

Health and Safety at Work

Workbook



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Table of Contents

Module 1: Rights and Responsibilities	1
Introduction	1
WorkSafeBC	2
Four Basic Rights	4
Responsibilities	15
Module 2: Hazards in the Workplace	17
Introduction	17
Workplace Hazard Inspections	20
Hazard Ratings	29
Managing Hazards	34
Job Hazard Analysis	35
Reports and Recommendations	38
Module 3: Workplace First Aid	42
Introduction	42
Visits to First Aid	44
WorkSafeBC Claims	48
Review	50
Module 4: Ergonomics	51
Introduction	51
Musculoskeletal Injuries	53
Workplace Ergonomics Programs	58
Review	62

Module 5: Workplace Violence	63
Introduction	63
Violence at Work	66
Bullying and Harassment	70
Prevention	73

Module 1: Rights and Responsibilities

Introduction

Pre-reading

Has there ever been a time when you didn't feel safe at work? What happened?
What did you do?

Reading

Workers in British Columbia (BC) have some basic **rights**. It is important for workers to know what these rights are and to use these rights in the workplace.

Workers and employers in BC also have some basic **responsibilities**. It is important for workers and employers to know what these responsibilities are. These responsibilities protect workers from workplace **hazards**.

These basic rights and responsibilities are found in the Workers Compensation Act (the Act) and the Occupational Health and Safety Regulation (the Regulation).

The Act and the Regulation are the **laws** that cover health and safety in BC. Both the Act and the Regulation apply to most workplaces in BC. They can be found at www.worksafebc.com.

Vocabulary

Choose three of the words in **bold** from the reading. Look up the meaning of the words in the dictionary. Use each word in a sentence.

1. _____

2. _____

3. _____

WorkSafeBC

Pre-reading

What do you know about how people are kept safe at work? How did you find out about this?

Reading

WorkSafeBC makes sure all workers and employers in BC follow the Workers Compensation Act. The Act includes all the laws that workers and employers must follow at work. WorkSafeBC also helps, or compensates, people who have a work related disease or injury.

WorkSafeBC also writes health and safety guidelines. These guidelines suggest ways BC workplaces can follow the Occupational Health and Safety Regulation. The Regulation includes requirements that must be met by workplaces.

WorkSafeBC often visits workplaces to make sure the Regulation is followed. It will also follow up on any complaints it receives from workers. All calls to WorkSafeBC are confidential.

Questions

What do you do when you need to find out how to do something safely at work? Who do you ask? If you are not working now, think about a job you had in the past. Use complete sentences in your answer.

The Four Basic Rights

Right #1: The Right to Know

Pre-reading

What do you think you need to know before you can safely start work?

Reading

Employers must tell workers about workplace hazards. Workers have the right to know how to do their job safely. Workers also have a right to education and training.

To make sure you are safe at work, your employer must:

- Make sure you know about hazards at your workplace
- Tell you about your rights and duties
- Give you information, training and supervision
- Make sure you know how to make a report if you are hurt
- Make sure a copy of the Occupational Health and Safety Regulation is available for review

Here are some examples of what you have the right to know before you start work:

1. What the Workplace Hazardous Materials Information System (WHMIS) is. This part of the regulation says that your employer must:

- Tell you about any chemicals you are using
- Train you to use chemicals properly so you don't get hurt
- Give you proper clothing and equipment (PPE – Personal Protective Equipment)

- Make sure there is a label on any container that has a chemical inside
- Make sure there is an information sheet for every chemical at your workplace
- Show you how to safely store and throw away chemicals
- Tell you what to do if you have an emergency with a chemical, like a chemical spill, a chemical fire, or the need for first aid - such as getting a chemical in your eye. These chemicals can include cleaning products like bleach and window cleaner.

2. How to handle violence in the workplace.

3. What ergonomics program your employer has.

4. Where known locations of asbestos are in the workplace.

5. What emergency preparedness program your employer is required to have.

6. How your employer is supposed to take care of employees who have to work alone.

7. Information about the company's Joint Health and Safety Committee.

Activity

NEW WORKER ORIENTATION AND TRAINING

Your employer must give you a health and safety orientation and train you on the following items before you begin work.

Have you been trained on:	Check (✓) if you have been trained on this.
The name and phone number of your supervisor	
Your rights and responsibilities, including reporting hazards and refusing unsafe work	
Your workplace health and safety rules	
The dangers of your job	
The rules about working alone	
What to do if there is violence at work and how to prevent violence	
What personal protective equipment you need and how to use it	
How to get first aid if you are hurt	
What to do if there is an emergency (such as a fire)	
How to do your job properly and safely	
Information about your employer's health and safety program	
WHMIS and any chemicals or hazardous things you will be working with	
Contact information for the health and safety committee or your worker health and safety representative	

Right #2: The Right to Participate

Pre-reading

Do you have people at your workplace who help make sure you are safe at work?
Who are they?

Reading

All workers have the right to participate in workplace health and safety activities. This might include becoming a member of their Joint Health and Safety Committee. Joint Health and Safety Committees should include half workers and half employers.

Each month, committee members inspect the workplace for hazards. They also review workplace injuries, such as visits to First Aid. Joint Health and Safety Committees try to find out how and why accidents happen and how they can be prevented in the future. Committees then make recommendations to the employer about health and safety in the workplace.

All workplaces in BC with more than 20 workers must have a Joint Health and Safety Committee. If there are fewer than 20 workers, workplaces may just have one worker health and safety representative.

Questions

1. Why would someone want to join their Joint Health and Safety Committee?

2. What qualities should committee members have?

Right #3: The Right to Refuse Unsafe Work

Pre-reading

Have you ever refused to do something at work because it wasn't safe? If so, what happened?

Reading

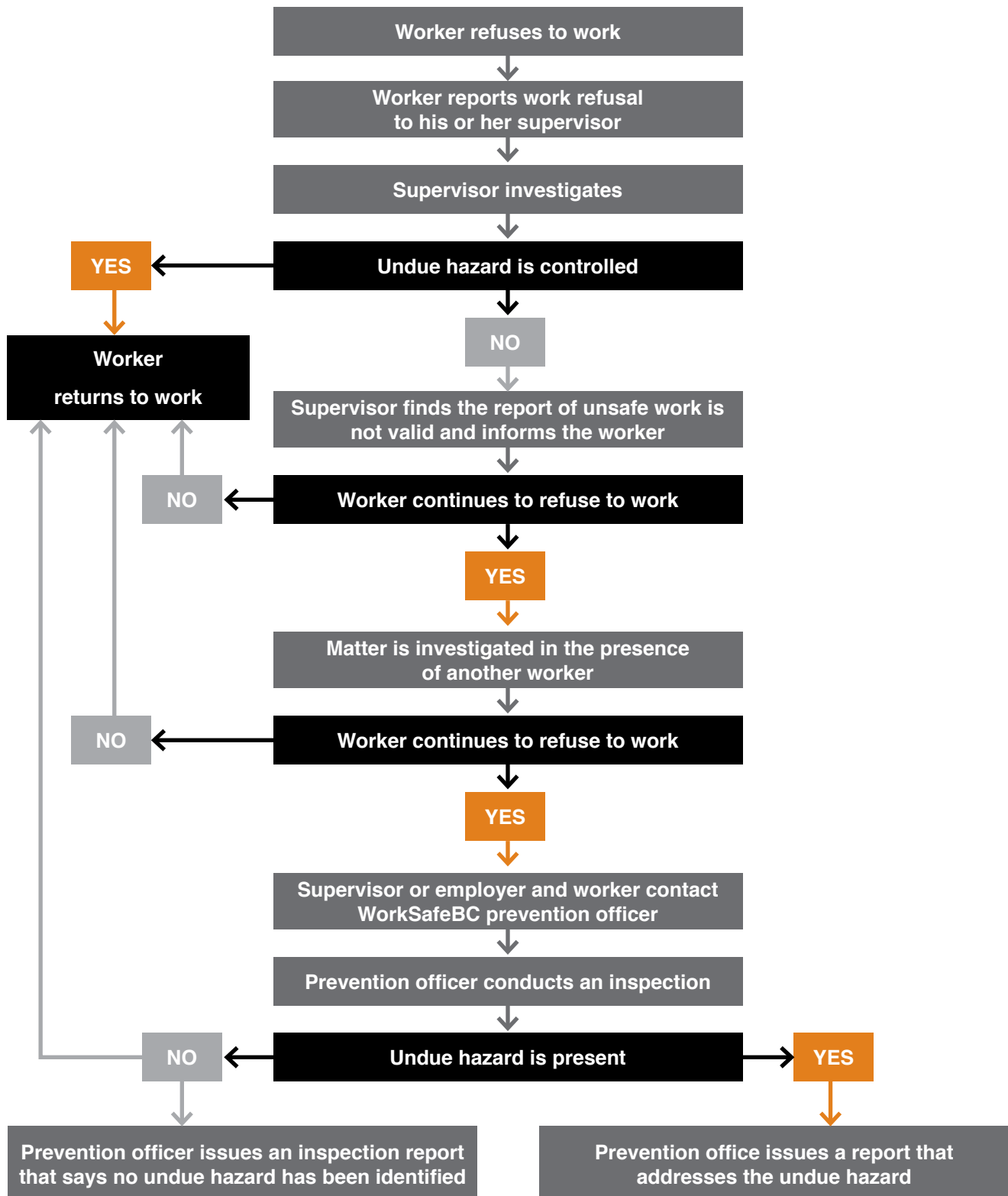
If you think the work you are doing isn't safe, you have the right to say "no" to that work. You should talk to your supervisor. If you prefer, you can talk to your safety representative or your union.

Your supervisor and safety representative must investigate. They must fix the problem or tell you why they think there is no problem. If you still think there is a problem or you are afraid to refuse unsafe work you can call WorkSafeBC at 1-888-621-7233. Someone will speak to you in your own language if you don't speak English.

All calls to WorkSafeBC are confidential. WorkSafeBC will not tell your employer you called - you cannot be fired!

THE RIGHT TO REFUSE UNSAFE WORK FLOWCHART

Regulation reference Guidelines Section 3.12



Activity

REFUSING UNSAFE WORK SCENARIOS

Choose one of the scenarios below:

1. You are asked to work alone at night cleaning a large warehouse.
2. The gloves you are using to clean washrooms have holes in them. Your supervisor does not want to buy more gloves because she says they are too expensive.
3. You are told to work with a coworker who is verbally abusive and threatens you.
4. You are asked to work in a very hot environment that does not have proper ventilation.
5. You are asked to change light bulbs using a ladder that is broken.

Write an email to your supervisor telling him or her why you are concerned about safety.



From:
To:
Cc:
Subject:

RIGHT TO REFUSE UNSAFE WORK

Parks Maintenance Edger: Case Study

Cori began working in park maintenance as a grass cutter approximately three weeks ago. It is her first “real job” since graduating from high school. She is the youngest member of the crew. One of her workmates has an appointment and is going to have to leave the worksite for the rest of the day. Cori’s supervisor Mark asks her to take over operating the powered grass edger. The edger is an old machine that has been around for years. It is designed to cut a border along the edge of the sidewalks and stop the grass from growing over onto the concrete.

Cori has no experience using this machine or anything like it. She is nervous about operating it, especially since she heard a story about a temporary parks employee who lost part of a big toe while operating the edger a couple of years ago. She tells Mark that she is nervous about operating that piece of machinery. Mark responds that she will be fine. He says that she needs to do the job whether she likes it or not and they can talk about it later. She sees the other crew members watching her. She doesn’t want them to think she is a wimp who can’t do her share of the work. She is also worried that if she makes waves she will ruin her chances of getting on as a permanent member of the crew.

However, Cori decides to try to talk with Mark one more time about her concerns. Mark is impatient and tells her they are short-handed as it is and he doesn’t have time to listen to her complaints. He says that if she can’t handle the work maybe she shouldn’t be working there.



Operating a grass edger

Use the “Refusal of Unsafe Work” reading and flowchart to help you answer the following questions. You can also check the Regulation at www.worksafebc.com.

Part A

1. Would Cori be justified in refusing to use the edger? Why or why not?

Part B

Assume that Cori decides to refuse to operate the edger. Answer the following questions about her work refusal.

1. What should Cori do when she decides to refuse?

2. Who must investigate her report of a refusal to work?

3. If Mark decides that the report is not valid, can Cori continue to refuse the work?

4. What if this still does not resolve the matter?

5. What protection against punishment does Cori have?

6. Can Cori be assigned to other work until the matter is resolved?

Part C

Assume Cori proceeded to operate the edger and was injured.

1. What factors may have influenced Cori's decision to do the work?

Right #4: The Right to NO DISCRIMINATION

Pre-reading

What is discrimination?

Reading

- You *cannot* be fired or disciplined for saying no to unsafe work.
- You *must* be provided with other work until the problem is resolved.
- You *cannot* be fired or disciplined for participating in health and safety activities.
- You *must* immediately tell your union representative and WorkSafeBC if you are discriminated against for any of these reasons.

Questions

1. Have you or a fellow worker ever been discriminated against at work?
What happened?

2. Have you ever been, or would you be, discriminated against for refusing unsafe work?



Chipping mortar without a mask or safety goggles

Responsibilities

Pre-reading

What are your health and safety responsibilities at work? If you aren't working now, think about a job you've had in the past.

Reading

Both workers and employers have basic health and safety responsibilities in the workplace.

Employer Responsibilities:

- Ensure the health and safety of workers
- Fix workplace hazards
- Make sure workers know about their rights, responsibilities, and workplace hazards
- Train workers to do their jobs safely
- Provide and maintain safety equipment, machinery, tools and equipment
- Work with the Joint Health and Safety Committee, worker health and safety representative and WorkSafeBC health and safety officers
- Establish health and safety policies and programs
- Make a copy of the Occupational Health and Safety Regulation available for review

Worker Responsibilities:

- Report workplace safety hazards or violations
- Report any defective or missing safety equipment
- Refuse to perform unsafe work
- Follow safe work procedures
- Use and/or wear appropriate safety equipment
- Not engage in horseplay or any behavior that could endanger themselves or others
- Ensure their ability to work is not impaired by alcohol, drugs, or other causes
- Cooperate with the Joint Health and Safety Committee, worker health and safety representative and WorkSafeBC health and safety officers

Activity

Write a short paragraph describing what you do to stay safe at work at your current job or a job you had in the past.

Refer to the list of worker responsibilities if you need help getting started.

Module 2: Hazards in the Workplace

Introduction

Pre-reading

Are there hazards you have to watch out for at work? What are they? If you aren't working now think about a job you had in the past.

Reading

Workplace hazards fit into two categories - health hazards and safety hazards.

Health hazards are anything that can cause health problems. There are five types of health hazards:

- Chemical hazards - such as battery acid, solvents, second-hand smoke, cleaning products, and welding fumes.
- Biological hazards - such as viruses, bacteria, dust and mold. These hazards are sometimes called "biohazards".
- Physical hazards - such as noise, radiation and electric currents.
- Ergonomic hazards - such as repetitive tasks, lifting and workplace design.
- Stress - such as harassment, discrimination, violence and shift work.

Safety hazards are anything that can cause physical injury. An injury that is caused by a safety hazard is usually obvious, such as a cut or fracture. Some common safety hazards are:

- Slipping and tripping hazards – such as cords and clutter
- Fire and explosive hazards
- Moving parts of equipment
- Vehicles
- Falling materials
- Lifting and other manual operations
- Workplace violence



Activity



From English Express: Be Safe at Work, March 2007

Identify the 12 hazards in the picture. Put the correct number in the circle.

- | | |
|------------------------------------|--------------------------------------|
| 1. Fire on stove | 7. A meat slicer |
| 2. Swinging doors | 8. Large heavy boxes on a high shelf |
| 3. Hazardous products | 9. Raw meat |
| 4. Clutter on the floor | 10. Broken glass |
| 5. A spill on the floor | 11. A broken ladder |
| 6. An electrical cord on the floor | 12. Too many plugs in one outlet |

Workplace Hazard Inspections

Pre-reading

How can employers and workers figure out where hazards are in the workplace?

Reading

Inspections are used to find existing and potential workplace hazards. They can also help find the underlying causes of hazards. During inspections workers can share information about hazards. Once inspections are done, inspectors can recommend ways to fix, or manage, workplace hazards.

There are four types of inspections:

1. Planned Inspection – inspections of the overall operation or major work area (usually carried out by the Joint Health and Safety Committee)
2. Equipment Inspection – inspections of the specialty equipment in their work areas carried out by trained workers
3. Special Inspection – inspections to follow up on malfunctions of equipment, accidents or incidents
4. Supervisory Inspection – ongoing, routine inspections carried out by supervisors

Vocabulary

Circle the best meaning for each **bold** word by looking at how it is used in the sentence.

1. Workplace inspections are used to identify existing and **potential** hazards.
 - a. Dangerous
 - b. Possible
 - c. Past
2. It is important to determine the **underlying** causes of workplace hazards.
 - a. Basic
 - b. Important
 - c. Changing
3. Planned inspections are inspections of the **overall** operation.
 - a. Unsafe
 - b. Manufacturing
 - c. Whole
4. Trained workers inspect the **specialty** equipment in their work areas.
 - a. Expensive
 - b. Hard to fix
 - c. Having a specific function
5. Special inspections are made to follow up on **malfunctions** of equipment.
 - a. Breakdowns
 - b. Routine maintenance
 - c. New orders
6. Supervisors make ongoing, **routine** inspections.
 - a. Occasional
 - b. As needed
 - c. Regular

SIX STEPS OF INSPECTIONS



Before doing an inspection, it is important to gather information that will help the process. This includes:

- Relevant safety procedures
- Checklists
- Facility diagrams
- Previous inspection reports

CHECKLISTS

Checklists help you remember what to look for when you are doing an inspection.

The checklist on the following pages is an example of an inspection checklist.

Workplaces have different checklists depending on the kinds of hazards they have on the job site.

INSPECTION CHECKLIST

You can use this checklist to help you develop one that is “custom made” for your workplace. Just add or delete items as necessary.

Floors and Walkways	Yes	No
Are aisles clear of materials or equipment?		
Are main aisles at least 1 metre (39 inches) wide?		
Are doorways clear of materials or equipment?		
Are carpets or tiles in good condition, free of loose or lifting carpeting or tile?		
Are floors clean and free of oil or grease?		
Are floors kept dry?		
If supplies or materials are stored on the floor, are they away from doors and aisles and stacked no more than 3 boxes high?		

Stairs, Ladders, and Platforms	Yes	No
Are ladders safe and in good condition?		
Are stair handrails fastened to the wall securely?		
Are stairwells clear of materials and equipment?		
Are stairs and handrails in good condition?		
Do ladders and stairs have anti-slip treads?		

Walls	Yes	No
Are signs and fixtures securely fastened to the wall?		

Lighting	Yes	No
Are lighting levels in work areas adequate?		
Are work areas free of glare or excessive lighting contrast?		
Is task lighting provided in areas of low light or high glare?		
Are windows covered with blinds, drapes, or other means of controlling light?		
Does emergency lighting work?		

Storage	Yes	No
Are supplies and materials stored properly on shelves?		
Does the storage layout minimize lifting problems?		
Are trolleys or dollies available to move heavy items?		
Are floors around shelves clear of rubbish?		
Are racks and shelves in good condition?		

Electrical	Yes	No
Are electrical cords in good repair?		
Is there clear access to electrical panels and switch gear?		
Are electrical cords secured?		
Are proper plugs used?		
Are plugs, sockets, and switches in good condition?		
Are ground fault circuit interrupters available, if required?		
Are portable power tools in good condition?		

Equipment and Machinery	Yes	No
Is equipment and machinery kept clean?		
Is the equipment regularly maintained?		
Are operators properly trained?		
Are start/stop switches clearly marked and within easy reach?		
Is machinery adequately guarded?		
Is there enough workspace?		
Are noise levels controlled?		
Are fumes and exhaust controlled?		
Do you have a lockout procedure in place?		

Chairs	Yes	No
Are chairs in good condition?		
Are chairs properly adjusted?		
Do chairs provide adequate back support?		

Computers	Yes	No
Are display screens free of dust?		
Are display screens bright enough with sufficient contrast?		
Are display screens positioned at a comfortable viewing level?		
Are the mouse and keyboard on the same level?		
Does the angle of the keyboard allow workers to work with straight wrists?		

Fire Safety and Security	Yes	No
Are fire extinguishers clearly marked?		
Are fire extinguishers properly installed on walls?		
Have fire extinguishers been inspected within the last year?		
Are workers trained to use fire extinguishers?		
Are flammable liquids properly stored?		
Will space heaters shut off automatically when tipped over?		
Are emergency phone numbers close to phones?		
Are smoke, fire, and burglar alarms in place?		

Entrances and Exits	Yes	No
Is there safe access for workers and customers?		
Are emergency exits clear of materials or equipment?		
Are emergency exit signs working?		
Are emergency lighting units provided?		
Are emergency lighting units working?		

First Aid	Yes	No
Is the first aid kit accessible and clearly labeled?		
Is the first aid kit adequate and complete?		
Is the first aid kit clean and dry?		
Are emergency numbers displayed?		
Are accident report forms readily available?		

Garbage	Yes	No
Are bins located at suitable points?		
Are bins emptied regularly?		

Hazardous Materials	Yes	No
Are Material Safety Data Sheets provided for all hazardous materials?		
Are containers clearly labelled?		
Are hazardous materials properly stored?		
Are hazardous materials disposed of properly?		

Environment	Yes	No
Is the air quality good?		
Are workers protected from cool drafts or excessive heat?		
Are workers protected from excessive or irritating noise?		

Parking	Yes	No
Are parking spots and walkways appropriately lighted?		
Are parking spots safe? <i>(names should not be painted on spots)</i>		
Are workers encouraged to use a buddy or escort?		
Is a speed limit posted in the parking lot?		

Violence in the Workplace	Yes	No
Have hazards for employees who work alone been identified, eliminated and controlled?		
Is there a check-in procedure for staff who work alone or in isolation?		
Have workers been trained in check-in procedures?		
Are there procedures for workers who work at night and handle money?		

General Worker Questions	Yes	No
Do workers know where to go and who to call for first aid assistance?		
Do workers know where to find MSDS sheets for chemical products?		
Do workers know where to find personal protective equipment (for example, disposable gloves, eye protection)?		
Do workers know how to use personal protective equipment?		

Hazard Ratings

Pre-reading

What did you find during your site inspection? Were there any hazards you think should be fixed immediately?

Reading

Hazard ratings are used to classify hazards seen during an inspection. They help employers decide which hazards should be fixed, or managed, first.

Often, the A, B, C rating method is used. A hazards should be fixed immediately, B hazards should be fixed as soon as possible, and C hazards should be fixed without delay.

HOW THE ABC RATING SYSTEM WORKS

A Hazards

A hazards have the potential to cause loss of life, loss of body parts, and/or extensive loss of structures, equipment or material. A hazards should be fixed immediately.

Examples of A hazards:

- A window washer is working on the third floor level without any fall protection. He is hanging on with one hand and leaning out to work.
- Workers are in a two metre deep ditch with vertical sides and no shoring, sloping or other means of protection.
- A kitchen helper is pouring water on a grease fire.

B Hazards

B hazards have the potential to cause serious injury, illness or property damage.

B hazards are urgent and require attention as soon as possible.

Examples of B hazards:

- Forklift trucks are coming around a blind corner into a loading area without stopping.
- Oil is spilled on a restaurant kitchen floor where servers pick up orders.
- Workers are smoking in a flammable storage area.

C Hazards

C hazards have the potential to cause non-disabling injury or non-disruptive property damage. C hazards should be fixed without delay, but they are not emergencies.

Examples of C Hazards:

- A worker is using a hammer with a loose head on a daily basis for odd jobs.
- A worker is using a heavy file without a file handle.
- An eyewash station's containers have not been refilled.



Activities

Rate the following hazards. Use the reading to help you decide whether the hazard is an A, B, or C hazard.

Hazard	Hazard Rating – A, B, or C
a. The tread at the bottom of the office stairs is broken.	
b. A barrier guard is missing on a large table saw.	
c. A carpenter is handling rough lumber without gloves.	
d. A slippery oil condition exists in the main aisle-way.	
e. A maintenance worker is servicing a large sump pump in an unventilated deep pit, with the gasoline motor running.	
f. A forklift is being driven with the load held high.	
g. A strong smell is coming from the chemical storeroom, but no spill can be found.	

INSPECTION REPORT FORMS

Inspection report forms provide a place to record information about hazard(s).

This information includes:

- The hazard
- The recommended action to fix the hazard
- The hazard rating (A, B, or C)
- Who is responsible for fixing the hazard
- A suggested completion date
- The date the hazard is fixed
- Who did the inspection
- The location and date of the inspection

Item Found	Recommended Action	Hazard Class	Assigned Responsibility	Date to be Completed By	Completion Date
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
Inspection Completed by:			Inspection Location:	Inspection Date:	

COMMON WORDS FOR DESCRIBING SUBSTANDARD CONDITIONS

Bent

Broken

Corroded

Cracked

Decomposed

Dull

Excessive

Frayed

Kinked

Leaking

Littered

Loose

Missing

Mutilated

Noisy

Overheating

Protruding

Sharp

Slippery

Spilled

Splintery

Stalled

Stinking

Unstable

Vibrating

Worn

What other words could you use to describe workplace hazards?



Preparing to pour concrete

Managing Hazards

Pre-reading

What kinds of things do you think about when you are going to manage a hazard at home or at work?

Reading

Once hazards have been identified they need to be fixed, or managed. The best ways to manage hazards are:

- Get rid of hazards
- Build something around hazards
- Change the workplace to reduce the hazard
- Change the way work is done
- Wear personal protective equipment (PPE) to reduce exposure to hazards

The best way to manage a hazard is to get rid of the hazard. The worst option is to wear personal protective equipment.

Activity

Think about how you would manage the hazards you found in your site inspection. Complete the “Inspection Report Form” on page 32. Be sure to include:

- The recommended actions
- Who is responsible
- When the hazard should be fixed

Job Hazard Analysis

Pre-reading

Have you ever had an injury at work that could have been prevented? What could have been done to manage the workplace hazard that caused the injury?

Reading

Another way of looking for hazards at work is to do a job hazard analysis. For example, if a worker is complaining of a sore shoulder you can watch him work to see how he is doing his job. Hopefully, you will be able to analyze what is causing his shoulder pain.

The steps to do a job hazard analysis are:

1. Watch someone do a job
2. List all the tasks they do (break down each basic step of the job)
3. Think of potential hazards for each task
4. Create ideas for the best ways to manage the hazards

Activity

Complete the job hazard analysis form below after you watch someone demonstrate doing his or her job. Or, watch someone actually doing his or her job.

You can look at the sample job hazard analysis on the next page to help you complete your analysis!

JOB HAZARD ANALYSIS FORM

Job Title: _____

Task: _____

Date: _____

Step	Hazard	New Procedure

JOB HAZARD ANALYSIS FORM

Job Title: Kitchen Worker

Task: Drain the oil from the deep fryer

Date: June 26, 2014

Step	Hazard	New Procedure
1. Fit the hose to the drain spout on the deep fryer and drain the oil into a container.	<ul style="list-style-type: none">• The oil is hot – it could seriously burn someone.• Hot oil could splash.	<ul style="list-style-type: none">• Allow the oil to cool down before draining it.• Wear personal protective equipment: goggles, a face shield, rubber gloves, rubber apron, and closed-toe shoes.• Use only a dry container.
2. Take the container of oil outside to the oil drum.	<ul style="list-style-type: none">• Oil could spill out of the container.• The worker could slip on a wet surface or bump into someone.• The container is heavy.	<ul style="list-style-type: none">• Use only a container with a metal lid fitted with clasps so the lid can be secured shut.• Make sure the walkway is clear and hazard free.• Use a cart.
3. Pour the oil into the drum.	<ul style="list-style-type: none">• Oil could splash on the worker.• The container is heavy and hard to pour.	<ul style="list-style-type: none">• Wear personal protective equipment.• Use only a special container that has a handle fitted at the bottom of the container to help with pouring.• Ask for help.

Reports and Recommendations

Pre-reading

Have you ever seen an inspection or job hazard report? Do you have a notice board at work where safety information can be shared?

Reading

Once an inspection or job hazard analysis is complete, it is important to complete a report about your findings. This report should be posted for workers to see.

Sometimes it is necessary to make a formal recommendation to the employer when a hazard is found. This is often the case if fixing the hazard costs money.



RECOMMENDATION GUIDELINES

1. Describe the health and safety issue

- Describe the issue. Clearly outline the WHAT, WHY, WHO, WHERE, and WHEN.
- Give enough information so the employer does not need to ask for more details or background to make a decision.
- Refer to any accident, incident or other occurrence related to the issue.

2. Describe the recommendation

- Make sure the recommendation is about workplace health and safety.
- Include the reasons.
- Suggest a timeframe.

3. Clarify complex issues

- For more complex issues, the employer will likely need details and background information to make a decision. It is helpful to provide answers to the following questions:
 - Are there specific legislation or standards that apply in the Workers Compensation Act or the Regulation?
 - What other options are there? (describe each)
 - How well will the recommended options fix the problem or address the issue?
 - How long will it take to complete, implement, or see results?
 - How much will it cost?
 - Who will be affected (which employees)?
 - Why was this option recommended?

- Often complex issues will involve more than one step. For example:
 - Conducting a risk assessment of affected workers
 - Purchasing equipment or supplies to address the identified risks
 - Developing safe work procedures to reduce or eliminate the hazard
 - Providing education and training to affected workers
 - It may be helpful for the Committee to complete a separate recommendation form for each step so all relevant information can be included.
4. Send to the person who can take action
 - Date the recommendation and send it to the manager or supervisor who has the authority to follow up on it.
 5. Send from the co-chairs
 - Have both Co-Chairs sign the recommendation.
 6. Copy the appropriate manager
 - Forward a copy of the recommendation to higher levels of management. (Chief Executive Officer, upper management, safety coordinator, etc.)
 7. Request an employer response
 - Include a reminder for a written response within 21 calendar days. This is a requirement in the Occupational Health and Safety Regulation.

Activity

Write a letter to an employer about one of the hazards you found during your site inspection. Describe the hazard and the actions you recommend to fix, or manage, the hazard. Be clear and concise!

Use the business letter template on the following page to help you get started.

BUSINESS LETTER TEMPLATE

Your street address

Your town or city, BC

Your postal code

Month day, year

Person's name

Business/organization name

Business/organization address

Town or City, BC

Postal code

Dear _____:

Use the first paragraph to explain why you are writing. It should be two to four sentences long.

The second paragraph can include more information about why you are writing. Three to five sentences is a good length for a second paragraph.

In the concluding paragraph you should summarize your earlier statements. You can provide contact information and thank the person for his or her time. Two to three sentences is a good length for a concluding paragraph.

Sincerely,

Sign your name here

Your name

Module 3: Workplace First Aid

Introduction

Pre-reading

Have you ever visited First Aid at work? If so, why did you go?

Reading

Employers must assess the first aid needs in the workplace. Then they must provide first aid. First aid attendants must be at least 16 years old and have a valid first aid certificate. The certificate must meet the level of first aid required by WorkSafeBC for that workplace.

Employers must provide and maintain first aid supplies so workers can be treated if they are hurt at work. They must also provide a way to transport injured workers for medical treatment. First aid equipment, supplies and facilities must be kept clean, dry and ready for use.

Employers must keep a record of all injuries and exposures to contaminants. These records are confidential and must be kept for at least 3 years. Workers may access or give access to their own first aid records.

Activity

Answer the following questions after you have done the reading. Try to answer without looking. Then go back and find any answers you missed!

1. How old does a person need to be to become a first aid attendant?

2. Should first aid records be kept confidential?

3. Can workers see their own first aid records?

4. Should the employer pay for the worker to be transported to medical care if it is required?

5. Who should make sure first aid equipment is clean, dry and ready for use?



Transporting a worker for medical care

Visits to First Aid

Pre-reading

Why is it important to visit First Aid if you are hurt at work?

Reading

WorkSafeBC helps workers who have a work related injury or disease. To get that help you must report your injury to your employer – even if it is small. A small cut may just need a bandage. But if it becomes infected it is hard to prove you got the cut at work if you didn't go to First Aid when it happened.

If your jobsite doesn't have a first aid attendant tell your employer about your injury. Early treatment can prevent further injury. Early reporting can help make a successful WorkSafeBC claim - if one is necessary.



Visiting First Aid

Vocabulary

The list below contains common first aid vocabulary. Can you think of any other words or phrases to add to the list?

Allergic	Hospital
Allergy	Inhale
Ambulance	Injection
Bandage	Insulin
Bleeding	Medicine
Breathe	Pounding headache
Broken	Pressure
Bruise	Pulled muscle
Cast	Pulse
Cut	Rash
Diabetes	Scrape
Disinfectant	Sling
Dislocated	Sprain
Doctor	Strain
Exhale	Stroke
Fracture	Tensor bandage
Heart attack	Vomit
Hold your breath	Walk in clinic

Activities

FIRST AID DIALOGUES

Work with a partner and role play one of the following dialogues. One partner should be the first aid attendant (FA). The other partner should be the worker (W).

Cut Finger

FA: Oh dear, what happened?

W: I cut my finger on the saw blade.

FA: Let's take a look. I'm going to clean it with some saline, so it might sting a little.

W: My whole finger is throbbing.

FA: I'm not surprised. It's a nasty cut you have there. Luckily it's not on a joint, and it's not deep enough to require stitches.

W: That's good.

FA: I'm going to put a bandage on it. Then, I want you to look out for any signs of infection. These might include continued throbbing or red streaks going along the finger away from the cut.

W: OK.

FA: Before you go, could you please sign this first aid form.

W: OK. Thanks for your help.

Pain in Wrist

W: Hello.

FA: Hello, what can I do for you?

W: I have a pain in my wrist.

FA: When did the pain begin?

W: About a week ago, but it's starting to get worse.

FA: Does the pain go up your arm and into your elbow or shoulder at all?

W: A little bit, yes. But most of the pain is in my wrist.

FA: Does it hurt when I touch it?

W: Yes.

FA: Are you able to move your wrist around like this?

W: Yes, I can.

FA: I see that you have a little bit of swelling, so I'm going to give you an ice pack. Put it on for your wrist for 10 minutes and then take it off for 10 minutes. It should help reduce the swelling. I'll recommend that your supervisor put you on light duty for the rest of the afternoon, and perhaps tomorrow, depending on how you are doing. In the meantime, I would like you to continue with the ice pack this evening. Please call your doctor or physiotherapist to start getting treatment on this wrist before it gets any worse!

W: OK.

FA: I'm putting a tensor bandage on your wrist to immobilize it. Let me know if it's too tight.

W: No, it feels fine.

FA: Please come back and see me tomorrow afternoon, so we can see how you're doing. Remember, it's important that you phone your doctor. I'm just filling out the first aid form, and then I'll need you to sign it.

W: Thanks!

Now, exchange roles with your partner and role play one of the scenarios below. Make up the details of the injury. If you're not sure what to say, go back and look at the first aid vocabulary on page 45. Be creative!

1. You tripped going down stairs and hurt your ankle.
2. You got some window cleaner in your eye when you were spraying windows.
3. You hurt your back reaching for something.
4. You cut yourself on a sharp edge.

WorkSafeBC Claims

Pre-reading

When do you think you should start a claim with WorkSafeBC? Have you or someone you know ever had a WorkSafeBC claim? If yes, what happened?

Reading

There are two ways to report a work related injury or disease to WorkSafeBC:

1. Call Teleclaim

Call WorkSafeBC's Teleclaim if you have missed work as a result of your injury. The claims representative you talk to will give you a user ID and password. You can use this to go online later to check your claim.

WorkSafeBC has translators for many languages. If English isn't your first language you can simply say "Punjabi", or any other language, and within minutes you can speak to someone in your own language!

The number is 1-888-WORKERS (1-888-967-5377).

2. Submit your form online

Submit your form online to WorkSafeBC if you have missed work as a result of your injury and you already have a user ID and password. You can log on later to check your claim.

The WorkSafeBC website is **www.worksafebc.com**.

When you report an injury to WorkSafeBC you will be asked to describe what happened when you were hurt. You will be asked about any wages you've lost due to missed work. You will also be asked about health care providers you've visited because of your injury.

Report all injuries to your employer as soon as you can. If you have not missed work as a result of your injury you may not need to report to WorkSafeBC.

Review

FIRST AID WORD SEARCH

r	n	h	o	s	p	i	t	a	l	i	n	g	b
a	u	e	i	b	r	o	k	e	n	t	a	i	r
m	c	a	b	l	e	e	d	i	n	g	t	h	u
r	u	u	m	l	s	t	r	a	i	n	a	h	i
c	t	s	a	b	s	n	y	s	a	b	p	s	s
c	h	h	c	e	u	g	e	t	i	r	l	c	e
c	n	d	r	l	r	l	c	b	n	e	r	r	c
i	p	l	o	e	e	e	a	a	j	a	u	a	g
i	e	u	l	c	f	e	e	n	e	t	c	p	a
c	r	l	l	n	t	b	p	d	c	h	e	e	s
i	a	d	i	s	l	o	c	a	t	e	d	a	l
a	d	s	i	b	e	e	r	g	i	a	e	j	i
u	i	a	t	e	l	f	c	e	o	i	e	i	n
d	e	b	m	e	d	i	c	i	n	e	e	n	g

ambulance

allergy

bleeding

bandage

broken

bruise

cut

disinfectant

dislocated

doctor

fracture

hospital

inhale

injection

muscle

medicine

pulse

pressure

scrape

sling

strain

Module 4: Ergonomics

Introduction

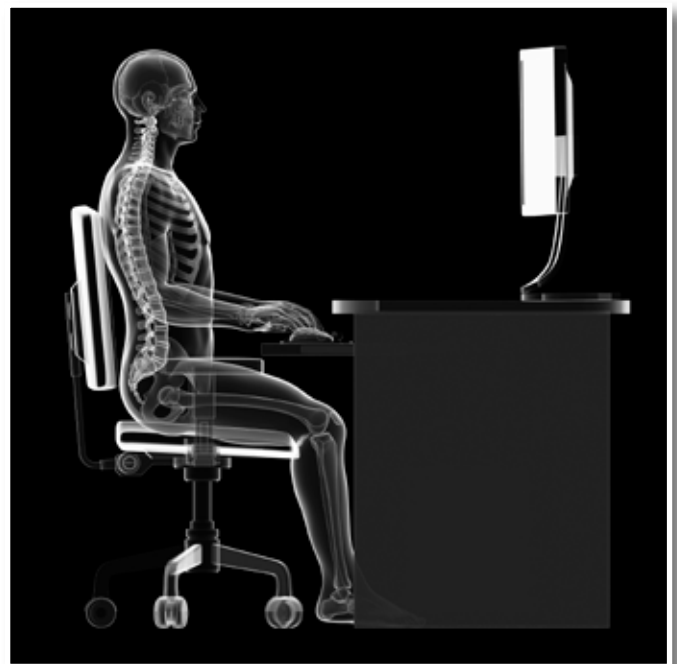
Pre-reading

Have you ever heard the word “ergonomics”? What do you think ergonomics is?

Reading

Ergonomics is the study of people and their working conditions. Ergonomics is used in the workplace to make sure workplaces are designed to be safe and comfortable.

In other words, ergonomics is about “fitting jobs to people” ... not fitting people to jobs.



Activity

In a short paragraph describe what you, or your employer, have done to make your job fit you. If you aren't working, think about something you have done at home to make a task more comfortable.

Case Study

An office worker sits at a computer all day. She uses a chair that is too low for her. The chair cannot be adjusted. As a result, her wrists are very uncomfortable when she is typing on the keyboard. They are bent in an awkward position. It is obvious she needs a new adjustable chair or she may be at risk for an ergonomic injury.

Can you think of any reasons why an employer may not want to buy the office worker a new chair?


1.

2.

3.

1. _____
2. _____
3. _____

Pre-reading

A 3x3 grid of nine X-ray images showing various parts of the human skeleton. The images are arranged in three rows and three columns. The first row shows a hip joint, a profile view of a skull, and an elbow joint. The second row shows a hand, a frontal view of a skull, and a chest X-ray. The third row shows a knee joint, a full-length spine X-ray, and an ankle joint.

Reading

Some of the tasks we do at work can strain our bodies. These tasks include lifting, reaching, and repeating the same movement. At times, these tasks can injure muscles, joints, tendons and other parts of our bodies. This type of injury is called a musculoskeletal injury or MSI.

MSI is a common type of workplace injury in BC. MSI claims linked to overuse and repetitive motion account for about one-third of WorkSafeBC claims. In some industries this number is much higher.

It is important to report an MSI at its early stage so it doesn't get any worse. Your employer may be able to adjust your workstation to help prevent further injury.

It is also important to report an MSI right away so it is clear the MSI was caused at work. It is a good idea to keep a diary and record your doctor visits, how much pain you are in each day and what activities make the pain worse. This can help make a successful claim if your MSI gets worse and you need time off from work.

Activities

SIGNS AND SYMPTOMS

A sign of an injury is something that can be observed or seen. A symptom of an injury can be felt, but not observed.

Which of the words below is a sign and which is a symptom? List below.

Swelling

Numbness

Loss of strength

Pain

Tingling

Redness

Signs

1. _____

2. _____

3. _____

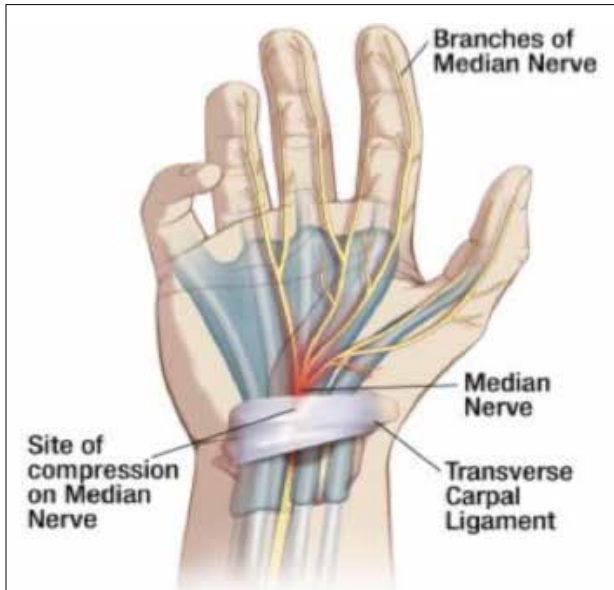
Symptoms

1. _____

2. _____

3. _____

COMMON MUSCULOSKELETAL INJURIES



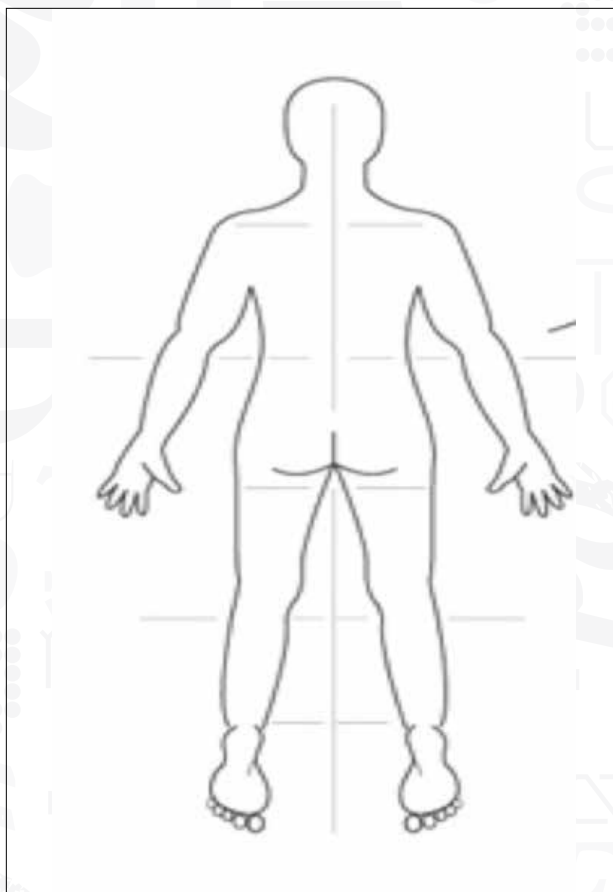
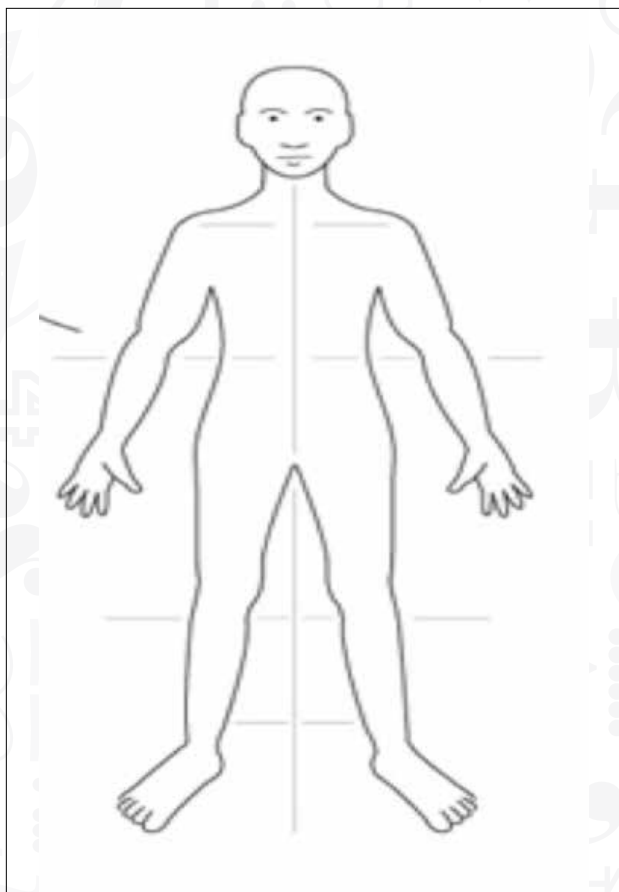
Carpal tunnel syndrome occurs when the median nerve is pressed or squeezed at the wrist. The median nerve runs from the forearm into the palm of the hand. Symptoms of carpal tunnel syndrome include pain, weakness, or numbness in the hand and wrist.



Bursitis occurs when the bursa becomes inflamed. Bursae are the small fluid-filled pads that act as cushions among your bones and the tendons and muscles near your joints. The most common places for bursitis are the shoulder, elbow and hip.

DISCOMFORT SURVEY

Imagine the drawing below is a drawing of your body. Now think about your aches and pains. Put an X on all the places on the drawing where you feel aches, pain or strain.



Are there tasks you are doing at work or at home that are causing your aches and pains? What are they? Why are they causing MSIs? Is there anything you or your employer could do to remove the risk?

Each of the sentences below contains important information for you to remember about MSIs. Choose the best word to complete each sentence. Use a dictionary if you're not sure of the word's meaning.

modifications

enduring

assessment

interfere

1. Pain and discomfort should not _____ with your daily functioning.
2. Never force yourself to work while _____ physical discomfort.
3. _____ can be made to your job to reduce strain and prevent injury.
4. Your employer can follow reported MSI trends and plan to do a risk _____ to find out what is causing MSIs.



Digging can cause overuse injuries

Workplace Ergonomics Programs

Pre-reading

Does your workplace have an ergonomics program? Do you think workplace ergonomics programs are necessary? Why or why not?

Reading

The *Occupational Health and Safety Regulation* (the Regulation) says employers must identify risks for MSI in the workplace. Employers must then make sure that risks to workers are assessed. When assessing risks employers must consider:

- The physical demands of the work
- The layout and condition of the workplace or workstation
- The characteristics of objects handled
- The environmental conditions, including cold temperature
- How the work is organized

Once the risk of MSI has been assessed the employer must eliminate, or minimize, the risk. Employers must educate workers who may be exposed to a risk of MSI about the early signs and symptoms and potential health risks of the MSI. Employers must also train workers to use measures to control the risk of MSI.

Once measures are in place, employers must evaluate how well they are working and review them yearly. Employers must also consult with the Joint Health and Safety Committee or the worker health and safety representative when required by the Regulation.

Occupational Health and Safety Regulation: Part 4 General Conditions - Ergonomics (MSI) Requirements

Vocabulary

Use each of the words below in a complete sentence. Use a dictionary if you're not sure of the word's meaning.

1. Assessed

2. Demands

3. Characteristics

4. Conditions

5. Eliminate

6. Exposed

7. Evaluate

Activities

ASSESSMENT

Once a hazard is identified, it needs to be assessed to figure out how serious the risk is. It is important to look at how hard a task is, how long it takes, and how often it is done.

Can you think of any other things to consider when assessing hazards? Think about your own job. What kinds of things put you at risk for a MSI?

What kinds of hazards put the two workers in the pictures below at risk for a MSI?





CONTROL MEASURES

Once a hazard has been assessed, control measures are recommended to address the hazards. The goal is to reduce the risk of the hazard. Control measures must be arrived at through consultation with workers and the Joint Health and Safety Committee.

There are five ways to control hazards:

1. Eliminate the hazard.
2. Substitute a safer product, equipment or process.
3. Modify the product, equipment, or process.
4. Provide policies, procedures, education, and supervision.
5. Protect workers from the hazard with personal protective equipment (PPE).

The preferred way to control a hazard is to eliminate it. The least preferred way is to use PPE.

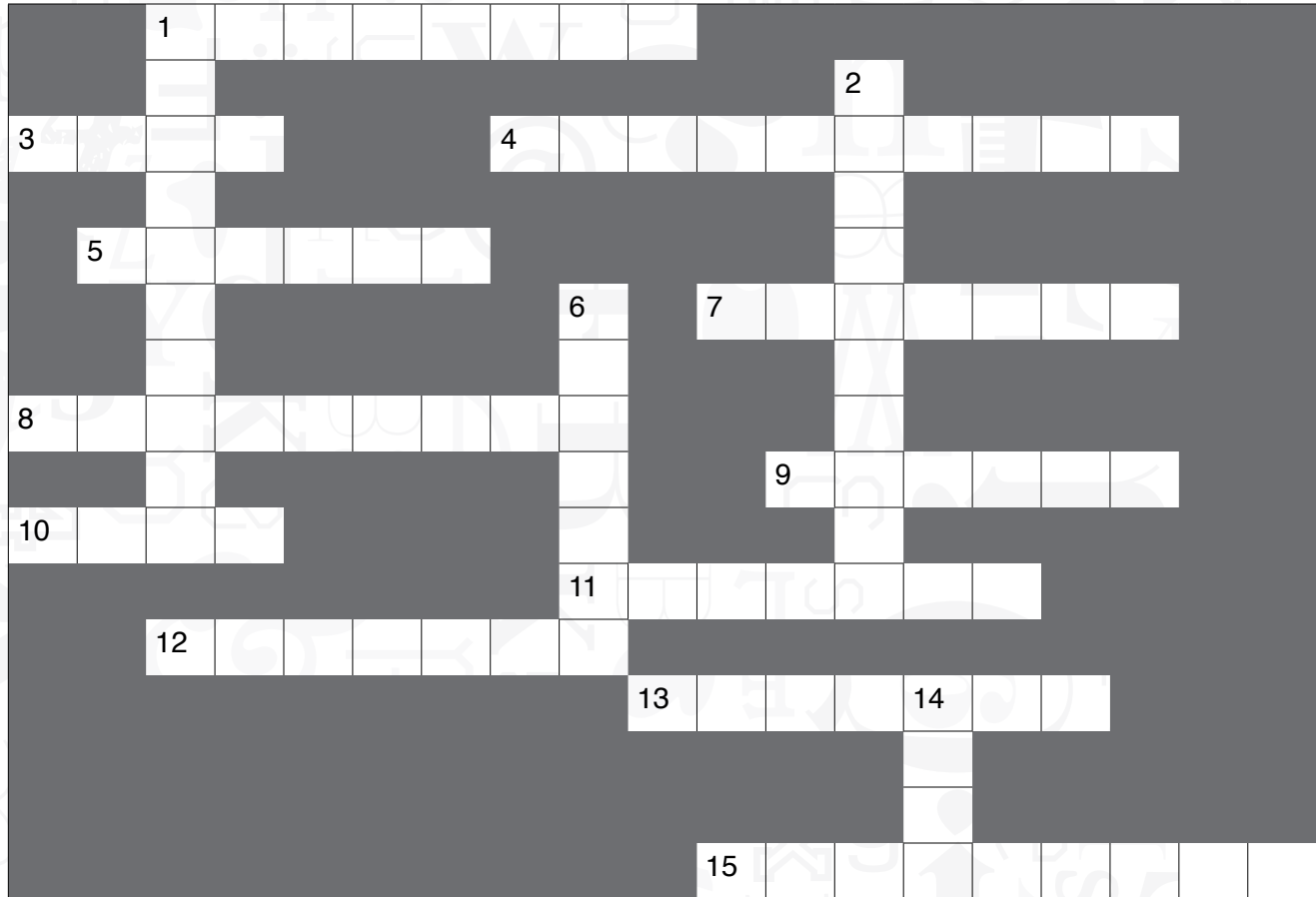
Once controls are in place they should be evaluated within a year to make sure they are working.



Using personal protective equipment

Review

ERGONOMICS CROSSWORD



ACROSS

1. measure success or failure
3. something you can observe
4. use something else
5. physical harm or damage
7. keep safe
8. get rid of
9. change
10. a job at work
11. something you can feel
12. make available
13. have power over
15. the place you work

DOWN

1. study of people and their working conditions
2. the feeling of not being comfortable
6. use too much
14. danger

Module 5: Workplace Violence

Introduction

Pre-reading

What is workplace violence? What kinds of things do you picture when you think about workplace violence?

Reading

Workplace violence is an unfortunate reality. Workers can be put at risk by people they come in contact with at work. They can also be put at risk by people they work with.

The Occupational Health and Safety Regulation (the Regulation) defines violence in the workplace and improper activity or behaviour:

- **Violence in the workplace** happens when a worker is put at risk by someone other than a co-worker. This includes threats or behaviours that make a worker believe they are at risk.
- **Improper activity or behaviour** happens when a co-worker does something that puts a worker at risk. This includes threats or behaviours that make a worker believe they are at risk.

Improper activity or behaviour includes horseplay, practical jokes, and unnecessary running or jumping. Workers must not engage in improper activity or behaviour at work. It could put them or other workers at risk. Improper activity or behaviour must be reported to a supervisor or employer right away.

Occupational Health and Safety Regulation: Part 4 – Violence in the Workplace: 4.27, Workplace Conduct: 4.24 – 4.26

Vocabulary

Some of the words in the reading are made from two smaller words. These are called compound words.

Some of the words have an extra word part added that changes the meaning of the word. Word parts that are added to the beginning of words are called prefixes.

Sort the words below into compound words and words with a prefix. When you write the words, break them into their word parts. For example: afternoon - after/noon.

Unfortunate

Workplace

Improper

Horseplay

Unnecessary

Someone

Compound Words

Words with a prefix

Can you think of any other compound words and words that start with a prefix? List them below.

Write three sentences. Use one of your words or one of the words from the list in each sentence.

1. _____
2. _____
3. _____



Bullying at work

Violence at Work

Reading



Most people think of violence as a physical assault. But all of the words above describe violent acts that can happen at work – or at work related events.

Some jobs are more at risk for workplace violence than others. These include:

- Health care workers
- Corrections officers
- Social service workers
- Teachers
- Housing inspectors
- Public works employees
- Retail workers

The location of a workplace can also increase the risk of violence. For example, a workplace near a bar or a bank could pose a higher risk. The risk may also increase for people who work alone or in isolated areas.

WORKING ALONE OR IN ISOLATION

There are three requirements for working alone or in isolation in BC:

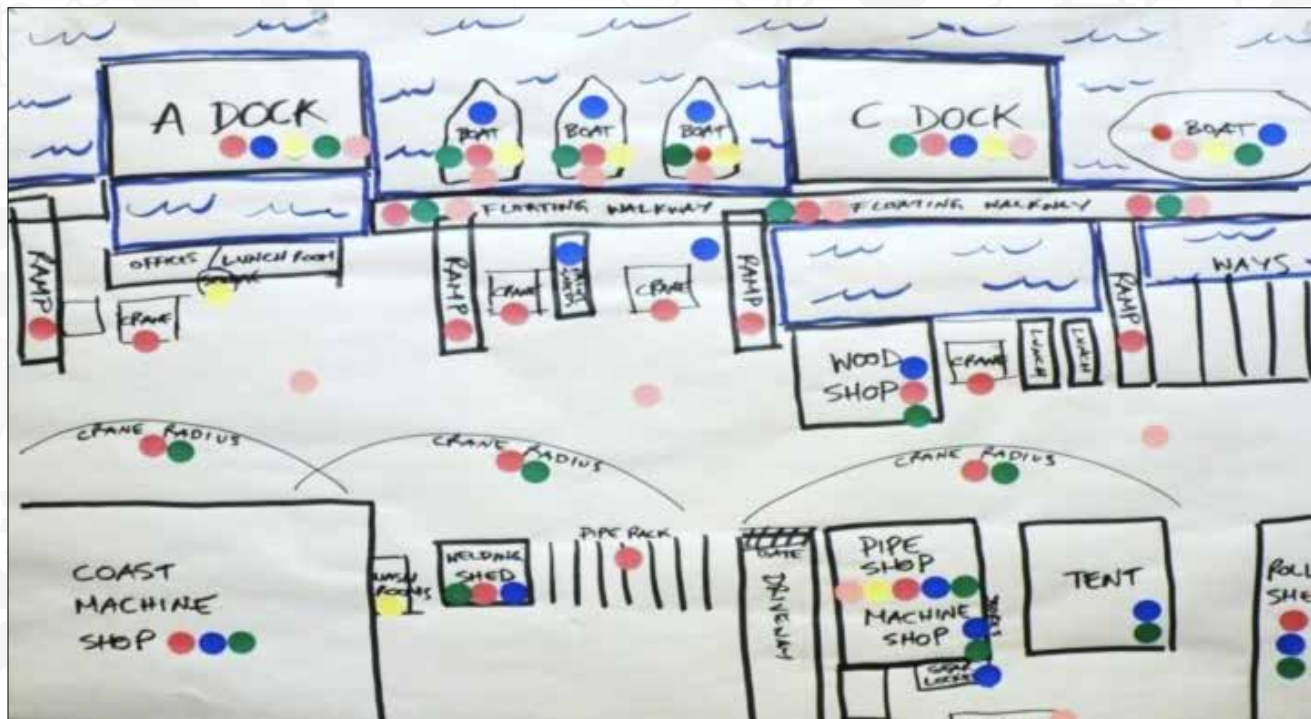
1. Before asking a worker to work alone or in isolation, employers must:
 - Identify hazards
 - Manage or get rid of hazards
 - Develop a plan to check on the worker
2. Before asking a worker to work alone or in isolation in late night retail premises, employers must:
 - Develop written procedures for handling money
 - Train workers in these procedures
 - Make sure the worker is separated from the public by a locked door or barrier, have two people working, or implement a violence prevention program
3. Employers must have a prepay system for all motor vehicle fuel sold in gas stations and other refueling outlets.



Working alone

Activities

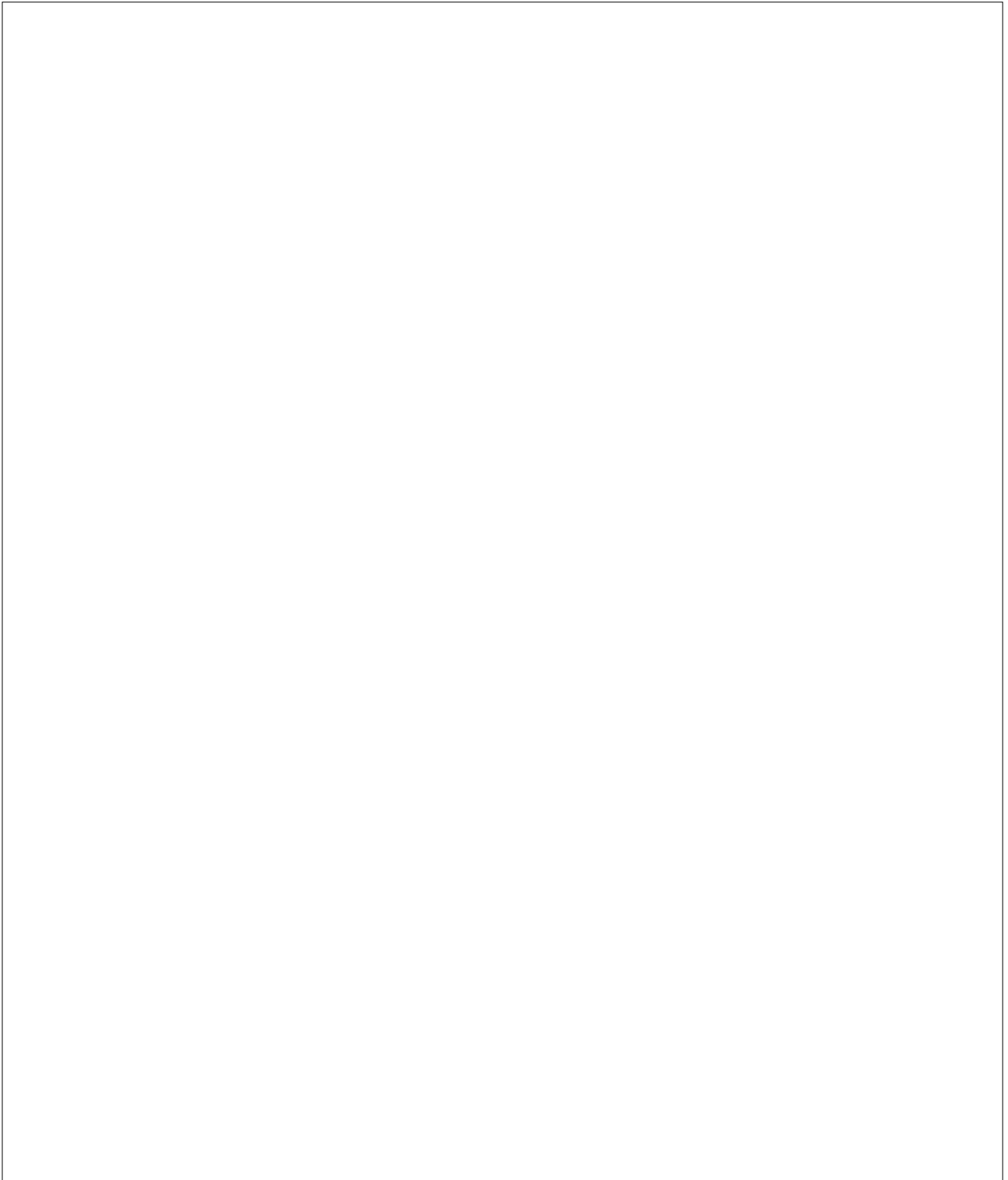
HAZARD MAP



Draw a map of your workplace on the next page. If you aren't currently working, draw a map of a past workplace or work with a partner on his or her map.

Think about the places where violence could be a hazard. Mark these places on your map with sticky dots or coloured markers.

HAZARD MAP



Bullying and Harassment

Pre-reading

What is workplace bullying and harassment?

Reading

Workplace bullying and harassment hurts the person being bullied. It can also hurt the workplace, co-workers, clients and customers.

People who are bullied and harassed may react differently. Reactions may include:

- Poor concentration
- Poor work performance
- Anxiety
- Upset sleep
- Substance abuse
- Suicidal thoughts
- Illness

People who witness bullying and harassment may feel afraid or stressed. They may think about quitting their job. Or they may join in the bad behaviour.

Bullying and harassment is bad for the workplace. Effects may include:

- Poor morale
- More sick days
- Staff leaving their jobs
- Tension among workers
- Unhappy clients or customers

The table below shows what is and what isn't bullying and harassment.

Bullying and harassment includes:	Bullying and harassment does not include:
<ul style="list-style-type: none">• Yelling• Hazing• Spreading rumours• Calling names	<ul style="list-style-type: none">• Having differences of opinion• Offering work related feedback, guidance or advice• Managing a worker's performance• Taking reasonable disciplinary actions

Activity

Think about why anyone would bully or harass another person at work. Write a short paragraph that describes why you think this happens and what you think are the best ways to handle the problem.

Bullying and harassment are not tolerated

We are committed to creating a safe
and healthy workplace



WORK SAFE BC

WorkSafeBC anti-bullying poster

Prevention

Pre-reading

What can you or your employer do if you feel at risk for violence at work?

Reading

There are three ways to help prevent workplace violence:

- Workplace design
- Administrative practices
- Work practices

Workplace design looks at workplace lay-out. It includes the use of signs, locks, barriers, lighting and security.

Administrative practices are decisions about how a business is run. For example, administrative practices can reduce the risks involved in handling cash.

Work practices include the things people do while they work. People can adopt different work practices to reduce risk. Preparing a daily work plan, naming a contact person or using a buddy system are examples of safe work practices.

Activity

Go back and look at your hazard map on page 69. Think about some of the ways the risks or hazards you've identified could be controlled.

List your ideas below:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____



Resources

Module 1

1. Guidelines for Workers Compensation Act and OHS Regulation
<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-guidelines>
2. Occupational Health and Safety Regulation, Part 3 Rights and Responsibilities
 - 3.1 When program required
 - 3.12 Procedure for refusal
 - 3.13 No discriminatory action
 - 3.23 Young or new worker orientation and training<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-guidelines/guidelines-part-03>
3. Workers Compensation Act: Part 2 — Occupational Health and Safety
 - Division 4 — General Duties of Employers, Workers and Others
 - Division 5 — Joint Committees and Worker Representatives
 - Division 6 — Worker Protection in Relation to Prohibited Actions<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/part-2-occupational-health-and-safety>

Module 2

1. Controlling Exposure
<https://www.worksafebc.com/en/law-policy/occupational-health-safety/>
2. Occupational Health and Safety Regulation, Part 3 Rights and Responsibilities
 - 3.5 General requirement
 - 3.7 Special inspections
 - 3.8 Participation of the committee or representative<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-guidelines/guidelines-part-03>
3. Safety Inspections: WorkSafe BC
<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-guidelines/guidelines-part-03>

4. “What’s Wrong With This Photo” Challenge:

<https://www.worksafebc.com/en/about-us/news-events/worksafe-magazine/whats-wrong-with-this-photo>

5. Workers Compensation Act: Part 2 — Occupational Health and Safety

Division 5 — Joint Committees and Worker Representatives

Division 11 — Board Inspections, Investigations and Inquiries

<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/part-2-occupational-health-and-safety>

6. Young Worker Exposure Prevention Series

<https://www.worksafebc.com/en/health-safety/education-training-certification/young-new-worker/exposure-prevention-guides>

Module 3

1. First Aid Record

<https://www.worksafebc.com/en/resources/health-safety/forms/first-aid-record-external-form-55b23>

2. First Aid Regulation & Guidelines

<https://www.worksafebc.com/en/health-safety/create-manage/first-aid-requirements>

3. Workers Compensation Act: Part 2 — Occupational Health and Safety

Division 10 — Accident Reporting and Investigation

<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/part-2-occupational-health-and-safety>

4. Worker’s Incident and Injury Report Form 6

<https://www.worksafebc.com/en/resources/claims/forms/application-for-compensation-and-report-of-injury-or-occupational-disease-form-6>

5. Worker’s Report of Injury or Occupational Disease to Employer

<https://www.worksafebc.com/en/resources/claims/forms/workers-report-of-injury-or-occupational-disease-to-employer-form-6a>

Module 4

1. Ergonomics

<https://www.worksafebc.com/en/health-safety/hazards-exposures/ergonomics>

2. Ergonomics and MSI prevention resources

<https://www.worksafebc.com/en/health-safety/hazards-exposures/ergonomics>

3. “Lifting in the Workplace” discussion guide

<https://www.worksafebc.com/en/resources/health-safety/videos/lifting-in-the-workplace>

4. “Lifting in the Workplace” video

<https://www.worksafebc.com/en/resources/health-safety/videos/lifting-in-the-workplace>

5. Occupational Health and Safety Regulation: Part 4: 4.46 - 4.53

Ergonomics (MSI) Requirements

<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions>

6. Understanding the Risks of Musculoskeletal Injury (MSI)

<https://www.worksafebc.com/en/resources/health-safety/books-guides/understanding-the-risks-of-musculoskeletal-injury-msi-an-educational-guide-for-workers-on-sprains-strains-and-other-msis>

7. Worksheet A: MSI Risk Factor Identification Assessment

<https://www.worksafebc.com/en/resources/health-safety/books-guides/worksheet-a-msi-risk-factor-identification>

8. Worksheet B: MSI Risk Factor

<https://www.worksafebc.com/en/resources/health-safety/books-guides/worksheet-b-msi-risk-factor-assessment>

Module 5

1. BC Occupational Health and Safety Regulation: Part 4 General Conditions - Violence in the Workplace: 4.27 – 4.31

<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions>

2. Bullying and Harassment

<https://www.worksafebc.com/en/health-safety/hazards-exposures/bullying-harassment>

3. Bullying and Harassment Prevention Toolkit

<https://www.worksafebc.com/en/health-safety/hazards-exposures/bullying-harassment/resource-tool-kit>

4. Canadian Centre for Occupational Health and Safety: Violence in the Workplace

<https://www.ccohs.ca/oshanswers/psychosocial/violence.html>

5. Violence Prevention

<https://www.worksafebc.com/en/health-safety/hazards-exposures/violence>

Additional tools and handouts can be obtained from the BCFED Health & Safety Centre at www.healthandsafetybc.ca or by calling 1-888-223-5669.

These tools include:

Alive After 5 – Young & New Worker Awareness Program

Health & Safety Committee Resource Book

G-D6-152 Worker complaints of discriminatory action and failure to pay wages complaints

Health & Safety information poster and wallet cards