

## **General Safety Review**

### General Information:

- All workers must arrive at the plant 10 minutes before the shift start
- All workers must use the punch clock when starting and completing their shift
- All pay cheques will be delivered to you every week on Wednesday
- All workers must alert their supervisor and JustLabour office in advance if they cannot return to work
- All workers are permitted to eat in designated eating areas only
- Smoking is not permitted anywhere in the building

### General Safety Standards

- All workers must wear steel toed safety shoes while at work
- Loose clothing is not permitted and long hair (past shoulders) must be tied up
- Report any incident or hazard to your supervisor and JustLabour office immediately
- Report broken or unsafe equipment to your supervisor and JustLabour immediately
- No person who is impaired or under the influence of alcohol or drugs shall enter the building or remain on the property
- Follow the safety rules of the assignment workplace
- No horse play
- Do not lift excessive weight; seek assistance of others if necessary
- Be conscious of Musculoskeletal disorder

## **Acknowledgements**

- I acknowledge that I am not to use any machinery in any of the work assignments I am sent to by JustLabour without first consulting with the customer service staff of JustLabour.
- I acknowledge that if the assignment at a company to which I have been sent changes, I must contact the customer service staff of JustLabour immediately.
- I acknowledge that I have received the training on Ontario Ministry of Labour, Health and Safety at Work, through the *Worker Health and Safety Awareness Booklet*. I understand the training I have received and will use it on a daily basis at any assignment Justlabour Temporary Help will assign.

## Training Session – Workplace Violence for Employees

Bill 168 – amendments to the Ontario Health and Safety act – received Royal Assent in December 2009 and workplace violence and harassment provisions will come into force in June 2010.

There are new obligations under Bill 168 and they include the requirement to conduct assessments of the risks of workplace violence and harassment and the requirement to develop policies and programs to address and prevent violence and harassment in the workplace. The definition of “workplace violence” has been broadened to include threats of violence and the powers of Ministry of Labour health and safety inspectors to make orders in respect of workplace violence have been expanded.

Bill 168 provides the following definitions of workplace harassment and workplace violence.

Workplace harassment means 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.

Workplace violence means:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker
- 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

For the purpose of the OHSA, the threat of physical violence is the same as actual physical violence.

Bill 168 also addresses domestic violence. Under the amendments, if an employer is aware, or ought to reasonably be aware, that domestic violence may occur in the workplace, the employer must “take every precaution reasonable in the circumstances for the protection of the worker.”

Health and safety duties of employers, supervisors and workers contained under section 25, 27 and 28 of the OHSA will be extended to apply, as appropriate to workplace violence.

WHAT THIS ALL MEANS:

- Management has the responsibility to provide a safe, secure workplace
- Management is responsible for safe hiring and firing (not always possible). When HR does a reference check, the previous company will never divulge this kind of information for fear of reprisal
- They are responsible to thoroughly investigate any report of violence or threat of violence

- Each of you has the responsibility to cooperate with this and to help keep a crime free workplace

## WHAT IS WORKPLACE VIOLENCE

- Threats of harm
- Physical assaults
- Injury
- Harassing mail/emails or phone calls
- Talking (how you talk to someone – verbal abuse)
- Indirect threats by co-workers

## TYPES OF VIOLENCE

- Interpersonal violence – anger related accident/incident, physical intimidation, pushing, physical attacks, robbery (stealing with violence or its threat), rape, homicide
- Non-interpersonal violence – sabotage, property damage, vandalism, arson, theft (stealing without violence)
- Threats – threatening behaviour, verbal or written threats, direct threats, conditional threats, veiled threats, possession of a weapon, stalking, violation of a restraining order
- Verbal violence – verbal abuse, spreading rumours, swearing or insulting others, psychological assault, anger-related arguments, abusive or harassing phone calls, abusive language that leads to tension within the work environment
- Taunts or use of insulting/offensive types of humour – use of language, anecdotes, stereotypes, ridicule, etc. That may be offensive acts of bullying

## PRIMARY CIRCUMSTANCES

- Robbery
- Disgruntled employees or their families
- Violence of one employee against another
- Terrorist, arsonist, political activist

## WHAT YOU CAN DO WHEN A SITUATION GETS OUT OF HAND

- If someone comes in who should not be there, notify a supervisor. If the person becomes belligerent, call the police
- Give good information to the police dispatcher
- Immediately let police know if someone is injured
- Is the incident verbal or physical?
- Does the person have a weapon? (gun, baseball bat)
- How many people are involved?
- Maintain control – business like demeanour
- Give a good description of the person as they might leave before the police arrive

- If at all possible, someone should stay on the phone with the police and update them on the situation
- Stay calm
- Pay attention – make eye contact – LISTEN – show you care
- Never touch the person
- Keep conversation with the person private – being embarrassed seems to escalate the problem
- Act as though you expect cooperation from them
- Maintain a physical barrier between you and the person. Never stand directly in front of the person
- Do not invade their personal space. Step to one side or at a right angle. Keep a distance of at least three feet if possible.
- Do not let the person block your access to an exit

## WHAT IF THE PERSON HAS A WEAPON

- Do what you are told to do – do not try to argue or reason with the person
- Maintain self-control
- Speak calmly and slowly
- Lock doors when the person leaves so that they cannot get back in
- Get help as soon as possible
- Call 911
- Give good information to the dispatcher

## Developed Controls for Risks Identified in the Risk Assessment

- Lock unnecessary doors
- Avoid working alone
- After work, leave the building in groups as much as possible
- Ask a manager or another employee to walk with you to your car, especially when it is dark
- Watch out for non-employees in employee areas
- Be mindful of voice tones when confronting challenging people
- Keep a safe distance between yourself and the challenging person
- Avoid being seen a confrontational...by the challenging person

At JustLabour, through our Joint Health and Safety Committee (JHSC), we have conducted and Employee Risk Assessment on the potential of Violence in the workplace for you.

By analyzing the completed Risk Assessment, it has been determined that you may be exposed to verbal violence while on the assignment with us. This in turn could escalate into a more violent situation.

Thus the training you have read, Training Session – Workplace Violence for Employees is designed to give training on how to de-escalate a potential situation.

# FOUR STEPS TO PROPER LIFTING

## 1. SIZE UP THE LOAD

- Use a hand truck if possible.
- Get help if you need it.
- Check for slivers, nails, exposed staples.
- Use gloves if necessary.
- Make sure you have a clear path to where you are moving it to.



## 2. LIFT

- Bring the load as close to you as possible before lifting.
- Lift with your legs, not your back.
- Keep your head up, your back straight and bend at your hips.



## 3. MOVE

- Keep the load close to your body.
- Look where you are going.
- Shift your feet to turn, don't twist your body.



## 4. GET SET AND LOWER

- When setting a load down, let your leg muscles carry it down.
- Make certain your fingers and toes are clear before setting the load down.



## Musculoskeletal Disorders (MSD)

Repetitive strain injuries caused by the following factors:

### **1. Awkward Posture**

An awkward body posture is any change of all or part of the body from the neutral position. Example of this are:

1. Bending
2. Twisting
3. Stooping
4. Reaching above the shoulder level
5. Reaching behind the body
6. Bending the wrist backward, forward, or side to side

When using a neutral body position, you work with maximum efficiency and use the least amount of energy.

Static posture is any posture that is held for an extended period of time. Using the same parts of the body over and over causes them to become tired and over used.

When the body positions are near the extremes of their range of movement, stretching and compression of tendons and nerves occur. The longer this occurs, the higher the chances of injury.

### **2. Repetition**

Repetitive movements are especially hazardous when they involve using the same joints and muscle groups over and over again. The speed of the repetition also contributes to the higher probability of an injury.

Over time this work is tiring because the body is not given enough time to repair itself. Eventually it takes more time to perform the same repetitive movements (tasks).

When this happened in spite of the fatigue injuries can occur.

Possible Solutions

Change your workplace practices:

1. Training should be provided for workers in how to adjust their workstations
2. Training should show the importance of varying body positions and stretching
3. Ask your Workplace Supervisor or JustLabour Representative for help

## **Cannabis In The Workplace**

JustLabour will have the right to set rules for non-medical use of marijuana in the workplace in much the same way that we currently set rules for use of alcohol. In particular, JustLabour may prohibit the use of marijuana at work during working hours and may also prohibit employees from attending work while impaired. Workplace rules regarding non-medical use of marijuana may be enforced through the application of the employer's progressive discipline policy.

JustLabour has a duty to accommodate, as required by provincial and federal human rights legislation, extends to disabled employees who use medical marijuana. These employees are to be accommodated in the same way as an employer accommodates any other disabled employee who has been prescribed medication. Accommodation is also required for employees who may have an addiction disability. However, the duty to accommodate is not without limits. Human rights legislation requires that a disabled employee be accommodated. At JustLabour we support this; however,

- A prescription for medical marijuana does not entitle an employee to be impaired at work;
- A prescription for medical marijuana does not entitle an employee to compromise their safety, or the safety of others
- A prescription for medical marijuana does not entitle an employee to smoke in the workplace
- A prescription for medical marijuana does not entitle an employee to unexcused absences or late arrivals

JustLabour is required to attempt to find suitable workplace accommodation for disabled employees who have a prescription for medical marijuana use, just as would be required for any other disabled employee with a medical drug prescription. Please let us know by telling us, so we can accommodate your needs.

## Code of Conduct

*“If we all work by the rules, everyone wins”*

1. Enjoy your work assignment with JustLabour. Think of all the positive benefits and opportunities we provide you
2. Respect the dignity and spirit of all people you work with
3. Treat all people in our company and all of our customers fairly and equitably
4. Create supportive, positive experiences for the purpose of building confidence and developing skill sets that will help assist in professional development
5. Do not take part in or tolerate behaviours that may frighten, embarrass, demoralize, threaten, or negatively affect the self-esteem of any of the people associated with JustLabour and its customers
6. Do not tolerate abusive or disrespectful language or actions by anyone
7. Promote “Positive Behaviours” that will bring out the best in people rather than increase the probability of violence in the workplace
8. Respect our company’s property and the property of others
9. Keep the workplace clean and free from litter and vandalism

**To Report Act of Violence, Please Call Our Customer Service Team at 416-759-5627**