

# Workwell

HELPING YOU WORK SAFE



## Workwell Evaluation Tool

**wsib**  
ONTARIO

Workplace Safety  
& Insurance Board



# Evaluation Tool

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## Workplace Safety and Insurance Board (WSIB) Overview

The WSIB's vision is to be the leading workplace compensation board and is focused on getting workplace parties back to what matters through its value system of trust, fairness and integrity. We are committed to promoting healthy and safe workplaces and improving Return to Work (RTW) and recovery outcomes.

In Ontario, four priority hazards contribute to the majority of lost time injuries, serious injuries and fatalities. They include motor vehicle collisions, contact with machinery, falls and musculoskeletal disorders (MSDs).

The WSIB has determined that lower back, shoulder, and fracture injuries lead to a higher incidence of permanent impairment and a longer recovery for workers, and are most costly to the WSIB insurance system. Preventing these high-impact claims is a key priority of the WSIB.

An effective way to manage priority hazards in your workplace is to have a team approach to occupational health and safety. Whether it is the president, manager or worker, they are part of the workplace's 'internal responsibility system' and they play an important role in keeping your workplace healthy and safe. The Internal Responsibility System (IRS) is based on several principles:

- The Occupational Health and Safety Act (OHSA) mandates a strong Internal Responsibility System (IRS) in the workplace. The OHSA lays out the duties of employers, supervisors, workers, constructors and workplace owners.
- Workplace parties' compliance with their respective statutory duties is essential to the establishment of a strong IRS in the workplace.
- The IRS helps support a safe and healthy workplace. In addition to the workplace parties' compliance with their legal duties, the IRS is further supported by well-defined health and safety policies and programs, including the design, control, monitoring and supervision of the work being performed.
- The health and safety representative, or the joint health and safety committee (JHSC) where applicable, contribute to workplace health and safety through their involvement with identifying and controlling health and safety issues, and by assessing the effectiveness of the IRS.

Simply put, the IRS means that everyone in the workplace has a role to play in keeping workplaces safe and healthy. Workers in the workplace who see a health and safety problem such as a hazard or contravention of the OHSA in the workplace have a statutory duty to report the situation to the employer or a supervisor. Employers and supervisors are, in turn, required to address those situations and acquaint workers with any hazard in the work that they do.

## WORKPLACE HEALTH AND SAFETY SERVICES

The WSIB's Workplace Health and Safety Services (WHSS) offers voluntary programs that help employers meet their health and safety responsibilities and RTW obligations and build healthy and safe workplaces.

### Workwell Program:

Workwell Program evaluates the health and safety and return to work practices and procedures of employers who are at greater risk of experiencing workplace incidents and/or are experiencing greater difficulties with return to work. Doing so encourages companies to make necessary improvements, helps prevent injuries, illnesses and fatalities and reduces the negative consequences of occupational disabilities. A safe work environment benefits everyone. Safer workplaces not only result in better health and quality of life for workers, but can also result in increased productivity, better quality, reduced downtime, improved morale and greater profit.

### Safety Groups Program:

Safety Groups Program is a voluntary financial incentive program (up to 6% rebate) that recognizes employers that implement health and safety initiatives and eliminate workplace injuries and illnesses. Employers who join a Safety Group, led by a sponsor (i.e. HSAs, Industry Associations), learn from each other's experience in implementing injury and illness prevention programs. WSIB Safety Groups Consultants conduct desk/field verification audits determined by an annual audit strategy.

### Small Business Health and Safety Programs:

Small Business Health and Safety Programs (SBHSP) is a two-part health and safety incentive program for small business. Part One is an introduction to health and safety designed to create awareness of risks in the workplace and an understanding of small business legal requirements under the Workplace Safety and Insurance Act and the Occupational Health and Safety Act. Part Two further enhances health and safety awareness and helps companies develop an effective and successful health and safety program that will help to better manage business risks.

SBHSP are for businesses that pay less than \$90,000 in annual premiums. The programs are exclusively for owners/senior managers. Successfully completing the in-class training and meeting program requirements provides a 5% rebate based on the employer's previous year's premiums. SBHSP provides on-site workplace assessments upon program completion. SBHSP also provides applicable updates to health and safety to small business owners by conducting information seminars throughout the year.

For more information on Safety Groups and Small Business Health and Safety Programs visit the WSIB website at [www.wsib.on.ca](http://www.wsib.on.ca).

## Workwell Program

### Purpose

The purpose of the Workwell Program is to educate, motivate and assist companies in improving their health and safety and return to work programs. Improved workplace health and safety and return to work programs ultimately lead to safer workplaces for employees and reduce injury rates and claim costs for employers and Ontario industry as a whole.

### Selection Process

Each year the WSIB reviews the overall health and safety performance of all registered firms and identifies employers for a Workwell evaluation based on return to work and safety performance.

Employers are notified in writing of selection for the Workwell evaluation. A Workwell Evaluator will contact the company to introduce themselves, answer questions about the selection and evaluation processes and to schedule an appointment for an on-site visit.

Upon request, under the Freedom of Information and Protection of Privacy Act, the WSIB is required to release the names and addresses of firms selected for evaluation. Employers who have been selected may receive calls from their Health and Safety Association (HSA) or private health and safety consultants who have requested and received the list.

### First Evaluation

During the first evaluation, the Evaluator will meet with the owner and/or senior management, the health and safety and disability management coordinators, the health and safety worker representative and other workplace parties requested by the firm to briefly outline the evaluation process and learn more about the specifics of the business. Using the Workwell Evaluation Tool, the Evaluator will examine and evaluate occupational health and safety and return to work program documents and records of communication/training, observe the firm's practices and procedures in action, tour the workplace and may conduct random onsite private interviews with the workplace parties.

The workplace parties are strongly encouraged to ask questions and take notes during discussions with the Evaluator.

### What Does the Workwell Evaluator Look For?

The Workwell Evaluator will verify the existence, application, implementation and conformity of the health and safety and return to work program with the Workwell Evaluation Tool. The Evaluator may sample elements of evidence but will not validate all records or information.

DOCUMENTATION	OBSERVATION	INTERVIEW
The Evaluator will review the company health and safety and return to work program documentation. Documentation may include policies, standards, rules, procedures, inspection reports, incident reports, training records and meeting minutes.	Observation informs the Evaluator how well the health and safety and return to work program standards are being implemented. Observations may include notice boards, labels, signs, files, work activity, machinery operation, orderliness or use of personal protective equipment or clothing.	During the site walk-about, the Evaluator may interview workplace parties to confirm the implementation of the health and safety and return to work practices presented and observed during the evaluation.

### Evaluation

<b>YES</b>	<b>Meets the Workwell Standard</b> There are written procedures, records of training, documented evidence and observation that indicates understanding and implementation throughout the company.
<b>PARTIAL</b>	<b>Partially meets the Workwell Standard</b> There is evidence of a written procedure that is not completely implemented or training is in process or underway. Some indication of understanding of expectations though not consistently documented or reported.
<b>NO</b>	<b>Does not meet the Workwell Standard</b> There are no written procedures, forms or records in place. No documented evidence that the program is implemented throughout the company.
<b>N/A</b>	<b>Not Applicable (N/A)</b> The requirements of this section are not applicable at the time of the evaluation.

To be considered “Fully Implemented”, all elements of the health and safety and return to work programs must:

- Be in writing,
- Meet Workwell Standards which may exceed minimum legislative requirements and include industry standards and best practices,
- Be communicated to appropriate workplace parties with corresponding records of the communication and
- Have evidence of regular use in the workplace.

## Reporting

Following the evaluation, a report will be prepared and sent to the firm. A copy of the report is sent to the firm's assigned Health and Safety Association. The report identifies health and safety and return to work program components that are in place and meet, partially meet or do not meet the Workwell Standard.

The Evaluator, in collaboration with the employer will develop a detailed RTW Implementation Plan (RTWIP) based on the findings of the evaluation for the employer to implement and improve the firm's Return to Work program.

Employers are encouraged to contact their Health and Safety Association for assistance and resources to improve their health and safety program.

## Interim Contacts

The Evaluator will contact the firm following the first evaluation to discuss the results and answer questions the employer may have in completing the RTWIP. The frequency and method of the interim contacts will be determined in collaboration with the employer and outlined in the RTWIP. This may involve pre-scheduled on-site visits with the employer to conduct a status review of the service plan objectives and to provide assistance where required. The employer may contact the Evaluator at any time, if there are questions about the evaluation and the objectives developed within the RTWIP.

## Final Evaluation

During the final evaluation the Evaluator will focus on reviewing the implementation of the RTWIP and evaluate the efforts made by the employer to improve the health and safety and return to work program. The Evaluator will look for documentation, implementation and observable return to work and safe work practices in assessing workplace performance. Upon completion of the final evaluation, a report will be prepared and sent to the firm.

# Evaluation Tool

## Summary of Evaluation Elements

### 1. Policy Statements.....10

- **1.1 Health and Safety Policy**

- Employer Commitment
- Responsibility
- Dated, signed and posted

- **1.2 Workplace Violence and Harassment Policy**

- Employer Commitment
- Dated, signed and posted

### 2. Senior Management ..... 12

- Review Health and Safety Trends
- Continuous Improvement Plan
- Actively Supports the JHSC or Health and Safety Representative
- Communication Program
- Integrates H&S into all aspects of the organization
- Review the Health and Safety Program
- Encourage off-the-job health and safety activities
- Workplace Inspections

### 3. Health and Safety Responsibilities ..... 16

- Management
- Supervisor
- Worker and Supplied Labour
- Contractor
- Visitor
- Safety Coordination

### 4. Posted Health and Safety Materials..... 20

- OHSA
- Industry/Hazard Specific Regulations(s)
- WHMIS Regulation
- Safety Data Sheets

- Designated Substance Regulation(s)
- Occupational Health and Safety Explanatory Materials
- Emergency Services and Numbers
- Reports
- Other

### 5. Health and Safety Standards & Procedures..... 23

- **5.1 Risk Assessment**

- Identification of Hazards
- Rating of Hazards
- Implementation of controls
- Safe operating procedures

- **5.2 Standards and procedures**

- Injury/Illness Reporting
- Hazard Reporting
- Emergency Response
- Emergency Equipment
- Refusal to Work
- Control of Hazardous Energy (Lock-out)
- Confined Space
- Hot Work
- Procurement and Change Management
- Personal Protective Equipment (PPE)
- Non-routine Work
- Workplace Violence and Harassment
- Work-related Driving
- Hearing Loss Prevention
- Psychological Health and Safety



**6. Health and Safety Representative/  
Joint Health and Safety Committee..... 34**

- **6.1 Health and Safety Representative**
  - Terms of Reference/Operating Guidelines
  - Posting of Health and Safety Representative Name and Work Location
- **6.2 Joint Health and Safety Committee**
  - Terms of Reference/Operating Guidelines
  - Posting of Member’s Names and Work Locations
  - Meetings

**7. Health and Safety Education/Training .....37**

- Training Needs Review
- Occupational Health and Safety Awareness for Workers
- Occupational Health and Safety Awareness for Supervisors
- Worker Orientation
- Job Specific Orientation
- Workplace Hazardous Materials Information System(WHMIS)
- Designated Substances
- Certifications and Competencies
- Material Handling
- Musculoskeletal Disorder (MSD) Awareness
- Health and Safety Inspections
- Injury/Incident Investigation
- Joint Health and Safety Committee/Health and Safety Representative
- Emergency Response
- Personal Protective Equipment
- Working at Heights
- Other

**8. First Aid Requirements ..... 46**

- First Aid Regulation 1101
- In Case of Injury At Work Form 82 Poster
- Availability
- Required Components
- Stretcher and Blanket(s) Compliance
- First Aid Inspection Record
- First Aid Treatment/Advice Recorded

- Number of Trained First Aiders
- Works in Vicinity of First Aid
- Certificates Posted
- First Aid Room Compliance
- Transportation to Hospital, Doctor’s Office or Home

**9. Health and Safety Inspections ..... 50**

- Managers and Supervisors
- Joint Health and Safety Committee or Health and Safety Representative
- Operator Pre-use Inspections

**10. Preventive Maintenance..... 56**

**11. Incident Investigations ..... 58**

**12. Return to Work ..... 61**

- Return to Work Policy
- Return to Work Coordinator
- Roles and Responsibilities
- Program Requirements
- Accommodation Options
- Standardized Forms and Tools
- Return to Work Plans
- Reporting Requirements to WSIB
- Dispute Resolution
- Communication and Training
- Program Evaluation

# 1. Policy Statements

The employer’s health and safety, workplace violence and harassment policies contain the following:

## 1.1 Health and Safety Policy

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>1.1(a): Employer Commitment</b></p> <p><b>Workwell Standard:</b> A written statement of commitment to preventing occupational illness and injury in the workplace</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates the employer’s dedication to the elimination of workplace injury and illness.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ Ontario Occupational Health &amp; Safety Act (OHS Act) Section 25</li> </ul>					
<p><b>1.1(b): Responsibility</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ A written statement of the employer’s responsibility to implement and maintain a safe and healthy work environment.</li> <li>▪ A written statement of the supervisor’s responsibility to ensure that safe and healthy work conditions are maintained in his/her assigned work area.</li> <li>▪ A written statement of the worker’s responsibility to work in accordance with legislated standards and employer Safe Work Procedures/Practices.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates the employer’s dedication to the elimination of workplace injury and illness.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ Ontario Occupational Health &amp; Safety Act (OHS Act) Section 25</li> </ul>					
<p><b>1.1(c): Policy is dated, signed and posted.</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ The posted copy is dated within a 12 month- period.</li> <li>▪ The posted copy is signed by the most senior management person on site.</li> <li>▪ Posted in a conspicuous location in the workplace (worker entrance, near time clock, bulletin board, site trailers/vehicles)</li> <li>▪ Accessible to all workers</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrates the employer’s dedication to the elimination of workplace injury and illness.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ Ontario Occupational Health &amp; Safety Act (OHS Act) Section 25</li> </ul>					

## 1.2 Workplace Violence and Harassment Policy

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>1.2(a): Employer Commitment</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>A written statement of commitment to preventing and addressing physical and psychological violence and harassment in the workplace.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>A written statement of commitment to preventing and addressing physical and psychological violence and harassment in the workplace.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 32.01</li> </ul>					
<p><b>1.2(b): Policy is dated, signed and posted</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The posted copy is dated within a 12 month - period.</li> <li>The posted copy is signed by the most senior management person on site.</li> <li>Posted in a conspicuous location in the workplace (worker entrance, near time clock, bulletin board, site trailers/vehicles)</li> <li>May be incorporated into the Health and Safety Policy</li> <li>Accessible to all workers.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>A written statement of commitment to preventing and addressing physical and psychological violence and harassment in the workplace.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 32.01</li> </ul>					

## 2. Senior Management

The senior management team demonstrates commitment to the Health and Safety Program through the following activities:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>2.1(a): Establish and maintain a documented program for annual occupational health and safety management system (HSMS) audits</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• The written program defines:                             <ul style="list-style-type: none"> <li>- Purpose</li> <li>- Roles and responsibilities</li> <li>- Auditor competency requirements</li> <li>- Scope of the audits</li> <li>- Frequency of audits</li> <li>- Audit methodology</li> <li>- Reporting of audit activity and results</li> <li>- Process that prioritizes nonconformities (high-risk hazards and legal requirements) based on the findings of the HSMS audit</li> </ul> </li> <li>• Audits are completed at planned intervals and determine whether the HSMS is effectively implemented and maintained</li> <li>• Audit findings and conclusions are documented and include:                             <ul style="list-style-type: none"> <li>- Conformities</li> <li>- Non-conformities</li> <li>- Successes</li> <li>- Recommendations for program improvement</li> </ul> </li> <li>• Audit results are communicated to senior management for review and corrective actions are communicated to affected workplace parties</li> <li>• Improvement opportunities derived from the audit results are considered for the development of the HSMS' Continuous Improvement Plan</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates the employer's commitment to the health and safety program</li> <li>• Determines if health and safety standards and procedures are implemented as designed</li> <li>• Identifies opportunities for improving the health and safety program</li> <li>• Promotes legislative compliance</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHS Act Section 25</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>2.1(b): Review Health and Safety Trends</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Schedule for review</li> <li>▪ Responsibility assigned</li> <li>▪ Review requirements:                             <ul style="list-style-type: none"> <li>- Workplace inspections</li> <li>- Incident investigations</li> <li>- Hazard reports</li> <li>- Health and safety recommendations from the JHSC and the worker health and safety representative</li> <li>- Return to Work Program Evaluation</li> <li>- HSMS Audits</li> </ul> </li> </ul> <p>Improvement opportunities are included as goals in the health and safety program's Continuous Improvement Plan (CIP)</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Identifies opportunities for improving the health and safety program.</li> <li>▪ Assists in establishing objectives for the safety program.</li> <li>▪ Assists management in meeting due diligence requirements.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHS Act Section 25</li> </ul>					
<p><b>2.1(c): Establish and maintain a Health and Safety Continuous Improvement Plan</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ The plan addresses:                             <ul style="list-style-type: none"> <li>- Goals to be achieved</li> <li>- Target dates for completion of each goal</li> <li>- Assign responsibility for each goal.</li> <li>- Resources required (people, time, money)</li> </ul> </li> </ul> <p>Senior management approval of the plan</p> <ul style="list-style-type: none"> <li>▪ The plan is relevant to the firm's current needs.</li> <li>▪ Scheduled progress reviews</li> <li>▪ Communication of progress reports to management and workers</li> <li>▪ Celebration of successes with employees as goals achieved</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Acts as the road map to ensure that the desired results are achieved within the stated timeframes.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHS Act Section 25</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>2.1(d): Actively supports the activities of the Joint Health and Safety Committee / Health and Safety Representative</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Provide time and resources.</li> <li>Appoints Management Representative(s)</li> <li>Provides training</li> <li>Responds to formal recommendations                             <ul style="list-style-type: none"> <li>In writing</li> <li>Within time limits</li> <li>Action to be taken</li> </ul> </li> </ul> <p>Communicate results of testing, audits etc.</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Supports the internal responsibility system.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 8, 9 and 25</li> </ul>					
<p><b>2.1(e): Establish a program to regularly communicate health and safety information</b></p> <p><b>Workwell Standard:</b></p> <p>The program defines:</p> <ul style="list-style-type: none"> <li>Responsibility,</li> <li>Methods (staff meetings, training, newsletters, bulletin boards, memos, safety talks, etc.),</li> <li>Frequency, and</li> <li>Recording system</li> </ul> <p>All employees participate including senior management.</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Provides employees with updated information and/or reviews of existing information.</li> <li>Reinforces the employer's commitment to occupational health and safety by including the employees in the health and safety program.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 26</li> <li>Health Care and Residential Facilities, Reg. 67 Section 9</li> </ul>					
<p><b>2.1(f): Integrate health and safety into all aspects of the organization</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>There is evidence the safety program applies to all portions of the workplace regarding:                             <ul style="list-style-type: none"> <li>Inspections</li> <li>Training</li> <li>Assigned responsibilities</li> <li>Incident investigation</li> </ul> </li> </ul> <p>All branch offices/satellites (if applicable) comply with above</p> <ul style="list-style-type: none"> <li>All employees must participate including senior management</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Implementation of the health and safety program into all areas of the operation.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 26</li> <li>Health Care and Residential Facilities, Reg. 67 Section 9</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>2.1 (g): Review the Health and Safety Program</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Annually review the Health and Safety Program documentation to ensure documents are current to the needs of the workplace and legislative standards.</li> <li>Documents are dated.</li> <li>Reviews and/or revisions are recorded.</li> <li>Revised documents are distributed and communicated.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Maintain compliance with legislation and current industry standards</li> <li>Reflect the current needs of the organization</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25</li> <li>Health Care and Residential Facilities, Reg. 67 Section 9</li> </ul>					
<p><b>2.1(h): Encourage off-the-job health and safety activities for all workers</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Program could address: <ul style="list-style-type: none"> <li>Employee Assistance Program</li> <li>Wellness initiatives</li> <li>Vehicle safety</li> <li>Personal health and safety</li> <li>Health and safety at home</li> <li>Recreational health and safety</li> </ul> </li> </ul> <p>Methods may include:</p> <ul style="list-style-type: none"> <li>Poster program</li> <li>Newsletters &amp; booklets</li> <li>Safety talks</li> <li>Payroll inserts</li> <li>Electronic messages</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Promotes healthy and safe lifestyles</li> </ul>					
<p><b>2.1 (i): Workplace inspections performed by executive management</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Through one of the following or an equivalent method: <ul style="list-style-type: none"> <li>Personal tour of the workplace</li> <li>Inspect with Management</li> <li>Inspect with the JHSC / Health and Safety Representative.</li> </ul> </li> </ul> <p>Schedule of dates and inspectors</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Demonstrates involvement and commitment to the health and safety program</li> </ul>					

### 3. Health and Safety Responsibilities

#### 3.1 The employer has established health and safety responsibilities and performance accountabilities

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>3.1(a): Management Responsibilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Responsibilities are defined for Management to ensure the performance of the following activities:                             <ul style="list-style-type: none"> <li>Workplace inspections</li> <li>Information sessions (i.e. safety talks, staff meetings, tail gate meetings)</li> <li>Incident, complaint and work refusal investigations</li> <li>Worker training by providing information, instruction and supervision</li> <li>Correcting health and safety contraventions or hazardous conditions</li> <li>Commending worker and supervisor health and safety performance</li> <li>Appoint competent supervision</li> <li>Establish a budget for Health &amp; Safety and Return to Work activities</li> </ul> </li> </ul> <p>Responsibilities referred to in OHS Act Section 25 &amp; 26</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Involving and engaging management with health and safety responsibilities is vital in achieving a healthy and safe operation.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHS Act Section 25 &amp; 26</li> </ul>					
<p><b>3.1 (b): Management Accountabilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Performance Evaluation:                             <ul style="list-style-type: none"> <li>System must be formalized</li> <li>Measures each responsibility defined for 3.1(a).</li> <li>Performed at least annually.</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Recognizes and commends accomplishments and contributions.</li> <li>Identifies opportunities for improvement.</li> <li>Reinforces the employer’s expectation that all managers maintain a healthy and safe operation</li> </ul>					



ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>3.1(c): Supervisor Responsibilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Responsibilities are defined for Supervisors to ensure the performance of the following activities:                             <ul style="list-style-type: none"> <li>Workplace inspections</li> <li>Information sessions (safety talks, staff meetings, tail gate meetings)</li> <li>Incident, complaint and work refusal investigations</li> <li>Worker training by providing information, instruction and supervision” for consistency purpose.</li> <li>Advise workers of workplace hazards</li> <li>Correcting health and safety contraventions or hazardous conditions</li> <li>Commending worker health and safety performance</li> </ul> </li> </ul> <p>Responsibilities referred to in OHS Act Section 27</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Involving and engaging supervisor(s) with health and safety responsibilities is vital in achieving a healthy and safe operation.</li> <li>Establishes a standard for the supervisor(s) that describes what they are expected to do, and how it should be done.</li> </ul> <p><b>Legislation:</b></p> <p>OHS Act Section 27</p>					
<p><b>3.1 (d): Supervisor Accountabilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Performance Evaluation                             <ul style="list-style-type: none"> <li>System must be formalized</li> <li>Measures each responsibility as defined in 3.1(c).</li> <li>Performed at least annually.</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Recognizes and commends accomplishments and contributions.</li> <li>Reinforces the employer’s expectation that all supervisors maintain a healthy and safe operation</li> <li>Contributes to the Internal Responsibility System</li> </ul>					
<p><b>3.1(e): Worker and Supplied Labour Responsibilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Health and safety rules specific to the workplace.</li> <li>Responsibilities referred to in OHS Act Section 28</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Establishes a standard for worker(s) that describes what they are expected to do, and how it should be done.</li> <li>Contributes to the internal responsibility system</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHS Act Section 28</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>3.1 (f): Worker and Supplied Labour Accountabilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>System must be formalized</li> <li>Progressive discipline process.</li> <li>Workers understand the consequences of health and safety violations.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Workers are likely to comply with their health and safety responsibilities if violations are corrected in a consistent manner.</li> </ul>					
<p><b>3.1(g): Contractor Responsibilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Responsibilities include:                             <ul style="list-style-type: none"> <li>Ensure health and safety of all workers</li> <li>Provide qualified workers for work performed</li> <li>Ensure all work is performed in accordance with governing legislation/regulation/industry standards.</li> </ul> </li> <li>The employer must ensure the communication of:                             <ul style="list-style-type: none"> <li>Health and safety rules specific to the workplace.</li> <li>Emergency response procedures.</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Reinforces the employer’s commitment to provide and maintain a healthy and safe operation by enforcing the same health and safety standards for everyone performing work in the workplace.</li> <li>Have knowledge of hazards in workplace and what measures should be in place to control these hazards</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 23, 25, 26</li> </ul>					
<p><b>3.1 (h): Contractor Accountabilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Performance accountability:                             <ul style="list-style-type: none"> <li>Formal system (e.g. performance rating system, contract incentives, removal from the workplace, audits, inspections etc.)</li> <li>Communicated to all contractor workers</li> <li>Consequences of unsafe behaviour (i.e. not working in compliance with the OHS and regulations, policy or procedure violation).</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Reinforces the employer’s commitment to provide and maintain a healthy and safe operation by enforcing the same health and safety standards for everyone performing work in the workplace.</li> <li>Workers are likely to comply with their health and safety responsibilities if violations are corrected in a consistent manner.</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>3.1(i): Visitor Responsibilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Responsibilities include:                             <ul style="list-style-type: none"> <li>Escorted</li> <li>Use of personal protective equipment (PPE)</li> <li>Remain in designated areas</li> <li>Report injury/illness suffered during the visit                                     <ul style="list-style-type: none"> <li>Emergency Evacuation Protocol</li> </ul> </li> </ul> </li> </ul> <p>Documented communication to all visitors.</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Reinforces the employer's commitment to provide and maintain a healthy and safe operation.</li> </ul>					

### 3.2 The employer has designated an individual, who has the knowledge and experience to co-ordinate the worksite health and safety activities:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>3.2(a): The employer has assigned an individual to coordinate the health and safety activities.</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>This individual can be a manager, supervisor, worker, Health and Safety Representative or Joint Health and Safety Committee member (preferably a certified member of the JHSC)</li> <li>There is a written description, for this individual, outlining specific activities to co-ordinate the health and safety program.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Demonstrates the employer's commitment to health and safety.</li> <li>Designating a coordinator improves the likelihood that the health and safety program will be sustained.</li> </ul>					
<p><b>3.2(b): The individual is experienced and trained.</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The individual must have industry experience and knowledge in the following fields:                             <ul style="list-style-type: none"> <li>Applicable safety legislation</li> <li>Incident investigation and</li> <li>Workplace inspections</li> </ul>                             or Certification Training (Ontario) or Health and Safety Designation                         </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>To be a successful coordinator and a resource, the individual requires credibility with workers that can be gained by possessing knowledge in the operation and the health and safety field.</li> </ul>					

## 4. Health and Safety Materials

### 4.1 The employer has the following documents conspicuously posted and/or available at the workplace:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>4.1(a): Occupational Health and Safety Act</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>In a conspicuous location in the workplace (worker entrance, near time clock, bulletin board)</li> <li>Accessible to all workers</li> </ul>	<p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHS Act Section 25</li> </ul>					
<p><b>4.1(b): Industry/Hazard Specific Regulation(s)</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>In a conspicuous location in the workplace (worker entrance, near time clock, bulletin board)</li> <li>Accessible to all workers</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Make readily available to employees, in printed or electronic form, a copy of the regulations that apply to the workplace.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHS Act Section 25</li> </ul>					
<p><b>4.1(c): WHMIS Regulation</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>In a conspicuous location in the workplace (worker entrance, near time clock, bulletin board)</li> <li>Accessible to all workers.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Make readily available to employees, in printed or electronic form, a copy of the regulations that apply to the workplace.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHS Act Section 25</li> </ul>					
<p><b>4.1(d): Safety Data Sheets (SDS)</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Inventory is current and SDS's are available for all controlled products in the workplace.</li> <li>Accessible to all workers</li> </ul>	<p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHS Act Section 38</li> <li>Workplace Hazardous Materials Information System (WHMIS) Reg. 860</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>4.1(e): Designated Substance Regulation</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>In a conspicuous location in the workplace (worker entrance, near time clock, bulletin board)</li> <li>Accessible to all workers.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Make readily available to employees, in printed or electronic form, a copy of the regulations that apply to the workplace.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25</li> </ul>					
<p><b>4.1(f): Occupational Health and Safety Explanatory Materials</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Poster - Health and Safety at Work</li> <li>In English and majority language of the workplace.</li> <li>In a conspicuous location in the workplace (worker entrance, near time clock, bulletin board)</li> <li>Accessible to all workers.</li> </ul>	<p><b>Legislation:</b></p> <p>OHSA Section 25</p>					
<p><b>4.1 (g): Emergency Services and Numbers</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Posted at primary telephones throughout the workplace</li> <li>Signage meets the AODA</li> <li>Emergency Numbers include: <ul style="list-style-type: none"> <li>9-1-1 (if available) or <ul style="list-style-type: none"> <li>fire</li> <li>police</li> <li>ambulance</li> </ul> </li> <li>Ministry of Labour (MoL)</li> <li>Ministry of Environment (MoE)</li> <li>Utilities and</li> <li>Internal contact numbers.</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <p>A quick response to emergencies can eliminate or reduce loss.</p> <p><b>Legislation:</b></p> <p>Construction Projects, Reg. 213 Section 13 (Constructor and MOL numbers required)</p> <p>Mines and Mining Plants, Reg. 854 Section 4</p> <p>AODA, Integrated Accessibility Standards Reg. 191</p>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>4.1 (h): Reports</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The employer posts the following reports in a conspicuous and accessible workplace location:                             <ul style="list-style-type: none"> <li>Workplace health and safety inspections</li> <li>JHSC Meeting Minutes</li> <li>Health and safety assessments/surveys</li> <li>Ministry of Labour Orders, Inspection Reports and Notice of Compliance</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Reinforces the employer’s commitment to providing and maintaining a healthy and safe operation.</li> <li>Communicates health and safety updates and issues resolutions.</li> <li>Improves awareness and communication.</li> <li>Employer is aware of what needs to be posted, for how long and how long the records must be kept.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 57 and 59</li> </ul>					
<p><b>4.1(i): Other</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Available as applicable to the worksite(s) activities.                             <ul style="list-style-type: none"> <li>Signage identifying any Personal Protective Equipment or devices required to be worn</li> <li>Traffic Control</li> <li>Transportation of Dangerous Goods</li> <li>Signage and method(s) of communicating with persons with disabilities are available in accessible formats</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Make readily available to employees, in printed or electronic form, a copy of the company rules and regulations that apply to the workplace.</li> <li>Provides any person in the workplace with information regarding any hazards and any protection needed for that area.</li> </ul> <p><b>Legislation</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25</li> <li>Industrial Establishments, Reg. 851 Section 139</li> <li>Noise Reg. 381 Section 2</li> <li>AODA, Integrated Accessibility Standards O. Reg. 191</li> </ul>					

## 5. Health and Safety Standards & Procedures

### 5.1 Risk Assessment

The employer has developed and implemented standards and procedures to identify, assess and control health and safety hazards.

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.1(a): Risk Assessment</b></p> <p><b>Workwell Standard:</b> The written procedure includes/defines:</p> <ul style="list-style-type: none"> <li>Assigned roles and responsibilities for risk assessment</li> <li>Hazard categories to be considered in identifying health and safety hazards posed by the activities and the work environment (physical, biological, chemical, musculoskeletal, psychosocial, and safety hazards).</li> <li>Hazards posed by people, equipment, materials, environment and process.</li> <li>The risk rating methodology. Various loss potential rating methods exist and are acceptable if the employer can demonstrate the validity of their rating method to the Evaluator.</li> <li>Routine and non-routine work activities</li> <li>Hierarchy of controls:                             <ul style="list-style-type: none"> <li>Elimination,</li> <li>Substitution</li> <li>Engineering controls</li> <li>Administrative controls</li> <li>Personal Protective Equipment (PPE)</li> </ul> </li> <li>Training requirements for conducting risk assessment</li> <li>Requirement for annual review, when new work activities or equipment are introduced in the workplace and following root cause analysis investigations.</li> <li>Standardized format to record assessment findings</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Workers are less likely to suffer injuries/illness when the employer has developed and implemented standard methods for identifying and controlling hazards.</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.1(b): Identify all health and safety hazards</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>List the activities performed by workers.</li> <li>Includes routine and non-routine activities</li> <li>Identifies health and safety hazards posed by the activities and work environment (physical, biological, chemical, musculoskeletal, psychosocial, and safety hazards).</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Make workers aware of the hazards associated with the work and/or workplace including factors that can affect mental health.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 26 27, 32</li> </ul>					
<p><b>5.1(c): Rate each hazard for loss potential</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Rate each identified hazard for loss potential.</li> <li>Hazards are rated utilizing a defined rating method.</li> <li>Risk ratings are reevaluated following the implementation of identified controls for residual risk.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Optimum protection of people, equipment, material and environment.</li> <li>Provides a consistent method to rate hazards</li> <li>Assists with prioritizing implementation of controls.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 32</li> </ul>					
<p><b>5.1(d): Implement health and safety controls.</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Identify controls in place for the health and safety hazards identified.</li> <li>Controls identified are implemented and evaluated</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Provide workers with the knowledge and tools available to perform work safely.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 26, 27</li> </ul>					
<p><b>5.1(e): Develop and implement safe operating procedures/safe work instructions for every activity rated as high risk.</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Develop a step-by-step description for each activity rated as high risk.</li> <li>Include health and safety controls at each step.</li> <li>Inform and instruct all workers exposed to high risk of the safe operating procedures / safe work instructions.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Instructs the people performing the activities how to avoid exposure to hazards.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 26 and 27</li> <li>Health Care and Residential Facilities. Reg. 67 Section 8 and 9</li> <li>Mines and Mining Plants, Reg. 854, Section 62.1</li> </ul>					



## 5.2 Standards and Procedures

The employer has developed and implemented written standards and procedures for:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.2(a): Injury/Illness/Incident Reporting</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Defines injury/illness and type of incidents including:                             <ul style="list-style-type: none"> <li>- Fatalities</li> <li>- Critical Injuries</li> <li>- Lost Time</li> <li>- Medical Aid</li> <li>- Occupational Illness</li> <li>- Property Damage</li> <li>- Fire</li> <li>- Environmental Release</li> </ul> </li> <li>• When to report an injury/illness/incident</li> <li>• How to report (i.e. form 7, incident reporting form, etc.)</li> <li>• Who should be notified (internal &amp; external sources)</li> <li>• What treatment will be provided (first aid, professional health care, etc.)</li> <li>• Recording requirements</li> <li>• Follow-up contacts.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Allows the employer to implement corrective action to eliminate potential for other injuries</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHS Act Sections, 51 and 52</li> <li>• Critical Injury, Reg. 834</li> <li>• WSIA, Section 21</li> <li>• First Aid Requirements, Reg. 1101 Section 5</li> </ul>					
<p><b>5.2(b): Hazard Reporting</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Defines hazardous condition/act</li> <li>• When to report (time frames)</li> <li>• How to report (form)</li> <li>• Who should be notified (supervisor, JHSC, Worker Health and Safety Representative)</li> <li>• Hazards are rated for loss potential</li> <li>• What actions will be initiated, by whom and when (time frames)</li> <li>• Follow-up on any actions/responses</li> <li>• Review Hazard Identification and Risk Assessment master list for improvements and changes</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Involving and empowering workers promotes workplace health and safety initiatives, resulting in the reduction of workplace hazards.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHS Act Section 25, 26, 27 and 28</li> <li>• OHS Act Section 53</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.2(c): Emergency Response</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Identify potential emergencies and the appropriate responses such as:               <ul style="list-style-type: none"> <li>- Chemical spill</li> <li>- Confined Space</li> <li>- Entrapment</li> <li>- Fire</li> <li>- Gas leak</li> <li>- Medical emergencies</li> <li>- Motor Vehicle Incidents</li> <li>- Power failure</li> <li>- Violence</li> <li>- Weather conditions</li> <li>- Working at Heights</li> <li>- External Threats</li> </ul> </li> </ul> <p>Floor plan of the workplace</p> <ul style="list-style-type: none"> <li>▪ Exit route for all workers.</li> <li>▪ Worker assembly point(s).</li> <li>▪ Worker training requirements.</li> <li>▪ Assign responsibilities such as:               <ul style="list-style-type: none"> <li>- Contacting the emergency response unit(s).</li> <li>- Accounting for workers (head count).</li> <li>- Greeting the emergency response unit(s).</li> <li>- Authorizing workplace re-entry.</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Effective response to emergency situations will minimize losses.</li> <li>▪</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHSA Section 25,27, 32.0.2</li> <li>▪ Construction Projects, Reg. 213 Section 17</li> <li>▪ Confined Spaces Reg. 632 Section 11</li> <li>▪ Mines and Mining Plants .Reg. 854 Section 25</li> <li>▪ AODA, Integrated Accessibility Standards, Reg. 191</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.2(d): Emergency Equipment</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Identify all emergency equipment such as:                             <ul style="list-style-type: none"> <li>Deluge showers</li> <li>Emergency lighting</li> <li>Eye wash stations</li> <li>Fall arrest/high angle rescue</li> <li>Fire extinguishers/hoses</li> <li>Fire exits</li> <li>Fire suppression system</li> <li>Any other emergency equipment appropriate to the workplace (confined space entry equipment - self-contained breathing apparatuses, working at heights retrieval system, spill response kits etc.)</li> </ul> </li> <li>Review process to ensure that                             <ul style="list-style-type: none"> <li>Correct selection of equipment.</li> <li>Adequate number of equipment.</li> <li>Appropriate location of equipment.</li> </ul> </li> <li>Training requirements for emergency equipment users.</li> <li>Checks, inspections, replacement and/or calibration requirements.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Immediate and appropriate response to an emergency will minimize losses.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 27</li> <li>Industrial Establishments, Reg. 851, Section 124 and 125</li> <li>Construction Projects, Reg. 213 Section 52-57</li> <li>Mines and Mining Plants, Reg. 854 Section 28</li> <li>Fire Protection and Prevention Act, 1997</li> <li>Fire Code Reg. 213</li> </ul>					
<p><b>5.2(e): Refusal to Work</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Define the circumstances for which a worker can refuse work as outlined in Section 43 (3) of the OHSA</li> <li>Define the limitations on the right to refuse for certain workers as outlined in Section 43 (2) of the OHSA.</li> <li>Define who is notified and may become involved (internal/ external).</li> <li>Define the step-by-step process that must be followed.</li> <li>Review Hazard Identification and Risk Assessment master list for improvements and changes</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Provides the workplace parties with the opportunity to constructively resolve workplace health and safety concerns.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 43</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.2(f): Control of Hazardous Energy (Lock out)</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Provide a definition.</li> <li>• Develop equipment/process specific procedures</li> <li>• Who can perform</li> <li>• When to perform</li> <li>• How to perform</li> <li>• What to do when:                             <ul style="list-style-type: none"> <li>- Multiple workers</li> <li>- Shift change</li> <li>- Live work or partial lockout</li> </ul> </li> <li>• Reporting (permit system, tagging, etc.)</li> <li>• Audit plan.</li> <li>• Procedures posted at applicable locations. (workstation)</li> <li>• Worker training and assessment requirements.</li> <li>• Adequate supply of energy isolating devices.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Workers are less likely to suffer injury/illness when the employer has developed, implemented and enforces standard methods of performing work activities.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OSHA Section 25 , 27</li> <li>• Industrial Establishments Reg. 851 Section 42, 75 &amp; 76</li> <li>• Mining and Mining Plants, Reg. 854 Section 158, 159, 185</li> <li>• Health Care and Residential Facilities, Reg. 67 Section 50, 52, 53, 66, 67, 68</li> <li>• Construction Projects, Reg. 213 Section 190</li> </ul>					
<p><b>5.2(g): Confined Space</b></p> <ul style="list-style-type: none"> <li>• Provide a definition.</li> <li>• Develop a written program specific to the employer’s confined space(s) that includes:                             <ul style="list-style-type: none"> <li>- A method to recognize each confined space</li> <li>- A method for assessing the hazards</li> <li>- A method for development of entry plans</li> <li>- Training</li> <li>- Permit system</li> </ul> </li> <li>• Written entry plans include:                             <ul style="list-style-type: none"> <li>- Duties</li> <li>- Coordination</li> <li>- On site rescue procedures</li> <li>- Rescue equipment and methods of communication</li> <li>- Clothing and PPE</li> <li>- Isolation of energy and control of materials movement</li> <li>- Attendants</li> <li>- Means of entering and exiting</li> <li>- Atmospheric testing</li> <li>- Procedures for working in the presence of explosive or flammable substances</li> <li>- Ventilation and purging</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Workers are less likely to suffer injury/illness when the employer has developed, implemented and enforces standard methods of performing work activities.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OSHA Section 25, 27</li> <li>• Confined Spaces, Reg. 632</li> <li>• Farming Operations, Reg. 414</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.2(h): Hot Work</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Who can perform</li> <li>Personnel required</li> <li>Protective measures to be applied</li> <li>Personal protective equipment</li> <li>Follow-up with work performed</li> <li>Recording/Reporting (Permit system)</li> <li>Emergency measures</li> <li>Worker training requirements</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Workers are less likely to suffer injury/illness or cause damage when the employer has developed, implemented and enforces standard methods of performing work activities.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 27</li> <li>Mines and Mining Plants, Reg. 854, Section 36</li> </ul>					
<p><b>5.2(i): Procurement and Change Management</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Health and safety requirements are included in purchasing specifications</li> <li>A hazard assessment is conducted and safe operating procedures are developed for changes to equipment and/or processes</li> <li>Conducts a health and safety review before first use of new equipment, processes or materials involving at least:               <ul style="list-style-type: none"> <li>JHSC or Health and Safety Representative</li> <li>Management and</li> <li>Operator(s)</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>An employer should be aware of the suppliers providing any machine, device, tool or equipment under any rental, leasing or similar arrangement for use about the workplace.</li> <li>Ensure that equipment is in proper working order.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 31</li> <li>Industrial Establishments Reg. 851 Section 7 (Pre-start health and safety reviews), 51</li> <li>Health Care and Residential Facilities, Reg. 67 Section 9, 44, 62</li> <li>Construction Projects, Reg. 213 Section 94</li> <li>Mines and Mining Plants, Reg. 854, Section 62.1</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.2(j): Personal Protective Equipment (PPE)</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>What is required</li> <li>What is acceptable</li> <li>Who must wear what (include exceptions if any apply)</li> <li>When must it be worn (include exceptions if any apply)</li> <li>Standards for fit, inspection, maintenance and replacement.</li> <li>Worker training requirements</li> <li>Auditing of compliance with company or regulatory requirements</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>When workers understand the need for protecting themselves they are likely to apply such protection, reducing likelihood of suffering a work related injury or illness.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 27 and 28</li> <li>Health Care and Residential Facilities, Reg. 67 Section 9, 10</li> </ul>					
<p><b>5.2(k): Non-routine Work</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Pre-work meeting to review the activities of the work for hazards</li> <li>If hazards are identified then implement controls that may include Safe Operating Procedures.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Gaining knowledge through planning can diminish the risk(s) associated with unfamiliar work.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25 and 27</li> <li>Mines and Mining Plants, Reg. 854, Section 62.1</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.2(I): Workplace Violence and Harassment</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Defines workplace violence and harassment as per the current edition of the OHSA</li> <li>• An assessment of the physical and psychological risks of violence in the workplace</li> <li>• Measures and procedures to control the risks of workplace violence identified in the assessment</li> <li>• Measures and procedures for summoning immediate assistance when workplace violence occurs</li> <li>• Procedures for reporting, investigating and dealing with incidents or complaints of workplace violence and harassment</li> <li>• Procedures for responding to domestic violence that may expose a worker to physical injury in the workplace</li> <li>• Guidelines for the disclosure of information relating to the complainant</li> <li>• Procedures for written communication of the investigation results of a workplace harassment complaint</li> <li>• Reviewing the risk assessment for workplace violence with the JHSC/Health and Safety Representative</li> <li>• Management, Supervisor and Worker training requirements</li> <li>• Annual review of program</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Workers are less likely to suffer injury when the employer has developed, implemented and enforces procedures for investigating and responding to risks and incidents of workplace violence and complaints of harassment.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHSA Section 32.0.1 - 32.0.7</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.2(m): Work Related Driving</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Policy and procedure governing the use of vehicles                             <ul style="list-style-type: none"> <li>- Fleet</li> <li>- Personal</li> </ul> </li> <li>▪ Include consideration for:                             <ul style="list-style-type: none"> <li>- Use of mobile communication device</li> <li>- Process for reporting collisions</li> <li>- Vehicle inspections</li> <li>- Maintenance</li> <li>- Monitoring of road conditions</li> <li>- Road Emergency kit(s)</li> <li>- Driver training requirements</li> <li>- Winter tires, as applicable</li> <li>- Hours of work, fatigue</li> <li>- Night driving</li> <li>- Medication(s)</li> </ul> </li> </ul> <p>Review insurance coverage and requirements</p> <ul style="list-style-type: none"> <li>▪ Verification of employee qualifications, appropriate license for vehicle</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Workers are less likely to suffer injury/illness or cause damage when the employer has developed, implemented and enforces standard methods of performing work activities.</li> </ul> <p><b>Legislation:</b> OHSA Section 25, 27</p>					
<p><b>5.2(n): Hearing Loss Prevention</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Define maximum exposure levels</li> <li>▪ Assessment of noise hazards using a recognized methodology</li> <li>▪ Implement noise controls following the hierarchy of:                             <ul style="list-style-type: none"> <li>- Elimination</li> <li>- Engineering controls</li> <li>- Administrative controls</li> <li>- Personal protective devices.</li> </ul> </li> </ul> <p>Where hearing protection is required, the program includes:</p> <ul style="list-style-type: none"> <li>- Signage to identify high noise areas.</li> <li>- Provision of appropriate and effective protection devices</li> <li>- Training and instruction for workers in the care and use of the device, including its limitations, proper fitting, inspection and maintenance and, if applicable, the cleaning and disinfection of the device.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ An employer shall take all measures reasonably necessary in the circumstances to protect workers from exposure to hazardous sound levels.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHSA Section 25, 27</li> <li>▪ Noise Reg. 381</li> </ul>					



ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>5.2 (o) Psychological Health and Safety</b></p> <ul style="list-style-type: none"> <li>▪ A written policy outlining organizational commitment to maintain a psychologically healthy and safe workplace by preventing and addressing psychological risk factors in the workplace.                             <ul style="list-style-type: none"> <li>- This commitment may be a separate policy or included within an existing policy (e.g. H&amp;S Policy).</li> <li>- The policy is reviewed, signed and dated by senior management annually</li> <li>- The Policy is posted in a conspicuous location in the workplace(s), accessible to all workers</li> </ul> </li> <li>▪ Written procedure(s) to support the policy that include:                             <ul style="list-style-type: none"> <li>- Definitions (e.g. mental health, psychological risk factors, psychological health and safe workplace, mental health, etc.)</li> <li>- Responsibilities: senior management, managers/supervisors, workers, workplace H&amp;S committee/representative</li> <li>- An assessment of psychological risk factors in the workplace</li> <li>- Measures and procedures to control the risks identified in the assessment</li> <li>- A method for workers to report a psychological risk factor (hazard) and a process for documenting and responding to the report.</li> <li>- Requirement to periodically collect organizational and/or employee information and assess this information to identify gaps</li> <li>- Requirement to develop annual objectives/targets and implement an annual action plan that identifies the means, responsibilities and timelines to achieve the objectives/targets,</li> <li>- The standard and the action plan incorporate activities that promote psychological health and activities that prevent harmful psychological occurrences e.g. stress management training, time-management tools and training, self-care tools, increased employee control over job activities/design (workload, schedules), EFAP</li> </ul> </li> <li>▪ Management, Supervisor and Worker training requirements</li> <li>▪ Evaluation                             <ul style="list-style-type: none"> <li>- Annual policy review</li> <li>- Evaluate the standard and the action plan for effectiveness</li> <li>- Documented method, type and date</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ An employer shall take all measures reasonably necessary in the circumstances to protect workers from exposures to hazardous psychological risk factors and prevent harm to worker psychological health, including in negligent, reckless, or intentional ways, and promotes psychological well-being.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHSA Section 25, 27</li> </ul>					

## 6. Health and Safety Representative / Joint Health & Safety Committee

### 6.1 Health and Safety Representative

A workplace health and safety representative has been selected and is functioning as follows:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>6.1(a): Terms of Reference/Operating Guidelines</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Define the roles and responsibilities of the Health and Safety Representative.</li> <li>Define the selection process conducted by workers.                             <ul style="list-style-type: none"> <li>Election process</li> <li>Replacement process</li> <li>Term of office</li> </ul> </li> <li>Where applicable, describe the selection method utilized when the union is involved.</li> <li>Define a process for submission of written recommendations to the employer that explains:                             <ul style="list-style-type: none"> <li>Why submit?</li> <li>Who can submit?</li> <li>Who to submit it to?</li> <li>What can be submitted?</li> <li>When should it be submitted?</li> <li>How is it to be submitted?</li> </ul> </li> <li>Employer requirement to provide a response to written recommendations within 21 days</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>To invite and empower workers to participate in the health and safety program.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 8, 25</li> </ul>					
<p><b>6.1(b): Posting of health and safety representative name and work location</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>List the health and safety representative name(s) and work location(s) including contact information                             <ul style="list-style-type: none"> <li>Post in conspicuous workplace locations.</li> <li>Kept current</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Invites and encourages workers to actively participate in the workplace health and safety program through their Health and Safety Representative.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 8</li> </ul>					

## 6.2 Joint Health and Safety Committee

The workplace joint health and safety committee (JHSC) has been selected and is functioning as follows:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>6.2(a): Terms of Reference/Operating Guidelines</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Define the roles and responsibilities of JHSC members</li> <li>▪ Define the composition requirements including:                             <ul style="list-style-type: none"> <li>- The number of committee members representing workers</li> <li>- The number of committee members representing the employer</li> <li>- Number of members who are certified</li> </ul> </li> <li>▪ Define the selection process including:                             <ul style="list-style-type: none"> <li>- The selection and replacement process for committee members</li> <li>- The selection and replacement process for certified members</li> <li>- Selection of co-chairs</li> <li>- Failure to select required number of members</li> <li>- Term of office</li> </ul> </li> <li>▪ Define a process for submission of written recommendations to the employer that explains:                             <ul style="list-style-type: none"> <li>- Why submit?</li> <li>- Who can submit?</li> <li>- Who is it to be submitted to?</li> <li>- What can be submitted?</li> <li>- When should it be submitted?</li> <li>- How is it to be submitted?</li> </ul> </li> <li>▪ Employer requirement to provide a response to written recommendations within 21 days</li> </ul> <p>Quorum requirement for meetings</p> <ul style="list-style-type: none"> <li>▪ JHSC members present at start of testing</li> <li>▪ Meeting preparation time / payment</li> <li>▪ JHSC member to accompany MoL inspector</li> <li>▪ Meeting schedule</li> <li>▪ Workplace Inspection schedule</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Providing equal representation demonstrates to the workforce that their contribution is valuable and welcomed.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHS Act Section 9, 25</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>6.2(b): Posting of members names and work locations</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>List the members' names and work locations including contact information</li> <li>Post in conspicuous workplace locations.</li> <li>Kept current</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Invites and encourages workers to actively participate in the work-place health and safety program through their Joint Health and Safety Committee members.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 9</li> </ul>					
<p><b>6.2(c): Meetings</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Meeting schedule is maintained.</li> <li>Minutes are recorded with outstanding health and safety issues being tracked until resolved.</li> <li>Document corrective action taken</li> <li>Minutes are posted</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>With regularly scheduled meetings the committee members are likely to remain interested and active in health and safety initiatives.</li> <li>Allowing for regular meetings expresses the employer's desire to maintain and sustain the health and safety program.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 9, 25</li> </ul>					

## 7. Health and Safety Education / Training

The employer has established and maintains a written health and safety training program that includes:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>7.1(a) Training Needs Review</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Identify training needs at least annually by:                             <ul style="list-style-type: none"> <li>- Reviewing legislative updates</li> <li>- Reviewing each occupation</li> <li>- Reviewing new or modified equipment and/or processes</li> <li>- Reviewing and maintaining worker training records</li> </ul> </li> </ul> <p>Establish training objectives</p> <ul style="list-style-type: none"> <li>- Determine training methods</li> <li>- Time table for completion and refresher frequency</li> <li>- Evaluation of the training</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Training is maintained up-to-date.</li> <li>▪ Ensures that the training being offered is necessary and will provide the required knowledge and skills for workers to perform activities safely and efficiently.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHSA Section 25</li> </ul>					
<p><b>7.1(b) Occupational Health and Safety Awareness Training for Workers</b></p> <p><b>Workwell Standard:</b></p> <p>Workers receive health and safety awareness training prior to commencing work that covers the following:</p> <ul style="list-style-type: none"> <li>- Duties and rights of workers under OHSA including:                             <ul style="list-style-type: none"> <li>&gt; Right to know about hazards in the workplace</li> <li>&gt; Right to participate</li> <li>&gt; Right to refuse unsafe work</li> </ul> </li> <li>- Duties of employers and supervisors under OHSA</li> <li>- Roles of the Health and Safety Representatives and JHSC under OHSA</li> <li>- Roles of the Ministry of Labour, Workplace Safety and Insurance Board and entities under OHSA Section 22.5</li> <li>- Common workplace hazards</li> <li>- Workplace Violence and Harassment</li> <li>- Occupational illness, including latency</li> <li>- WHMIS</li> </ul> <p>Record of training</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Trained employees gain knowledge of legal rights and responsibilities that they can apply to their work. This will motivate them to carry out safe work practices.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHSA Section 25, 26, 42, 32.0.5, 32.0.7</li> <li>▪ Occupational Health and Safety Awareness and Training Reg. 297</li> <li>▪ WHMIS Reg. 860 Section 7</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>7.1(c): Occupational Health and Safety Awareness Training for Supervisors</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Supervisors receive training in the following within one week of hire or promotion:                             <ul style="list-style-type: none"> <li>Duties and rights of workers under OHSA</li> <li>Duties of employers and supervisors under OHSA</li> <li>Roles of health and safety representatives and JHSC under OHSA</li> <li>Right to refuse work</li> <li>Roles of the Ministry of Labour, Workplace Safety and Insurance Board and entities under OHSA Section 22.5</li> <li>How to recognize, assess and control workplace hazards, and evaluate those controls</li> <li>Sources of information on occupational health and safety</li> </ul> </li> </ul> <p>Record of training</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Trained supervisors gain knowledge of legal rights and responsibilities that they can apply to their work. Assists with meeting the requirement for supervisor competency.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25</li> <li>Occupational Health and Safety Awareness and Training Reg. 297</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<b>7.1 (d): Worker Orientation</b> <b>Workwell Standard:</b> <ul style="list-style-type: none"> <li>▪ Training for:                             <ul style="list-style-type: none"> <li>- Newly hired workers</li> <li>- Workers returning from an extended absence</li> <li>- Workers hired on a contract basis</li> <li>- Student workers</li> <li>- Supplied labour workers</li> </ul> </li> <li>Assign responsibility for training delivery</li> <li>▪ Time frames for orientation training</li> <li>▪ Components of training:                             <ul style="list-style-type: none"> <li>- Health and Safety Policy</li> <li>- Workplace Violence and Harassment Policy</li> <li>- Employee Responsibilities and Rules</li> <li>- Health and Safety Awareness Training</li> <li>- Standards/procedures for:                                     <ul style="list-style-type: none"> <li>&gt; Reporting Injury/illness</li> <li>&gt; Reporting Hazards</li> <li>&gt; Emergency Response</li> <li>&gt; Return to Work</li> <li>&gt; JHSC / Health and Safety Representative activities</li> <li>&gt; Refusal to Work</li> <li>&gt; Workplace Violence and Harassment</li> </ul> </li> </ul> </li> <li>▪ Workplace tour including:                             <ul style="list-style-type: none"> <li>- Introduction to the JHSC/Worker Health and Safety Representative</li> <li>- Emergency equipment, exits, first aid stations, etc.</li> <li>- Health and Safety postings</li> </ul> </li> </ul> Evaluate the training. <ul style="list-style-type: none"> <li>▪ Record of training.</li> </ul>	<b>Best Practice:</b> <ul style="list-style-type: none"> <li>▪ Provide awareness of OHS legislative rights, and responsibilities and the employer’s health and safety program.</li> </ul> <b>Legislation:</b> <ul style="list-style-type: none"> <li>▪ OHSA Section 25, 27</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>7.1 (e): Job Specific Orientation</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Training for workers and /or supervisors who are:                             <ul style="list-style-type: none"> <li>- Newly hired</li> <li>- Returning from an extended absence</li> <li>- Hired on a contract basis</li> <li>- Students</li> <li>- From a supplied labour firm</li> <li>- Promoted to another position</li> <li>- Transferred from one job to another</li> <li>- Transferred from one department to another</li> <li>- Transferred from one location to another.</li> </ul> </li> <li>▪ Define the training requirements:                             <ul style="list-style-type: none"> <li>- Changes in legislated responsibilities</li> <li>- Review of assigned job activities,</li> <li>- Review of operating instructions for equipment/process,</li> <li>- Review of hazards and controls</li> <li>- Review of safe operating procedures / safe work instructions.</li> </ul> </li> </ul> <p>Time frames for training completion</p> <ul style="list-style-type: none"> <li>▪ Assign responsibility for training delivery</li> <li>▪ Evaluate the training.</li> <li>▪ Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Provide an employee with the knowledge to perform the activity safely.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHS Act Section 25, 27</li> <li>▪ Mines and Mining Plants, Reg. 854 Section 1</li> </ul>					
<p><b>7.1(f): Workplace Hazardous Materials Information System (WHMIS)</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ WHMIS training for employees is comprised of:                             <ul style="list-style-type: none"> <li>- Generic <u>and</u></li> <li>- Workplace specific</li> </ul> </li> </ul> <p>Process to review the training program.</p> <ul style="list-style-type: none"> <li>- Assign responsibilities</li> <li>- Establish a schedule</li> </ul> <p>Evaluate the training.</p> <ul style="list-style-type: none"> <li>▪ Record of training</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Trained employees recognize what hazardous products are in the workplace and know proper precautions to take when handling, using and storing these products.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHS Act Section 25, 26 &amp; 42</li> <li>▪ WHMIS Reg. 860 Section 7</li> </ul>					



ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>7.1(g): Designated Substances</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Where a Control Program is required training for supervisors and workers is provided on:                             <ul style="list-style-type: none"> <li>the health effects and</li> <li>the measures and procedures required under the designated substance program.</li> </ul> </li> </ul> <p>Evaluate the training.</p> <ul style="list-style-type: none"> <li>Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Trained employees recognize what hazardous products are in the workplace and know proper precautions to take when handling, using and storing these products</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 26, 42</li> <li>Designated Substances Reg. 490</li> <li>Designated Substance - Asbestos on Construction Projects and in Buildings and Repair Operations, Reg. 278</li> </ul>					
<p><b>7.1(h): Certifications and Competencies</b></p> <p><b>Workwell Standard</b></p> <ul style="list-style-type: none"> <li>Provide a list of positions requiring certification/competencies. (Examples: trade qualifications, lift truck operator, AZ/DZ brake endorsement, crane operator, propane handling, chain saw operator, heavy equipment operator, aerial lift operator etc.)</li> <li>Identify acceptable training standards.</li> <li>Define timelines for achievement and renewal of certification/competencies.</li> <li>Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Established training and certification standards increase awareness of hazards and minimize risk of injury and illness</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25 and 26</li> <li>Construction Projects, Reg. 213 Section 96, 147, 150</li> <li>Health Care and Residential Facilities, Reg. 67, Section 44</li> <li>Mines and Mining Plants, Reg. 854 Section 11</li> <li>Industrial Establishments, Reg. 851 Section 51, 54, 105, 106,</li> </ul>					
<p><b>7.1(i): Material Handling</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Training for workers on:                             <ul style="list-style-type: none"> <li>Manual lifting techniques</li> <li>Use of mechanical lifting devices such as pump carts, hand trucks etc.</li> </ul> </li> <li>Evaluate the training.</li> <li>Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Training increases awareness of hazards and measures reducing the risk of injury.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>7.1(j): Musculoskeletal Disorder (MSD) Awareness</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Training for workers and supervisors on MSD:                             <ul style="list-style-type: none"> <li>- risk factors</li> <li>- health effects and</li> <li>- measures and procedures to mitigate risk</li> </ul> </li> </ul> <p>Evaluate the training.</p> <ul style="list-style-type: none"> <li>• Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Training increases awareness of hazards and measures reducing the risk of injury</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHS Act Section 25</li> </ul>					
<p><b>7.1 (k): Health and Safety Inspections</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Training on hazard identification and inspection principles for:                             <ul style="list-style-type: none"> <li>- JHSC and Health and Safety Representative</li> <li>- Supervisors and managers</li> </ul> </li> </ul> <p>Time frames for training completion.</p> <ul style="list-style-type: none"> <li>• Assign responsibility for training delivery</li> <li>• Evaluate the training.</li> <li>• Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• People require knowledge and training in order to conduct an effective inspection.</li> <li>• Ensure that JHSC members and Health and Safety Representatives receive training in their health and safety responsibilities.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHS Act Section 8 and 9</li> </ul>					
<p><b>7.1 (l): Injury/Incident Investigation</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Training on investigation techniques and principles for:                             <ul style="list-style-type: none"> <li>- JHSC and Health and Safety Representative</li> <li>- Supervisors and managers.</li> <li>- Persons responsible for investigations of workplace violence and harassment.</li> </ul> </li> </ul> <p>Time frames for training completion.</p> <ul style="list-style-type: none"> <li>• Assign responsibility for training delivery.</li> <li>• Evaluate the training.</li> <li>• Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Workers require knowledge to perform their role effectively</li> <li>• Ensure that JHSC members and health and safety representatives receive training in their health and safety responsibilities.</li> <li>• Any person with responsibilities for investigating issues involving workplace violence or harassment need specific knowledge and skills specific to the respective program.</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>7.1 (m): Joint Health and Safety Committee / Health and Safety Representative</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Training for JHSC members and/or Health and Safety Representatives that includes:                             <ul style="list-style-type: none"> <li>- Roles, responsibilities and functions of the JHSC / Health and Safety Representative.</li> <li>- Certification and / or recertification, as required</li> </ul> </li> </ul> <p>Time frames for training completion.</p> <ul style="list-style-type: none"> <li>• Assign responsibility for training delivery</li> <li>• The training provider/program is approved by the Chief Prevention Officer</li> <li>• Evaluate the training.</li> <li>• Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Workers require knowledge to perform their role effectively.</li> <li>• Ensure that JHSC members and health and safety representatives receive training in their health and safety responsibilities.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHS Act Section 8, 9</li> <li>• Occupational Health and Safety Awareness &amp; Training Reg. 297</li> <li>• JHSC Certification Program Standard</li> </ul>					
<p><b>7.1 (n): Emergency Response</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Training on emergency response procedures:                             <ul style="list-style-type: none"> <li>- Drills or practice scenarios.</li> <li>- Time frames for training completion.</li> <li>- Assign responsibility for training delivery</li> <li>- Specific plans and assistive measures for persons with disabilities</li> </ul> </li> </ul> <p>Evaluate the training.</p> <ul style="list-style-type: none"> <li>• Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Workers require knowledge in order to perform efficiently.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHS Act Section 25</li> <li>• AODA, Integrated Accessibility Standards, Reg. 191 Section 27</li> <li>• Mines and Mining Plants Reg. 854 Section 17, 25, 41</li> <li>• Ontario Fire Code Reg. 213 Section 2.8</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>7.1 (o): Personal Protective Equipment (PPE)</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• Training on personal protective equipment is provided for:               <ul style="list-style-type: none"> <li>- Proper fit, inspection, maintenance and replacement.</li> <li>- Use and limitations.</li> </ul> </li> <li>• Define the training requirements:               <ul style="list-style-type: none"> <li>- Time frames for training completion and recertification.</li> <li>- Assign responsibility for training delivery.</li> </ul> </li> <li>• Evaluate the training.</li> <li>• Record of training.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• When workers understand the need for protecting themselves they are likely to apply such protection, reducing likelihood of suffering a work related injury or illness.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHSA Section 25, 27</li> <li>• Construction Projects, Reg. 213 Section 26.2</li> <li>• Health Care and Residential Facilities, Reg. 67 Section 10</li> <li>• Industrial Establishments, Reg. 851, Section 79</li> </ul>					
<p><b>7.1 (p): Working at Heights Training for all who use fall protection methods.</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>- Travel restraint system</li> <li>- Fall restricting system</li> <li>- Fall arrest system</li> <li>- Safety net</li> <li>- Work belt or safety belt</li> <li>• The training provider/program is approved by the Chief Prevention Officer</li> <li>• Training is refreshed every 3 years</li> <li>• Record of training</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• When workers understand the need for protecting themselves they are likely to apply such protection, reducing the likelihood of suffering a work related injury or illness.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• OHSA Section 25</li> <li>• Occupational Health and Safety Awareness and Training, Reg. 297 Sections 6-11</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>7.1 (q): Other</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Other training may include:                             <ul style="list-style-type: none"> <li>Pesticide use</li> <li>Transportation of dangerous goods</li> <li>Traffic control etc.</li> </ul> </li> </ul> <p>Define the training requirements:                             <ul style="list-style-type: none"> <li>Time frames for training completion</li> <li>Assign responsibility for training delivery</li> </ul> </p> <p>Evaluate the training.                             <ul style="list-style-type: none"> <li>Record of training.</li> </ul> </p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Workers require knowledge in order to perform efficiently.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25</li> <li>Construction Projects, Reg. 213 Section 67-69</li> </ul>					

## 8. First Aid Requirements

The employer complies with First Aid Regulations with respect to:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>8.1 (a): First Aid Regulation 1101</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Available at the first aid station(s)</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Ensure that each first aid station is adequately supplied to render first aid treatment</li> </ul>					
<p><b>8.1(b): In Case of Injury At Work Form 82 Poster</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>A copy of the Form 82 "In Case of Injury at Work" poster is posted:                             <ul style="list-style-type: none"> <li>at or on or near the First aid kit or station(s)</li> <li>In a high traffic area (worker entrance, near time clock, bulletin board)</li> <li>In company vehicles or vehicle first aid kit</li> <li>Form 82 can be a poster or sticker</li> <li>Posted in languages used in the workplace</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Poster is to be posted and visible to ensure everyone has information on what to do in case of injury.</li> </ul> <p><b>Legislation</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements, Reg. 1101 Section 1 &amp; 3</li> </ul>					
<p><b>8.1(c): Availability of First Aid Stations/Kits</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Located within quick and easy access for all employees in all workplace environments</li> <li>Company vehicles</li> <li>Kit is not in locked environment or locked container</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Prompt treatment can reduce the severity of the injury/illness.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements, Reg. 1101 Section 1</li> <li>Mines and Mining Plants, Reg. 854 Section 281.1</li> </ul>					
<p><b>8.1(d): Required Components in the First Aid Stations/Kits</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Each first aid station/kit must be adequately stocked with supplies as required by the First Aid Regulations</li> <li>Includes a current First Aid Manual</li> </ul>	<p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements, Reg. 1101 Section 2</li> <li>Mines and Mining Plants, Reg. 854 Section 281.1</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>8.1(e): Stretcher and Blanket(s) Compliance</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Every employer employing more than fifteen (15) and less than 200 workers in any one shift at a place of employment shall provide and maintain at least:                             <ul style="list-style-type: none"> <li>- One stretcher and</li> <li>- Two blankets</li> </ul> </li> </ul>	<p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements, Reg. 1101 Section 10</li> <li>Mines and Mining Plants, Reg. 854 Section 281.2</li> </ul>					
<p><b>8.1(f): First Aid Kit Inspection Record</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Establish a quarterly inspection schedule</li> <li>Assign responsibility for inspections</li> <li>A recording system should include:                             <ul style="list-style-type: none"> <li>- Record form or card listing kit requirements</li> <li>- Date of the most recent inspection of the first aid box and</li> <li>- Signature of the person inspecting the kit</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Ensures that supplies are always available for the treatment of injuries or illness.</li> <li>Prompt treatment can reduce the severity of the injury/illness.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements, Reg. 1101 Section 6</li> <li>Mines and Mining Plants, Reg. 854 Section 281.3</li> </ul>					
<p><b>8.1(g): First Aid Treatment/Advice Recorded</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The first aid attendant records in a treatment/advice logbook all circumstances surrounding the incident as described by the injured worker.</li> <li>The treatment record must include:                             <ul style="list-style-type: none"> <li>- Date of the injury</li> <li>- Time of the injury</li> <li>- Names of witnesses</li> <li>- Nature and exact location of the treatment given</li> </ul> </li> </ul> <p>Each first aid kit / station has its own treatment record / logbook.</p>	<p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements, Reg. 1101 Section 5</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>8.1(h): Number of Trained / Qualified First Aiders</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Must be a qualified first aider on every shift</li> <li>Receive first aid training from an approved provider</li> <li>Training must be current</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Prompt treatment can reduce the severity of the injury/illness.</li> <li>The possibility of absences and vacation should be considered when selecting the number of qualified first aiders.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements, Reg. 1101 Section 1</li> <li>Mines and Mining Plants, Reg. 854 Section 281.1</li> </ul>					
<p><b>8.1(i): First aid attendant works in the immediate vicinity of the First Aid Station</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Must work in close proximity to the first aid station.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Prompt treatment can reduce the severity of the injury/illness.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements, Reg. 1101 Section 1</li> <li>Mines and Mining Plants, Reg. 854 section 281.1</li> </ul>					
<p><b>8.1(j): First Aid Certificates Posted</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The first aid certificates of qualified first aid attendant(s) on duty is/are posted.</li> <li>Posted certificates are current</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Informs employees who to summon for treatment.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements, Reg. 1101 Section 1</li> </ul>					
<p><b>8.1(k): First Aid Room Compliance</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Every employer employing more than 200 workers in any one shift at a place of employment must supply and maintain a first aid room.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Provides a resting or recovery place and offers privacy when receiving treatment.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA, First Aid Requirements Reg. 1101 Section 11</li> <li>Mines and Mining Plants, Reg. 854 Section 281.1</li> </ul>					



<p style="text-align: center;"><b>ELEMENT</b></p> <p style="text-align: center;"><b>AND WORKWELL STANDARD</b></p>	<p style="text-align: center;"><b>RATIONALE</b></p>	<p style="text-align: center;"><b>OBSERVATIONS</b></p>	<p style="text-align: center;"><b>FINDINGS</b></p>			
			<p style="text-align: center;">YES</p>	<p style="text-align: center;">PARTIAL</p>	<p style="text-align: center;">NO</p>	<p style="text-align: center;">N/A</p>
<p><b>8.1(l): Transportation to hospital, doctor's office or worker's home is provided when necessary</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Procedure addresses:                             <ul style="list-style-type: none"> <li>- Preferred method of transportation.</li> <li>- Alternate method of transportation.</li> <li>- What to do if worker refuses provided transportation.</li> <li>- Define responsibilities of person travelling with injured worker.</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Ensures that the injured or ill worker is safely transported to his/her chosen destination.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ WSIA, Section 38</li> </ul>					

## 9. Health and Safety Inspections

### 9.1 Inspections conducted by Managers and Supervisors include the following:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>9.1(a): Inspection Schedule</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Identify inspectors (supervisors and managers) and frequency of inspections required by each inspector.</li> <li>Inspection schedules are being met.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Inspections are an opportunity for managers and supervisors to find and correct problems before losses occur.</li> <li>Demonstrates management involvement in, and support of, the health and safety program.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25 and 27</li> <li>Construction Projects, Reg. 213, Section 14</li> </ul>					
<p><b>9.1(b): Worker contacts and/or activity observations during inspections</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Identify the number of contacts and/or observations required per inspection.</li> <li>Record contacts and/or activity observations with workers.</li> <li>Record health and safety hazards reported by workers during the inspection.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Expands the inspector's focus to those working in the area.</li> <li>Provides a method for supervisory personnel to exercise due diligence through formal observation/contact with workers, to ensure that every reasonable precaution is taken.</li> <li>Inspections are also an excellent opportunity for managers and supervisors to give praise and reinforce good conditions and practices.</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>9.1 (c): A standard recording system</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>A standard recording form is used for each inspection and documents the following:                             <ul style="list-style-type: none"> <li>Areas/equipment/structures to be inspected</li> <li>Worker contacts</li> <li>Inspector name(s) and signature(s)</li> <li>Date of inspection</li> <li>Description of the hazard</li> <li>Location of hazard</li> <li>Classification of the degree of hazard (high, moderate, low)</li> <li>Recommendations for corrective action</li> <li>Assignment of responsibility for corrective action with time frames</li> <li>Action taken (who, what, when)</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>The report is the means to communicate information, document hazards and the corrective actions taken</li> <li>Prompts follow-up actions and gives continuity between inspections.</li> <li>Assists in preparing and performing next inspection.</li> <li>Reminds people what they have to do</li> </ul>					
<p><b>9.1 (d): Reporting</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Distribution network established. (e.g. management, JHSC and/ or worker health and safety representative.)</li> <li>A record of the distribution.</li> <li>Workers are informed of any corrective action(s) or changes implemented</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Can alert other areas to similar concerns hence, initiating corrective action prior to experiencing loss.</li> <li>Provides management feedback on workplace health and safety.</li> <li>Assist with decisions on people, equipment and materials needed</li> </ul>					
<p><b>9.1 (e): Follow-up</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Standard recording system</li> <li>Assign responsibility.</li> <li>Identifies time frames.</li> <li>Determine whether the corrective action recommended has been implemented.</li> <li>Review and update the Hazard Assessment.</li> </ul>	<p><b>Best Practice:</b></p> <p>Ensure the recommendations for corrective action(s) are taken and provide an adequate control. Demonstrates the employer's commitment to maintain a healthy and safe work environment.</p>					

## 9.2 Inspections conducted by the Joint Health and Safety Committee or Health and Safety Representative include the following:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>9.2(a): Inspection Schedule</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Schedule for the monthly workplace inspections has been established.</li> <li>Joint Health and Safety Committee worker members or the Health and Safety Representative have been assigned for each monthly inspection.</li> <li>Inspection schedule is being met.</li> </ul>	<p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Sections 8 and 9</li> </ul>					
<p><b>9.2(b): A standard recording system</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>A standard recording form is used for each inspection and documents the following:                             <ul style="list-style-type: none"> <li>Areas/equipment/structures to be inspected</li> <li>Worker contacts</li> <li>Inspector name(s) and signature(s)</li> <li>Date of inspection</li> <li>Description of the hazard</li> <li>Location of hazard</li> <li>Classification of the degree of hazard (high, moderate, low)</li> <li>Recommendations for corrective action</li> <li>Assignment of responsibility for corrective action with time frames</li> <li>Action taken (who, what, when)</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>The report is the means to communicate information, document hazards and the corrective actions taken</li> <li>Prompts follow-up actions and gives continuity between inspections.</li> <li>Assists in preparing and performing next inspection.</li> <li>Reminds people what they have to do</li> </ul>					
<p><b>9.2(c): Worker and supervisor contacts</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Workers and supervisors are contacted during inspections to assist in identifying workplace hazards.</li> <li>Contacts are documented.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Promotes the workplace health and safety program./Internal Responsibility system</li> <li>Provides an opportunity for workers to participate</li> </ul>					
<p><b>9.2(d): Inspection reports are reviewed by senior management</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>A distribution network is established.</li> <li>Management signs/initials review of inspections.</li> <li>Management responses, recommendations are recorded and returned to the inspector(s).</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Ensures that the program is complying with standards/legislation and will ensure the program is achieving the desired result of a healthy and safe workplace.</li> <li>Offers senior managers an opportunity to provide input.</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>9.2(e): Follow-up</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The Joint Health and Safety Committee or Health and Safety Representative conducts and documents a follow-up with the employer regarding:               <ul style="list-style-type: none"> <li>Responses</li> <li>Recommendations</li> <li>Remedial actions taken</li> <li>Identifies time frames for conducting the review.</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Ensures that corrective action(s) is taken.</li> <li>Ensures the corrective action(s) taken is an adequate control.</li> <li>Demonstrates the employer’s commitment to maintain a healthy and safe work environment.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Sections 8 and 9</li> </ul>					

### 9.3 Operator pre-use inspections of equipment include:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>9.3(a): Equipment to be inspected.</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Written list of equipment requiring pre-use inspections.</li> <li>▪ Inspections should be performed for:                             <ul style="list-style-type: none"> <li>- Mobile equipment such as but not limited to:                                     <ul style="list-style-type: none"> <li>&gt; Forklifts/Aerial lifts</li> <li>&gt; Motor vehicles</li> <li>&gt; Loaders/Jumbos/Skidlers</li> <li>&gt; Grounds keeping equipment</li> </ul> </li> <li>- Production equipment such as but not limited to:                                     <ul style="list-style-type: none"> <li>&gt; Lathes/Drill Presses/Saws</li> <li>&gt; Punch/Drill/Brake presses</li> <li>&gt; Conveyor systems</li> </ul> </li> <li>- Other industry specific equipment such as but not limited to:                                     <ul style="list-style-type: none"> <li>&gt; Cranes</li> <li>&gt; Kettles</li> <li>&gt; Paving machines</li> <li>&gt; Diamond drills</li> <li>&gt; Mixers/fryers/slicers</li> <li>&gt; Lifting Equipment</li> </ul> </li> <li>- Other employer identified equipment</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Inspections by workers will assist in identifying wear and tear due to daily usage.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHS Act Section 25</li> <li>▪ Health Care and Residential Facilities, Reg. 67 Section 44</li> <li>▪ Construction Projects, Reg. 213, Section 93</li> <li>▪ Industrial Establishments, Reg. 851, Section 51</li> </ul>					
<p><b>9.3(b): A Schedule</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Schedule should include:                             <ul style="list-style-type: none"> <li>- Who should perform the inspections</li> <li>- Frequency of inspections.</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Informs and reminds workers of their responsibilities.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHS Act Section 25</li> <li>▪ Health Care and Residential Facilities, Reg. 67, Section 44</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>9.3(c): A standard recording form</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>A standard recording form is used for each inspection and documents the following:                             <ul style="list-style-type: none"> <li>Equipment inspected</li> <li>Inspectors signature or initials</li> <li>Date of inspection</li> <li>List of components to be inspected and the minimum standard expected.</li> <li>Description of the hazard</li> <li>Recommendations for corrective action</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>The report is the means to communicate information, document hazards and the corrective actions taken</li> <li>Ensures that program requirements are being applied.</li> <li>Provides a permanent record to assist with:                             <ul style="list-style-type: none"> <li>Identifying improvement opportunities.</li> <li>Follow-up actions and</li> <li>Creating continuity between inspections.</li> </ul> </li> </ul>					
<p><b>9.3(d): Corrective Action</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Documentation is maintained to indicate that corrective action (who, what, when) is taken before the use of the equipment.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Informs workers that corrective action has been taken and equipment has been returned to service.</li> </ul>					
<p><b>9.3(e): Follow-up</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Documentation, checklists, deficiencies, and remedial action are reviewed by supervisor and manager to ensure a closed loop.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Ensures that inspections are completed.</li> <li>Ensures that the corrective action(s) are taken</li> </ul>					

## 10. Preventive Maintenance

### 10.1 The employer has a preventive maintenance program that includes:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>10.1(a): An inventory list</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Items to be included are those that require scheduled servicing, adjusting or replacing of their components including:                             <ul style="list-style-type: none"> <li>- Mobile equipment such as but not limited to:                                     <ul style="list-style-type: none"> <li>&gt; Forklifts/Aerial Lifts</li> <li>&gt; Motor vehicles</li> <li>&gt; Loaders/Jumbos/Skidders</li> <li>&gt; Grounds keeping equipment</li> </ul> </li> <li>- Production equipment such as but not limited to:                                     <ul style="list-style-type: none"> <li>&gt; Lathes/Drill Presses/Saws</li> <li>&gt; Punch/Drill/Brake presses</li> <li>&gt; Conveyor systems</li> </ul> </li> <li>- Other industry specific equipment such as but not limited to:                                     <ul style="list-style-type: none"> <li>&gt; Kettles</li> <li>&gt; Paving machines</li> <li>&gt; Diamond drills</li> <li>&gt; Mixers/fryers/slicers</li> <li>&gt; Lifting Equipment</li> </ul> </li> <li>- Facility                                     <ul style="list-style-type: none"> <li>&gt; Heating/Ventilation and Air Conditioning (HVAC) systems.</li> <li>&gt; Alarm Systems</li> </ul> </li> <li>- Other employer identified equipment</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Ensures that all equipment is included.</li> <li>▪ Ensures consistent administration of the program.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHSA Section 25</li> <li>▪ Health Care and Residential Facilities, Reg. 67 Section 44</li> </ul>					
<p><b>10.1(b): Standards to be met</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Standards to be considered are:                             <ul style="list-style-type: none"> <li>- Manufacturer's Instructions</li> <li>- Industry standards</li> <li>- Legislated requirements</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Ensures that the preventive maintenance program meets all relevant standards.</li> <li>▪ Ensures consistent administration of the program.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OHSA Section 25</li> <li>▪ Health Care and Residential Facilities, Reg. 67 Section 44</li> </ul>					



ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>10.1(c): A Schedule</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Schedule indicating frequency of inspections as per:                             <ul style="list-style-type: none"> <li>Manufacturer’s Instructions</li> <li>Industry standards</li> <li>Legislated requirements</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Ensures that equipment is maintained as recommended.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25</li> <li>Health Care and Residential Facilities, Reg. 67 Section 44</li> </ul>					
<p><b>10.1 (d): A standard recording system</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>A standard recording system is used for maintenance that documents the following:                             <ul style="list-style-type: none"> <li>List of items (parts) to be inspected</li> <li>Inspector name and signature</li> <li>Date of inspection</li> <li>Description of the work performed</li> <li>Reporting of any deficiencies</li> <li>Recommendations for corrective actions</li> <li>Action taken (who, what, when)</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Ensures that a permanent record exists that can assist in:                             <ul style="list-style-type: none"> <li>Identifying program successes and/or opportunity for program improvements</li> <li>Follow-up with action items</li> <li>Determining contributing factors related to incidents.</li> </ul> </li> </ul>					
<p><b>10.1(e): Responsibilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Maintenance activities are assigned.</li> <li>Qualifications of workers/maintenance contractors are defined.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Ensures that the preventive maintenance program is managed effectively.</li> </ul>					
<p><b>10.1(f): Review of Program</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Responsibility is assigned.</li> <li>Review schedule.</li> <li>Identify opportunities for program improvement and record all program reviews and/or revisions.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Ensures that the program is complying with all standards/legislation contributing to a healthy and safe workplace.</li> </ul>					

## 11. Incident Investigations

### 11.1 The employer has established and maintains a procedure for investigating incidents that includes:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>11.1(a): Investigation and review of incidents.</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Define each type of incident.</li> <li>▪ Immediate investigation of:                             <ul style="list-style-type: none"> <li>- Fatalities</li> <li>- Critical injuries</li> <li>- Lost Time</li> <li>- Medical Aid</li> <li>- Occupational illness</li> <li>- Property damage</li> <li>- Fire</li> <li>- Environmental release</li> <li>- Workplace violence and harassment</li> <li>- Unsafe work stoppage</li> <li>- Work Refusal</li> </ul> </li> <li>▪ Review regularly (minimum quarterly) reports of the following incident types to determine investigation needs:                             <ul style="list-style-type: none"> <li>- First aid</li> <li>- Near miss</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Every incident should be investigated to determine the cause(s) and implement corrective action.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OSHA Section 25, 32.0.2, 32.0.6, 43, 45, 51, 52 and 53</li> </ul>					
<p><b>11.1(b): Investigator(s)</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Identifies the role and responsibility of:                             <ul style="list-style-type: none"> <li>- Management</li> <li>- JHSC</li> <li>- Health and Safety Representative</li> <li>- other personnel (technical staff)</li> </ul> </li> </ul> <p>Defines timelines for investigations and/or reviews.</p>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>▪ Roles and responsibility ensures that each role is defined and that a competent person is assigned to lead the investigation process.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>▪ OSHA Section 8, 9, 32.0.2, 32.0.6, 43, 45</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>11.1(c): Assessment of the scene</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Inspection of the site/equipment/material that was involved in the injury/incident</li> <li>Incident scene should be recorded with the use of photographs/sketches/drawings indicating sizes, distances, and weights of objects as appropriate.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Photographs/sketches/drawings will enable investigators to capture a permanent record of the important information such as people, equipment, material and environment that were involved.</li> </ul>					
<p><b>11.1(d): Interviewing</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Eyewitnesses</li> <li>People involved</li> <li>Identify who conducts the interviews</li> <li>When the interview should occur</li> <li>Where the interview should take place</li> <li>Interviews/witness statements must be recorded</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Allows investigators to gather information and perspective to identify the root cause(s) of the incident.</li> </ul>					
<p><b>11.1(e): Incident Analysis</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Identification of root causes taking into consideration the following contributing factors that may have acted alone or interacted with one another such as:               <ul style="list-style-type: none"> <li>People</li> <li>Equipment</li> <li>Material</li> <li>Environment</li> <li>Process</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Incidents are seldom the result of a single factor. An investigation should attempt to identify all contributing factors to control the probability of reoccurrence.</li> </ul>					
<p><b>11.1(f): Report</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Investigation form capturing all the requirements of the investigation procedure.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Documents the evidence and summarizes the findings of the investigation. Records the facts for effective corrective action and trend analysis.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 51, 52 and 53</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>11.1(g): Recommendations for preventive and corrective action</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Assign responsibilities for making recommendations (investigators/management/technical personnel)</li> <li>Recommendations address root causes.</li> <li>Recommendations should specify:                             <ul style="list-style-type: none"> <li>What, how, who, when</li> </ul> </li> <li>Review Risk Assessment for improvements and changes.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>In order to prevent any further incidents from occurring recommendations to eliminate the factors that contributed to the incident must be identified.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25</li> </ul>					
<p><b>11.1(h): Follow-up</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Assign responsibility for the preventive and corrective action</li> <li>Document what has been done, who has completed the actions and when the actions were completed.</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Prevention of a reoccurrence.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Section 25, 32.0.3</li> </ul>					
<p><b>11.1(i): Recommendations are communicated</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>A communication system for workers and management e.g. postings, meetings, memos</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>A prompt announcement regarding the recommendations following an injury/incident investigation has several benefits:                             <ul style="list-style-type: none"> <li>Increases safety awareness</li> <li>Remedial actions can be taken before there are other incidents</li> <li>Helps employee relations by providing facts.</li> </ul> </li> </ul>					
<p><b>11.1(j): Notification Requirements</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>Define who will be notified and the time frame.                             <ul style="list-style-type: none"> <li>Internal                                     <ul style="list-style-type: none"> <li>JHSC / Health and Safety Representative</li> <li>Appropriate management</li> </ul> </li> <li>External                                     <ul style="list-style-type: none"> <li>Ministry of Labour</li> <li>Ministry of Environment.</li> <li>Workplace Safety and Insurance Board (WSIB)</li> </ul> </li> </ul> </li> </ul>	<p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>OHSA Sections 32.0.3, 51, 52, 53</li> <li>WSIA</li> <li>Construction Projects, Reg. 213 Section 8-11</li> <li>Mines and Mining Plants, Reg. 854 Section 21</li> <li>Health Care and Residential Facilities, Reg. 67 Section 5-6</li> <li>Industrial Establishments, Reg. 851 Section 5</li> </ul>					

## 12. Return to Work

The employer maintains a documented return to work (RTW) program that includes:

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>12.1(a): Return to Work (RTW) Policy</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The RTW Policy:                             <ul style="list-style-type: none"> <li>Includes a statement of commitment to accommodate disabled employees.</li> <li>Applies to occupational and non-occupational disabilities.</li> <li>Indicates that employees at all levels are expected to support and participate in the RTW program.</li> </ul> </li> <li>Communicated to all employees</li> <li>Reviewed annually</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Demonstrates the employer’s commitment to the RTW program for occupational and/ or non-occupational injuries and illnesses and the accommodation of persons with disabilities.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>AODA, Integrated Accessibility Standards, Reg. 191, Section 3, 25</li> </ul>					
<p><b>12.1(b): Return to Work Coordinator (RTWC)</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The employer has assigned an individual(s) to coordinate RTW activities</li> <li>The individual is knowledgeable, experienced and / or trained in RTW Coordination and/or Disability Management</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Demonstrates the employer’s commitment to the RTW program.</li> <li>Designating a coordinator improves the likelihood that the RTW program will be sustained.</li> <li>To be a successful coordinator and a resource, the individual requires credibility with employees that can be gained by possessing knowledge, training and/or experience in the field of Return to Work Coordination and/or Disability Management.</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>12.1(c): Roles and Responsibilities</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• The RTW program defines the RTW roles and responsibilities of:               <ul style="list-style-type: none"> <li>- Return to Work Coordinator</li> <li>- Senior management/Owner</li> <li>- Supervisors</li> <li>- Workers</li> <li>- Co-workers</li> <li>- Health Care provider(s)</li> <li>- Workplace Safety and Insurance Board (WSIB)</li> <li>- Where applicable                   <ul style="list-style-type: none"> <li>&gt; Insurers</li> <li>&gt; RTW/Disability Management Committee</li> <li>&gt; Union</li> <li>&gt; Medical department</li> </ul> </li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Assigning ownership improves the likelihood of success.</li> <li>• Promotes consistent administration of the RTW program.</li> <li>• Promotes legislative compliance including the duty to accommodate</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• WSIA Sections 40, 41, 42</li> <li>• OHRC Sections, 5, 17, 24</li> <li>• AODA Reg. 191, Section 29</li> </ul>					
<p><b>12.1(d): Program Requirements</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>• The RTW program includes standards or procedures for:               <ul style="list-style-type: none"> <li>- Accessing and participating in the program</li> <li>- Return to Work Planning that includes:                   <ul style="list-style-type: none"> <li>&gt; Responsibility for maintaining contact</li> <li>&gt; Time period for initial contact</li> <li>&gt; Frequency of contact</li> <li>&gt; Methods of contact (Example: telephone, meetings, email, letters)</li> <li>&gt; Developing plans in collaboration with the worker, supervisor, RTWC and union, where applicable</li> </ul> </li> <li>- Documentation required (Example: WSIB Form 8, Functional Abilities Forms (FAFs), Letters of Offer)</li> <li>- Independent Assessments (Example: Independent Medical Examinations (IME), Functional Abilities Evaluations (FAE), Physical Demands Analysis (PDA))</li> <li>- Protecting the privacy of the employees' personal information</li> <li>- Requirements for record keeping</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>• Promotes consistent administration of the RTW program.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>• WSIA Section 40, 41</li> <li>• AODA, Integrated Accessibility Standards, Reg. 191, Section 27, 28, 29</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>12.1(e): Accommodation Options</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The RTW program defines a hierarchy of accommodation:                             <ul style="list-style-type: none"> <li>Pre-injury job</li> <li>Pre-injury job with accommodation</li> <li>Suitable duties in the pre-injury department</li> <li>Suitable duties in other department(s)</li> <li>Other available work</li> </ul> </li> </ul> <p>The program also includes provisions for:</p> <ul style="list-style-type: none"> <li>Transitional work</li> <li>Graduated Return to Work</li> <li>Work Hardening</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Prevents further injury and promotes recovery of the worker.</li> <li>Promotes consistency in the identification of accommodation options.</li> <li>The employer will experience less work-place disruptions.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA Section 40, 41</li> <li>OHRC Section 2, 5</li> <li>AODA, Integrated Accessibility Standards, Reg. 191, Section 29</li> </ul>					
<p><b>12.1(f): Standardized Forms and Tools</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The RTW program includes the following standardized forms and tools to manage the RTW process:                             <ul style="list-style-type: none"> <li>Functional Abilities Form</li> <li>Return to Work Plan</li> <li>Contact Log</li> <li>Progress Report</li> <li>Physical and Cognitive Demands Analysis (regular and transitional work assignments)</li> <li>Letter to Health Care Practitioner</li> <li>Modified Work Offer Letter to Worker</li> <li>Medical Consent for Release of Information</li> <li>RTW Plan closure and evaluation</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Promotes consistent administration of the RTW program.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA Section 40, 41</li> <li>AODA Integrated Accessibility Standards, Reg. 191, Section 28, 29</li> </ul>					
<p><b>12.1(g): Return to Work Plans</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>RTW plans are documented and include:                             <ul style="list-style-type: none"> <li>Time frames</li> <li>Functional abilities/limitations</li> <li>Suitable tasks</li> <li>Accommodations required</li> <li>Emergency evacuation plan (where applicable)</li> <li>Worker, Supervisor and RTWC input/signatures</li> </ul> </li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Promotes consistent administration of the RTW program.</li> <li>Prevents further injury and promotes recovery of the worker.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>AODA Reg. 191, Section 27, 28, 29</li> </ul>					

ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>12.1(h): Reporting Requirements to WSIB</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The RTW program specifies reporting of:                             <ul style="list-style-type: none"> <li>Wage changes</li> <li>Change in duties/duration of program</li> <li>Failure to cooperate</li> <li>End of program</li> </ul> </li> </ul>	<p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA Section 40</li> </ul>					
<p><b>12.1(i): Dispute Resolution</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The RTW program includes written procedures for reporting and resolving RTW disputes:                             <ul style="list-style-type: none"> <li>Internally (Who to report, how to report, process for resolution)</li> <li>Externally (Example: WSIB RTW Specialist, WSIB appeal, Mediation, OHRC Complaint)</li> </ul> </li> </ul>	<p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>WSIA Section 40</li> <li>OHRC Appendix C</li> </ul>					
<p><b>12.1(j): Communication and Training</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The RTW training program includes:                             <ul style="list-style-type: none"> <li>The goals and objectives of the program</li> <li>The roles and responsibilities of the program participants</li> <li>Procedures for initiating and responding to accommodation requests</li> <li>Procedures for dispute resolution</li> </ul> </li> </ul> <p>Training is provided during orientation</p> <ul style="list-style-type: none"> <li>Program requirements are reviewed with employees annually</li> <li>Program requirements/responsibilities are reviewed with worker when injury or illness reported</li> <li>Program information is accessible to all employees (Example: on intranet, bulletin boards)</li> <li>Evaluate the training</li> <li>Records of training</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Provides awareness of legislated and program responsibilities.</li> <li>Promotes efficient program administration.</li> </ul> <p><b>Legislation:</b></p> <ul style="list-style-type: none"> <li>AODA O. Reg. 191, Section 25</li> </ul>					



ELEMENT AND WORKWELL STANDARD	RATIONALE	OBSERVATIONS	FINDINGS			
			YES	PARTIAL	NO	N/A
<p><b>12.1(k): Program Evaluation</b></p> <p><b>Workwell Standard:</b></p> <ul style="list-style-type: none"> <li>The RTW program has procedures for program evaluation that include:                             <ul style="list-style-type: none"> <li>Clearly defined performance measures including but not limited to:                                     <ul style="list-style-type: none"> <li>Duration of plans</li> <li>Lost time durations</li> </ul> </li> </ul> </li> </ul> <p>The assignment of responsibility to track, analyze and report on performance measures.</p> <ul style="list-style-type: none"> <li>Budget review</li> <li>Communication of the performance measures and results to Senior Management and employees.</li> <li>Improvement opportunities are added to the company's continuous improvement plan(s)</li> </ul>	<p><b>Best Practice:</b></p> <ul style="list-style-type: none"> <li>Promotes continuous program improvement.</li> <li>Promotes opportunities to revise, enhance work practices/ procedures based on evaluation of the RTW performance indicators.</li> </ul>					

## Glossary

TERM	DEFINITION
Accident	Unplanned and uncontrolled event that results in injury, illness and/or loss/damage. Includes, (a) a willful and intentional act, not being the act of the worker, (b) a chance event occasioned by a physical or natural cause, and (c) disablement arising out of, and in the course of, employment; ("accident").
Activity	Measurable amount of work performed to convert inputs into outputs; smallest unit of work in project management. A set of actions required to complete a job.
Administrative Controls	Work practices, work methods, policies and procedures established to reduce exposure to a work-related hazard e.g., scheduling more breaks, job rotation, job enlargement.
Analysis	Use of methods and techniques of arranging facts to assist in deciding what additional facts are needed, establishing consistency, validity and logic, establishing necessary and sufficient events for causes, and guiding and supporting inferences and judgments.
Assessment	Formal review of an activity or job to determine all associated hazards. To estimate the value or quality of an object, activity or document for the purpose of determining worth.
Audit	Periodic methodical and in-depth examination of a function or organization, by comparing documents or activities to a recognized standard, to verify and ensure adequacy. See also evaluate.
Authority	Institutionalized and legal power inherent in a particular job, function or position that is meant to enable its holder to successfully carry out his or her responsibilities.
Available	Common workplace location(s) where all employees can freely access the information at anytime.
Average	An even distribution of weight or amount.
Awareness	Having knowledge of
Biological Agents	Organisms that adversely affect the body or a part of the body or its function.
Certified	Standards, licenses and qualifications that an employer requires of workers, e.g., first aid, lift truck/cranes, vehicle drivers (AZ, DZ), electrical/plumbing/HVAC tickets, cutter-skidder and/or <i>Trades Qualification and Apprenticeship Act</i> requirements. Does not refer to a certified member of a JHSC. See also Employee Certifications
Certification Training	Special training required by the <i>Occupational Health and Safety Act</i> for a minimum of one worker and one management member of a workplace Joint Health and Safety Committee (JHSC) Certification training is a two-part process: <u>Part 1 - Basic Certification Training</u> Provides general health and safety information applicable to all workplaces e.g., the law, hazard recognition, control and community health and safety resources <u>Part 2 - Workplace-Specific Hazard Training</u> Workplace determines its own needs based on the results of a workplace hazards assessment conducted by the employer, which focuses on significant hazards in individual workplaces.

TERM	DEFINITION
Certified Member	Joint Health and Safety Committee member who is successfully completed certification training required by the <i>Occupational Health and Safety Act</i> .
Chemical Hazard	Liquids, dust, gas vapours or fumes having basis in chemistry that adversely affect the human body,
"Competent" person	Under the <i>Occupational Health and Safety Act</i> a competent person is a person who: (a) is qualified because of knowledge, training and experience to organize the work and its performance, (b) is familiar with this act and the regulations that apply to the work, and (c) has knowledge of any potential or actual danger to health or safety in the workplace.
Confined Space	Fully or partially enclosed space that is not designed or constructed for continuous human occupancy, and in which atmospheric hazards may occur. These include a build-up of hazardous gases or dust, or lack of oxygen, and could result in an immediate life-threatening hazard such as suffocation, fire or explosion. Examples of confined spaces include storage tanks, compartments of ships, process vessels, pits, vats, boilers and sewers. Ontario O. Reg. 632/05 of the Occupational Health and Safety Act states defines Confined Space as: A fully or partially enclosed space, (a) that is not designed and constructed for continuous human occupancy, and (b) in which atmospheric hazards may occur because of its construction, location or contents, or because of work that is done in it.
Continuous Improvement Plan	A document that sets out health and safety goals and objectives that, through identification of action steps, assignment to an individual for completion in a defined timetable, will allow the firm to achieve ongoing improvements in overall health and safety performance. (adapted from CSA Z1000-06).
Contractor (see Employer)	Person who, or business that, provides goods or services to another entity under terms specified in a contract. A person or employer entering into a remuneration contract to perform a specific service for another person or employer.
Contributing Factor	An action and/or a condition that occurred or existed at the time of the injury or incident that may have played a part in the incident.
Controlled Product (see WHMIS)	Hazardous materials covered by the Controlled Products Regulation under the federal Hazardous Products Act. Classes include compressed gases, flammable and combustible materials, oxidizing materials, poisonous and infectious materials, and dangerously reactive materials.
Control of Hazardous Energy	See Lock-out
Control Program	Established process to reduce employee exposure to a Designated Substance and monitor the employee's exposure levels. Includes employee medical surveillance.
Controls	An administrative, mechanical or electronic device that regulates actions in the workplace.
Corrective Action	Action to eliminate undesired behaviour/actions/conditions. Reduces risk from nonconformity, mitigates its health and safety impacts and identifies, eliminates or controls causes of the nonconformity to avoid recurrences. (Applies to a situation that has already occurred.).

TERM	DEFINITION
Critical Injuries	<p>Occupational Health &amp; Safety Act - . R.S.O. 1990, Reg. 834, s. 1 states that “critically injured” means an injury of a serious nature that:</p> <ul style="list-style-type: none"> <li>(a) places life in jeopardy</li> <li>(b) produces unconsciousness</li> <li>(c) results in substantial loss of blood</li> <li>(d) involves the fracture of a leg or arm but not a finger or toe</li> <li>(e) involves the amputation of a leg, arm, hand or foot but not a finger or toe</li> <li>(f) consists of burns to a major portion of the body, or</li> <li>(g) causes the loss of sight in an eye.</li> </ul> <p>The Ministry of Labour interprets this provision to include the fracture of a wrist, hand, ankle or foot. While the fracture of a single finger or single toe does not constitute a critical injury, the ministry takes the position that the fracture of more than one finger or more than one toe does constitute a critical injury if it is an injury of a serious nature.</p> <p>While the amputation of a single finger or single toe does not constitute a critical injury, the ministry takes the position that the amputation of more than one finger or more than one toe does constitute a critical injury if it is an injury of a serious nature.</p> <p>A critical injury suffered by any person in the workplace must be reported if there is a connection between the hazard that gave rise to the injury and worker health and safety.</p>
Deficiencies	Characteristics or conditions that fail to meet a standard, or are not in compliance with a requirement or specification.
Designated Entity	Corporation designated by the Ministry of Labour pursuant to section 22.56 of the OHS Act as a safe workplace association, medical clinic or training centre specializing in occupational health and safety matters.
Designated Substance	Biological, chemical or physical agent -- or a combination thereof -- prescribed as a designated substance to which the exposure to a worker is prohibited, regulated, restricted, limited or controlled. Specific chemicals that, due to their hazards, are regulated in Ontario for their use, handling, exposure control and training. They include: Acrylonitrile, Arsenic, Asbestos, Benzene, Coke Oven, Emissions, Ethylene Oxide, Isocyanates, Lead, Mercury, Silica, Vinyl Chloride
Disability	Disability covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time. There are physical, mental and learning disabilities, mental disorders, hearing or vision disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities, and other conditions.
Discipline	An action to correct undesired behaviour/actions.
Disease	Illness preventing the body from functioning normally.
Due Diligence	Duty to act prudently in evaluating associated risks in all transactions. In the workplace it is the duty of employers and senior management to take every precaution reasonable for the protection of all their workers and comply with the OHS Act and its regulations.
Emergency Response Plan	Detailed procedures for responding to an emergency, such as fire, explosion, chemical spill or uncontrolled release of energy. Procedures are necessary to keep order and minimize the effects of the disaster.
Employee	Individual who works part-time or full-time under a contract of employment, whether oral or written, expressed or implied, and has recognized rights and duties. See also worker. Any and all individuals employed by the firm, either full or part-time, inclusive of President, CEO, Managers, Supervisors, Workers.

TERM	DEFINITION
Employee Certifications	Employee certifications/competencies refers to standards, licenses and qualifications that an employer requires of workers, e.g. lift truck/cranes, vehicle drivers (AZ, DZ), electrical/plumbing/HVAC tickets, cutter-skidder and Trades Qualification and Apprenticeship Act requirements. See also Certified.
Employer(s)	<p>The <i>Occupation Health and Safety Act</i> defines Employer as:</p> <p>Person who employs one or more workers or contracts for the services of one or more workers, and includes a contractor or subcontractor who performs work or supplies services. Also a contractor or subcontractor who undertakes with an owner, constructor, contractor or subcontractor to perform work or supply services.</p> <p>The WSIA defines Employer as:</p> <p>Person having in his, her or its service under a contract of service or apprenticeship, another person engaged in work in or about an industry and includes,</p> <ul style="list-style-type: none"> <li>(a) a trustee, receiver, liquidator, executor or administrator who carries on an industry</li> <li>(b) a person who authorizes or permits a learner to be in or about an industry for the purpose of undergoing training or probationary work, or</li> <li>(c) a deemed employer.</li> </ul> <p>The workplace party controlling the activities of the workplace and the worker.</p>
Evaluation	Systematic determination of merit, worth, and significance of a process or a program. See also audit. In the context of Workwell, these terms are used interchangeably.
Exposure	<p>Acute: Brief, intense or short-term exposure, sometimes referring to brief exposure of high intensity.</p> <p>Chronic: Prolonged or long-term exposure, often with specific reference to low-intensity.</p>
Fall Arrest System	A device worn by a worker that guides and distributes the impact forces of a fall by means of leg and shoulder strap supports and an upper dorsal suspension assembly. Depending upon the system, might also be known as fall protection, travel restraint, body harness, and the system that supports it, including the lanyard, lifeline and attachment devices.
First Aid Attendant	An individual who meets the qualification requirements of Reg. 1101 of the Workplace Safety and Insurance Act (WSIA), and who has been assigned by the employer to respond to injuries in the workplace.
First Aid Regulation	Reg. 1101 of the WSIA.
First Aid Room	Designated area that complies with the requirements of Reg. 1101 of the WSIA and provides privacy. Required where there are more than 200 workers on any one shift.
Form 82 - In Case of Injury at Work Poster	A WSIB poster listing the responsibilities of both the employer and worker when an injury occurs in the workplace. Outlines the responsibilities and obligations of both the employer and worker when an accident occurs on the job. It is a mandatory requirement under Reg. 1101 of the WSIA to post this poster in the workplace at the First Aid station.
Functional Abilities Form	A WSIB form to be used to determine what physical limitations an injured worker has so that early and safe return to work can be facilitated.
Goal/Objective	<p><u>Goal</u> is a broad statement of what the health and safety program hopes to accomplish. For example: The ABC Company will eliminate knife cuts.</p> <p><u>Objective</u> is a specific, measurable condition that must be attained in order to accomplish a particular program goal. For example: "All workers required to use knives will be trained in safe operating procedures for using knives by December 1. See also Continuous Improvement Plan</p>
Harassment	See Workplace Harrasment

TERM	DEFINITION
Hazard	<p>Condition, practice or substance with the potential for causing loss, injury or harm to life, health or property.</p> <p><u>Hazards can be divided into two categories:</u></p> <ol style="list-style-type: none"> <li>1. Safety Hazards, which can cause injury, and Health Hazards, which can cause illness. Hazard management is based on the “RAC” principle:</li> </ol> <p>RAC: Recognize, Assess and Control hazards.</p> <p>Recognition - How hazards are identified.</p> <p><u>Hazard Recognition Tools include:</u></p> <ol style="list-style-type: none"> <li>1. observation and worker concerns</li> <li>2. inspections</li> <li>3. investigations</li> <li>4. records review</li> <li>5. task/process analysis.</li> </ol> <p><u>Hazard Types:</u></p> <p>Six broad categories are used to classify hazards: Chemical, Physical, Ergonomic, Biological, Safety and Psychosocial.</p> <p>Assessment - The process of evaluating the risk.</p> <p><u>Risk Assessment:</u></p> <p>Process of analyzing, evaluating and prioritizing the hazard risk.</p> <p>Control - The process of minimizing the risk.</p> <p><u>Control Methods include:</u></p> <ol style="list-style-type: none"> <li>1. eliminate</li> <li>2. substitute</li> <li>3. engineering (for example: redesign, guarding, shields, isolation)</li> <li>4. administrative</li> <li>5. personal protective equipment (PPE).</li> </ol> <p>Hazard controls are applied at the Source of the hazard, along the Path of the hazard and/or at the Worker.</p>
Health and Safety Association	<p>Designated entity that provides health and safety information, education and resource material to employers and firms to assist them to improve injury and illness performance.</p>
Health and Safety Management System	<p>Formal, written systematic approach to managing health and safety and prevention in the workplace that includes:</p> <ul style="list-style-type: none"> <li>▪ a written standard with purpose, definitions, roles and responsibilities, and procedures/protocols and tools/templates for identifying, assessing and controlling potential hazards</li> <li>▪ a fully executed communication plan, providing awareness to all staff of the program’s purpose and existence</li> <li>▪ a training program serving two purposes: 1. Provide knowledge to those responsible for implementing and maintaining the health and safety program. 2. Ensure all staff is trained on relevant prevention strategies or controls to prevent workplace incidents</li> <li>▪ an evaluation mechanism to ensure the program is working at its optimum level</li> <li>▪ a process to acknowledge success/make improvements to support the evaluation.</li> </ul>

TERM	DEFINITION
Health and Safety Policy	Written statement of an employer's commitment to protect the health and safety of employees at work.
Health and Safety Program	A strategic approach to loss prevention that includes documentation, implementation, administration, evaluation and revision. See also Health and Safety Management System
Health and Safety Representative	An individual who is selected and/or elected by the workers they will represent. A requirement of OHSA. May also be referred to as a worker representative.
Health Care	See Medical Aid
Health Care Provider	An accredited person employed in a WSIB-recognized medical field who is providing medical care for an injured employee.
Hot Work	Any process that may generate an uncontrolled spark or flame that could be a danger to a workplace.
Incident	An event that results in or could have resulted in injury to people and/or damage to the environment, equipment, property and/or material.
Industrial Establishment	Office building, factory, arena, shop or office, and any land, buildings and structures pertaining to them.
Industrial Hygiene (Occupational Hygiene)	Applied science concerned with ensuring that standards of health in the workplace are maintained. It deals with the chemical, environmental and physical factors which may affect the health of workers. The practice is increasingly dominated by regulatory standards designed to protect the workplace environment.
Injury	Physical harm or damage to a person. See also accident.
Inspections	Deliberate systematic scrutiny or examination of an activity or condition through close critical examination, checking or testing against established standards.
Job	An assigned set of activities that an individual must perform.
Job/Task Analysis	Systematic analysis of the steps in doing a job/task.
Joint Health and Safety Committee (JHSC)	Advisory group of employer and worker representatives that meets regularly to discuss safety concerns, review progress and make recommendations to the employer. Legally required under the <i>Occupational Health and Safety Act</i> in most workplaces with 20 or more workers. Depending on the size of the workplace, at least one worker member and one management representative must receive additional training to become certified members.
Lifting Device	Device used to raise or lower any material or object, and includes its rails and other supports, but does not include a device to which the Elevating Devices Act applies. Does not apply to "equipment used to lift, lower, or transfer a person who is not a worker" <i>Health Care O. Reg. O. Reg 67/93</i>
Lockout	Specific set of procedures to secure against the accidental start-up or movement of parts of circuits, systems or equipment that is temporarily out of service. Also known as Control of Hazardous Energy
Loss Potential	The probability of harm to people or damage to the environment, equipment property and/or material will occur under certain circumstances.
Lost Time	Lost-time injuries/illnesses are those in which a worker loses time from work after the day of injury/illness, and/or loses wages as a result of temporary or permanent work-related impairment.
Management	See Senior Management
Manager	Person who is in charge of a workplace or has authority over a worker. See also supervisor or lead hand

TERM	DEFINITION
Medical Aid	Treatment received for an injury that results in attention received from a recognized health care provider but that does not result in time away from scheduled work nor a wage loss. Also referred to as Health Care.
Ministry of Labour (MOL)	Ministry of the Ontario government established to develop, enforce and communicate labour legislation. It oversees occupational health and safety, employment rights and responsibilities, and labour relations.
Modified Work	Job, task, function or a combination thereof that an employee, who suffers a partial disability or diminished capacity, may perform safely, without risk of re-injury or exacerbation of the existing injury, on a temporary basis. Modified work is work is offered when an injured worker is able to return to work but unable to do all the duties of the pre-incident job without help. It includes any modification of the previous job that helps a worker safely return to work, and may involve a modification to the job, task, function, hours of work, work site or any combination of the above. Graduated return to work (the worker temporarily working for limited hours or limited duties as part of a plan leading to full employment) is included in modified work.
Nature of Injury	Identifies the principal physical characteristic(s) of the injury (i.e., sprains, strains, tears).
Near Miss	Event that under different circumstances could have resulted in harm to an individual or damage to the environment, equipment, property and/or material. These should be investigated to prevent future occurrences.
Noise	Unpleasant or undesired sound that can damage the nerves in the ear.
Occupational Disease / Illness	Occupational disease includes: <ul style="list-style-type: none"> <li>(a) disease resulting from exposure to a substance relating to a particular process, trade or occupation in an industry</li> <li>(b) disease peculiar to, or characteristic of, a particular industrial process, trade or occupation</li> <li>(c) medical condition that in the opinion of the Board requires a worker to be removed either temporarily or permanently from exposure to a substance because the condition may be a precursor to an occupational disease,</li> <li>(d) disease mentioned in WSIA, Schedule 3 or 4, or</li> <li>(e) disease prescribed under WSIA, clause 15.1 (8) (d).</li> </ul>
<i>Occupational Health and Safety Act (OHSA)</i>	Health and safety law that applies to provincially regulated workplaces in Ontario.
Off-the-Job	Non-work related activities.
Owner	Trustee, receiver, mortgagee in possession, tenant, lessee or occupier of any lands or premises used, or to be used, as a workplace. Also, a person who acts for, or on behalf of, an owner as an agent or delegate.
Personal Protective Equipment (PPE)	Device or apparel worn by the worker as a means of control against hazards or the possibility of injury (e.g., head, eye, hand, foot, body, respiratory or hearing protection)
Policy	Set of basic principles and associated guidelines, formulated and enforced by the governing body of an organization, to direct and limit its actions in pursuit of long-term goals.
Prescribed	Actions required by Regulation under an Act of the legislature.



TERM	DEFINITION
Prevention System	System of organizations comprised of the Ministry of Labour, the WSIB, the designated entities and other agencies and institutions with public accountabilities for occupational health and safety.
Preventive Maintenance	System that attempts to eliminate injury/illness caused by malfunctioning equipment through a proactive approach, including inspection, detection and correction of failures before they occur.
Procedure(s)	Documented method to carry out an activity (CSA Z1000-06).
Project	Planned set of interrelated tasks to be executed over a fixed period and within certain cost and other limitations.
Qualified	Ability to perform work due to training, skills, knowledge and experience.
Rate Group	A unique grouping of classification units with similar business activities. The WSIB uses rate groups (RGs) to set premium rates. Currently there are more than 150 RGs, each identified by a three-digit RG number.
Rationale	Reasons or logical basis for carrying out an action.
Record (of evidence)	Document that states results achieved or provides evidence of activities performed.
Reg. 1101	See First Aid Regulation 1101 <i>Workplace Safety and Insurance Act</i>
Responsibility	Duty or obligation to satisfactorily perform or complete a task – people who do the work.
Return to Work Program	The process in the workplace designed to facilitate the employment of persons with a disability through a coordinated effort that addresses individual needs, work environment, enterprise needs and legal responsibilities.
Review(s)	<ol style="list-style-type: none"> <li>1. Critical evaluation using stated criteria</li> <li>2. Act of inspecting or examining.</li> </ol>
Risk	Probability during a period of activity that a hazard will result in an injury, illness or damage to property.
Risk Assessment	<p>Process of analyzing, evaluating and prioritizing the risk associated with a hazard that considers three key factors:</p> <ol style="list-style-type: none"> <li>1. the frequency of the hazardous event or exposure</li> <li>2. the probability of harm if it occurs, and</li> <li>3. the severity of any harm or consequences.</li> </ol> <p>Use in conjunction with hazard.</p>
Root Cause(s)	Underlying cause(s) ; identified basic reason(s) for the presence of a defect or problem, which, if eliminated, would prevent recurrence.
Safe Operating Procedures (SOP)	Set of instructions for a job, process or machine that when correctly followed will provide optimum safety to the worker.
Safe Work Instructions	See Safe Operating Procedures.
Safety	Relative freedom from danger, risk or threat of harm, injury or loss to personnel and/or property, whether caused deliberately or by accident.

TERM	DEFINITION
Safety Data Sheet (SDS)	WHMIS-prescribed detailed hazard and precautionary information for hazardous products supplied by the manufacturer.
Senior Management	Managers and executives at the highest level of an organization. Senior management has responsibility for corporate governance, corporate strategy and the interests of all the organization's stakeholders.
Skill	Ability and capacity acquired through deliberate, systematic and sustained effort to smoothly and adaptively carry out complex activities or job functions involving ideas (cognitive skills), things (technical skills), and/or people (interpersonal skills).
Standard(s)	Concept, norm or principle established by agreement, authority or custom, and used generally as an example or model to compare or measure the quality or performance of a practice or procedure.
Substandard Act or Condition	Action or condition that may increase the likelihood of injury/illness.
Supervisor	Person who has charge of a workplace or authority over a worker.
Supplied Labour	Workers who are hired through an Employment Agency to perform work, on a temporary or periodic basis, at and for client employers (host employers). The temporary help agency is the employer for the purposes of the <i>Employment Standards Act</i> (ESA) and shares the health and safety responsibility with the host employer.
Trade Union	Defined in the <i>Labour Relations Act</i> as: has the status of exclusive bargaining agent in respect of any bargaining units in a workplace. Includes an organization representing workers or persons to whom this Act applies, where such organization has exclusive bargaining rights under any other Act in respect of such workers or persons.
Training	<p>Activity, session, event, etc., designed to provide information and/or instruction to workers, and to verify that workers have understood and are able to use the information and/or instruction. Examples include:</p> <ul style="list-style-type: none"> <li>▪ meetings</li> <li>▪ safety talks</li> <li>▪ computer-based learning</li> <li>▪ on-the-job demonstration(s)</li> <li>▪ leader-led, in-class sessions, and</li> <li>▪ the provision of written materials with follow-up to ensure understanding etc.</li> <li>▪ Training is a requirement under the OHSA and its regulations.</li> </ul>
Transitional Work	When an injured employee, while active in an Return to Work Program, is temporarily performing activities other than their pre-injury activities during their recovery period.
Visitor	Person temporarily in the workplace; may be admitted to areas generally off limits to the public.
Work Environment	Physical location, equipment, materials processed or used, and the kinds of activities performed in the course of an employee's work.

TERM	DEFINITION
Worker	<p>Person who performs work or supplies services for monetary compensation, but does not include an inmate of a correctional institution or like institution or facility, who participates inside the institution or facility in a work project or rehabilitation program.</p> <p>Person who has entered into or is employed under a contract of service or apprenticeship, and includes:</p> <ol style="list-style-type: none"> <li>1. learner</li> <li>2. student</li> <li>3. an auxiliary member of a police force</li> <li>4. member of a volunteer ambulance brigade</li> <li>5. member of a municipal volunteer fire brigade whose membership has been approved by the chief of the fire department or by a person authorized to do so by the entity responsible for the brigade</li> <li>6. person summoned to assist in controlling or extinguishing a fire by an authority empowered to do so</li> <li>7. person who assists in a search and rescue operation at the request of, and under the direction of, a member of the Ontario Provincial Police</li> <li>8. person who assists in connection with an emergency that has been declared to exist by the Premier of Ontario or the head of a municipal council.</li> <li>9. person deemed to be a worker of an employer by a direction or order of the Workplace Safety and Insurance Board WSIA</li> <li>10. person deemed to be a worker under section 12 <i>WSIA</i></li> <li>11. pupil deemed to be a worker under the <i>Education Act</i>.</li> </ol>
Workplace	<p>Under <i>the Occupational Health and Safety Act</i> workplace is defined as: Land, premises, location, upon, in or near which a worker works.</p> <p>Under the <i>Canada Labour Code</i>, workplace is defined as: Place where an employee is engaged in work for an employer.</p>
Workplace Harassment	<p>Under the Occupational Health and Safety Act, workplace harassment” is defined as,</p> <ol style="list-style-type: none"> <li>(a) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or</li> <li>(b) workplace sexual harassment;</li> </ol> <p>“Workplace sexual harassment” means,</p> <ol style="list-style-type: none"> <li>(a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or</li> <li>(b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.</li> </ol>

TERM	DEFINITION
Workplace Hazardous Materials Information System (WHMIS)	<p>Canada-wide system for identifying hazardous materials, and providing information about them such as how to handle safely. WHMIS is law under the Canada Labour Code, and is applied in Ontario as a regulation under the. OHSAA.</p> <p>It outlines specific duties for suppliers, employers and workers.</p> <p>Under WHMIS, workers have the right to know about hazardous materials.</p> <p>Three components provide for this:</p> <ul style="list-style-type: none"> <li>▪ Education of workers</li> <li>▪ Safety Data Sheets (SDS)</li> <li>▪ Labels (supplier and workplace).</li> </ul>
Workplace inspection	See Inspections.
Workplace Parties	Employer, worker, supervisor, manager, visitor, contractor, temporary help, union hall worker and specified volunteers.
Workplace Violence	<p>Under the <i>Occupational Health and Safety Act</i> workplace violence is defined as:</p> <ul style="list-style-type: none"> <li>▪ The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker</li> <li>▪ An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker</li> <li>▪ A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker</li> </ul>
Working Conditions	Factors relating to the worker’s job environment, such as hours of work, safety, paid holidays, rest periods, etc.
Workplace Safety and Insurance Board (WSIB)	Agency responsible for providing insurance benefits to injured/ill workers and for driving province-wide injury/illness prevention strategies. The agency is a partner with the Ministry of Labour (MOL) and designated Health and Safety Associations (HSAs) in promoting elimination of workplace injuries and illnesses.

## Acronyms

AODA	Accessibility for Ontarians with Disabilities Act
JHSC	Joint Health and Safety Committee
MOL	Ministry of Labour
OHRC	Ontario Human Rights Code
OHSA	Occupational Health and Safety Act
PPE	Personal Protective Equipment
RTW	Return to Work
RTWC	Return to Work Coordinator
RTWIP	Return to Work Implementation Plan
SDS	Safety Data Sheet
WHMIS	Workplace Hazardous Materials Information System
WSIA	Workplace Safety and Insurance Act
WSIB	Workplace Safety and Insurance Board

## Resource List - Health and Safety Associations

### Public Services Health and Safety Association:

Public Services Health & Safety Association (PSHSA) is funded by the Ontario Ministry of Labour. PSHSA is a leader in providing health and safety services to Ontario's Public and Broader Public Sector employers and workers, providing training, consulting and resources to reduce workplace risks and prevent occupational injuries and illnesses. PSHSA serves more than 10,000 organizations and over 1.6 million workers across the province's public sectors including; Education and Culture, Community and Healthcare, Government and Emergency Services.

#### Main Office

4950 Yonge Street, Suite 1800

Toronto, ON M2N 6K1

T: 416-250-2131

TF: 1-877-250-7444

F: 416-250-7484

[www.pshsa.ca](http://www.pshsa.ca)

### Workplace Safety North:

An independent not-for-profit organization, Workplace Safety North (WSN) is a leading provider of health and safety services including expert advice and information, training, on-site consultations, health and safety audits, industrial hygiene testing and resources for mining, mine rescue, forestry, paper, printing and converting sectors, as well as northern Ontario businesses across all sectors.

#### Main Office

690 McKeown Avenue

P.O. Box 2050, Station Main

North Bay, Ontario P1B 9P1

T: 705-474-7233

TF: 1-888-730-7821 (Province of Ontario only)

F: 705-472-5800

[www.workplacesafetynorth.ca](http://www.workplacesafetynorth.ca)

## Workplace Safety & Prevention Services:

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

A dynamic organization servicing 165,000 member firms, WSPS is primarily focused on the agricultural, industrial/manufacturing and service sectors. A key player in the Ontario occupational health & safety system, WSPS brings together community and business leaders to influence positive change to create a safer and more profitable Ontario.

### Main Office

5110 Creekbank Road  
Mississauga, Ontario L4W 0A1  
T: 905 614 1400  
TF: 1 877 494 WSPS (9777)  
F: 905 614 1414  
customer@wspss.ca  
[www.wspss.ca](http://www.wspss.ca)

### Guelph Office

Ontario AgriCentre  
Suite 101, 100 Stone Road West  
Guelph, Ontario N1G 5L3

### Ottawa Office

Carleton Technology & Training Centre  
Suite 3100, Carleton University  
1125 Colonel By Drive  
Ottawa, ON K1S 5R1

## Infrastructure Health & Safety Association:

Infrastructure Health & Safety Association (IHSA) is a leader in health and safety education. Through skills-based training, auditing, and evaluation, they provide safety solutions to those who perform high-risk activities such as working at heights, working with energized high-voltage power systems, driving motor vehicles, transporting dangerous goods, working on suspended access equipment, and utility line clearing. They incorporate a research-based educational methodology in all activities from the needs assessment stage through to program development, delivery, and evaluation.

### Main Office

5110 Creekbank Road, Suite 400  
Mississauga, Ontario L4W 0A1  
T: 905-625-0100  
TF: 1-800-263-5024  
F: 905-625-8998  
[www.ihsa.ca](http://www.ihsa.ca)

## **Workplace Safety & Insurance Board**

<u>DEPARTMENT</u>	<u>TOLL FREE NUMBER</u>	<u>GENERAL NUMBER</u>	<u>FAX NUMBER</u>
Service Delivery (Province Wide)	1-800-387-0750	416-344-1000	416-344-4684
Employer Contact Centre	1-888-243-1569	416-344-4122	416-344-4684

## **Workplace Health and Safety Services**

<u>DEPARTMENT</u>	<u>TOLL FREE NUMBER</u>	<u>GENERAL NUMBER</u>	<u>FAX NUMBER</u>
Workwell Program	1-800-387-0750	(416) 344-1016	(416) 344-3493
Small Business Health and Safety Programs	1-800-387-0750	(416) 344-1016	(416) 344-3493
Safety Groups Program	1-800-663-6639	(416) 344-1016	(416) 344-3493

## **Allocation Contact Center**

<u>DEPARTMENT</u>	<u>TOLL FREE NUMBER</u>	<u>GENERAL NUMBER</u>	<u>FAX NUMBER</u>
Experience Rating/NEER/MAP/CAD-7	1-800-663-6639	(416) 344-1016	(416) 344-3493
Accident Cost Transfer	1-800-663-6639	(416) 344-1016	(416) 344-3493



## Ministry of Labour Regional Offices

Website: [www.labour.gov.on.ca/english/about/reg\\_offices.php](http://www.labour.gov.on.ca/english/about/reg_offices.php)

NORTHERN REGION	WESTERN REGION	CENTRAL REGION	EASTERN REGION
<p><b>North Bay</b>                      (705) 497-5234                      Toll Free 1-877-717-0778                      Fax (705) 497-6850</p>	<p><b>Hamilton/Halton/Brant</b>                      (905) 577-6221                      Toll Free 1-800-263-6906                      Fax (905) 577-1200</p>	<p><b>North York</b>                      (647) 777-5005                      Fax (647) 777-5010</p>	<p><b>Ottawa</b>                      (613) 228-8050                      Toll Free 1-800-267-1916                      Fax (613) 727-2900</p>
<p><b>Sudbury</b>                      (705) 564-7400                      Toll Free 1-800-461-6325                      Fax (705) 564-7437</p>	<p><b>Niagara</b>                      (905) 704-3994                      Toll Free 1-800-263-7260                      Fax (905) 704-3011</p>	<p><b>Scarborough</b>                      (416) 314-5300                      Fax (416) 314-5410</p>	<p><b>Kingston</b>                      (613) 545-0989                      Toll Free 1-800-267-0915                      Fax (613) 545-9831</p>
<p><b>Timmins</b>                      (705) 235-1900                      Toll Free 1-800-461-9847                      Fax (705) 235-1925</p>	<p><b>London/Sarnia</b>                      (519) 439-2210                      Toll Free 1-800-265-1676                      Fax (519) 672-0268</p>	<p><b>Newmarket</b>                      (905) 715-7061                      Toll Free 1-888-299-3138                      Fax (905) 715-7140</p>	<p><b>Peterborough</b>                      (705) 755-4700                      Toll Free 1-800-461-1425                      Fax (705) 755-4724</p>
<p><b>Thunder Bay</b>                      (807) 475-1691                      Toll Free 1-800-465-5016                      Fax (807) 475-1646</p>	<p><b>Windsor</b>                      (519) 256-8277                      Toll Free 1-800-265-5140                      Fax (519) 258-1321</p>	<p><b>Mississauga</b>                      (905) 273-7800                      Toll Free 1-800-268-2988                      Fax (905) 615-7098</p>	
<p><b>Sault Ste. Marie</b>                      (705) 945-6600                      Toll Free 1-800-461-7268                      Fax (705) 949-9796</p>	<p><b>Kitchener—Waterloo</b>                      (519) 885-3378                      Toll Free 1-800-265-2468                      Fax (519) 883-5694</p>		

## Other Contact Centres

### Accessibility Directorate of Ontario

777 Bay Street  
6th Floor, Suite 601A & Suite 601B  
Toronto ON M7A 2J4  
Tel (416) 326-0207  
Toll Free 1-888-520-5828  
Fax (416) 325-9620  
[www.ontario.ca/accesson](http://www.ontario.ca/accesson)

### Canadian Centre for Occupational Health & Safety

135 Hunter Street East  
Hamilton ON L8N 1M5  
Tel (905) 572-2981  
Toll Free 1-800-668-4284  
Fax (905) 572-2206  
[www.ccohs.ca](http://www.ccohs.ca)

### Centre for Health and Safety Innovation (CHSI)

5110 Creebank Road, Suite 400  
Mississauga, ON  
L4W 0A1  
Tel: 905-625-0100  
Tel Toll Free: 1-800-263-5024  
Fax: 905-625-8998  
Email: [info@ihsa.ca](mailto:info@ihsa.ca)

### Human Resources Development Canada (Labour Program)

Labour Program  
Human Resources Skills Development Canada  
Ottawa ON K1A 0J2  
Toll Free 1-877-259-8828  
[www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)

### Office of the Employer Adviser Information Centre

505 University Ave., 20th Floor  
Toronto ON  
M5G 2P1  
Tel: (416) 314-8735  
Fax: (416) 327-0726  
[www.employeradviser.ca](http://www.employeradviser.ca)

### Office of the Worker Advisor

123 Edward Street  
Suite 1300  
Toronto, Ontario  
M5G 1E2  
1-800-435-8980 (Service in English)  
1-800-661-6365 (Service in French)  
1-866-445-3092 (TTY)  
[www.owa.gov.on.ca](http://www.owa.gov.on.ca)

### ServiceOntario Publications

[www.publications.serviceontario.ca](http://www.publications.serviceontario.ca)

### WSIB Fair Practices Commission

123 Front Street West  
Toronto, Ontario  
M5J 2M2  
(416)603-3010  
Toll Free: 1-866-258-4383  
Toll Free Fax: 1-866-545-5357  
[www.fairpractices.on.ca](http://www.fairpractices.on.ca)











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ONTARIO | & Insurance Board