene products
- Used undergarments/clothing
- Tissues
- Contaminated broken glass
- Discarded Food
- Bodily fluids (blood, vomit, feces, urine, semen etc.)
- Insects (including ticks)
- Fish
- Poisonous plants
- Animals

Exposure is not limited to the above list. When handling materials that are not part of our normal work environment, treat them as a biohazard.

Mandatory Requirements

Personal Protective Equipment (PPE)


Protective Clothing


Respiratory Protection


Eye Protection


Foot Protection


Hand Protection

- Latex disposable “one-use gloves” must be worn during contact with blood or other body fluids that could possibly contain visible blood, such as urine, feces, or vomit. Inspect, replace, do not reuse.
- All personal protective equipment shall be removed immediately upon leaving the work area or as soon as possible if contaminated.

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Bloodborne Pathogens

Contact with blood or other body fluids can happen in a variety of places including: handling garbage or laundry, cleaning bathrooms or providing first aid.

- Employees with the potential for exposure to bloodborne pathogens will receive bloodborne pathogen training.
- Treat all human blood (or animal blood) and other potentially infectious materials as if they are infectious.
- Report any suspected exposure to your manager.
- Hands and other parts of the body should be washed immediately after contact with blood or other body fluids, and surfaces soiled with blood should be disinfected appropriately.
- Cuts, sores, or breaks on the exposed skin should be completely covered with bandages or other barriers.
- Any clothing contaminated with human blood or other potentially infectious material must not be worn home or taken home.
- Practices that increase the likelihood of blood contact, such as sharing of razors and toothbrushes, should be prevented.
- Eating, drinking, smoking, applying cosmetics and handling contact lenses are prohibited in work areas where there is potential for occupational exposure to biohazard waste.
- If you find a potential bloodborne pathogen material that is not part of your normal work duties, notify your manager immediately.
- In the case of a sharp, contact your manager who will bring the sharp container to the employee's location and dispose of the sharp. Always wear PPE when handling sharps.

Cleaning Spills and Decontaminating Objects

Every object or area in contact with blood or bodily fluids must be decontaminated. Follow the below steps to safely clean a spill or decontaminate surfaces.

- Put on protective gloves and goggles.
- Douse every affected object with the bleach solution (1 part bleach to 10 parts water).
- Dispose of any contaminated sharp objects in sharps container.
- Decontaminate gloves while still wearing them.
- Remove gloves by:
    - Remove the first glove by:
        - Pinching one glove near the wrist to create a fold in the plastic.
        - Carefully grab the fold, pull towards your fingertips while turning the glove inside out.

        - Remove the glove from your hand. Hold the removed glove in the hand that is still wearing a glove.
    - To remove the second glove:
        - Slide your index finger from the glove free hand under the remaining glove. Turn your index finger 180 degree to remove the second glove. Make sure the first glove remains inside the second glove. Both gloves should be inside out.
        - Holding the uncontaminated surface of the glove, throw it out in the proper disposal container.
- Place contaminated objects into bio-hazardous bags and handle raw materials.
- Store opened containers of bleach in the chemical storage closet.
- Wash hands thoroughly with soap and warm water.
- If clothing becomes coated with blood, change clothing and dispose of soiled clothes into Bio-hazardous bags.

Cleaning Up Blood or Other Body Fluids

- Appropriate personal protective equipment must be worn at all times when dealing in these situations.
- Restrict access to the contaminated area.
- Dispose of any sharp objects as outlined above.
- Use paper towels to clean up the spill and dispose of them in a waterproof garbage bag or bio-hazard disposal bag.
- If gloves become contaminated, dispose of them and replace with a new pair.
- Warning labels need to be placed on the bags that contain hazardous waste.
- Apply disinfectant or bleach to the contaminated area and let it sit for ten minutes. When using disinfectant or bleach, follow the directions for safe use on the label or Safety Data Sheet (SDS).
- Use paper towels to soak up the disinfectant and dispose of the towels in a waterproof garbage bag.
- Remove personal protective equipment while still wearing gloves. Clean reusable personal protective equipment and dispose of single-use equipment.
- Carefully remove cloves, throw them away, and wash hands thoroughly.

Exposure to Blood or Body Fluids

- Wash hands and exposed skin with soap and water immediately after exposure to blood or body fluids on unbroken skin.
- Immediate medical attention or first aid is required for the following exposure incidents:

- Any cut or prick by a needle, razor, or anything sharp that has body fluids on it,
- Any bite from another person,
- Splash of body fluid onto skin with a small scratch, burn or rash,
- Body fluid that comes in contact with eyes, nose or mouth.

- For a puncture by a sharp object, let the cut bleed and then wash it with soap and water.
- For body fluid contact with the eyes, nose or mouth, rinse the area with plenty of clean water.
- For a body fluid splash on broken skin, wash with soap and water.

Report all Injuries and incidents to your Supervisor or Manager immediately!

Cleaning Standards Chart

Type of Cleaning	Proper Cleaning Method	Responsible Team
Daily	➢ Appropriate sanitation chemicals as recommended by the properties chemical supplier. ➢ Utilize proper Personal Protective Equipment.	Staff
Newly Contaminated	➢ Use a disinfectant such as household bleach, freshly diluted 1:10 in water (1 part bleach to 10 parts water)) or other approved disinfectant as supplied by the properties chemical supplier. ➢ Utilize proper Personal Protective Equipment.	Manager/Supervisor
Any spill of blood or other potentially infectious material, contaminated water	➢ Use a disinfectant such as household bleach, freshly diluted 1:10 in water (1 part bleach to 10 parts water) or other approved disinfectant as supplied by the properties chemical supplier. ➢ Utilize proper Personal Protective Equipment.	Manager/Supervisor

Disposing of Sharp Objects

Sharp objects such as needles or razor blades may be contaminated with infected blood or body fluids. Special attention should be taken when handling these objects.

- Avoid throwing a possibly contaminated item into a regular garbage can.
- Put on disposable waterproof gloves.

- Never try to recap a used needle. Do not try to bend or remove the needle from a syringe.
- Have a clearly marked container that is leak-proof and puncture-resistant for the disposal of sharp objects.
- Use tongs or pliers to pick up the sharp object and place in the container sharp end first.
- Containers should be emptied when three-quarters full and should never be overloaded.
- Contact your local biohazard/sharps removal company, when the containers are three-quarters full.

Handling Garbage Safely

- Take precautions when handling garbage to ensure that you do not make contact with a sharp object or any other hazardous materials.
- Place garbage in waterproof bags.
- Do not handle spilled garbage with bare hands. Wear waterproof, puncture-resistant gloves or use an appropriate tool to handle garbage.
- Avoid reaching into or packing down garbage with your bare hands.
- Watch for sharp objects or broken glass that could poke through the garbage bag.
- Do not overfill garbage bags. Allow space at the top to hold the bag.
- When carrying garbage bags, grasp the top of the bag and hold it away from your body.

Handling Dirty Laundry Safely

- Laundry may be stained with blood or body fluid, certain hygiene practices are recommended when coming in contact with dirty laundry.
- Wear gloves and other appropriate personal protective equipment while handling laundry.
- Place dirty laundry in bags or containers. Do not sort or rinse at the location where it was used.
- Laundry that is heavily soaked with blood or body fluids should be bagged to prevent leaking.

Infections

Lyme Disease Prevention

The Lyme disease bacterium, Borrelia burgdorferi, is spread through the bite of infected ticks. Ticks can attach to any part of the human body. Ticks are often found in hard-to-see areas such as the groin, armpits, and scalp. In most cases, the tick must be attached for 36-48 hours or more before the Lyme disease bacterium can be transmitted. Most humans are infected through the bites of immature ticks

called nymphs. Nymphs are tiny (less than 2 mm) and difficult to see; they feed during the spring and summer months.

- Be extra-vigilant in the warmer months (April to September), when ticks are most active.
- Avoid direct contact with ticks.
- If possible, avoid wooded and bushy areas with high grass and leaf litter.
- Walk in the centre of trails.
- Wear appropriate insect repellent, ensuring to apply to both skin and clothing.
- Wear long-sleeved shirts, pants, socks, and close-toed shoes if working in any wooded, bushy or high-grass areas. Tuck in shirts, and pants into socks. If possible, light-coloured clothing is preferred, as that makes it easier to spot ticks.
- After completing any work in wooded, bushy or high-grass areas, conduct a full-body tick check (including hair and clothes), and inspect any equipment that was with you.
- Shower or bathe within 2 hours of being outdoors to wash away any loose ticks.

If you find a tick attached to your skin, do not panic. Finding a tick within 24-36 hours usually prevents infection.

- Use fine-tipped tweezers to grasp the tick as close to the skin's surface as possible.
- Pull upward with steady, even pressure. Don't twist or jerk the tick; this can cause the mouth-parts to break off and remain in the skin. If this happens, remove the mouth-parts with tweezers. If you are unable to remove the mouth easily with clean tweezers, leave it alone and let the skin heal.
- After removing the tick, thoroughly clean the bite area and your hands with rubbing alcohol, an iodine scrub.
- Dispose of a live tick by submersing it in alcohol, placing it in a sealed bag/container, wrapping it tightly in tape, or flushing it down the toilet. Never crush a tick with your fingers.
- Avoid folklore remedies such as "painting" the tick with nail polish or petroleum jelly, or using heat to make the tick detach from the skin. Your goal is to remove the tick as quickly as possible. Do not wait for it to detach.
- Notify your supervisor immediately, and ensure the First Aid Log and Incident Report is completed.
- If you have been bitten by a tick, or develop symptoms in the weeks after a tick bite, consult your health care provider IMMEDIATELY. Symptoms of Lyme disease can include one or a combination of the following:
    - fatigue
    - fever or chills

- headache
- spasms, or weakness
- numbness or tingling
- swollen lymph nodes
- skin rash
- cognitive dysfunction (brain fog), dizziness
- nervous system disorders
- arthritis and arthritic symptoms (muscle and joint pain)
- abnormal heartbeat

West Nile Virus Prevention

The West Nile Virus (WNV) is most often spread to people from the bite of an infected mosquito. The WNV normally cycles between mosquitoes and birds. However, people may be infected if they are bitten by a WNV-infected mosquito. Outdoor workers are at risk of WNV infection from the bite of mosquitoes.

The most effective way to avoid WNV is to prevent mosquito bites.

- Use insect repellent when working outdoors, ensuring to apply to both skin and clothing. Mosquitoes may bite skin through clothing.
- When weather permits, wear long sleeves, long pants, and socks when outdoors.
- Take extra care during peak mosquito biting hours, from dusk to dawn, and in the early spring months (April to June).
- Remove or empty any standing water from gutters or other places, on a regular basis.
- When conducting field work, be aware of your surroundings and on the lookout for areas of standing water, such as stagnant ponds.
- If, in the course of your work, you find a dead bird, report it to the local authorities. A dead bird may be a sign that WNV is circulating between mosquitoes and birds in the area.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Sharp Objects – SWP
Spills – SWP
Bloodborne Infectious Diseases: HIV/AIDS, Hepatitis B, Hepatitis C - Centers for Disease Control and Prevention (CDC)

Burnisher

Overview

A Burnisher is a machine used to clean and polish floors. At the base, this device contains a pad that rotates at high speeds in order to clean and polish floor surfaces. A floor Burnisher is like a buffer that is meant to handle large areas.

This Safe Work Practice will provide tips on how to work safely with and around Floor Burnishers.

Hazards

The following hazards may occur when using a Burnisher:

- Slips, Trips and Falls
- Electrical shock
- Back and muscle pain
- Vibration and noise
- Abrasions, cuts, scrapes or burns
- Entanglement

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 Protective Clothing

 Eye Protection

 Respiratory Protection

 Hand Protection

 Hearing Protection

Keep hair, loose clothing, fingers and all body parts away from openings and moving parts.

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Always refer to Manufactures Operating Manual before use.

- Only persons that have been provided a detailed training session are permitted to use the Burnisher.
- Check the voltage rating of the Burnisher before connecting the power cord to an electrical outlet. Connecting the Burnisher to a higher voltage than indicated in these instructions may result in damage to the Burnisher or injury.
- A damaged Burnisher can be dangerous. Check the machine and accessories for any signs of damage. Do not use a damaged appliance. Do not use with a damaged cord or plug. If the machine is not working as it should, has been dropped, damaged, left outdoors or immersed in water, report it to your supervisor immediately and do not use.
- Maintenance and repairs must be done by qualified service professional only.
- Do not pull or carry by the cord, use the cord as a handle, close a door on the cord, or pull the cord around sharp edges or corners.
- Do not run the appliance over the cord. Keep the cord away from heated surfaces.
- Do not unplug by pulling on the cord. To unplug, grasp the plug, not the cord.
- Do not handle the plug with wet hands.
- Do not try burnishing a floor that needs scrubbing or stripping instead.
- It is important to have the proper pad (white) for burnishing. A pad that is too coarse will scratch the floor. A pad that is too fine will not have the cleaning action needed for the job.
- Burnishing is normally done only in heavy traffic areas. This means that very little furniture has to be moved.
- Attach the appropriate burnishing pad to the Burnisher. Additional burnishing pads must be on hand. Place wet floor signs.
- A high-speed Burnisher that is left stationary will ‘burn’ a hole (donut) in finish and floor very quickly. Caution should be used so there will be no damage to the floor.
- High speed burnishing is very aggressive and ALL finishes will powder to some degree.
- Clean your machine with a solution of water and stripper. Soak the pads clean with the same solution.
- Ensure that proper footwear is used as prescribed in the PPE policy.
- For security reasons when working alone try to always keep facing the door when using a Burnisher. The noise will impair the ability to hear someone entering the room.

- Always report any hazards found when using a Burnisher to the Supervisor.
- Turn off all controls before unplugging.
- Do not use in or around flammable or combustible liquids such as gasoline or use in areas where they may be present.
- Lockout/tag-out any machine that is not operating properly and report to your immediate supervisor.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Carpet Extractor

Overview

A carpet extractor is an electric-powered carpet cleaning machine that uses hot water, detergent, a powered scrub brush and strong suction to extract deeply embedded dirt from wall-to-wall carpeting and is intended for cleaning carpet only. Hazards or unsafe practices could result in minor personal injury, product or property.

This Safe Work Practice will provide tips on how to work safely with the Carpet Extractor.

Hazards

The following hazards may occur during the use of the Carpet Extractor:

- Risk of electrical shock.
- Risk of fire/explosion if used in a flammable environment or to pick up volatile/explosive materials.
- Exposure to chemicals used in the machine.
- Back and muscle pain.
- Risk of personal injury due to slips, trips and/or falls.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 Protective Clothing

 Eye Protection

 Respiratory Protection

 Hand Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Always refer to Manufactures Operating Manual before use.

- You must have received WHMIS training and practical training from your Supervisor in the operation of this machine before using it.
- Read the SDS for the following products prior to using them: Examples: Extractor - Green, Fibre Fresh Ultrapro, Olifin Extraction Cleaner, Foam control, Fibre Fresh Extraction Cleaner, Jelsolve Fibre Fresh and Dryclene.
- Keep hair, loose clothing, fingers and all parts of body away from openings and moving parts.
- Wear protective footwear at all times.
- DO NOT OPERATE MACHINE IN AN EXPLOSIVE ENVIRONMENT! Do not use near flammable materials and vapours.
- NEVER USE THIS MACHINE TO PICK UP VOLATILE OR EXPLOSIVE MATERIALS! Do not use this machine to pick up fuels, grain dust, solvents, thinners, or other flammable materials.
- Do not use this unit for dry pick-up of dust or debris.
- Do not operate this machine unless it is completely assembled.
- Maintenance and repairs must be done by qualified service professional only.
- Do not use if the machine is damaged in any way. For example, if the machine has been dropped, damaged, left outdoors, or dropped into water, inform your Supervisor immediately so the machine may be sent out for servicing/repair. Tag the equipment so that it will not be used inadvertently.
- Do not immerse in liquid. To reduce the risk of electrical shock, use only on carpet moistened by the cleaning process. Protect the machine from rain. Keep the machine in a dry building. Always clean the machine with a clean dry cloth.
- Do not use water that is hotter than 60°C (140°F).
- To prevent damage to the solution system components do not store in freezing temperatures without proper maintenance.
- Do not allow this machine to be used as a toy. Close attention is necessary when used near children.
- Use extra care when cleaning on stairs. Remove all obstacles prior to cleaning.

When Using Carpet Extractor

- Check power cord, plug and strain relief for worn or damaged insulation. Repair or replace if necessary.
- Confirm the quick connects located at the back of the machine are properly attached. This is the water supply line and solution water will not be allowed to flow through to the jets if this connection isn't secure.

- Lock the brush assembly in the up position for storage or transport. This is done by pulling up on the black knob/lift mechanism at the front of the machine and allowing the lift stop to rest on the bracket.
- Check the inlet screen and filter bag in the opening of the fresh water/solution tank for damage or debris.
- Remove the clear dome on top of the recovery tank.
- Inspect for damage to the dome and gasket.
- The intake filter screen should be clean of debris and checked periodically for any damage, replace if necessary.
- Connect the power cord plug to a 115 volt grounded wall socket. See Grounding Instructions. Use of an extension cord is not recommended. However, if one is necessary, use only a 14 gauge or larger cord. Smaller or inferior cords are dangerous and may cause damage to the machine.
- Pull backward during operation. DO NOT ATTEMPT TO OPERATE IN A FORWARD DIRECTION. Position yourself behind the machine, grasp the handle and depress the red momentary “Pump/ Brush” switch on the top center of the handle. This switch activates the brush drive motor and the pump to spray cleaning solution. Walk slowly backward and continue to depress the red switch to perform the cleaning process.

Grounding Instructions

- This machine must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This machine is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING: Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the machine - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

Plug and Cord Safety

- To prevent electric shock or injury, always remove the electrical plug from the electrical outlet before doing any repairs or maintenance to this machine or when leaving the machine unattended.
- To prevent damage to the power cord, do not move this machine over the power cord. Always lift the power cord over the machine. Do not pull or carry cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners.
- Keep cord away from heated surfaces.
- Make sure all switches are turned off before plugging or unplugging the power cord into/from a wall receptacle.

- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle the plug or machine with wet hands.

For full operational instruction and details refer to the operator's manual and the training given by your Supervisor.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Chemical Handling

Overview

Every work place has chemicals, ranging from cleaning products, paint thinners to full scale chemical production. Know the hazards of the chemicals in your work place and the appropriate precautions to take to work safety and avoid injury.

Some chemicals are safe, but others can present a risk if not properly handled or stored. Assume that any chemical requiring a Safety Data Sheet (SDS) is a hazardous substances.

When a hazardous chemical or pollutant is released into the environment in an abnormal quantity it is considered a spill. Spills are serious health, safety and environmental hazards. It is vital that precautions are taken to prevent spills and that proper safe work practices are implemented to clean a spill should one occur. A spill clean-up plan helps make sure that all workers have the equipment and training needed to deal with spills.

This safe work practice provides tips on how to work safely with chemicals.

Hazards

Depending on the chemical being used, the following hazards may occur:

- Burns or dermatitis if in contact with skin
- Respiratory distress, asthma if inhaled
- Eye injury if splashed in eye
- Damage to equipment, property or the environment

There is always a chance that a spill or leak can happen when chemicals are used in the workplace.

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


Hand Protection


Protective Clothing


Eye Protection


Respiratory Protection

Ensure your gloves are resistant to the chemicals you are working with. If the SDS does not indicate the best type of protective material, you should call the manufacturer.

Ensure eye protection used are googles, not safety glasses.

Additional PPE:

 Eye wash station  Deluge shower  Fire extinguisher

 Spill kit

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

- Receive proper training on WHMIS 2015 and the types of chemicals you might be exposed to.
- Read Safety Data Sheets for all of the chemicals you work with.
- Be aware of all the hazards (fire/explosion, health, chemical reactivity) of these chemicals.
- Wherever possible use a less harmful substitute to do the job effectively and safely.
- Many chemicals are flammable or combustible. Always eliminate ignition sources when working with flammable and combustible liquids. Examples of ignition sources include:
    - Sparks from electrical tools and equipment
    - Sparks, arcs and hot metal surfaces from welding and cutting
    - Tobacco smoothing
    - Open flames from portable torches and heating units, boilers, pilot lights, ovens, and dryers

    - Hot surfaces such as boilers, furnaces, steam pipes, electric lamps, hot plates, irons, hot ducts and flues, electric coils and hot bearings
    - Embers and sparks from incinerators, foundry cupolas, fireboxes and furnaces
    - Sparks caused by static electricity from rotating belts, mixing operations or improper transfer of flammable or hot combustible liquids

You can eliminate many of these ignition sources by:

- Removing open flames and spark-producing equipment
- Not smoking around these liquids

- Using approved explosion-proof equipment in hazardous areas.
- Always order the smallest reasonable amount of any chemical. Take into account the shelf life of the chemical as well as the inventory space available.
- Use the smallest amount of the chemical necessary in the work area.
- Use approved containers for disposal of rags and other work.
- Store, handle and use chemicals in well-ventilated areas.
- Use only approved containers and dispensing equipment.
- Keep containers closed when not in use.
- Always wear the appropriate personal protective equipment for the job you are doing.
- Follow the health and safety rules that apply to your job.

Chemical Spills

Prevention is key. Follow safe work practices when working with chemicals and hazardous substances to minimize the risk of a spill. In the event of a spill, follow these practices:

Be Prepared

Evaluate the hazards of the materials you work with and be prepared to properly and safely clean up a small spill or leak.

- Be familiar with SDS for working materials. Keep them close by to refer to for proper clean up and disposal of spill.
- Ensure appropriate spill kits, tools, and personal protective equipment are readily available. Ensure you have been trained in the use of spill kits and tools and trained and fit-tested for all PPE.
- Ensure that engineering controls are adequate and are working properly.
- Know where the eye-wash stations and deluge shower are located.
- Ensure emergency response contact numbers and information is posted in a visible location.
- Participate in spill response plan simulations.

Spill Response

Respond to the spill based on the hazards of the material and the workplace conditions.

- Wear adequate protective equipment for the hazards present.
- Notify your supervisor and any other people in the immediate area.
- Know when to initiate the emergency response plan.

- If you cannot respond safely, evacuate the area and restrict access. Contact our spill response team or emergency services.
- Remove or extinguish all ignition sources.
- Block off the spill area by using traffic cones or other easy to see signs or markers.
- Review the SDS for proper clean up and disposal.
- If safe to do so, contain the spill to make sure it does not spread.
- Use the right equipment and PPE to clean up the spill. Do not use substitute equipment or materials.

- Dispose of the chemical in a safe manner as outlined in the SDS. Before initiating regular work activities, decontaminate the surface where the spill occurred.
- If the spill is a corrosive material, use a neutralizer during the clean-up process. Follow the SDS to ensure you are using the right neutralizing substance.
- If the spill is of a flammable or combustible material, remember to use rated spark-proof PPE to clean up the spill. Refer to the SDS for more information.
- Know the proper disposal procedures for this jurisdiction. Contact local and provincial authorities or the Ministry of the Environment if you have questions.
- Ensure clothing, equipment and tools are properly decontaminated after the spill has been cleaned up.
- Determine whether the spill is minor or a complex or major spill.

Minor Spill

A minor spill is defined as:

- An amount that is safe to clean up
- The spill is easily contained from drains, ignition sources, and incompatible chemicals
- The spill is not immediately dangerous to life or health
- There is no likelihood of a fire or explosion

Complex or Major Spill

A complex or major spill is defined as:

- Any amount that is not safe to clean up
- There is a potential for release into the atmosphere, discharge to a sewer, or leak into soils of surface water.
- There is immediate danger to life or health.
- There is likelihood of a fire or explosion.
- No PPE is available, or you have not been fit-tested or trained in its use.

Housekeeping

- Practice good housekeeping.
- Keep all areas where chemicals are stored, handled or used, clear of all burnable materials.
- Provide drip trays and empty them often wherever recurring leakages occur.
- Consider using splash guards to enclose machines or processes that eject chemicals.
- Remove any obstructions that prevent containers with lids held open by fusible links from closing fully.
- Make sure that chemicals are not left where they could block or otherwise prevent people from escaping in case of a fire.

Maintenance

Regular equipment inspection and maintenance are important for controlling the chemical hazards.

- Ensure maintenance staff know the hazards of the materials they could be exposed to.
- Ensure equipment repairs are carried out properly, including special equipment like explosion-proof fittings. Fire and explosions have results from the additional of non-approved parts or equipment to approved systems.
- Never use safety containers that are damaged. If repairs using approved parts cannot restore safety containers to a safe condition, discard the containers once properly cleaned.

Storage

- Never use plastic or glass containers for storing flammable liquids unless storage in metal containers would affect the required liquid purity or if the liquid would cause excessive corrosion of the metal container.
- Ensure WHMIS labels are affixed to all containers.
- Do not store containers in or near exits.

- Integrity of storage area should be checked on an ongoing basis to ensure there is no leakage.

Clean Up

- Ensure contaminated clothing, PPE, rags and material are put in bins/areas separate from regular garbage/storage.
- Ensure drums are cleaned after use and the liquid waste is placed into an appropriately labeled liquid waste container.
- Ensure all other residue liquids, i.e. leftover cleaners, are disposed of properly.
- Use only approved waste disposal cans for cloth, paper and other solid materials soaked with chemicals.
- Never pour waste flammable liquids down sinks or drains.
- Always follow applicable environmental laws when disposing hazardous waste.
- Empty flammable and combustible liquid containers may still contain enough liquid to create an explosion hazard. Never perform any work (welding, cutting, drilling, soldering) on an empty container until all liquid and vapours have been cleaned out.

In an Emergency

- Be ready to handle emergencies safely.
- Know where the fire extinguisher and spill kit is located.
- Know where the eyewash station and safety shower is located.
- Know our emergency procedures.
- Leave the area at once if you are not trained to handle the problem or if it is clearly beyond your control.
- Alert other people in the area to the emergency.
- Call the fire department immediately.
- Report the problem to our Emergency Response Team.
- Obtain first aid if you have been exposed to harmful chemicals and remove all contaminated clothes.

ACTION Always choose the least hazardous materials that can do the job effectively and safely.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

WHMIS – National Essential Elements Program
WHMIS – whmis.org
Spills – SWP

Combustible and Flammable Liquids

Safety | MSD | **Chemical** | Biological | Physical | Psychosocial

Overview

Combustible and Flammable liquids are present in almost every workplace. Common combustible liquids are diesel fuel and kerosene. Common flammable liquids are gasoline, turpentine, and acetone.

Although both liquids burn, flammable liquids give off vapour that can be easily ignited at normal working temperatures. Combustible liquids do not catch fire as easily, but if being used in high temperature processes, can be equally hazardous.

Other flammable and combustible liquids include:

Solvents	Thinners	Cleaners
Adhesives	Paints	Waxes and polishes

Everyone who works with or around these liquids must be aware of their hazards and how to work safely with them.

This Safe Work Practice provides tips on how to work safely with combustible and flammable liquids.

Hazards

The following hazards may occur when handling combustible and flammable liquids:

- Fires, explosions
- Spills
- Chemical exposure can result in bodily harm (burns, dermatitis, asthma)

Always assume there are ignition sources around you.

Mandatory Requirements

All work must be done in compliance with the:

- Provincial Occupational Health & Safety Act(s)
- Fire Protection & Prevention Act
- WHMIS
- Policies and Procedures.

Personal Protective Equipment (PPE)

 Protective Clothing

 Respiratory Protection

 Eye Protection

 Foot Protection

 Hand Protection

Ensure your gloves are resistant to the chemicals you are working with. If the SDS does not indicate the best type of protective material, you should call the manufacturer.

Ensure eye protection used are googles, not safety glasses.

Additional PPE:

 Eye wash station

 Deluge shower

 Fire extinguisher

 Spill kit

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

- Receive proper training prior to working with combustible and flammable liquids.
- Read the Safety Data Sheet for all of the materials you work with.
- Be aware of all the hazards (fire/explosion, health, chemical reactivity) of the materials you work with.
- Know whether the materials you work with are flammable or combustible liquids.
- Wherever possible use non or less flammable substitute to do the job effectively and safely.
- Eliminate ignition sources when working with flammable and combustible liquids. Examples of ignition sources include:
  - Sparks from electrical tools and equipment.
  - Sparks, arcs and hot metal surfaces from welding and cutting.
  - Tobacco smoothing.
  - Open flames from portable torches and heating units, boilers, pilot lights, ovens, and dryers.
  - Hot surfaces such as boilers, furnaces, steam pipes, electric lamps, hot plates, irons, hot ducts and flues, electric coils and hot bearings
  - Embers and sparks from incinerators, foundry cupolas, fireboxes and furnaces.

- Sparks caused by static electricity from rotating belts, mixing operations or improper transfer of flammable or hot combustible liquids.

You can eliminate many of these ignition sources by:

- Removing open flames and spark-producing equipment.
- Not smoking around these liquids.
- Using approved explosion-proof equipment in hazardous areas.
- Use the smallest amount of flammable liquid necessary in the work area.
- Use approved containers for disposal of rags and other work.
- Store, handle and use flammable and combustible liquids in well-ventilated areas.
- Use only approved containers and dispensing equipment.
- Keep containers closed when not in use.
- Bond and ground metal containers when transferring flammable and combustible liquids.
- Always wear the appropriate personal protective equipment for the job you are doing.
- Follow the health and safety rules that apply to your job.
- Only use in well-ventilated areas.
- Use non-sparking ventilation systems and equipment.
- Ground all metal drums, transfer vessels, hoses and piping to prevent buildup of static charge. Ground clips must contact bare metal.
- Never heat containers or distribution systems containing flammable or combustible liquids.
- Never use flammable or combustible liquids for anything other than their intended uses.

Housekeeping

- Practice good housekeeping.
- Keep all areas where flammable or combustible liquids are stored, handled or used, clear of all burnable materials.

- Provide drip trays and empty them often wherever recurring leakages occur.
- Consider using splash guards to enclose machines or processes that eject flammable or combustible liquids.
- Remove any obstructions that prevent containers with lids held open by fusible links from closing fully.
- Make sure that flammable and combustible liquids are not left where they could block or otherwise prevent people from escaping in case of a fire.

Maintenance

Regular equipment inspection and maintenance are important for controlling the hazards of flammable and combustible liquids.

- Ensure maintenance staff know the hazards of the materials they could be exposed to.
- Ensure equipment repairs are carried out properly, including special equipment like explosion-proof fittings. Fire and explosions have results from the additional of non-approved parts or equipment to approved systems.
- Never use safety containers that are damaged. If repairs using approved parts cannot restore safety containers to a safe condition, discard the containers once properly cleaned.

Storage

- Never use plastic or glass containers for storing flammable liquids unless storage in metal containers would affect the required liquid purity or if the liquid would cause excessive corrosion of the metal container.
- Ensure WHMIS labels are affixed to all containers.
- Do not store containers in or near exits.
- Ensure storage cabinets conform to ULC Standards C1275 “Storage Cabinets for Flammable Liquid Containers”, and are labelled in conspicuous lettering indicating cabinet contains flammable materials and open flames must be kept away.
- Ensure storage area is:
  - Well ventilated to reduce vapour concentrations.
  - Free of ignition sources.
  - Cool (temperature controlled) and dry.
  - Supplied with adequate firefighting and spill clean-up equipment.
  - Away from elevators, building and room exits, or main aisles leading to exits.

- Accessible by firefighters.
- Labelled with suitable warning signs, i.e. “No Smoking”.
- Never store flammable or combustible liquids near other dangerous goods.
- Always check SDS for specific storage precautions.
- Ensure fire extinguishers are “Type B”.

Static Electricity

Static electricity is an imbalance of electric charges within or on the surface of an object. If not quickly removed, the charge will build up. Eventually it will develop enough energy to jump as a spark to a nearby less highly charged object. In an explosive or flammable atmosphere the spark can set off an explosion or fire. The danger is greatest when flammable liquids are being poured or transferred.

Static electricity can be produced by:

- Non-polar liquid flowing through a pipe or hose (i.e. hydrocarbons).
- Spraying.
- Blending or mixing.
- Filling containers or tanks.
- Movement (and friction) between materials.
- Movement of dry powdered material through chutes or conveyors.
- Movement of non-conducive conveyor belts or drive belts.
- Appliances that are plugged into electrical outlets.
- Flipping a light switch on or off.

Static electricity can be controlled by:

- Bonding and grounding - techniques used to prevent sparks from being created when liquids are transferred between containers. When there is an electrical connection between two or more conductive containers, bonding ensures the containers have the same electrical charge. Bonding does not eliminate the static charge which is why it is used in combination with grounding. A container is grounded when there is an electrical connection between the container and the earth. Grounding quickly drains away the static charge.
- Humidification - keeping relative humidity between 60-70% at 21°C may stop paper or layers of cloth and fibres from sticking together, however high humidity may not prevent the accumulation of static electricity and should not be relied upon solely when there are flammable liquids, gases or dusts present.
- Static collectors - devices used on moving equipment parts and non-conducive materials such as plastic film. Examples include metallic tinsel

bars and spring copper brushes. They work by capturing the static discharge. The devices must be grounded.

- Additives - anti-static additives can be added to some flammable liquids, which changes the electrical properties of the liquid.

Clean Up

- Ensure contaminated clothing, PPE, rags and material are put in bins/areas separate from regular garbage/storage.
- Ensure drums are cleaned after use and the liquid waste is placed into an appropriately labeled liquid waste container.
- Ensure all other residue liquids, i.e. leftover cleaners, are disposed of properly.
- Use only approved waste disposal cans for cloth, paper and other solid materials soaked with flammable and combustible liquids.
- Never pour waste flammable liquids down sinks or drains.
- Always follow applicable environmental laws when disposing hazardous waste.
- Empty flammable and combustible liquid containers may still contain enough liquid to create an explosion hazard. Never perform any work (welding, cutting, drilling, soldering) on an empty container until all liquid and vapours have been cleaned out.

In an Emergency

- Be ready to handle emergencies safely.
- Know where the fire extinguisher and spill kit is located.
- Know where the eyewash station and safety shower is located.
- Know our emergency procedures.
- Leave the area at once if you are not trained to handle the problem or if it is clearly beyond your control.
- Alert other people in the area to the emergency.
- Call the fire department immediately.
- Report the problem to our Emergency Response Team.
- Obtain first aid if you have been exposed to harmful chemicals and remove all contaminated clothes.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Spills – SWP
WHMIS 2015 – whmis.org
WHMIS 2015 General – ccohs.ca
Flammable & Combustible Liquids – ccohs.ca
WHMIS – National Essential Elements Program

Driving Safely

Safety | MSD | Chemical | Biological | Physical | Psychosocial

Overview

Traffic collisions are a major cause of injury and death for those aged 5 to 34. In Canada someone dies every four hours, or is admitted to hospital every 90 minutes, as a result of a traffic collision. Whether driving for business or personal, it is everyone's responsibility to drive safely and defensively.

According to the WSIB in Ontario, motor vehicle collisions are the single greatest cause of worker fatalities, accounting for more than 30% of all worker fatalities. This makes MVIs the biggest risk Ontarians face each day they go to work. The percentage increases to 45% when we include vehicles and mobile equipment used in the workplace; such as forklifts, tractors, and backhoes. Following safe driving practices is essential.

This Safe Work Practice provides tips on how to drive safely.

Hazards

The following hazards are associated with driving:

- Drivers may get seriously injured if a collision occurs.
- A fatality may result from a vehicle collision.
- Prolonged driving may cause MSDs.
- A pedestrian may be seriously injured if struck by a vehicle.

Driver distraction is a factor in approximately 4 million motor vehicle crashes in North America each year.

Mandatory Requirements

- Be properly licensed and insured.
- Provide evidence of a valid driver's license upon hire and annually thereafter.
- Practice defensive driving techniques.
- Follow all applicable provincial traffic regulations.
- Seat belt must be worn at all times!

Working Safely

Recommended Vehicle Equipment

- Cell Phone, to be used for emergency situations when you are not operating the vehicle.
- Emergency Vehicle Safety Kit (e.g. ice scraper, booster cables, flares, extra windshield fluid, flashlight, first aid kit, snack).
- Automobile Assistance membership.

General Tips

- Drive in a responsible manner at all times.
- Maintain your vehicle in good working order.
- Perform a circle check to inspect your vehicle prior to departure.
- Inspected items include:
  - Headlights
  - Turn signals
  - Brake lights
  - Horn
  - Windows
  - Wiper blades
  - Oil and fluid levels
  - Tire pressure (including spare), using tire gauge
  - Mirrors
  - Fuel

- Adjust your seat so you can apply the brake with your knee comfortably straight and hands are on the steering wheel with a slight bend at the elbows.
- Be on the alert for slow moving vehicles, children, animals, pedestrians, and heavy traffic.
- Always drive according to the conditions (e.g. construction zones, ice, snow, fog and heavy rain).
- Drive within your capabilities.
- Drive with your headlights “on”.

Distracted Driving

Distracted driving is one of the leading causes of traffic accidents. Common causes of driver distraction are:

- Eating, drinking, smoking.
- Reading (including looking at a map, book, etc.).
- Applying makeup or shaving.
- Adjusting the entertainment system, climate or other controls.
- Adjust features such as pedals or steering wheel.
- Watch someone or something outside the vehicle.
- Talking and looking at other people in the car, especially in the back seat.
- Using a communication devices.
- It is illegal for drivers to use hand-held cell phones and/or any other electronic device while behind the wheel.

New in-vehicle technologies will only add to the demands on the driver:

- Advanced features of cell phones and other wireless devices including internet, email, and music.
- Other wireless devices such as laptop computers, palm pilots, etc.
- In-vehicle navigation systems, e.g. GPS.
- Night vision systems.

Follow these simple solutions to reduce distractions and make your drive safer:

- Plan your route. Ensure your GPS is set to call out instructions so you don't have to glance down at it.
- Put your cell phone away. Reduce temptation by putting it in the trunk or a bag and turn the ringer off.
- Advise your passengers to be quiet if a risky situation arises on the road.
- Eating and drinking should be avoided while driving. If you need to take a drink, wait until you are stopped at a red light.
- Keep your radio volume at a level that allows you to hear a siren or the screech of brakes from another vehicle.
- Never do personal grooming while driving your car.
- Secure objects so they don't go flying if you have to brake in an emergency.

Driver Fatigue

If you are struggling to stay awake you shouldn't be driving. Here are some tips to reduce your chance of driving while fatigued.

- Make sure you get enough sleep before you go on a trip.
- Avoid scheduling trips before or after your usual wake-up and bed times.
- Drive during daylight hours when possible.
- On long trips, switch drivers every few hours.
- Try not to drive if you are taking medication that makes you drowsy.
- Take a nap before driving.

Road Rage

Employees are reminded to avoid potential road rage situations. The following are some best practices for avoiding rage:

- Acknowledge your mistakes which can reduce conflict.
- Be courteous and considerate.
- Do not compete or retaliate.
- Leave traffic enforcement to the police.
- Avoid honking your horn unless necessary.
- Stay in your vehicle, lock the doors and call the police if you are being physically threatened.
- On your cell phone, dialing *OPP (*677) will connect you to the nearest OPP station.
- Dial 911 to reach emergency services.

Driving Ergonomics

- Discomfort and lower back pain are frequent complaints reported by drivers. Injuries include foot cramps, low back pain, stiff neck, and sore shoulders from poor posture, stress, tension and staying in one posture or position for an extended period. Consider the following factors when selecting a vehicle.
- Does it match the requirements for your body size and any physical limitations you have?

- Does the layout and ergonomic features (e.g. steering wheel, seat, pedals and other controls, displays) meet your needs?
- Does the vehicle have features that assist in the kind of needs you have, e.g. an easy to load trunk for a salesperson.

Anyone spending a lot of time in a vehicle is likely to experience aches and pains. Drivers tend to experience pain more often as it is more difficult to shift body positions while driving, but passengers can also feel the same effects if they are sitting for prolonged periods without changing position or getting out of the vehicle and stretching, or taking a break every hour or two. These aches and pains can be caused by:

- Poor posture – make sure your seat is adjusted properly.
- Low frequency whole body vibration in moving cars and trucks can contribute to the effects on the lower back.
- The shape of the vehicle seat itself may put pressure on selected parts of the legs, back and buttocks. This can lead to pain or discomfort at pressure points and may affect blood flow to the legs and feet.

Make the following adjustments to help alleviate these aches and pains:

- Adjust the seat - the driver should be able to reach the pedals, steering wheel and other controls without stretching the legs and arms, should have a good view of the instruments, gauges, and all mirrors, and good vision through the front and side windows.
- The back rest should be in contact along the full length of the driver's back. Adjust the lumbar so that the backrest fits the back and provides more comfort.
- The head rest, or head restraint, is designed to restrict head movement if a vehicle is hit from behind. It should be as high as the top of your head but not lower than your ears, and as close to your head as possible (7-10 cm or 2.75-4 inches).
- The air bag works in addition to the seat belt and is designed to deploy in higher speed frontal impacts. Always wear your seat belt. An air bag alone will not prevent you from being ejected from the vehicle.
- Adjust the steering wheel, pedals and gear shift for comfort and ease of use.

Winter Driving

Winter driving in Canada can be risky, make sure you are prepared. Prevention is better than recovery.

- Get a winter vehicle checkup – battery, ignition system, lights, brakes, tires, exhaust system, heating and cooling system, windshield wipers.
- Take a winter driving course including skid control and winter braking.
- Installing winter tires is a good idea and is legally required in some provinces. Never mix tires with different tread patterns, internal construction or size.
- Supplement your emergency kit with the following items:
  - Small shovel, scraper and snowbrush
  - Blankets
  - Sand or kitty litter to help weigh down the car and prevent swaying, and to use for traction if stuck
  - Antifreeze
  - Winter boots
  - Extra gloves or mittens
  - Scarf and toque
  - Candle and matches
- See and be seen – remove all snow from your hood, roof, windows and lights. Drivers can be ticketed for un-cleared snow or ice.
- Drive with your headlights on.
- In bad conditions the safest strategy is to avoid driving, however if you must drive take the following precautions:
  - Check the weather and travel conditions before you leave.
  - Give yourself extra time.
  - Always tell someone where you are going, the route you plan to take and when you expect to arrive.
  - Make sure you have enough fuel, a good rule of thumb is to keep the tank at least half-full.
  - Be alert, well rested and always wear your seat belt.
  - Wear warm clothes that do not restrict movement.
  - Stay on main roads and drive carefully.
  - Be prepared to make a call, make sure your cell phone is fully charged.

- If you get trapped in a storm or snow bank, stay calm. Make sure the tailpipe is not blocked by snow. Stay in your vehicle unless help is visible. Set out warning flares, put on the dome light, use your survival candle, and watch for traffic or searchers.

Maintenance

- Make sure your vehicle is properly maintained and receives regular preventive maintenance.
- Do not drive your vehicle until required repairs are completed.
- Have your vehicle safety certified annually.

ACTION Always yield to pedestrians and watch for cyclists and motorcyclists.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Distracted Driving – Ontario Ministry of Transportation
Dealing with Particular Situations – Ontario Ministry of Transportation
Driving and Ergonomics – ccohs.ca

Extreme Temperatures

Overview

Working in a hot environment strains the body's cooling system; combining this with other stresses such as hard physical work, loss of fluids, fatigue or certain medical conditions may lead to heat related illness, disability and even death. Similarly working in cold environments unprepared can decrease a persons' core body temperature making workers susceptible to serious medical problems. When working in extreme temperatures it is imperative that workers take time to acclimatize themselves, gradual adaptation improves an individual's ability to tolerate heat stress.

Severe weather conditions such as tornadoes, hurricanes, hail, blizzards, ice storms and heavy rain are monitored by Environment Canada 24 hours a day, 7 days a week. If a severe weather storm is on the horizon the weather service issues watches, advisories and warnings through the media. This provides preparation time to safe guard against property damage, personal injuries and loss of life.

This Safe Work Practice provides tips on how to work safely in extreme temperatures.

Hazards

Working in extreme temperatures can be hazardous to one's health, especially to workers on medications, pregnant workers or individuals over 40 years old. Exposure to extreme temperatures can cause many serious health concerns, for example:

- Heat Rash
- Heat Fatigue
- Heat Stroke
- Heat Cramps
- Fainting
- Skin Irritation
- Frostbite
- Hypothermia
- Stress and Anxiety

Procedures for providing first aid and obtaining medical care should be clearly outlined and known to all workers.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot protection

 Hand protection

 Protective clothing

 Eye protection

Optional PPE

 UV protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Work Safely

<u>Cold environments</u>

- Be aware of the signs and symptoms of hypothermia:
  - Shivering is an early sign of hypothermia, though as hypothermia worsens, shivering begins to decrease
  - Lack of coordination
  - Slurred speech
  - Confusion
  - Weak pulse
  - Slow breathing
  - Cold skin

- Warm up your body by performing simple exercises before starting to work.
- Wear clothing appropriate for the task and dress in layers. Remember that over 50% of body heat is lost through the head, wear warm hats to prevent heat loss.
- Be sure not to wear cotton as the first layer nearest to your skin, as cotton absorbs sweat. Wear nylon long underwear, head protection, gloves and boots at all times.
- Wear waterproof boots with treads on the soles for traction.
- Avoid sweating. Remove clothing layers to prevent clothes from becoming wet.
- Drink warm fluids, when possible. Limit caffeine consumption to reduce dehydration.
- Prevent contact of bare skin with cold surfaces (below -7°C) as well as avoiding skin contact when handling evaporative liquids (gasoline, alcohol, and cleaning fluids) (below 4°C).
- Avoid standing or sitting for prolonged periods.
- Take frequent long breaks in a warm area (work/warm schedule).

- People should not work alone; use the "buddy" system. Watch for signs of frostbite, hypothermia and/or heat stress in fellow workers. If required to work alone, follow working in isolation procedure.

While there are no maximum exposure limits for cold working environments, there are guidelines that can be used to conduct work/task assessments, create safe work plans, and monitor conditions to protect the health and safety of workers. The following work warm-up schedule provides guidance on warm-up breaks that may be needed when working in cold conditions. As the wind increases, or as the temperature decreases, additional breaks should be taken. All non-emergency work should be stopped at temperatures of -43°C (-45°F) if there is no noticeable wind.

THRESHOLD LIMIT VALUES WORK/WARM-UP SCHEDULE FOR FOUR-HOUR SHIFT*

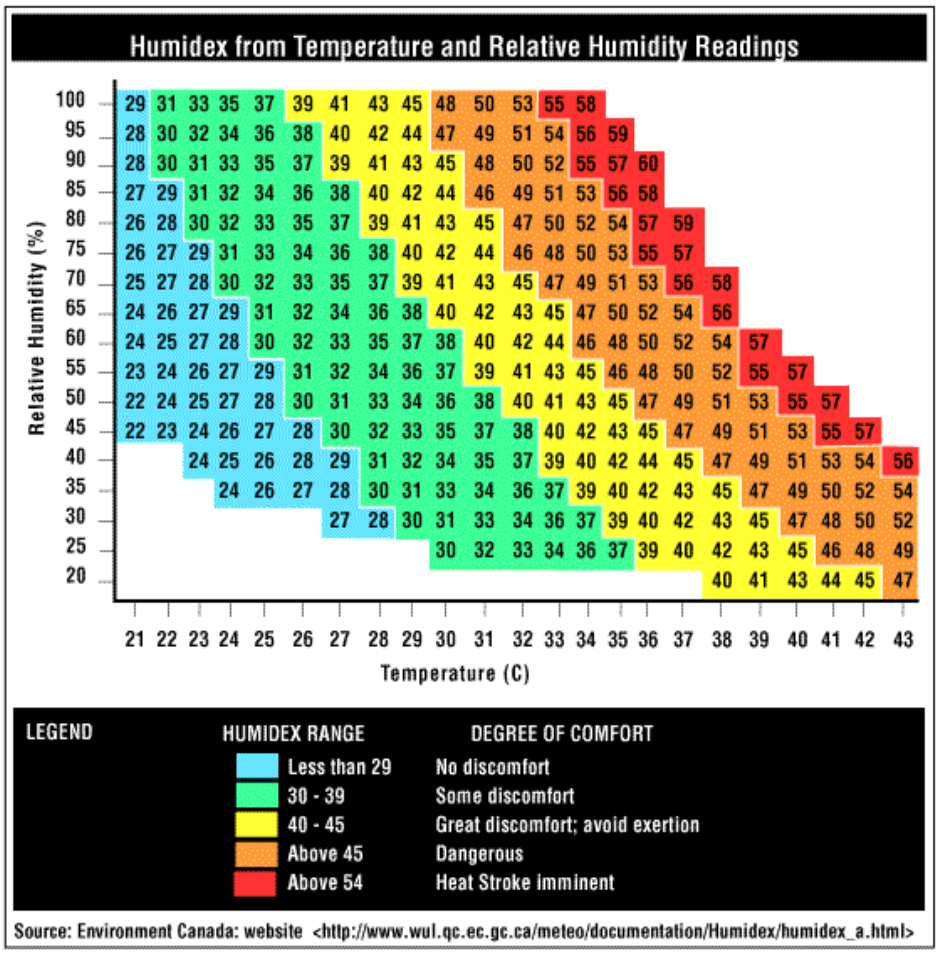
Air Temperature Sunny Sky		No Noticeable Wind		5 mph Wind		10 mph Wind		15 mph Wind		20 mph Wind	
°C (approx)	°F (approx)	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks
-26° to -28°	-15° to -19°	(Norm breaks) 1		(Norm breaks) 1		75 min.	2	55 min.	3	40 min.	4
-29° to -31°	-20° to -24°	(Norm breaks) 1		75 min.	2	55 min.	3	40 min.	4	30 min.	5
-32° to -34°	-25° to -29°	75 min.	2	55 min.	3	40 min.	4	30 min.	5	Non-emergency work should cease ↓	
-35° to -37°	-30° to -34°	55 min.	3	40 min.	4	30 min.	5	Non-emergency work should cease ↓			
-38° to -39°	-35° to -39°	40 min.	4	30 min.	5	Non-emergency work should cease ↓					
-40° to -42°	-40° to -44°	30 min.	5	Non-emergency work should cease ↓							
-43° to below	-45° & below	Non-emergency work should cease									

Adapted from Threshold Limit Values (TLV) and Biological Exposure Indices (BEI) booklet: published by ACGIH, Cincinnati, Ohio, 2017, page 217.

Hot Environments

- Acclimatize your body to the heat by slowly increasing your time in hot working conditions over a four-day period or reducing the physical demands of the job for a week or two, or until your body has become accustomed to the heat.
- Find out if any prescription medication you are required to take increase the risk of heat stress.
- Alter work pace. Take ample rest breaks. If possible, complete strenuous jobs at cooler times of day.

- Identify ways to reduce manual physical activity, such as climbing steps, lifting, carrying and walking. Consider using ergonomic aids such as hoists or lifts or other devices.
- Use a buddy system to slow down the pace of work.
- Avoid direct light exposure. Work in shaded areas.
- Wear light fabrics that allows sweat to evaporate.
- Get adequate rest and sleep prior to coming to work.
- Hydrate. Drink 8oz (240 ml) of water every twenty- thirty minutes.
- Avoid eating hot heavy meals prior to working.



Humidex is a measure of how hot people feel, it is the combination of the relative humidity and the actual temperature. Using the humidex rating and the level of acclimatization for moderate work, follow the below chart to help control heat stress from occurring.

Un-acclimatized workers	"Moderate Work" Recommended Action / Response	Acclimatized workers
25 – 29	• Supply water to workers on an 'as-needed' basis	32 – 35
30 – 33	• Post Heat Stress Alert Notice; • Encourage workers to drink extra water; • Start recording hourly temperature and relative humidity/ humidex	36 – 39
34 – 37	• Post Heat Stress Warning Notice; • Notify workers that they need to drink extra water; • Ensure workers are trained to recognize symptoms	40 – 42
38 – 39	• Work with 15 minutes relief per hour; • Provide adequate cool (10-15ºC) water, at least 1 cup (250 mL) of water every 20 minutes; • Worker with symptoms should seek medical attention	43 – 44
40 – 41	• Work with 30 minutes relief per hour can continue in addition to the provisions listed previously • Non-essential warehouse work deferred • Customer Care advises internal partners of heat stress alert and deferred activities	45 – 46
42 – 44	• If feasible, work with 45 minutes relief per hour can continue in addition to the provisions listed previously. Or commence warehouse closure.	47 – 49
45 or over	• Only medically supervised work can continue	50 or over

Source: Occupational Health Clinics for Ontario Workers (OHCOW) – "Humidex Based Heat Response Plan"

Recognize early signs and symptoms of heat stress and know what to do to prevent it!

Health Effect	Symptoms	Treatment
Heat Rash	Red bumpy rash with severe itching.	If a heat rash occurs, have the person: • Change into dry clothes and avoid hot environments. • Rinse skin with cool water. • Wash regularly to keep skin clean and dry
Fainting	Sudden fainting after at least two hours of work; cool moist skin; weak pulse.	GET MEDICAL ATTENTION. • Assess need for CPR. • Move to a cool area • Loosen their clothing • Have the person lie down • If the person is conscious, offer sips of cool water
Heat Cramps	Heat cramps are painful, involuntary muscle spasms that usually occur during heavy exercise in hot environments. The spasms may be more intense and more prolonged than typical leg cramps.	If you suspect heat cramps, instruct the person to: • Rest briefly and cool down. • Drink water or an electrolyte-containing sports drink. • Practice gentle, range-of-motion stretching and gentle massage of the affected muscle group.
Heat Exhaustion	Signs and symptoms often begin suddenly, after excessive exercise, perspiration and inadequate fluid intake. Features resemble shock and include: feeling faint, nausea, ashen appearance, rapid heartbeat, low blood pressure, hot, red, dry or sweaty skin, low-grade fever, generally less than 40°C.	If you suspect heat exhaustion, instruct the person to: • Get out of the sun and into a shady/ air-conditioned location. • Lay down and elevate feet slightly • Loosen or remove clothing. • Drink cold water, not iced, or a sports drink containing electrolytes. • Heat exhaustion can quickly become heatstroke if fever exists (especially greater than 40°C fainting, confusion or seizures occur) CALL FOR EMERGENCY MEDICAL ASSISTANCE.
Heat Stroke	Elevated temperature, generally greater than 40°C, with hot, dry skin and changes in mental status ranging from personality changes to confusion and coma. Other signs may include: rapid heartbeat, rapid and shallow breathing, blood pressure changes, cessation of sweating, irritability, confusion/unconsciousness, fainting.	If you suspect heatstroke: • Move the person out of the sun and into a shady or an air-conditioned space. • Dial 911 or CALL FOR EMERGENCY MEDICAL ASSISTANCE. • Cool the person by covering him or her with damp sheets or by spraying with cool water. Direct air onto the person with a fan or newspaper.

*The items regarding heat cramps, heat exhaustion, and heat stroke are copyright Mayo Foundation for Medical Education and Research. All Rights reserved. Used with permission from www.MayoClinic.com.

Heat Rash and Fainting adapted from Ontario Ministry of Labour Heat Stress Guideline.

Plan for Workers with Symptoms

As with any injury or illness, a staff member with symptoms of heat stress, hypothermia or frost bite will be treated by a first aid attendant. Any staff member needing medical attention will follow the procedures outlined in the First Aid Program.

ACTION It is important to monitor, and record, the air temperature, wind speed and humidex hourly.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Ministry of Labour Health and Safety Guidelines: Heat Stress

Fall Protection

Safety | MSD | Chemical | Biological | Physical | Psychosocial

Overview

Falls frequently result in severe injuries or fatalities. Unintentional falls are the leading cause of in-hospital deaths and represent the second most common cause of major hospitalizations. Every year many workers are injured from falls at work.

Almost half of these injuries result from falls from height and are very serious. Working at heights is a common activity, but can pose serious hazards if proper controls are not enforced.

The following Safe Work Practice provides tips on when Fall Protection shall be used when Working at Heights.

Hazards

The following hazards may occur while working from heights:

- Falls: Critical Injury or Serious Injury
- Musculoskeletal injuries

In accordance with provincial legislation, fall protection equipment must be used wherever a worker or workers are exposed to the hazard of falling as follows:

- More than 3 metres (10 feet) off the ground
- More than 1.2 metres (4 feet) if there are additional hazards in the work area
- Into operating machinery
- Into water or another liquid
- Into or onto a hazardous substance or object
- Through an opening on a work surface

The following situation(s) require fall protection systems:

- Climbing Lift Towers
- Building Maintenance
- Entering Snowmaking Pit (Refer to *Confined Space* procedure)
- Entering Snowmaking Wet Well (Refer to *Confined Space* procedure)
- Entering Snowmaking Can (Refer to *Confined Space* procedure)

All employees working above 3 metres must be properly trained by a certified trainer.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Fall Protection  Foot Protection  Head Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working at Heights training for employees working above 3 metres.

Working Safely

Full Body Harness

- The employer must ensure that the full-body harness is properly fitted to the worker; the fall protection system is adequate for the work being done and is being regularly maintained and inspected and must ensure that all workers are trained in the safe use of the fall protection system prior to any work being performed.
- Only those workers who are trained in the appropriate and safe use of fall arrest systems are permitted to work in situations which require their use.
- An inspection of the tie-off point must be done by a competent person following the fall of a worker secure to this tie-off point.
- Only 1 worker allowed per tie-off point.
- Never use fall arrest equipment or a tie-off point presenting a deformation or any damage to the steel.
- Before using a lifeline or lanyard ensure that the lifeline or lanyard is:
  - Is free of imperfections, knots and splices, other than end terminations.
  - Is protected by padding where the lifeline or lanyard passes over sharp edges.
  - Is protected from heat, flame or abrasive or corrosive materials during use.
- Before using a vertical lifeline ensure that:
  - The lower end extends to the ground or to a safe landing.
  - The lifeline is protected at the lower end to ensure that the line cannot be fouled by any equipment.
- Before using a full-body harness, ensure that the full-body harness:
  - Is properly adjusted to fit the worker securely.
  - Is attached by means of a connecting linkage to a fixed anchor or a lifeline.
  - Connecting linkage is attached to a personal fall arrest system, lifeline or a fixed anchor.

- Fall protection systems must be inspected by a competent person (*see Daily Inspections*).
  - Daily before every use.
  - Annually.
- Planning the appropriate fall protection method must be completed before any work has commenced (in areas where there is a risk for falls).

This includes:

- A scene survey to identify hazards.
- The type of safety equipment required.
- Access to help in the event of an emergency.
- Employees working in situations requiring fall protection systems must work in compliance with the appropriate Acts and Regulations governing fall protection. Use and wear safety equipment that is sized correctly.
- Use and wear safety equipment that is chosen for the specific task.
- Inspect all equipment before use.
- Report any safety defects, violation or concerns to their supervisor immediately and remove that equipment from service.
- Any questions about fall hazards or fall protection should be directed to your supervisor.
- A fall arrest system attached to an anchor point must be worn when an employee or contractor is working on an elevating work platform (i.e. scissor lift).
- Follow manufacturer instructions to assemble, maintain, inspect, use and disassemble the fall protection system.
- Every piece of fall arrest equipment should be inspected and certified at least yearly by a competent person. Inspection documentation will be kept with the Supervisor.

Daily Inspections

Where the use of a connecting linkage, personal fall arrest system, full-body harness or lifeline is required, the employer shall ensure that a competent person.

- Inspects the connecting linkage, personal fall arrest system, full-body harness or lifeline:
  - Before each use.
  - As recommended by the manufacturer.
  - After the connecting linkage, personal fall arrest system, full-body harness or lifeline has sustained a fall-arresting incident.
- Determines whether the connecting linkage, personal fall arrest system, full-body harness or lifeline is safe for continued use.

Inspection and Maintenance

What should you look for during the safety strap inspection?

- Inspect for cut fibers or damaged stitches inch by inch by flexing the strap in an inverted "U." Note cuts, frayed areas or corrosion damage.
- Check friction buckle for slippage and sharp buckle edges.
- Replace when tongue buckle holes are excessively worn or elongated.

What should you know about hardware (forged steel snaps, "D" rings)?

- Inspect hardware for cracks or other defects. Replace the belt if the "D" ring is not at a 90° angle and does not move vertically independent of the body pad or "D" saddle.
- Inspect tool loops and belt sewing for broken or stretched loops.
- Check bag rings and knife snaps to see that they are secure and working properly. Check tool loop rivets. Check for thread separation or rotting, both inside and outside the body pad belt.
- Inspect snaps for hook and eye distortions, cracks, corrosion, or pitted surfaces. The keeper (latch) should be seated into the snap nose without binding and should not be distorted or obstructed. The keeper spring should exert sufficient force to close the keeper firmly.

How do you inspect the rope?

- Rotate the rope lanyard and inspect from end to end for fuzzy, worn, broken or cut fibers. Weakened areas have noticeable changes in the original rope diameter.
- Replace when the rope diameter is not uniform throughout, following a short break-in period.
- The older a rope is and the more use it gets, the more important testing and inspection become.

How do you inspect the buckle?

- Inspect for loose, distorted or broken grommets. Do not cut or punch additional holes in waist strap or strength members.
- Check belt without grommets for torn or elongated holes that could cause the buckle tongue to slip.
- Inspect the buckle for distortion and sharp edges. The outer and center bars must be straight. Carefully check corners and attachment points of the center bar. They should overlap the buckle frame and move freely back and forth in their sockets. The roller should turn freely on the frame.
- Check that rivets are tight and cannot be moved. The body side of the rivet base and outside rivet burr should be flat against the material. Make sure the rivets are not bent.
- Inspect for pitted or cracked rivets that show signs of chemical corrosion.

How do you inspect the webbing (body of belt, harness or lanyard)?

- Inspect the entire surface of webbing for damage. Beginning at one end, bend the webbing in an inverted "U." Holding the body side of the belt toward you, grasp the belt with your hands six to eight inches apart.
- Watch for frayed edges, broken fibers, pulled stitches, cuts or chemical damage. Broken webbing strands generally appear as tufts on the webbing surface.
- Replace according to manufacturers' guidelines.

How do I clean my equipment?

- Basic care prolongs the life of the unit and contributes to its performance.
- Wipe off all surface dirt with a sponge dampened in plain water. Rinse the sponge and squeeze it dry. Dip the sponge in a mild solution of water and commercial soap or detergent. Work up a thick lather with a vigorous back and forth motion.
- Rinse the webbing in clean water.
- Wipe the belt dry with a clean cloth. Hang freely to dry.
- Dry the belt and other equipment away from direct heat, and out of long periods of sunlight.
- Store in a clean, dry area, free of fumes, sunlight or corrosive materials and in such a way that it does not warp or distort the belt.

Emergency Rescue

An Emergency Rescue Plan must be developed for each work task that requires a worker to use fall arrest equipment.

Travel Restraint System

A travel-restraint system lets a worker travel just far enough to reach the edge but not far enough to fall over. The basic travel-restraint system consists of

- CSA-approved full body harness
- Lanyard
- Lifeline
- Rope grab to attach harness or lanyard to lifeline
- Adequate anchorage (capable of supporting a static load of 2 kilonewtons—450 pounds—with a recommended safety factor of at least 2, that is, 4 kilonewtons or 900 pounds).

Travel-restraint arrangements must be thoroughly planned, with careful consideration given to

- Selection of appropriate components
- Location of adequate anchor points
- Identification of every fall hazard in the proposed work area.

Try to select an anchor point that is as close as possible to being

- Perpendicular to the unprotected edge, and
- At the centre of the work area.

All fall hazards in the work area must be identified. Pay special attention to work areas with irregular shaped perimeters, floor openings, or locations near corners.

A fully extended lifeline and/or lanyard that adequately restrains a worker from a fall hazard in one section of the work area may be too long to provide the same protection in another section.

Two methods of travel restraint are commonly used:

1) Connecting an adequately anchored lifeline directly to the D-ring of the worker's full body harness. It's absolutely critical that the length of the lifeline, measured from the anchor point, is short enough to restrain the worker from any fall hazard.
2) Attaching a lanyard from the D-ring of the worker's full body harness to a rope grab on an adequately anchored lifeline. There must be some means—such as a knot in the lifeline—to prevent the rope grab from sliding along the lifeline to a point where the worker is no longer restrained from falling.

Whether method 1 or 2 is used, the system must be adjusted so that the fully extended lifeline and/or lanyard prevents the worker from reaching any point where the worker may fall. The system must also be securely anchored.

Fall Arrest System

All fall arrest equipment must comply with CSA standards.

A fall arrest system shall:

Be adequately secured to an anchor point, or a lifeline that is:

- Securely fastened to an anchor point.
- Attached to a static line that is securely fastened to an anchor point that is capable of withstanding either the maximum load likely to be imposed on the anchor point or a load of 16 kN (3600lbs), whichever is greater.

Include a lanyard that:

- Is attached to an anchor point or lifeline, where practicable, above the shoulder of the user.
- Complies with CSA Standard Z259.11-05, "Energy Absorbers and Lanyards".
- Is as short as work conditions permit.
- Is constructed of:
  - Nylon, polyester or polypropylene rope or webbing.
  - Wire rope that is equipped with an approved shock absorbing device.
- Is equipped with suitable snap hooks.
- Is approved and maintained.

Note: it is recommended that shock absorbers be used if the arresting forces of the lanyard alone can cause injury.

Prevent a free fall greater than 1.22 m where:

- The fall arrest system is not equipped with a shock absorption system that complies with CSA Standard Z259.11-M92, “Shock Absorbers”, and that reduces the shock level of any fall to less than 4 kN.
- The combined free fall and shock absorbed deceleration distance exceeds the distance between the work area and a safe surface.

Include a full body harness that:

- Is attached to a lanyard.
- Is adjusted to fit the user of the harness.
- Complies with CSA Standard Z259.10-M90, “Full Body Harnesses”.

Where a snap hook is used as an integral component of a personal fall arrest system, connecting linkage, full-body harness or lifeline, an employer or contractor shall ensure that the snap hook is self-locking and is approved and maintained

Ensure that a lifeline:

- Is available for each employee that may require one.
- Is suitable for the conditions in which the lifeline is to be used, having regard to factors including strength, abrasion resistance, extensibility and chemical stability.
- Is made of wire rope or synthetic material.

Vertical lifelines must have a minimum diameter of:

- 12 millimetres if the lifeline is made of nylon.
- 15 millimetres if the lifeline is made of polypropylene.
- 8 millimetres if the lifeline is made of wire rope.

Horizontal lifelines must be designed and certified as safe by a professional engineer; or manufactured to an approved standard; and installed and used in accordance with the manufacturer's recommendations

- Is free of imperfections, knots and splices, other than end terminations.
- Is protected by padding where the lifeline passes over sharp edges.
- Is protected from heat, flame or abrasive or corrosive materials during use.
- Is fastened to a secure anchor point that:
  - Has a breaking strength of at least 22.2 kilonewtons.
  - Is not used to suspend any platform or other load.
- Is maintained according to the manufacturer's recommendation.
- Has a lower end extending to the ground or to a safe landing.

- Is protected at the lower end to ensure that the line cannot be fouled by any equipment.

Lift Maintenance

Lift maintenance work requires a **FALL ARREST** system of fall protection.

The following safety equipment is required for employees doing lift maintenance work:

- Properly sized 5 point safety harness (DBI or Miller Duraflex Full Body Harness)
- Shock absorbing lanyard (Miller Back Biter Lanyard with softstop, single or double lanyard)
- Anchor strap (North Tiny'N Tough Spectra Sling)
- Wire rope grab (DBI)with attached locking carabiner
- All lift maintenance work must be done in teams (a minimum of 2 people).Complete the Fall Arrest Equipment Inspection Checklist before climbing.
- Clip into fall arrest system on the tower
- ALWAYS tie-off.

Building Maintenance

Building Maintenance work requires a **TRAVEL RESTRAINT** system of fall protection.

The following safety equipment is required for employees doing building maintenance work:

- Properly sized 5 point full body safety harness
- Fall protection anchor (Skyhook)
- Automatic Rope Grab (North FP560 Series)
- Kermantle synthetic rope ¾" (20 mm)
- 1 short rope (permanently installed) for traveling from access point on second floor
- 3 long ropes for a maximum of 3 workers
- All maintenance work requiring fall protection systems must be done in teams (a minimum of 2 people).
- Complete the Travel Restraint Equipment Inspection Checklist before climbing.
- Clip into travel restraint rail
- ALWAYS tie-off.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Working at Heights – MOL

File Cabinets

Overview

File cabinets are a common feature in most offices. These large pieces of furniture can store massive amounts of information and are useful for organizing papers. However, filing cabinets are a source of many workplace injuries. Taking some safety precautions with the file cabinets in your office can help to prevent many of these common hazards.

This Safe Work Practice will provide tips when working around file cabinets.

Hazards

The following hazards may occur when using filing cabinets:

- Cabinet tipping over if top drawer is open and cabinet is not restrained.
- Drawers sliding open if cabinet is not standing on a level surface and is not locked shut.
- Tipping caused by placing heaviest files or other contents in top drawer, whilst lower drawers are empty or have comparatively light contents.
- Muscular strain-type injuries caused by using excessive force to remove or insert files from tightly packed drawers, (especially in drawers above waist height).
- Open drawers causing obstruction of office traffic ways.
- Equipment damage.

Mandatory Requirements

Ensure employees are aware of file cabinet tip over and that are instructed to not overload files in the cabinet.

Working Safely

- Check relative weights of contents of cabinets and arrange for these to be re-distributed if necessary to place heavier contents in lowest drawers.
- Place cabinets so that the drawers do not open into passageway areas. Ensure that file cabinets bordering on passageways are of the sliding door type with lateral shelving for file storage.
- Secure filing cabinets and storage racks that are three or more times taller than they are deep to the floor, wall, or ceiling. For example, bolt a storage rack to the wall if it is eight feet tall but only two feet deep. As an alternative you can bolt storage racks back-to-back.

- Place back of cabinet close against wall if possible, to minimize risk of tipping forward.
- Check that all file cabinets stand level, and use wedges and spirit level to achieve level position.
- Check all cabinets to ensure that drawers will not slide open when the cabinet is unlocked. Ensure drawers/doors are closed when not in use.
- When opening drawers/doors only open one drawer at a time. Ensure this procedure is communicated to all employees.
- Inspect filing cabinets for damage on a regular basis (i.e. include filing cabinets on monthly inspections). Report any defective equipment to your Manager.
- Periodically review contents of file cabinets and archive or move to a central file storage area.
- Use handles provided to close drawers to avoid catching fingers.
- Avoid overfilling cabinets to avoid paper and staple cuts.
- Empty cabinets before moving.
- Provide stepstools to access higher items if required.

When purchasing filing cabinets

- Look for cabinets that permit only one drawer to be opened at a time.
- Choose cabinets built for end tab file folders (pull out drawers not required).

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Fire Safety

Overview

Fires are composed of three main components: heat, oxygen and fuel. Eliminating any of these components will extinguish a fire. This can be achieved by smothering the fire to eliminate the oxygen, eliminate the heat source through absorption or eliminate the sources of ignition by shutting off the fuel.

Fire extinguishers marked A, B, C are most commonly used to douse fires.

Hazards

Fire may cause:

- Explosion
- Injury or fatality
- Property and/ or equipment loss
- Lung irritation from extinguishing material (ABC extinguishers)

Fire extinguishers contain pressurized gases and therefore canisters are at risk of exploding if not properly maintained.

Improper fueling, use of propane or chemical handling are fire hazards

Mandatory Requirements

Protective Equipment / Measures

- Fire extinguishing media
- Fire resistant separations (e.g. doors, walls, etc.)
- Exit signs

Types of Fire Extinguishers

Class	Material
A	Ordinary combustibles (wood, paper, textiles)
B	Flammable liquids (gasoline, oil, paint)
C	Electricity (live electrical equipment)
D	Combustible metals (magnesium, potassium)

Working Safely

- Train all employees on proper evacuation procedures, review procedures and conduct regular fire drills (e.g. at least once per year).
- Review fire safety plans with the local fire department for approval.
- Do not allow combustible materials such as boxes and wooden skids to accumulate.
- Store flammable liquids in approved containers that are properly labeled and sealed. Keep them away from an ignition source.
- Ensure that space heaters are unplugged before leaving for the night and keep them away from flammables.
- In storage facilities, ensure there is at least 18 inches of clearance between sprinkler heads and furniture.
- Do not overload electrical circuits and ensure prompt removal and disposal of frayed extension cords.
- Ensure that fire exit doors are easily opened in the event of an emergency.
- Ensure fire doors are not obstructed and are not propped open.
- Ensure exit signs are illuminated and visible. Inspect signs on a monthly basis.
- Provide a sufficient number of appropriate fire extinguishers. Ensure they are inspected and maintained according to the local fire code (e.g. inspect monthly).
- Train all employees to be aware of fire hazards and to report any hazard they notice to management or the Health and Safety Committee (HSC) immediately.
- Smoking is not permitted inside any building.

Emergency Response

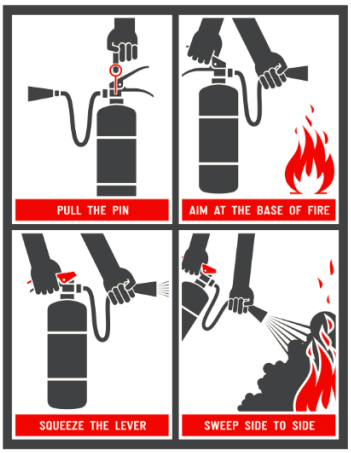
- Train all employees on proper evacuation procedures, review procedures and conduct regular fire drills (e.g. at least once per year).
- Review fire safety plans with the local fire department for approval.
- Call 911 to dispatch the emergency services.

Fire Extinguishers

- Select the correct fire extinguisher for the type of materials stored. If in doubt, contact your local fire department prevention office for assistance.
- Extinguishers should be located in areas of greatest hazard and at exits.
- Workers should not use a fire extinguisher unless trained to do so as they may put themselves at increased risk in a fire emergency.

- Training shall include the use, limitations, types and location of the fire extinguishers provided at the workplace.
- Extinguishers should be inspected on a monthly basis by checking the pressure gauge, inspecting the rubber hose and fitting, and removing ABC extinguishers from their mounting bracket and inverting them several times to re-suspend the extinguishing material.

When operating a fire extinguisher remember P.A.S.S:



- Pull the pin or release the latch
- Aim the fire extinguisher at base of fire
- Squeeze the trigger
- Sweep the extinguisher from side to side

Installation

- Portable extinguishers weighing more than 18 kg or 39 lbs. should be installed so that the top of the extinguisher is not more than 1.1 m or 3.6 ft. above the floor.
- Portable extinguishers weighing 18 kg or less must not be more than 1.5 m or 5 ft. above the floor.
- Ensure that fire extinguishers are not mounted on posts in areas where there is a lot of vehicle traffic that could result in damage to the extinguisher cylinder.
- Ensure that the hangers securing the fire extinguishers are capable of supporting the weight and are solidly fixed to the mounting structure.
- Ensure that all fire extinguishers are visible to staff.
- Fire extinguishers should be easily accessible and not hidden or blocked by product, boxes or racks.
- Do not store fire extinguishers in areas where there is increased risk of a fire because they may not be accessible in the event of a fire.
- Place signs visible to staff at the fire extinguisher identifying where it is located.

Maintenance

Extinguishers must be properly maintained to ensure they work when needed and are safe to use.

- Regular inspections.
- Recharging as required.
- Complete annual checkup and servicing.
- Records to be kept of all maintenance work and inspections.

Inspections

Fire extinguishers must be inspected at least once a month and more often where needed.

Inspections are visual checks to determine:

- Ensure extinguishers bear the inspection cards with the name of the inspector and the date of the inspection.
- Extinguisher is well supported (hangers are fastened solidly).
- Extinguisher is accessible (easily reached, location signs, class markings, and operating instructions are clear).
- Extinguisher is in working condition (discharge opening is clear, it's fully charged, it hasn't been tampered with, is not damaged, and hydrostatic testing has been done).
- Extinguisher's ring pin is in place.
- Extinguisher's seal is intact.

ACTION If the fire does not go out immediately, or if the extinguisher appears to be getting empty, leave the area at once.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

National Fire Code of Canada (NFC)

Floor Sweepers and Cleaners

Overview

Floor sweepers and cleaners are intended for indoor floor and garage sweeping purposes only. They are not intended for outdoor use.

These units are all battery operated and must be used in conjunction with the Battery Charging SWP.

This Safe Work Practice will provide tips on how to work with and around Floor Sweepers and Cleaners.

Hazards

The following hazards may occur during the use of these ride-on floor cleaning machines:

- Battery explosion hazard and exposure to acid and hydrogen gas from battery acid.
- Electrocution hazard during maintenance and/or charging.
- Being struck by unit when it is operating in the area.
- Biological exposure hazard – if collecting tanks are not emptied after use.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 Protective Clothing

 Eye Protection

 Respiratory Protection

 Hand Protection

 Hearing Protection

Keep hair, loose clothing, fingers and all body parts away from openings and moving parts.

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Always refer to Manufactures Operating Manual before use.

- Only persons that have been provided a detailed training session are permitted to use these machines.
- This machine is a one-person machine, no joyriding is permitted.
- Before starting the machine(s) check:
  - That all safety devices are in place and operate properly.

  - Wire, string, twine wrapped around scrub brushes, remove if necessary but disconnect the positive terminal to the batteries and turn off the machine first.
  - Squeegees for wear or damage.
  - Suction hose for obstructions.
  - Ensure no collected materials have been allowed to sit before draining – biological hazard.
  - Fluid leaks under the machine indicating need for maintenance.
- When starting the units, ensure your foot is on the parking brake and keep the directional pedal in neutral.
- When driving the machine, avoid driving diagonally down inclines; always drive straight down or straight up slopes.
- Do not operate this machinery in areas where flammable vapours are present or where flammable materials have been spilled. This machine is not to be used to clean up chemical spills.
- The brushes throw debris. Stop the motor before lifting the hopper to unclog.
- If any of these machines pick up reactive materials (aluminum, magnesium), an explosive mixture can be formed with collected liquids and materials. Immediately contact manufacturer for appropriate detergent selection to minimize this risk.
- Do not attempt to disassemble or repair the floor sweeper if you are not qualified to do so. Ensure that all complex problems are handled by an authorized service technician.
- Avoid contact with battery acid.
- Use cardboard to locate leaking hydraulic liquid under pressure, not your hands.
- Use only approved manufactured supplied replacement parts.
- When not using the machine(s), leave it in a protected area free from passing vehicles and objects, leave the parking brake on, and remove the key.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Battery Charging – SWP

Forklift Trucks

Safety | MSD | Chemical | Biological | Physical | Psychosocial

Overview

Although forklifts can pose significant risks in the workplace, we have come to rely on them to lift and transport just about anything in our facilities. The power of forklifts makes them not only indispensable, but also dangerous.

This Safe Work Practice provides tips on how to work safely with and around forklifts.

Hazards

The following hazardous occurrences can occur if forklifts are not operated safely:

- Crushing injuries to pedestrians and operators
- Damage to property, equipment and material
- Chemical burns and fire hazards from forklift batteries
- MSD if driving for extended periods of time

Refresher training for experienced drivers is just as important and first time training for new drivers.

Mandatory Requirements

Training

Operators must be trained and authorized to operate a forklift.

Personal Protective Equipment (PPE)

 Seat Belt

 Protective Clothing

 Eye Protection

 Foot Protection

 Hand Protection

 Hearing Protection

 Head Protection

 High Visibility Apparel

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

- Perform a visual and operational inspection of the forklift at the start of your shift. Record the inspection and keep record with the forklift. Check for:
  - Obstructions – on the floor and overhead
  - Battery fully charged and securely in place
  - Battery plug connections are not loose, worn or dirty
  - Wheels and tires are not worn or damaged
  - Forks are not bent or cracked
  - Hoses are held securely, not loose, crimped, worn or rubbing
  - Damp spots or drips that may indicate a leak
  - Brakes, steering, controls, warning devices (horn), and mast are in good condition
  - Lift and tilt mechanism are operating smoothly
- Always wear required PPE.
- Unless you are operating a stand-up forklift, never start the forklift until you are correctly seated with the seat belt fastened and all body parts safely inside the operator's cabin.
- Take frequent short breaks. Get out of the forklift and stretch to reduce the risk of muscle pain.
- Before leaving a forklift unattended, lower the forks, neutralize the controls, shut off power, set brakes, remove key, and if there's a risk of the truck moving, block wheels.

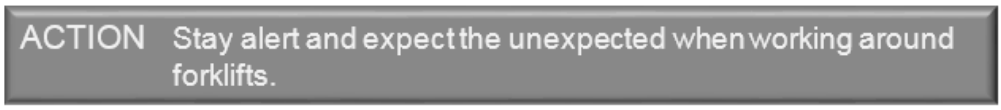
Operating the Forklift

- Unless the forklift is designed with a seat for a second person, the driver is the only person allowed on the forklift at any time.
- Ensure forks are level and high enough to go into the pallet and that they go all the way under the load. Forks must be the proper width to provide even weight distribution.
- Drive according to workplace conditions. Slow down on uneven surfaces, around corners or near pedestrians.
- Forklifts with manufacturer's safe operating speed and safe travelling distance must be equipped with an automatic control to prevent exceeding limits.
- Maintain a safe distance from other forklifts, machinery and pedestrians.
- Start and stop slowly with or without a load. Allow for sufficient room when turning corners, honk the horn to alert pedestrians when approaching a blind corner or corridor.

- Ensure loads do not exceed weight restrictions.
- Never exceed the rated capacity of the forklift or the forks. Check capacity data plate or your vehicle's manual.
- Ensure your load is kept low to the ground and tilted backwards when moving.
- If visibility is restricted when moving forward, drive the forklift in reverse or have another employee assist you.
- Come to a complete stop before raising or lowering your load.
- Never carry anything on the overhead guard.
- Never block fire extinguishers, exits, stairways, or aisles.
- Ensure the load is secure and level when unloading.
- When driving on an incline:
  - With a load – drive forward up an incline and in reverse down an incline
  - Without a load – drive forward down an incline and in reverse up an incline

Maintenance

- Follow manufacturer's requirements for maintenance. You must be properly trained to perform these tasks.
- Inspection and maintenance records must be maintained and easily accessible.
- Ensure all certification stickers are clearly displayed on the equipment.



Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

CSA B335-15 Safety Standard for Lift Trucks
Forklift Trucks – ccohs.ca

Garbage Compactor/Cardboard Baler

Safety | MSDs | Chemical | Biological | Physical | Psychosocial

Overview

Garbage Compactors or Cardboard Balers have many hazards associated with them. Electrical, crushing, puncture, trip/fall, and chemical hazards are just some examples of risks that workers could face when working around this equipment.

Additionally, these dangers are often not visible from the outside. Therefore, it is important to be aware of these hazards and work cautiously when loading items into a compactor or baler.

This Safe Work Practice will provide tips when working with or around the compactor or baler.

Hazards

The following hazards may occur during the use of the garbage compactor or cardboard baler.

- Workers can be trapped by plunger arm of the garbage compactor or cardboard baler causing serious injury or possibly death.
- There are various pinch or crushing hazards on a compactor or baler, such as the doors and guards which either have to be pulled down or pushed shut.
- A garbage compactor or cardboard baler may have exposed electrical wires which can cause serious injury or death.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Hand Protection

 Eye Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Ensure training is completed to workers operating the Garbage Compactor or Cardboard Baler.

Working Safely

- Follow the manufacturer's recommended operating procedures.
- A copy of the operating procedures shall be made available to all workers showing proper operating use of the machine.
- Keep area around the compactor/baler clean and free of clutter.

- For the cardboard compactor, there will always be 2 staff members operating the machine.
- Training in the use of either the garbage compactor or cardboard baler will be provided by the department supervisor. If the department supervisor is not available, the most senior member experienced in using the machines will conduct training.
- Ensure operators are all over the age of 18, and no one under the age of 18 is allowed in the area where the machine is located and while in operation.
- While operating the compactor or baler, all guards interlocking safety switches and lockout devices will be in place and in good working order.
- Workers shall not try to remove guards on these machines.
- **Caution:** At no point in time shall any workers work alone or climb into the compactor or baler in an attempt to undo a jam, pack down the cardboard or garbage to make more room. This action will result in serious disciplinary measures. If the compactor or baler is jammed consult the manufacturer's recommended operating procedures, notify your supervisor and use the proper lock out procedures.
- Workers should always work with a partner to ensure that lockout tag-out (LOTO) procedures are in place. Contact a qualified service technician to repair and fix the compactor/baler.
- The manufacturer's recommended preventative maintenance program for the compactor and/or baler will be followed.
- Supervisors will check the condition of the machines as part of their daily inspection routine and ensure that there are no leaks or missing/malfunctioning components.
- If there are any defects, these will be reported to the employer/supervisor.
- As part of the daily inspection, compactors and balers should be free of any obstructions in front of the doors and control panel. The area around the machines should be dry and clean with no spilled fluids.
- Remove anything you are wearing that hangs or could get caught, such as rings, watches, chains and bracelets.
- All wiring for the machines as well as the plug in cord should be in an outlet with a ground fault interrupter.

Reporting	All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.
Additional Resources	Preventing Deaths and Injuries While Compacting or Baling Refuse Material – cdc.gov

Grout Scrubber

Overview

The grout scrubbing machine can be used for polishing ceramic tile and deep cleaning grout.

While using the grout scrubber you may encounter some hazards, and it is important to know what they risks are.

This Safe Work Practice will provide some tips on how to work safely with a grout scrubber.

Hazards

The following hazards may occur during the use of the grout scrubber:

- Risk of electrical shock.
- Risk of personal injury such as back and muscle pain.
- Risk of personal injury due to slips, trips and/or falls.
- Risk of pinching or crushing hands and fingers between furniture and scrubber.
- Exposure to chemicals used near the machine.

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


Protective Clothing


Eye Protection


Respiratory Protection


Hand Protection


Hearing Protection

Keep hair, loose clothing, fingers and all body parts away from openings and moving parts.

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

When using an electrical appliance, basic precautions should always be followed, including the following:

- You must be trained to operate the machine. The machine is to be operated for its intended use only.

- Do not operate the machine unless it is completely assembled.
- Always use a three-wire electrical system connected to the electrical ground. For maximum protection against electrical shock, use a circuit that is protected by a ground fault circuit interrupter. Consult your electrical contractor.
- To prevent electric shock, always remove the electrical plug from the electrical outlet before doing any repairs or maintenance and when leaving the machine unattended.
- To prevent electric shock, keep the machine surface dry. Do not subject to rain. Store the machine in a dry building area. Clean the machine with a dry cloth only.
- Machines can cause an explosion when used near flammable materials and vapours. Do not use this machine with or near fuels, grain dust, solvents, thinners, or other flammable materials. Do not use flammables to clean this machine.
- A qualified or authorized person must do maintenance and repairs.
- To prevent damage to the power cord, do not move this machine over the power cord. Always lift the power cord over the machine. Do not pull or carry cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Keep cord away from heated surfaces.
- Make sure all labels, decals, warnings, cautions and instructions are fastened to the machine.
- Place wet floor signs around the area to be scrubbed. Make sure that the signs remain out until the floor is dry.
- Use proper lifting techniques and know your limits if you need to move any furniture.
- Do not use with damaged cord or plug. If the machine is defective in any way, place a tag on the machine to indicate it requires maintenance and report the defect or hazard immediately to your supervisor.
- Ensure that proper footwear is used as prescribed in the PPE policy.
- For security reasons when working alone try to always keep facing the door when using the machine. The noise will impair the ability to hear someone entering the room.
- Adjust the handle height to a comfortable position.
- **AFTER EACH USE:** Store the machine in a clean dry area. Wipe the entire machine and cord down with a clean cloth. Remove the brush and clean thoroughly. Wrap the machines electrical cord onto the handles and the cord hook provided. CHECK the cord and plug for nicks, cuts or damage. Report these to your supervisor for repair.
- For scrubbing or polishing, select the correct floor brush (your supplier can help you). If in doubt, ask your supervisor.

- NEVER OPERATE THE MACHINE WITHOUT THE BRUSH INSTALLED!
- To properly attach the brush, UNPLUG the scrubber, lay the machine on its side and remove the screw in the bottom of the drive adaptor. Position the brush on the drive adaptor.
- The motor is lubricated for life under normal use. No oiling or greasing is necessary.
- If you have any questions regarding the maintenance of the grout scrubber, ASK YOUR SUPERVISOR.
- Always disconnect the electrical plug from the electrical outlet before performing any service, maintenance, pad changing or inspection of the machine.

Grounding Instructions

This machine must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This machine is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local building and electrical codes.

WARNING - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the machine - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

For full operational instruction and details refer to the operator's manual and the training given by Supervisor.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Housekeeping - Workplace

Overview

Maintaining a clean and hazard-free workplace is key to minimizing accidents from occurring.

This Safe Work Practice provides tips on how to maintain a clean, safe work environment when you are in the workplace.

Hazards

The following hazards may occur as a result of poor housekeeping:

- Potential injury from a slip, trip or fall from obstacles or wet surfaces.
- Falling objects from shelves.

Mandatory Requirements

Ensure employees are trained on how to clean and maintain their work areas.

Provide housekeeping tools such as brooms, dustpans and garbage pails.

Working Safely

- Ensure that individual work areas are kept clean at all times, allowing work activities to proceed in an orderly and efficient manner.
- Keep the floor free of garbage, scrap, debris and other trash.
- Clean up spills immediately using appropriate floor cleaning techniques.
- If a spill cannot be cleaned up immediately, cordon off the area or mark it to ensure that no one accidentally encounters the spill.
- Floors should be cleaned frequently but at a time when pedestrian traffic is minimal.
- A “Wet Floor” sign should be used to mark an area that is drying.
- Keep equipment clean and in good working condition. Any equipment leaks should be reported immediately to your Supervisor.
- Ensure that tools, cords, and other materials are not placed in areas where they may cause tripping or other safety hazards.
- Store materials and equipment in appropriate storage locations.
- Shelved items must be placed neatly and arranged so that the items cannot easily fall.

- Avoid storing supplies and equipment in front of shelves. This forces employee to climb or reach over the items stored in order to reach the shelves.
- Keep exits free from obstruction.
- Report to your supervisor if there is nowhere to store materials safely.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Slips, Trips and Falls – SWP
Workplace Housekeeping – ccohs.ca

Housekeeping - Cleaning

Overview

Maintaining a clean and hazard-free workplace is key to minimizing accidents from occurring.

This Safe Work Practice provides tips on how to maintain a clean, safe work environment when providing housekeeping cleaning services to clients in their home or place of business.

Hazards

The following hazards may occur when cleaning:

- Repetitive motions due to heavy physical workload, excessive bodily. motions and awkward positions may result in musculoskeletal disorders.
- Slips, trips and falls from obstacles or wet surfaces can lead to injury.
- Exposure to biological hazards can result in potential diseases and infections.
- Needles or sharps found in garbage can result in serious injury.
- Chemical splashes when cleaning rooms can result in eye/skin irritation.
- Working alone in a room while a home owner is present may lead to psychosocial hazards.
- Working with cleaning chemicals presents health hazards.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 Hand Protection

 Eye Protection

 Protective Clothing

 Respiratory Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

- Watch for hazards that may cause accidents and report them immediately.
- Place mops, buckets and other equipment where no one can fall over them.
- Practice safe lifting techniques (See SWP for Manual Material Handling).
- Review SDS for chemicals being used, ensure containers are properly labeled.
- Ensure all staff have WHMIS 2015 training on the chemicals being used.

- If you come across a container with no label, report it to a supervisor.
- Do not rush.
- Keep floors clean, dry and in good condition. Keep area free of obstructions.

Cleaning

- Wear rubber gloves at all times when cleaning.
- Store any found cigarette butts in a separate metal container.
- Place any needles found in the Sharps Container (use tongs or pliers to handle). Refer to Bloodborne Pathogens/Biohazards SWP.
- Roll up all linen, rugs and spreads before putting them into the soiled laundry bundle.
- Push (don't pull) tall or heavy pieces of furniture.
- Ask for assistance if needed.
- Do not stand on the edge of bathroom tubs.
- Do not mix ammonia and chlorine-based cleaners together, it will create a poisonous gas.
- Consider using an extendible handle cleaning tool.
- Do not run up or down the stairs, always walk.
- Use the handrail when cleaning showers, to avoid long reaches above your head.
- Ensure all appliances are unplugged before cleaning.
- Do not touch light switches or handle electrical equipment when your hands are wet or when you are standing on a damp floor.
- Do not try to repair machines or equipment. Report any defective equipment immediately to the Home Owner.
- Do not run your hands along or inside objects unless you have checked first for razor blades, needles, broken glass, etc.
- Do not unplug the vacuum cleaner by pulling on the cord. Pull on the plug only.
- Ensure grounding prong is in place for vacuum. Do not use if it is broken.
- Avoid over stretching with a vacuum or mop awkward bending will increase chances of back injury.

Housekeeping Carts

- Use the wheel lock when the cart is stopped.
- Pack the heaviest items (e.g. linens and towels) on the bottom of the cart.
- Make sure that sheets or towels are not hanging over the cart edges.

- Make sure your view is not blocked by loading supplies too high on the cart.
- Check that all chemical containers are labeled properly on the cart.
- Keep your personal protective equipment (gloves, goggles) on the cart and wear it as required. Ensure PPE is cleaned and any defective PPE is thrown away, in such a case ask for a replacement.
- Choose gloves that fit properly. Gloves that are loose can increase the muscular strain.
- If your cart is too heavy to push, remove some items and return for them later.
- Push the cart slowly at all times (especially going around corners to avoid collisions).
- Keep your hands on the cart handle to avoid bruising them when going through narrow doorways.
- Keep to the right to avoid other traffic.

Bed Bugs

- Notify management and home owner that bed bugs have been identified.
- Rubber gloves must be worn, use a mask if necessary.
- Service Master will work with a Pest Management Company and the home owner to arrange removal of bed bugs.
- Refrain from touching the area.

Working Alone

- Ensure to lock the door upon entering the home.
- Have a cell phone available at all times
- In the event of a break in, dial 911 immediately.

Cleaning with Home Owner present

- Announce you have arrived and ask permission to begin cleaning.
- Have a cell phone available at all times.
- If you feel you are being threatened or harassed, call the office immediately.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Bed Bugs in the Workplace – ccohs.ca
Bloodborne Pathogens/Biohazards – SWP

Ladders

Safety | MSD | Chemical | Biological | Physical | Psychosocial

Overview

Ladders are used in virtually every industry. There are many types of ladders and it is important to choose the right ladder for the task. The misuse of ladders can result in long-term musculoskeletal disorders, electrical contact, or falls from height. The consequences can range from minor mishaps to death.

This Safe Work Practice provides tips on how to work safely with ladders.

Hazards

The hazards associated with ladders include:

- Falls from ladders
- Struck by falling ladders
- Struck by materials falling from ladders
- Tripping over ladders (erect or lying on the floor)
- Lifting heavy ladders
- Striking persons or objects when carrying ladders
- Contact with electrical equipment

All commercially manufactured ladders must meet the standards set out in CSA Standard CAN3-Z11-M81 *Portable Ladders*.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Head Protection

 Foot Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Ensure proper footwear and clothing when working on ladders.

For example, **DO NOT** wear:

- High heels
- Thin heel shoes
- Sandals (open or closed toe)
- Long skirts
- Wide or loose legged pants.

Depending on working height, required PPE may include:

Fall Protection

Fall protection is recommended when working from a ladder at a height of more than 3 metres above the nearest permanent safe level, any open-top tank, pit or vat or above any surface or thing that could cause injury upon contact.

Working Safely

- Use the right ladder for the job.
- Inspect the ladder before and after use.
- Get help when moving heavy or long ladders.
- Ensure that portable ladders of all types are placed on a stable surface.
- Use common sense and good judgement at all times. You should not be using a ladder if:
- You are in poor health
- You are subject to fainting
- You are using drugs or alcohol
- If you come sick, dizzy or panicky while on a ladder, do not try to climb down in a hurry. Wait, drape your arms around the arm-rails, and rest your head against the ladder until you feel better. Then climb down slowly and carefully.
- When climbing, make sure your footwear is clear of mud, snow and grease.
- Protect the base of the ladder from accident contact with traffic (human or vehicle) by securing it with hazard tape or warning signs or having someone present at the base.
- Face the ladder when ascending or descending – maintain 3-point contact.
- Keep the centre of your body within the side rails.
- Maintain a firm grip. Use both hands when climbing.
- Hoist materials, or attach them to a belt. Do not carry materials in your hands.
- Make sure that only person at a time is on a ladder.
- Don't stretch or reach beyond the side rails of a ladder, a shift in the centre of gravity could cause the ladder to slip.
- Never stand any higher than the third rung from the top of a step ladder.
- Never use a chair or any other object to stand on instead of a ladder.

- All workers must be properly trained on the selection, use, and maintenance of a ladder. They must be competent before using ladders or working at heights.
- Never try to gain additional height by placing the ladder on boxes, barrels, unstable bases or scaffolds.

Ladder Inspection

- Inspect the ladder in accordance with manufacturer's instructions.

Ensure it is not damaged, for example:

- Missing or loose steps or rungs (they are loose if you can move them by hand).
- Damaged or worn non-slip feet.
- Loose nails, screws, bolts or nuts.
- Loose or faulty spreaders, locks and other metal parts in poor repair.
- Rot, decay or warped rails in wood ladders.
- Cracks and exposed fiberglass in fiberglass ladders.
- Cracked, split, worn or broken rails, braces, steps or rungs.
- Sharp edges on rails and rungs.
- Rough or splintered surfaces.
- Corrosion, rust, oxidization and excessive wear, especially on treads.
- Twisted or distorted rails. Check ladders for distortion by sighting along the rails. Never use a twisted or bowed ladder.
- Missing identification labels.
- Do not make temporary or makeshift repairs.
- Tag and remove defective ladders for repair.
- Only CSA or ANSI approved ladders should be used. Ensure all certification stickers are clearly visible.
- Assess hazards that may arise from the area the work is being done. Identify and, where possible, keep work away from power lines or other hazards. If you must work near power lines, ensure that they are identified and always use a fiberglass ladder.
- Determine if this work could be done without using a ladder, e.g. can the work be lowered so it could be done at regular height?
- Inspect the aisles where the ladder will be handled to ensure they are free of any obstacles and debris.

Step Ladders

- Ensure the load rating covers the person's weight and the weight of the tools being used.

- Use a step ladder that is about 1 metre (3 feet) shorter than the highest point you have to reach. This provides a wider, more stable base and places the shelf at a convenient working height.
- Open the step ladder spreaders and shelf fully and lock the braces.
- Check stability. Ensure that all ladder feet are on a firm, level and non-slippery surface.
- Place a step ladder at right angles to the work, with either the front or back of the steps facing the work.
- Keep the step ladder close to the work.
- Avoid pushing or pulling step ladders from the side. Repeated sideways movement can make ladders wobbly since they are weaker or less stable in those directions.
- Don't overreach, always move the step ladder.
- Don't shift or walk a step ladder while standing on it.
- Never stand, climb or sit on the step ladder top or pail shelf.
- Step ladders are meant for one person.
- Never use a step ladder as a brace or support for a work platform or plank.
- Never climb a step ladder that is leaning against a wall. Use a straight ladder instead.
- Ensure the ground is firm enough to hold the ladder that one leg does not sink farther into the ground than others.
- Set up suitable barriers if the step ladder must be set up in passageways, doorways, driveways or other locations where a person or vehicle can hit it.

Portable Ladders

Portable ladders can be easily moved or carried. They are available in various grades – from light duty (grade 3) to medium duty (grade 2) and heavy duty (grade 1).

- Choose the ladder designed for your task. Consider the strength, type, length and the CSA approval rating.
- Read and follow the labels and markings on the ladder.
- Never join two short ladders to make a longer ladder.
- Never paint wooden ladders.
- Ensure the ladder feet are placed ¼ of the ladder's working length from the base of the structure (for example, for every 1.2 metres (4 feet) high, the base of the ladder should be out 0.3 metres (1 foot) from the support point).
- The ladder should extend at least 1 metre (3 feet) above the landing platform or the point of support.

- Place the ladder on firm, level footing. Use a ladder with slip-resistant feet or secure blocking. Brace or tie the bottom of the ladder.
- Rest both side rails on the top support and secure the ladder to prevent slipping.
- Wear a safety harness and tie the lanyard off to a proper anchor (designed fixed support, temporary fixed support, or existing structural feature or equipment) when working 3 metres or more off the ground or when working with both hands. Make sure that you have been trained on how to use fall protection devices. (See Fall Protection requirements under PPE above.)
- Never use a ladder against a flexible or moveable surface.

Extension Ladders

Extension ladders usually have two sections that operate in brackets or guides that allow for the ladder to be used at adjustable lengths. These ladders are not self-supporting and require a stable structure that can withstand the intended load.

- Raise or lower ladders from the ground. Ensure that locking ladder hooks are secure before climbing.
- Place the ladder feet so that the horizontal distance between the feet and the top support is ¼ of the working length of the ladder, i.e. the ladder will be leaning at a 75° angle from the ground.
- Use care when getting on or off the ladder at the top or bottom in order to avoid tipping the ladder sideways or causing the ladder base to slide.
- When accessing elevated work surfaces, erect ladders so that a minimum of 1 metre (3 feet) extends above the landing platform. Tie the top at support points.
- Brace or tie off the ladder near the base. If there is no structure to tie off to, use a stake in the ground.
- Leave all tie-off devices in place until they must be removed before taking the ladder down.
- Maintain the minimum overlap of sections as shown on the ladder label. Refer to safety regulations.
- When working 3 metres or more above ground, wear a safety belt or harness with the lanyard tied appropriately to the structure. Make sure you follow working at heights training that includes how to use fall protection devices safely. (See Fall Protection SWP)

Rolling Ladders

Rolling ladders and stairways are found in many warehouses and storage facilities. They are generally made of lightweight tubular steel that is welded to large steel tread steps. They can vary in height from short, two-step models to tall, twelve foot models.

- Always climb facing the ladder, using 3-point contact.
- Do not carry loads that are too bulky or heavy.
- Do not over-reach, the ladder could tip.
- Do not move an occupied ladder.
- Never stand with one foot on the ladder and the other on an object such as shelving.
- Do not set up rolling ladders in areas where doors could swing open into the ladder.
- Avoid setting up rolling ladders in direct proximity to forklift or vehicle traffic.
- Never tamper or modify ladder.
- Use the step brake/lock if equipped.
- Consider tying off or securing the rolling ladder if tipping is a concern.

Ladder Storage

- Always return ladders to storage area after use.
- Support ladders horizontally on racks or mount on walls.
- Keep ladders clean and free of foreign materials.
- Do not hang ladders from their rails or rungs.
- Store ladders where they are protected from the weather.

Ladder Transportation

- Avoid long overhangs beyond support points when transporting ladders on vehicles.
- Pad racks on vehicles with soft material to reduce wear and road shocks.
- Tie ladders to each support point to reduce damage.
- Mark ladders which overhang vehicles with a red or orange flag.
- Use caution when carrying ladders through passageways, doorways or any place where your view is obstructed.

- Use a partner to help carry long or heavy ladders. Ensure you are both on the same side when carrying the ladder.
- Before moving ladders, rolling scaffolds, or elevating work platforms, always check for overhead wires.
- Carry ladders horizontally to avoid contact with overhead wires.
- Know the height of your equipment. Weather conditions can impact powerlines, causing them to sag. Ensure your equipment will fit.
- Never let ladders lean or drift toward power lines.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee.

Additional Resources

Slips, Trips and Falls – SWP
Fall Protection – SWP
Ministry of Labour Guidelines on Ladders

Manual Material Handling

Overview

Manual material handling (MMH) is moving or handling things by lifting, lowering, pushing, pulling, carrying, holding or restraining. MMH is the most common cause of occupational fatigue, low back pain, and lower back injuries. Anyone who does manual handling tasks is at risk for musculoskeletal injury.

The complete elimination of this risk is not realistic but we can reduce the number and severity of these injuries by using safe work practices.

Hazards

If manual materials handling tasks are completed unsafely, the following injuries may occur:

- Back injuries caused by lifting with poor posture
- Muscle strains or sprains which could lead to chronic pain
- Pain, weakness and numbness in affected body parts
- Falls from stools and ladders

Using safe lifting techniques can help prevent permanent damage to your back and make the work easier.

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


Hand Protection


Protective Clothing


Hearing Protection


Eye Protection


High Visibility Apparel

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

- Attend training on MMH Safety and put in practice techniques learned.
- Wear lightweight, flexible, tear and puncture-resistant clothing.
- Always check to see if mechanical aids such as hoists, lift trucks, dollies or wheelbarrows are available.

- Get help with awkward loads.
- Determine the weight of the load.
- Be sure you can lift the load without over-exertion.
- Be sure that the load is “free” to move
- Check that the planned location of the load is free of obstacles and debris.
- Be sure that the path to the planned location is clear. Grease, oil, water, litter and debris can cause slips and falls.
- Know the particular handling and lifting technique needed for the type of load or material.

Proper Lifting

- Prepare for the lift by warming up the muscles.
- Stand close to the load and face the way you intend to move.
- Use a wide stance to gain balance.
- Be sure you have a good grip on the load.
- Keep your arms straight.
- Tighten your abdominal muscles.
- Tuck your chin into the chest.
- Initiate the lift with your body weight.
- Lift the load as close to and as centered to the body as possible.
- Lift smoothly, without jerking.
- Avoid twisting and side bending while lifting.
- Avoid carrying loads with only one hand.

Two Person Lifts

- Communicate with each other prior to initiating the lift and while the task is being completed.
- Assign one person to take the lead and coordinate your actions throughout the lift.
- Where possible, choose someone of your similar height to be your lifting partner.
- Walk in step with each other and align motions.

Carrying, Pushing or Pulling Activities

- Carry items in smaller containers or use a cart.
- Push carts and dollies instead of pulling them.
- Face in the direction of travel to avoid twisting or awkward shoulder postures.
- Watch where you're going and for possible tripping hazards. Don't allow the item to obstruct your view.
- Walk at a slow and easy pace.

Storing or Retrieving Material

- Store all heavy items below eye level, where possible.
- Store the heaviest objects at least 30 cm (12 inches) above the floor, or above knee height, where possible.
- Use a ladder or step-stool to store lighter items above eye level. Do not use a chair for standing, climbing or reaching.

ACTION Take advantage of rest periods to relax tired muscles.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Manual Material Handling – ccohs.ca

Mezzanines

Safety | MSD | Chemical | Biological | Physical | Psychosocial

Overview

To maximize on space, many organizations have added a mezzanine floor to their warehouse and this has raised many safety issues. Used primarily for storage purposes, there have been many incidents of injuries when working at unprotected openings.

Falls from heights is one of the most common causes of workplace fatalities and serious injury.

This Safe Work Practice provides tips on how to work safely on mezzanines.

Hazards

The following hazards may occur if safe work practices are not implemented:

- Slips, trips or falls.
- Falls from heights above 3 metres (10 feet), if accessing an unprotected edge of the mezzanine.

Ensure the mezzanine floors have edge protection handrails and safety loading gates to prevent falling.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 Fall Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

- Fall Protection training for employees working above 3 metres.
- CSA-approved footwear for warehouse mezzanine is required.
- Fall protection is required if guardrails are impractical or have been removed during operations.

Working Safely

Mezzanine Storage

- Reduce the risk of slips or trips by wearing safety footwear, regular cleaning and maintenance of the mezzanine, and storage of items in a stable manner.

- Ensure guardrail remains closed when not in use.
- Never use the forklift to elevate people to the mezzanine.
- Ensure loose pallet loads are wrapped to ensure items do not fall.
- Inspect pallets for broken or loose materials. Never use a damaged pallet.
- Remove items no longer in use to prevent clutter build-up.
- Never leave empty pallets in the middle of the floor.
- Never throw items to another employee working on the ground level.
- Only stack boxes to a maximum of 4 high.
- Ensure tools such as tape guns and utility knives are not left on products stored up high as they could fall and injure someone.
- Do not overload the mezzanine capacity. (Check capacity rating).
- When the gate is open, fall protection must be used.
- When the forklift is delivering material to the mezzanine, ensure the corridor at the bottom is secured to prevent pedestrian traffic in the danger zone.

Guardrail Requirements

- Guardrails will be highly visible and securely fastened and supported.
- Guardrails should have a top, middle, and toe rail.
- The top rail should be at least 91 cm but not greater than 107 cm above the guarded surface.
- If there is a chance of tools or other objects falling on employees below, install a toe board that extends from the guarded surface to at least 125 mm.
- If the toe board would not prevent objects from falling then a solid or mesh panel should be installed from the floor to a height of not less than 450 mm.
- Ensure the guardrail is free of splinters and protruding nails.
- The guardrail system should meet the structural requirements of the provincial building code.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Fall Protection – SWP
Slips, Trips and Falls – SWP

Mopping

Safety | MSD | Chemical | Biological | Physical | Psychosocial

Overview

Workers that mop are regularly exposed to risks and hazards which includes walking on wet and slippery floors; stretching to reach in areas; frequent bending and lifting; repetitive movements and awkward positions.

For many workers, these risk factors often lead to musculoskeletal disorders (MSDs) and other work-related injuries.

This Safe Work Practice will provide tips on how to work safely when mopping.

Hazards

The following hazards may occur when mopping unsafely:

- Slips, trips and falls
- Back or muscle injury

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 Protective Clothing

 Hand Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

- All employees will be trained on how to mop correctly and safely by their Supervisor.
- Ensure that employees have received WHMIS training.
- Ensure that proper non-slip footwear is used as prescribed in the PPE policy.
- For security reasons when working alone try to always keep facing the door when mopping.
- Always report any hazards found when mopping to the Supervisor.

Dust Mopping

- Where large floor areas are to be mopped, use a side-to-side swiveling motion, covering an 8 to 10 foot span with each complete sweep of the mop head.

- As much as possible, while the mopping operation is in progress, avoid lifting the mop head from the floor surface. When it becomes necessary to shake the mop, keep it as close to the floor as possible to avoid unnecessary scattering of dust and litter into the air.
- Avoid building up large dust piles – smaller ones are easier to control and pick up. Try to keep dust piles to the side, out of the traffic lane, to avoid scattering. When emptying dust pans into collector cans, make sure this is done well down in the cart to minimize the possibility of dust circulating back into the air.
- Clean and treat dust mops daily – 1 oz. of dust mop treatment per foot of mop. Always treat mopheads at end of each day. The dustmop should always be stored off the floor. This will allow the treatment to penetrate the strands more readily.

Wet/Damp Mopping

- Ensure that the proper chemical mixture is used using the SDS sheets. Remember that more is not always better!
- When mopping, lift the mop with one hand close to the head and the other comfortably up on the handle. Keep the handle level with the floor as you lay the mop in the wringer. Hold the handle of the mop against your right side with your left hand. This ensures that the handle does not stick straight up. Step up close to the bucket, and move the wringer handle down with your right hand. Then, with your arm straight and stiff and your body situated over your arm, you can wring out the mop by easing your weight down on the handle. This is the way to take the work out of work.
- Place wet floor signs in the area you plan to mop.
- Make a figure “U” with the mop and, standing upright mop a figure-eight stroke between the two lines. For best results, the mop should be turned over two to three times for every mop full of solution. As you mop, shift the weight of your body from foot to foot in the direction of the stroke. Use your whole body to move the mop, not just your arm muscles.
- Mop over the entire area with a wrung out mop, using the same strokes and motions as before.

Reporting	All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.
Additional Resources	None

Office Workstations

Overview

No matter what industry you work in, computers are commonly used. Extended work with computers can lead to muscular fatigue and discomfort, usually in the back, arms, shoulders and neck.

This Safe Work Practice will help you organize tasks and set up your workstation so that you can maintain a comfortable upright posture.

Hazards

Hazards associated with office workstations may include:

- Musculoskeletal Disorders (MSD)

Mandatory Requirements

Personal Protective Equipment (PPE)

Wear comfortable and supportive footwear to ensure a neutral posture while sitting.

Working Safely

Setting-up a Computer Workstation

Step 1

- Set the height of the chair so that your thighs are roughly parallel to the floor, with your feet flat on the floor or a footrest.
- Your knee angle should be about 90°.
- The chair should have a well formed lumbar (lower back) support to help maintain the natural lumbar curve.
- Ensure the chair does not put pressure on the back of the legs, if so adjust the seat pan.
- Leave enough space between the front edge of the seat pan and the back of your knee/lower leg to comfortably rest a couple fingers.

Step 2

- Your elbows should be at an angle of 90°, with your shoulders relaxed and your arms hanging naturally at your sides.
- Keep your hands in line with your forearms, so that wrists are straight, not bent up, down or to the side.
- The mouse should be directly beside the keyboard.

Step 3

- Make sure the arm rests do not interfere with natural movements and/or are adjustable to be level with the keyboard holder.

Step 4

- Set your monitor at a height that allows you to keep your neck straight.
- The top of the screen should be at eye level, your line of sight will naturally fall to the middle of the screen.

Step 5

- Organize your work so that usual operations are within easy reach.
- Place documents beside the monitor on a document holder, or at an angle between the keyboard and monitor. Items that are required for high frequency tasks, or those with a long duration, should be placed closest to you.
- Use of a hands free telephone device when working with the computer and telephone at the same time to prevent awkward postures or neck and shoulder strain.

Lighting

Task lighting and ambient lighting should be balanced to reduce harsh contrast and glare. Sometimes, it is the presence of dark shadows contrasting with the bright computer display that can cause eye fatigue. Glare can also cause visual fatigue and discomfort, and it can force the person to adopt an awkward posture to avoid the glare.

There are different types of glare: direct, indirect and masking.

- Direct glare occurs when there are bright light sources directly in the user's field of view (e.g., windows, etc.).
- Indirect glare occurs when light from windows or overhead lighting is reflected off shiny surfaces in the field of view, such as monitors, desks and other office equipment.
- Light from sources directly overhead causes masking glare on the screen, partly obscuring what the user is trying to focus on.

To reduce glare:

- Use light absorbing curtains and blinds.
- Position terminals so the user's line of sight is parallel to windows and overhead fluorescent lights.
- Position workstations between rows of overhead lights.
- Use parabolic filters on overhead lights (these covers only allow light to travel straight down, not disperse at an angle).

- Use indirect lighting (lighting that reflects off ceilings and walls into the work area).
- As a last resort, use glass or plastic antiglare screens.

Task Design

Maintaining any posture over time is fatiguing, no matter how well the workstation is set up. Repetitive tasks such as continual data entry can further contribute to discomfort and possible injury. Any prolonged static postures can begin to induce discomfort that may lead to an MSD. The best remedy is to take frequent breaks from computer work. For example, schedule five minutes of work that does not use the computer for every hour worked. Computer-intensive jobs should be re-designed to include tasks other than computer work.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee.

Additional Resources

Ergonomics Free Downloads – WSPS.ca
Office Workstation Design – WSPS.ca
Office Workstation Checklist – WSPS.ca

Parking Lot Safety

Overview

Parking lots can be very dangerous to pedestrians walking to and from their vehicles, to workers controlling the flow of traffic in and out of the parking lot, and to drivers themselves. Car accidents resulting in injuries and or property damage, aggressive behaviours and/or harassment are high hazards commonly identified in parking lots. It is important that safety precautions are taken when using or working in a parking lot.

Hazards

The following hazards may occur while in the parking lot:

- Struck by vehicle
- Violence and Harassment
- Extreme Temperatures (Hot or Cold)

Working Safely

Employee Parking

- Always park vehicles near the building in a highly visible and well-lit area.
- If possible, park near the stairs or a well-lit exit in an underground lot.
- Use the main building entrance, avoid rear or secluded exits.
- Keep your valuables, including purses and recent purchases, out of sight. Always lock them in the trunk if they must be left in the vehicle.
- When walking alone, have a plan ahead of time. Know where you can go for safety and how to call for help.
- Lock the doors and roll up windows once in the vehicle.
- If walking to and from vehicles after dark or in high-risk neighbourhood always try to walk with a friend, co-worker, or a security officer. Give your escort a ride back to the main entrance so they do not walk back alone.
- If you must walk alone:
  - Have a co-worker watch you from a window. Wave to them on the way to your vehicle. Wave even if no one is watching to give the illusion that someone is watching you.

- Stay on well-lit streets, and in the centre of the sidewalk. Stay away from hiding spots such as bushes, doorways, alleys and parked cars. Cross the road if necessary.
- Do not dig in your purse or bag. Have keys ready in hand to unlock vehicle or building door.
- Do not wear headphones or be distracted by a cell phone conversation.
- Do not carry heavy briefcases or bags that may get in the way.
- Do not carry any type of weapon, including pepper spray. Weapons can just as easily be used against you and are illegal in some jurisdictions.

Always be alert to your surroundings. Walk with confidence. Keep your head up and look around. Look directly at people but do not stare at them. Trust your instincts when you feel something is not right and remove yourself from the situation or get help immediately.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Pedestrian Safety – SWP

Pallet Trucks

Overview

Powered pallet trucks, also known as electric pallet jacks, walkies, single or double pallet jacks, or power jack, are motorized to allow lifting and moving of heavier and stacked pallets within a warehouse.

This Safe Work Practice provides tips on how to work safely with and around a pallet truck.

Hazards

The following injuries/incidents may occur as a result of operating a pallet truck unsafely:

- Material may tip over
- Workers may be crushed
- Pedestrians may be struck by truck
- Product can be damaged by forks and cause a slip or fall

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection  High Visibility Vest

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Always refer to Manufactures Operating Manual before use.

- Before using a walkie pallet truck ensure that the workers have completed the appropriate training.
- Always be alert to the area around you and watch where you are driving. Be careful that you don't get pinned or crushed between the truck and a fixed object such as a wall or post.
- Never ride on the truck or allow anyone else to ride on the truck. There is no safe place to sit or stand on a powered pallet truck.
- Watch your hands and your feet when driving. A foot or hand caught between the truck and a fixed object can easily be crushed or dismembered.

- Keep your hands and feet away from all moving parts such as forks or wheels.
- Keep your truck under control at all times. Operate at a speed that allows you to stop safely. Be even more careful on slippery or uneven surfaces. Do not run over objects on the floor.
- Perform all truck movements smoothly and at a speed that will give you time to react in an emergency
- Be extremely careful when working around docks, dock boards and trailers. Stay away from the edge of docks and ramps. Ensure dock boards are secure.
- Check that trailer wheels are chocked.
- Before you leave your truck:
  - Lower the forks to the floor.
  - Shut the truck off with the key or disconnect the battery.
- Walkie pallet trucks are designed to move loads over short distances and operate in areas with limited space.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Pedestrian Safety

Overview

It is the responsibility of both drivers and pedestrians to ensure each other's safety by following simple rules and being aware of the hazards. Pedestrian duties include any task that requires employees to walk and work around areas of moving vehicles or equipment traffic.

Although all forklift operators are trained to yield to pedestrians through their operator's certification, our company recognizes the need to ensure all staff and visitors are aware of the hazards.

Hazards

The following hazards may occur as a pedestrian in the warehouse:

- Moving vehicles or equipment that may strike a person, causing serious injuries, death or property damage.
- Crushing of lower extremities due to rear end swing of forklifts or sudden acceleration with direction of steering wheel unknown.
- Struck by materials from raised loads due to sudden jerky movements of machine controls.
- Forklift operators themselves can become complacent around equipment. This is particularly true while using a pallet jack to pick product (operating as both operator and pedestrian at times).

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

High Visibility Apparel

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

High-visibility garments provided when applicable as per the Occupational Health and Safety Act and Regulations (i.e. vests, t-shirts, clothing with reflective material, reflective arm and leg bands).

CSA-approved footwear (when applicable as per the Provincial Act and Regulations).

Working Safely

Warehouse

- Visitors to the warehouse will be accompanied by a Supervisor/Manager. The warehouse Manager should be made aware of possible tours expected within the facility.
- Staff and visitors are to properly wear all required PPE in the Warehouse.
- Remain alert at all times and check surroundings often.
- Listen for warnings. Employees must not talk on cellular phones or have headphones on while working in the warehouse.
- Keep a safe distance (20ft) (50ft with raised loads) from forklift traffic and stay out of "blind spots". Let the operator know you are there if you do not receive eye contact.
- Walk at a safe speed, watch where you are going, change direction carefully. Do not run; do not walk in front of, or around lift trucks.
- Do not walk under the raised platform of any material handling equipment (e.g. order picker, reach truck, dock stocker).
- Do not walk under/pass under undefined racking passageway to get to another aisle.

Walking on Site

- Visitors will be accompanied by a Supervisor/Manager. All visitors must comply with safety regulations.
- Staff and visitors are to properly wear all required PPE in designated areas.
- At a jobsite ensure you are aware and comply with safety expectations and wear required PPE.
- Remain alert at all times and check surroundings often.
- Listen for warnings. Employees must not talk on cellular phones or have headphones on while working.
- Walk at a safe speed, watch where you are going, change direction carefully. Report any safety concerns.

High Visibility Apparel

All employees shall wear CSA-approved high visibility apparel or equivalent while at a customer's site* under the following conditions:

- When working within a road allowance or on a public way.
- When working on a project where the wearing of high visibility apparel is required under the Occupational Health and Safety Act and the Regulations for Construction Projects.
- In any other location or situation where the employee may be endangered by vehicular traffic or where being visible is important to his/her safety.

At minimum, high-visibility apparel should meet the criteria established in CSA Z96 – Class 2, Level 2, which provides moderate body coverage and superior visibility. The apparel shall have full coverage of the upper torso, and stripes are composed of reflective materials.

It is the responsibility of the foreman to designate, subject to the requirements of these standards, specific operations where high visibility apparel must be worn.

*Approved equivalents to a traffic safety vest are t-shirt, jackets, overalls and other apparel which is safety ("*blaze*") orange or red in colour with reflective tapes on the front and back. "Approved" means that this clothing meets specifications as established by the Health and Safety Coordinator.

Walking on Public Road

- Cross at marked crosswalks or traffic lights, do not cross in the middle of the block or between parked cars.
- Make sure drivers see you before you cross.
- Cross when traffic has come to a complete stop.
- At a traffic light, cross at the beginning of a green light. Don't cross once the "Don't Walk" signal begins to flash or the light has turned yellow. Never cross on a red light.

- Watch for traffic turning at intersections or entering and leaving driveways.
- Wear bright or light-coloured clothing or reflective strips, when walking at dusk or darkness.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee.

Additional Resources

Parking Lot Safety – SWP

Polisher

Overview

A floor polisher or rotary floor machine is an electrical floor scrubber that is used to clean and maintain non-carpeted floors, such as hardwood, marble, tile or linoleum.

It is also known as a floor buffer or burnisher, it is a high speed floor buffer with a pad that rotates at over 1000 RPM.

When using a floor polisher many hazards are associated with using this machine and precautions should be taken.

This Safe Work Practice will provide tips to work safely with a floor polisher.

Hazards

The following hazards may occur during the use of the polisher:

- Slips, Trips and Falls
- Electrical shock
- Back and muscle pain
- Vibration and noise
- Abrasions, cuts, scrapes or burns
- Entanglement

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 Protective Clothing

 Eye Protection

 Respiratory Protection

 Hand Protection

 Hearing Protection

Keep hair, loose clothing, fingers and all body parts away from openings and moving parts.

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Always refer to Manufactures Operating Manual before use.

When using an electrical appliance, basic precautions should always be followed, including the following:

- You must be trained to operate this machine. The machine is to be operated for its intended use only.
- Do not operate the machine unless it is completely assembled.
- Always use a three-wire electrical system connected to the electrical ground. For maximum protection against electrical shock, use a circuit that is protected by a ground fault circuit interrupter.
- To prevent electric shock, always remove the electrical plug from the electrical outlet before doing any repairs or maintenance and when leaving the machine unattended.
- To prevent electric shock, keep the machine surface dry. Do not subject to rain. Store the machine in a dry building area. Clean the machine with a dry cloth only.
- Machines can cause an explosion when near flammable materials and vapors. Do not use this machine with or near fuels, grain dust, solvents, thinners, or other flammable materials. Do not use flammables to clean this machine.
- A qualified or authorized person must do maintenance and repairs.
- To prevent damage to the power cord, do not move this machine over the power cord. Always lift the power cord over the machine. Do not pull or carry cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Keep cord away from heated surfaces.
- Do not use with damaged cord or plug. If the machine is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Ensure that proper footwear is used as prescribed in the PPE policy.
- Ensure that you have received information about posture and the risk of over extending your reach. Use proper/safe vacuuming techniques to protect your back and muscles. Take breaks as necessary – when fatigued or sore. Notify your manager of any discomfort.
- For security reasons when working alone try to always keep facing the door when using the machine. The noise will impair the ability to hear someone entering the room.
- Always report any hazards found when using the polisher to your Supervisor.
- Adjust the handle height to a comfortable position.
- AFTER EACH USE: Store the machine in a clean dry area. Wipe the entire machine and cord down with a clean cloth. Remove the pad or brush and clean thoroughly. Wrap the machine's electrical cord onto the handles and the cord hook provided. CHECK the cord and plug for nicks, cuts or damage. Report these to your supervisor for correction.

- Always disconnect the machines electrical plug from the electrical outlet before performing any service, maintenance, pad changing or inspection of the machine.

When Using the Polisher

- To properly attach or remove the brush, always UNPLUG THE FLOOR MACHINE. Remove the brush or pad driver when the machine is not in use. This will help prevent brush damage and reduce wobble problems.
- Both hands should be placed on the handle when the machine is in operation. The machine will glide sideways over the floor by a slight raising and lowering of the handle. Raise the handle slightly to go to the right. Lower the handle slightly to go left. Releasing the switch lever stops the machine at once.

Grounding Instructions

This machine must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This machine is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the machine - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

For full operational instruction and details refer to the operator's manual and the training given by your Supervisor.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Racking/Shelving Storage

Safety | MSD | Chemical | Biological | Physical | Psychosocial

Overview

The dangers of storage racking often get overlooked because they are not always evident to the untrained eye. If inspected regularly and maintained properly, storage racks can contribute to a safer and more productive operation.

This Safe Work Practices provides tips on how to maintain proper racking storage.

Hazards

Injury may occur if any of the below hazards are not controlled for:

- Racks may fall if not properly secured
- Items may fall from racks
- Racks may be hit by motorized equipment

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 High Visibility Apparel

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

- Store heavy, bulky items on lower racks where possible (generally between the shoulder and knee level).
- When retrieving items stored on higher racks employees using ladders should ensure 3-point contact on the ladder is maintained at all times.
- To remove skids loaded with items from upper shelves, use a pallet lift truck/ forklift. Ensure safe operation of the lift truck.
- Employees should never throw items to another employee who is working on a ladder. Rather, items should be passed from hand to hand.
- The load limits of the racks should be identified to ensure that they can adequately support the load.
- Employees are not permitted to climb or walk on the racks.
- Ensure that tools such as tape guns and utility knives are not left on products or stored up high, as they may fall and injure someone.

- Employees should be aware of the maximum loading limit for each rack.
- Loose loads on pallets should be wrapped to ensure that items do not fall.
- Inspect each pallet for broken or loose material and do not use damaged pallets.
- Ensure that the racking structure is properly anchored and braced to prevent collapse.
- Items that are no longer used should be discarded to prevent clutter from building up.
- Ensure that racking structure allows for at least 18 inches of clearance from any sprinkler system and at least 36 inches from any heater.
- Employees should take care not to strike their heads on overhead racking when storing items on lower shelves.
- Inspect racks often to identify weak points and note any items that is unstable or may drop on staff or customers below. Correct deficiencies immediately or notify a supervisor to rectify the situation.
- Ensure there are no obstructions or hazards in walkways, while storing or retrieving material from racking.
- Empty pallets are to be stacked flat on the floor in the warehouse, in a designated area where it will not create an obstruction to walkways or work areas. If appropriate they may be stored.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Forklift Trucks – SWP
Manual Material Handling – SWP
Pallet Trucks – SWP

Sharp Objects

Overview

Injuries resulting from the manual handling of objects and materials with sharp edges is common in the workplace. To reduce the possibility of serious injury, workers should be appropriately trained, provided the correct personal protective equipment, and follow established workplace rules.

This Safe Work Practice provides safety tips and controls to remember when handling objects and materials with sharp edges.

Hazards

Lacerations may occur when exposed to the following hazards:

- Handling sharp or strip metal
- Working in an area where sharp edges are handled frequently
- Changing fluorescent lamps
- Contact with machinery blades, tools or knives
- Disposing of glass objects or objects with sharp edges
- Biological hazard may occur if a sharp object was contaminated prior to skin puncture
- Repetitive use of dull knives or tools can create unnecessary force expenditure, leading to musculoskeletal disorders

Use the right type of glove for the work involved.

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot protection


Protective clothing


Eye protection


Hand protection


Respiratory Protection

Always wear the prescribed PPE when handling materials with rough or sharp edges.

Use a cut-resistant glove (e.g. Kevlar or chain mesh).

If fluorescent lamp breaks, use respiratory protection to avoid inhaling chemical exposure.

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Work Safely

Glass or Cans

- Discard broken or chipped glassware and opened cans carefully, e.g. wrap in newspaper.
- Carefully handle the can lid and edges after opening.
- Don't store items in an open can.
- Never pour hot liquids into cold glasses or pitchers.
- Never store silverware or other utensils in glasses or pitchers as it may break the glass.
- Routinely check glassware and crockery for chips and cracks.

Fluorescent Lamps

- Whenever possible, allow lamps to be changed out by trained staff. These employees have been instructed in proper handling and disposal procedures.
- If you must change out spent lamps, take care to avoid breakage.
- Lock and tag-out the breaker or fuse box to avoid anyone inadvertently turning the power back on.
- Wear safety glasses when changing lamps. Any time you work above your head, you run the risk of dust or other materials landing in your eyes.
- Follow all safety rules pertaining to the use of ladders.
- Broken lamps must be immediately bagged and boxed separately. The inner bag should be sealed with tape or some other fastener.
- Immediately place spent lamps in a box to prevent them from breaking. If possible, use the box from which the replacement (new) lamps were taken.
- Waste lamps must not be taped to the outside of the box.
- Odd-shaped lamps can be packed in any box so long as the box is in good condition and sufficient packing material is used to prevent breakage.
- Close the box after adding the spent lamp.
- Ensure that the box is labeled with the words "HAZARDOUS WASTE - LAMPS" and dated with the date that the first lamp was placed into the box. Hazardous waste cannot be stored on site any longer than 90 days.
- Ensure proper disposal in accordance with Ministry of Environment regulations.

If you do break a fluorescent light bulb, Natural Resources Canada recommends the following cleanup procedures:

- Sweep or wipe up the glass fragments and white powder.
- Wipe the area with a damp paper towel to pick up tiny pieces of glass or fine particles.

- If the bulb breaks on a rug or carpet, use sticky tape (such as duct tape) to pick up small pieces and powder. Vacuuming should be avoided as it spreads mercury through the air. If vacuuming is necessary, remove the vacuum bag or empty and wipe the canister with paper towel after the area is cleaned.
- Double bag the broken pieces, paper towel and vacuum bag and dispose of it in an outdoor trash can for regular garbage pickup.

Note: fluorescent lamps should never be placed in an incinerator.

Machinery and Materials with Sharp Edges

- Follow the manufacturer's instruction manual when operating, cleaning or maintaining equipment.
- Ensure proper lockout/tag-out procedures are in place.
- Make sure all guards are in place.
- Make sure cutting blades are sharp.
- Keep hands away from the edges of cutting blades – make sure you can see both your hands (and all your fingers) as well as the cutting blades.
- Keep hands away from all moving parts and avoid cleaning or brushing off moving parts such as cutting blades or beaters in mixers.
- Regularly check equipment for sharp edges. If a sharp edge is found, file smooth or cover with protective tape, caulking padding or wrapping.
- When transporting metal with rough edges, ensure your pathway is clear and free of obstructions.
- All metal scrap, shavings and small pieces should be placed in a clearly marked container for proper safe disposal.

Biohazard

Sharp objects that come into contact with biological hazards can be very dangerous if they puncture the skin. If this occurs, allow the injury to bleed freely, then wash the area thoroughly with a nonabrasive soap and water, dress the wound appropriately and seek further medical attention immediately.

ACTION Training must include infection control procedures.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

First Aid – National Essential Elements Program
Bloodborne Pathogens and Biohazards – SWP

Slips, Trips and Falls

Overview

Slips, trips and falls are some of the leading causes of lost-time injuries. Preventing them should be a goal of every safe and healthy workplace.

This Safe Work Practice provides tips on how to avoid slips, trips and falls.

Hazards

The following slip, trip and fall hazards may occur:

- Spills, greasy, wet or unclean floors
- Seasonal slip, trip and fall hazards (e.g. snow and ice)
- Spills of wet or dry substances
- Loose tiles, uneven floors
- Changes in walkway levels and slopes
- Unsecured mats
- Unsafe use of ladders
- Poor lighting
- Falls from beds of trucks, trailers or loads
- Debris and cables in walkways
- Smoke, steam or dust obscuring view
- Lack of guardrails on mezzanines and balconies
- Unsuitable footwear
- Poorly maintained equipment (e.g. ladders, fall arrest)
- Obstructions that interfere with traffic flow

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 Fall Protection

 High Visibility Apparel

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Good housekeeping is the key to preventing falls due to slips and trips.

- Always wear appropriate non slip footwear that is in good condition, laces are tied, and not damaged in such a way that could cause tripping.
- Take your time, walk don't run.
- Don't walk backwards.
- Never engage in horseplay, pranks, feats of strength or boisterous conduct.
- Ensure lighting is adequate. Notify your supervisor is light bulbs are burnt out or not working properly.
- Take extra care when you see a wet floor sign or where an area has been flagged due to broken or spilled material.
- Hold the hand rail when walking up and down stairs. Don't store or leave anything on or near stairways.
- Keep your work area free of slip, trip or fall hazards. Avoid putting material on the floor or in the pathway.
- Use step ladders or stands with non-slip feet and treads.
- Use two hands to climb/descend ladders.
- Maintain three-point contact on ladders.
- Clean castors on wheeled carts.
- Ensure sloped surfaces, raised floors, mezzanines, and balconies are equipped with appropriate handrails or guardrails.

Obstructions and Debris

- Remove obstacles from walkways and keep them free of clutter and debris.
- Keep file cabinet and storage drawers closed.
- Carry small loads close to your body and below chest level so you can see ahead of you.
- Ensure computer, power and telephone outlets, wires and extension cords are located where they won't cause a tripping hazard.
- Ensure garbage bins do not overflow.
- Cover cables that cross walkways.
- Keep working and walking areas well lit. Replace used light bulbs and faulty switches.

Flooring

- Clean all spills immediately.
- Mark spills and wet areas. Immediately post wet floor signs and warning cones in clear view for customers and employees to see.
- Identify and remove source of liquid on floor.
- Look for spills, seepage, drips, and splashing and address them immediately.
- If floor is wet due to bad weather, set warning cones or signs in clear view for customer and employees to see.
- Report floors with major cracks, chipped or missing floor tiles or boards.
- Different floor elevations in aisles and corridors should be clearly marked.
- Use anti-slip mats where necessary.
- Take small careful steps on uneven or slippery surfaces.
- Report any torn rugs or damaged floor coverings.
- Straighten carpets that bulge or have become bunched.

Exterior

- Keep entrance steps and stairs free from ice and snow.
- Report any cracks, holes or obstructions on the walkways.
- Ensure walkways are free of obstacles such as tools, ladders, low hanging tree branches and debris.
- Ensure salt is applied to all work areas, walkways and parking areas when needed.
- Ensure all lighting is functional and illuminates all required areas.
- Ensure parking area, ramps and entrance ways are accessible.

ACTION A slip, trip and falls check should be part of everyone's start of shift routine.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Housekeeping (Workplace) – SWP

Spills

Safety | MSDs | Chemical | Biological | Physical | Psychosocial

Overview

When a hazardous chemical or pollutant is released into the environment from a vehicle or container in abnormal quantity it is considered a spill. Spills are serious health, safety and environmental hazards. It is vital that precautions are taken to prevent spills and proper safe work practices are implemented to clean a spill if one should occur. A spill clean-up plan helps make sure that all workers have the equipment and training needed to deal with spills.

The following Safe Work Practice will provide a summary of the spill control process.

Hazards

Depending on the material involved, the following hazards may occur:

- Burns or dermatitis if in contact with skin
- Respiratory distress, asthma if inhaled
- Eye injury if splashed in eye
- Damage to equipment, property or the environment

There is always a chance that a spill or leak can happen when chemicals are used in the workplace.

Mandatory Requirements

Personal Protective Equipment (PPE)

Protective Clothing

Respiratory Protection

Eye Protection

Foot Protection

Hand Protection

Additional PPE may include:

Eye wash station

Deluge shower

Fire extinguisher

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Refer to the Safety Data Sheet (SDS) for appropriate PPE for the chemical or hazard being cleaned.

Spill Kits

Minimum contents may include:

- Chemical resistant gloves (neoprene, nitrile, etc.)
- Absorbent materials (spill pillows, pads, or other spill absorbent)
- Safety goggles and/or chemical resistant face shield
- Disposal bags
- Chemical resistant shoe covers
- Neutralization agents
- Hand-held brush and plastic dust pan

Working Safely

Prevention is key. Follow safe work practices when working with chemicals and hazardous substances to minimize the risk of a spill. In the event of a spill, follow these practices:

Be Prepared

Evaluate the hazards of the materials you work with and be prepared to properly and safely clean up a small spill or leak.

- Be familiar with SDS for working materials. Keep them close by to refer to for proper clean up and disposal of spill.
- Ensure appropriate spill kits, tools, and personal protective equipment are readily available. Ensure you have been trained in the use of spill kits and tools and trained and fit-tested for all PPE.
- Ensure that engineering controls are adequate and are working properly.
- Know where the eye-wash stations and deluge shower are located.
- Ensure emergency response contact numbers and information is posted in a visible location.
- Participate in spill response plan simulations.

Spill Response

Respond to the spill based on the hazards of the material and the workplace conditions.

- Wear adequate protective equipment for the hazards present.
- Notify your supervisor and any other people in the immediate area.

- Know when to initiate the emergency response plan.
- If you cannot respond safely, evacuate the area and restrict access. Contact our spill response team or emergency services.
- Remove or extinguish all ignition sources.
- Block off the spill area by using traffic cones or other easy to see signs or markers.
- Review the SDS for proper clean up and disposal.
- If safe to do so, contain the spill to make sure it does not spread.
- Use the right equipment and PPE to clean up the spill. Do not use substitute equipment or materials.
- Dispose of the chemical in a safe manner as outlined in the SDS. Before initiating regular work activities, decontaminate the surface where the spill occurred.
- If the spill is a corrosive material, use a neutralizer during the clean-up process. Follow the SDS to ensure you are using the right neutralizing substance.
- If the spill is of a flammable or combustible material, remember to use rated spark-proof PPE to clean up the spill. Refer to the SDS for more information.

- Know the proper disposal procedures for this jurisdiction. Contact local and provincial authorities or the Ministry of the Environment (416-325-3000) if you have questions.
- Ensure clothing, equipment and tools are properly decontaminated after the spill has been cleaned up.
- Determine whether the spill is minor or a complex or major spill.

Minor Spill

A minor spill is defined as:

- An amount that is safe to clean up
- The spill is easily contained from drains, ignition sources, and incompatible chemicals
- The spill is not immediately dangerous to life or health
- There is no likelihood of a fire or explosion

Complex or Major Spill

A complex or major spill is defined as:

- Any amount that is not safe to clean up
- There is a potential for release into the atmosphere, discharge to a sewer, or leak into soils of surface water.
- There is immediate danger to life or health.
- There is likelihood of a fire or explosion.
- No PPE is available, or you have not been fit-tested or trained in its use.

ACTION Review how the spill occurred and plan how to prevent it from happening again.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

WHMIS 2015 – whmis.org
WHMIS 2015 General – ccohs.ca
Report a Spill – Ministry of the Environment

Utility Knives/Box Cutters

Safety | MSD | Chemical | Biological | Physical | Psychosocial

Overview

Injuries resulting from the use of utility knives/box cutters can occur in the workplace. To reduce the possibility of serious injury, management is to provide workers with appropriate training, correct personal protective equipment for the tasks, and enforce established rules.

This Safe Work Practice provides tips when using a utility knives/box cutters.

Hazards

The following hazards may occur when working with Utility Knives/Box Cutters :

- Laceration.
- Musculoskeletal disorders.

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection  Hand Protection  Eye Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Utility Knives/Box Cutters

- Wear safety glasses to protect your eyes in case a blade breaks.
- Wear cut resistant gloves/sleeves to protect your hands and arms.
- Always cut on a stable surface.
- Use clamps to secure the workpiece if necessary.
- Ensure a firm grip on the handle.
- Always cut away from the body.
- Don’t apply too much pressure on the blade.
- Follow manufacturer’s instructions when changing blades.
- Don’t use utility knives to pry loose objects.
- Keep your fingers and thumbs out of the way of the cutting line.
- Do not try to catch a falling utility knife - stand back and let it fall.

- Always use a sharp blade. Dull blades require more force and can create more significant injuries.
- Store and transport the knife with the protective cap in place and retract and lock the blade if possible.
- Hand a utility knife to a co-worker with the handle first.
- Dispose of dull or broken blades in a puncture-resistant container.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Vacuums

Overview

A vacuum cleaner is a device that uses an air pump, to create a partial vacuum to suck up dust and dirt, usually from floors, and from other surfaces such as upholstery and draperies.

This Safe Work Practice provides tips on how to work safely with a vacuum.

Hazards

The following hazards may occur when using a vacuum unsafely:

- Slips, trips and falls
- Electrical shock
- Back and muscle pain
- Inhalation of fumes and dusts
- Unknown dusts or contaminants when changing filter bag

Mandatory Requirements

Personal Protective Equipment (PPE)

 Respiratory Protection

 Eye Protection

 Hearing Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Keep hair, loose clothing, fingers and all parts of the body away from openings and moving parts.

Working Safely

Always refer to Manufactures Operating Manual before use.

- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Do not use the vacuum cleaner to pick up liquids, as this could impair the electrical safety of the vacuum cleaner. This applies to freshly shampooed carpets. Wait until they dry.

- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not vacuum up items which are heavy, hard or have sharp edges. They could cause a blockage and damage the appliance.
- Do not use without dustbag and/or filters in place.
- Do not attempt any repairs prior to talking to the Supervisor.
- Ensure that proper footwear is used as prescribed by company policy.
- For security reasons when working alone try to always keep facing the door when vacuuming. The noise will impair the ability to hear someone entering the room.
- Always report any hazards found when vacuuming to the Supervisor.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Working around Water

Overview

Any time you work around or near water, you are exposed to the hazard of falling into the water and drowning. Employees are required to wear approved life jacket or buoyant work vest wherever there is a drowning hazard.

Never wear a faulty or defective flotation device (PFD).

This Safe Work Practice provides tips when you are required to work near or around water.

Hazards

The following hazards may occur when working around water:

- Drowning, hypothermia
- Falling and tripping
- Slippery surfaces
- Sunburn or sunstroke, heat exhaustion
- West Nile Virus due to mosquito bites
- Lightning strike

Mandatory Requirements

Personal Protective Equipment (PPE)

 Foot Protection

 Eye Protection

 Personal Flotation Device (PFD)

- When working near the water wear an appropriate fitting personal flotation device (PFD) approved by the coast guard.
- Before starting shift, apply sunscreen and insect repellant. Reapply as needed.
- Wear a sun hat or cap and appropriate non slip water shoes.

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

- All employees working around the water must have a current First Aid and CPR training certificate.
- Make sure the following safety equipment is in the immediate work area.

  - Emergency phone with emergency number(s) posted
  - Lifeline or rope
  - Life rings (to be posted at the end of each dock(s) and by each water access point).
  - Shepherd's crooks
  - (PFD's) Personal Flotation Devices
  - First aid kit
  - Water for hydration
- Check for loose deck boards and protruding nails on docks.
- Make sure there are permanent fenders on the docking side of the dock. Check condition of fenders regularly.
- Docks are slippery when wet. Walk with care and do not participate in horseplay.
- Be aware of soft shoulders on edge of the water and slipping or falling into the water.
- Wear shoes around wooden platforms to avoid slivers.
- Workers should wear water shoes if going into the water.
- Do not work around water during a thunder storm.
- Call for help before retrieving patrons in boats or water.
- Make sure workers wear PFDs when using the shepherd hook. Before retrieving boats or swimmers with the shepherd hook ensure a strong and balanced stance.
- Bend from the knees when helping to push off or dock boats at the dock.
- Do not put any part of your body between you and the dock when helping dock a boat. If operators are coming in too fast, let the boat take the damage, not your body.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Workplace Safety & Prevention Services™ is the largest health and safety association in Ontario, responsible for more than 165,000 member firms across the agricultural, industrial/ manufacturing and service sectors.

CONNECT WITH US

5110 Creekbank Road
Mississauga, ON L4W 0A1
1 877 494 WSPS (9777)
T 905 614 1400 | F 905 614 1414
E customercare@wsps.ca
WSPS.CA

FPO

MIX
Paper from responsible sources
FSC® C004212

Workplace Safety & Prevention Services®