

VOCEC



Updated:
May 2018

HEALTH AND SAFETY PROGRAM



VOCEC



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Updated May 2018

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VOCEC



Health and Safety Policy

Updated May 2018

In accordance with the Health and Safety Act and other relevant legislation, VOCEC's Board of Directors, Manager, Support Workers and Supervisors are vitally interested in the health and safety of the participants of the rehabilitation program hereinafter referred to as Business Associates. VOCEC is dedicated to providing a safe environment for all participants of the program.

VOCEC will make every effort to provide a safe, healthy recovery environment. All Business Associates, Support Workers, and Community Partners, must be dedicated to the continuing objective of reducing risk of injury.

VOCEC, as a rehabilitation program, is ultimately responsible for the health and safety of its Business Associates. All VOCEC Business Associates will comply with their duties under relevant legislation and will take every reasonable precaution for the protection of Business Associates in the program.

Business Associates in supervisory roles, including Support Workers and the Program Manager, will be held accountable for the health and safety of participants in the program under their supervision. Support Workers are subject to various duties, including the duty to ensure that machinery and equipment are safe and that Business Associates work in compliance with established safe work practices and procedures.

Everyone must contribute to protecting his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by VOCEC. Business Associates will receive information, training and competent supervision in their rehabilitation journey to protect their health and safety.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety is an integral part of VOCEC.

There is a Health and Safety program that accompanies this policy. The Health and Safety Program outlines the responsibilities of individuals and groups at VOCEC.

Signed this _____ day of _____, 2018

Board Of Directors:

VOCEC



Health and Safety Program

Updated May 2018

This Program accompanies the Health and Safety Policy and outlines the responsibilities of individuals and groups at VOCEC.

Responsibilities of Business Associates:

- Report any unsafe acts, unsafe conditions, hazards, illness or injury caused while participating in the program (no matter how minor) to Support Workers immediately
- Use personal protection and safety equipment when required
- Work and act in a way that won't hurt themselves or others, understand and follow all safe work procedures
- Do not use or operate any equipment, machine or device without proper training or in a manner that may endanger himself/herself or any other worker
- Do not engage in any prank, contest, or feat of strength, unnecessary running, or rough conduct
- Business associates also have the right to refuse assignments they believe may be dangerous

Responsibilities of Lead Hands or those in a supervisory role:

In addition to responsibilities of Business Associates:

- Ensure Business Associates are aware of all hazards and dangers in the workplace and follow safe work practices
- Correct unsafe acts and unsafe conditions
- Ensuring that only authorized, adequately trained Business Associates operate equipment
- Inspect own area and take action to minimize or eliminate hazards
- Do everything reasonable to keep workers from getting hurt or sick on the job

Responsibilities of Support Workers and Program Manager:

- Take all reasonable precautions to protect the health and safety of Business Associates
- Provide Business Associates with information including potential hazards and dangers in the workplace, instruction, and supervision to protect health and safety
- Ensure materials and protective devices, equipment and personal protective equipment are provided, used, and maintained in good condition
- Develop safe work procedures where necessary and ensure they are carried out
- Ensure that any designated substances are properly labeled and that current SDS sheets are available in accordance with relevant legislation
- Where required, ensure that Business associates receive WHMIS training
- Report and investigate all accidents/incidents
- Promoting safety awareness in Business Associates
- Ensure that Business Associates receive proper first aid in the event of an incident /accident
- Facilitate the ongoing functions of the Joint Health and Safety Committee in accordance with relevant legislation
- Report any critical injury sustained by a business associate to the Board of Directors

Incident Reporting:

- Incident reports must be filled out whenever first aid is administered or a near-miss occurs
- Incident reports are then reviewed by the JHSC as a standing agenda item
- Personal and identifying information will be removed prior to review by the JHSC

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Workplace Harassment Policy

Updated May 2018

VOCEC is committed to providing a rehabilitation environment in which all individuals are treated with respect and dignity.

Harassment will not be tolerated from any person in the program. Everyone in the program must be dedicated to preventing harassment. Participants of the program, hereinafter referred to as “Business Associates”, Support Workers, Contractors, Customers and the Program Manager are expected to uphold this policy.

Harassment Definition:

Engaging in a course of vexatious comment or conduct against a worker in a workplace - a comment or conduct that is known or ought reasonably to be known to be unwelcome

This policy is not intended to limit or constrain the reasonable exercise of management, support or rehabilitative functions in the program. Appraisals of progression, counselling, and the proper enforcement of high standards are not contrary to this policy provided that such are applied in a non-arbitrary, non-discriminatory manner.

When behaviour is identified as an issue, the person is expected to cease that behaviour. Where an individual wishes to seek help to resolve an issue, or report an incident of harassment, they are encouraged to bring forward their concern to a Support Worker or Program Manager. Everyone is encouraged to report any incidents of harassment.

The Support Worker or Program Manager will investigate and deal with all concerns, complaints, or incidents of harassment in a fair and timely manner while respecting Business Associates’ privacy as much as possible.

Signed this _____ day of _____, 2018

Board Of Directors:

VOCEC



Workplace Violence Prevention Policy

Updated May 2018

In accordance with relevant legislation, VOCEC's Board of Directors, Program Manager, Support Workers and Supervisors are vitally interested in the health and safety of the participants of the rehabilitation program hereinafter referred to as "Business Associates". VOCEC will take whatever steps are reasonable to protect Business Associates from violence from all sources including domestic violence while participating in the program.

Violence Definition:

the exercise of physical force by a person against a Business Associate, in the program, that causes or could cause physical injury;

an attempt to exercise physical force against a Business Associate, in the program, that could cause physical injury to the Business Associate; or,

a statement or behaviour that it is reasonable for a Business Associate to interpret as a threat to exercise physical force against the Business Associate, in the program, that could cause physical injury to the Business Associate.

Domestic violence is interpreted in a manner consistent the above definition when it may occur in the program

Violent behaviour in the program is unacceptable from anyone. This policy applies to Business Associates, Support Workers, contractors, visitors, and customers. Everyone is expected to uphold this policy and to work together to prevent violence.

Using a customized workplace violence assessment tool, VOCEC will assess the risk of violence as often as necessary but no less than once annually. VOCEC will implement controls reasonable in the circumstance to mitigate against the risk of violence identified in the assessments.

VOCEC will ensure that this policy and the supporting program are implemented and maintained and that all Business Associates have the appropriate information and instruction to protect them from violence while participating in the program.

Every Business Associate must work in compliance with this policy and the supporting program.

All Business Associates are encouraged to raise any concerns about violence and to report any violent incidents or threats.

To summon immediate assistance, workers are to notify a Business Support Worker, dial 9-911, or contact the security office directly.

Signed this _____ day of _____, 2018

Board Of Directors:

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Return To Work Policy and Procedure

Updated May 2018

Policy Statement:

VOCEC will make every reasonable effort to provide suitable return to work (RTW) opportunities for every participant in the program who is unable to perform his or her regular duties following an injury or illness (whether work-related or not).

Purpose:

VOCEC will make every effort to help an injured employee to stay at work (SAW) or RTW. Wherever possible, and up to the point of undue hardship, the RTW program commits VOCEC to supply modified / accommodated duties to all participants in the program.

This procedure applies to all participants in the program with an injury, illness, or disability regardless of its cause, type or nature which results in an absence from work.

Roles and Responsibilities:

VOCEC

- Arrange for first-aid immediately
- Pay for transportation for medical care, if needed
- Pay wages for the day of injury
- Using a form 7, Report injury / illness to the WSIB within three days if:
Business Associate requires healthcare treatment, time off work
- Contact Business Associate as soon as possible after the injury
- Maintain Communication through recovery and RTW
- Attempt to provide suitable work (Refer to RTW Plan)
- Develop RTW Plan consistent with Functional Abilities
- Share a copy of the RTW Agreement with Business Associate, Relevant Support workers, and the WSIB (if applicable)
- Provide a RTW package to the Business Associate (doctor letter, functional abilities form (FAF), date of meeting to RTW, RTW plan) as applicable.
- In consultation with Business Associate, develop a RTW plan that is consistent with Functional Abilities as outlined on FAF
- Monitor progress of Business Associate's modified duties as often as necessary
- Ensure medical follow-up is obtained at pre-arranged schedule (as determined in the RTW plan)

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Return To Work Policy and Procedure

Updated May 2018

Support Worker

- Advise the Business Associate of the availability of transitional work and provide required forms
- Assist in the creation of, and support the Business Associate's RTW plan
- Maintain communication with Business Associate on modified duties and monitor progress and the effectiveness of the plan
- Inform other Business Associates in the department as may be required
- Communicate and assist in the evaluation of the plan's effectiveness through regular meetings scheduled with the Business Associate
- Communicate with injured Business Associate on a regular basis to determine effectiveness of RTW plan

Business Associate:

- Report any injury/illness to Support Worker or Program Manager
- Be in regular contact with Support Worker / Program Manager
- Take an active role in developing the RTW plan
- Communicate any concerns to the Support Worker or Program Manager
- Obtain necessary forms from the treating health care professional, as may be required by VOCEC
- Ensure that appointments with health care professionals are continued while on modified duties (to be arranged whenever possible outside working hours)
- Attend all scheduled RTW meetings
- Communicate any changes / modifications needed to the RTW plan to Support Workers / Program Manager

Additional considerations if injury / illness is work-related:

- Get proper medical treatment immediately and follow the recommendations of the health professional (advise health professional that injury / illness is work-related)
- Return the Form 8 and Functional Abilities Form to the workplace
- Complete Form 6 and send to the WSIB
- Cooperate with all requests for documentation as required by WSIB and VOCEC

Signed this _____ day of _____, 2018

Board Of Directors:

Return to Work Plan

Date: *WSIB Claim #:

Employee Name: *WSIB Case #:

Business Location:

Copy to be provided to (list relevant support workers):

PRE-INJURY JOB INFORMATION

Job Description Attached:

Job Tasks Attached:

RETURN TO WORK GOAL

- Pre-injury Job
- Pre-injury job with accommodations
- Other—provide details

*Applicable only if injury occurred at work and reported to WSIB

SPECIFIC RESTRICTIONS

The following duties are to be avoided—if assigned, notify appropriate support worker for help.

SIGNATURES

By signing this agreement, I hereby agree:

- To abide by the restrictions outlined in the attached Functional Abilities Form—both while at work and outside work.
- To discuss any concerns regarding work assignments first with support workers and then, failing full resolution, with the program manager.
- For support workers to communicate restrictions outlined in this agreement with colleagues to ensure work restrictions are respected.
- To report any change in symptoms or new / aggravated injury promptly.

Employee:

Date:

Program Manager:

Date:

Date of Next Meeting:

Copies to: Employee, Relevant Support Worker, Program Manager and WSIB (if applicable).

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Workplace Inspection Policy and Procedure

Updated May 2018

Purpose:

This procedure provides a format for ensuring that workplace inspections are conducted on a consistent basis. This standard applies to all three work areas: At The Lake Café, Breaking Ground Café, and all businesses located at 525 Montreal Street.

VOCEC is responsible for ensuring the proper application of this procedure. All Business Associates will follow the standard and participate in workplace inspections. All Business Associates have roles and responsibilities in the workplace inspection procedure. The success of this procedure relies on the participation of all Business Associates, Support Workers, and the Program Manager.

Roles and Responsibilities in Inspections:

1. Daily Inspections:

In addition to the monthly inspections, support Workers and Lead Hands will complete a daily visual inspection in order to identify health and safety hazards, equipment maintenance issues, hazard control effectiveness and housekeeping problems.

Business Associates are responsible for reporting any hazardous conditions that may exist in the workplace to their Lead Hand, Support Worker or Program Manager.

2. Monthly Inspections:

Support Workers and/or the Program Manager will accompany the Business Associate Health and Safety Representative while completing monthly workplace inspections in all three work areas mentioned previously. Support workers and/or the Program Manager will ensure items to be inspected include: health and safety hazards, equipment and maintenance issues, completion of previous issues noted on past inspection forms, hazard control effectiveness, training needs, and housekeeping issues.

The inspection schedule shall be completed in December for the following year.

Monthly inspections will be documented on the *Inspection checklist*. Items marked with an “x” on the Inspection Checklist require additional documentation on the *Inspection Corrective Action* form.

Controlling Workplace Hazards:

Lead Hands, Support Workers and the Program Manager are to deal with hazards identified promptly, consult with others as needed, and advise Business Associates of the plan of action to resolve the matter.

Hazards identified as needing ongoing controls are to be documented on the Hazard Identification Form.

Hazard Identification Forms will be reviewed by the JHSC to determine whether a new Safe Work Procedure is warranted. Any matter not satisfactorily resolved after a reasonable period of time should be brought to the attention of the a JHSC member. JHSC committee members should review the matter with a Support Worker or the Program Manager so the issue can be thoroughly investigated.

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Workplace Inspection Checklist

Updated May 2018

| Walking Surfaces | (OK <input checked="" type="checkbox"/>) (Not OK <input type="checkbox"/> X) |
|-------------------------------------|---|
| Walkways free of obstacles | |
| Cords anchored or covered | |
| Floor coverings in good condition | |
| No slip/trip hazards present | |
| Warnings posted when floors are wet | |

| Furniture / Office Equipment | (OK <input type="checkbox"/>) (Not OK <input type="checkbox"/> X) |
|--|--|
| In good mechanical condition | |
| Secure from tipping | |
| Appropriate for work being done | |
| Defective equipment identified / removed | |
| Unnecessary items removed | |

| Fire Prevention | (OK <input type="checkbox"/>) (Not OK <input type="checkbox"/> X) |
|--------------------------------------|--|
| Extinguishers available / accessible | |
| Extinguishers dated monthly | |
| Pull stations accessible | |
| Electrical outlets not overloaded | |
| Fire exits clear of obstruction | |
| Fire exit signs visible and lit | |

| First Aid | (OK <input type="checkbox"/>) (Not OK <input type="checkbox"/> X) |
|--|--|
| First Aid kit available at First Aid Station | |
| First Aid kit checked quarterly | |
| In case of injury poster posted | |
| Incident report sheets available | |

| Shelving | (OK <input type="checkbox"/>) (Not OK <input type="checkbox"/> X) |
|---|--|
| Secure & in good condition | |
| Materials safely stored/stacked | |
| Heavy items between knuckle and shoulder height | |
| Step stools available if required | |

| Posted Information | (OK <input type="checkbox"/>) (Not OK <input type="checkbox"/> X) |
|--------------------------------------|--|
| OHSA (current) | |
| Health and Safety Policy | |
| Workplace Violence Policy | |
| Harassment Policy | |
| Prevention Starts Here poster | |
| In case of injury poster | |
| First Aid Certificates (not expired) | |
| JHSC Names | |
| Emergency Procedures (Fire) | |

| Environment | (OK <input type="checkbox"/>) (Not OK <input type="checkbox"/> X) |
|---|--|
| Light levels adequate | |
| Air quality adequate | |
| Temperature and humidity adequate | |
| People dressed appropriately for the season/ work environment | |
| Noise levels appropriate | |
| Hazardous materials properly stored and labeled | |
| SDS sheets available and current | |
| Housekeeping satisfactory | |
| Appropriate signage posted | |
| Entrances have salt(525 Mont) | |
| Eye wash station functional | |

| PPE | (OK <input type="checkbox"/>) (Not OK <input type="checkbox"/> X) |
|-----------------------------|--|
| PPE provided where required | |
| PPE used where required | |
| PPE in good condition | |
| Equipment in good condition | |
| Employees trained in usage | |

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Incident Reporting

Updated May 2018

Personal Information:

| | | |
|------------|--------------|------|
| Last Name: | First Name : | DOB: |
|------------|--------------|------|

Incident Information:

| | | |
|-----------|-------|-------|
| Location: | Date: | Time: |
|-----------|-------|-------|

| | |
|--------------------------|------------------------|
| Name person Reported to: | Witnesses: Unwitnessed |
|--------------------------|------------------------|

First Aid Information:

| | |
|---|--------------------------|
| Did person receive first aide: Yes <input type="checkbox"/> No <input type="checkbox"/> | If yes, name of person : |
|---|--------------------------|

Medical Information:

| | |
|---|---------------|
| Did person go tot eh hospital, clinic or doctor: Yes <input type="checkbox"/> No <input type="checkbox"/> | If yes, when: |
|---|---------------|

If yes, provide doctor's name, location:

Corrective Action:

Action taken / recommendation:

| | |
|---------------------|-------|
| Form filled out by: | Date: |
|---------------------|-------|

WSIB Notification Required If:

Medical attention
other than first aid
is sought

(i.e. from doctor
clinic, or hospital)

OR

Time missed from
work due to injury

Health and Safety Essentials:

- **Report any unsafe working conditions**
to support worker or manager
- **Report any injury**
—no matter how minor
- **Always wear required PPE**
- **Inspect Work Area**
and take action to reduce or eliminate hazards
- **Ask questions**
and never use equipment for which you haven't received training

VOCEC



Hazard Identification

Updated May 2018

To be filled out and reviewed by the JHSC when:

Hazard identified requires ongoing control that can't be resolved immediately and completely

Personal Information:

Last Name:

First Name :

Nature of Hazard:

Location:

Date:

Proposed Controls:

Health and Safety Essentials:

- **Report any unsafe working conditions**
to support worker or manager
- **Report any injury**
—no matter how minor
- **Always wear required PPE**
- **Inspect Work Area**
and take action to reduce or eliminate hazards
- **Ask questions**
and never use equipment for which you haven't received training

Immediate Corrective Action:

Form filled out by:

Date:

VOCEC



Safe Lifting Techniques

Safe Work Procedure

Updated May 2018

Additional Precautions:

Wear safety shoes where potential for foot injury exists

Avoid wearing clothes with buttons or flaps

Stretch before you lift heavy loads

Hazard Description:

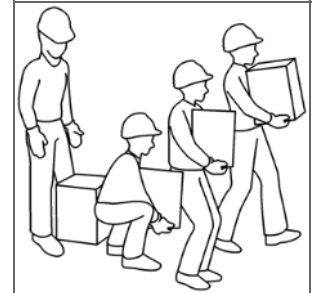
Improper lifting technique can lead to back, leg and arm pain. Poor technique can cause both acute injury, and serious chronic effects. Learning the

Before you lift:

Size up your load and check overall condition. Don't attempt the lift by yourself if the load appears to be too heavy or awkward.

Proper lifting technique:

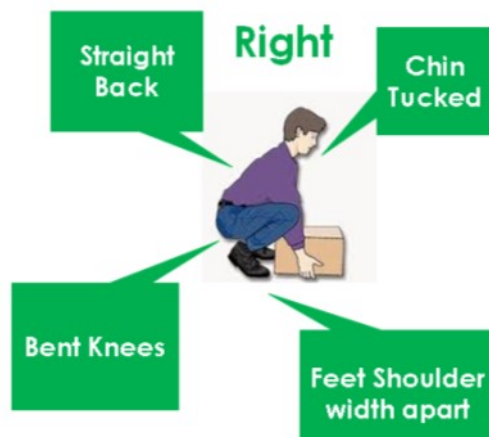
- Plan ahead - knowing what you're doing and where you're going will prevent you from making awkward movements
- Feet shoulder width apart- a solid base of support is important while lifting
- Bend your knees and keep your back straight
- Tuck in your chin and tighten your stomach muscles
- Lift with your legs
- Carry the load close to your body
- If you're straining- ask for help!



Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
-no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

| DO | DON't |
|---|--|
| Lift with Strong Leg Muscles | Use your back muscles to do lifting |
| Ask for help with Heavy and Awkward items | Twist your body while carrying an object |
| | Try to lift an item that is too heavy |



VOCEC



Heat Stress

Safe Work Procedure

Updated May 2018

Signs of Heat-Related Disorders

Heat Rash
Heat Cramps
Sudden Fainting
Cool, moist skin
Weak Pulse
Fatigue and feeling of weakness
Nausea / vomiting
Headache / dizziness
Confusion
Profuse Sweating

Health and Safety Essentials:

- **Report any unsafe working conditions**
to support worker or manager
- **Report any injury**
—no matter how minor
- **Always wear required PPE**
- **Inspect Work Area**
and take action to reduce or eliminate hazards
- **Ask questions**
and never use equipment for which you haven't received training

Hazard Description:

Working where it is hot puts stress on your body's cooling system. When heat is combined with other stresses such as hard physical work, loss of fluids, fatigue or some pre-existing medical conditions, it may lead to heat-related illness, disability and even death.



Acclimatization:

The longer you work in a hot environment, the better your body acclimatizes to the heat. If you are ill or away from work for a week or so you can lose your acclimatization.

Heat Stress Plan:

The following plan will be implemented during high temperature extremes:

| Warning Level | Humidex Reading | Response |
|---------------|-----------------|--|
| 1 | 30–37° C | <ul style="list-style-type: none">• Heat Stress Warning Level 1 sign is posted• Drink extra water |
| 2 | 38–39° C | <ul style="list-style-type: none">• Look for signs of heat stress• Heat Stress Warning Level 2 sign is posted• Reduce physical activity• Drink extra water |
| 3 | 40° or greater | <ul style="list-style-type: none">• Look for signs of heat stress• Heat Stress Warning Level 3 sign is posted• Physical activity must be reduced• Drink Extra Water• Look for signs of heat stress |

VOCEC



Heat Stress

Safe Work Procedure

Updated May 2018

Signs of Heat-Related Disorders

- Heat Rash
- Heat Cramps
- Sudden Fainting
- Cool, moist skin
- Weak Pulse
- Fatigue and feeling of weakness
- Nausea / vomiting
- Headache / dizziness
- Confusion
- Profuse Sweating

WARNING LEVEL 1



Current Humidex Warning Level Response

| Current Warning Level | Humidex Reading | Response |
|-----------------------|-----------------|--|
| 1 | 30–37° C | <ul style="list-style-type: none">• Post WARNING LEVEL 1• Drink extra water• Look for signs of heat stress |
| 2 | 38–39° C | <ul style="list-style-type: none">• Post WARNING LEVEL 1• Reduce physical activity• Drink extra water• Look for signs of heat stress |
| 3 | 40° or greater | <ul style="list-style-type: none">• Post WARNING LEVEL 3• Physical activity must be reduced• Drink Extra Water• Look for signs of heat stress |

Health and Safety Essentials:

- **Report any unsafe working conditions** to support worker or manager
- **Report any injury** –no matter how minor
- **Always wear required PPE**
- **Inspect Work Area** and take action to reduce or eliminate hazards
- **Ask questions** and never use equipment for which you haven't received training

Hazard Description:

Working where it is hot puts stress on your body's cooling system. When heat is combined with other stresses such as hard physical work, loss of fluids, fatigue or some pre-existing medical conditions, it may lead to heat-related illness, disability and even death.

VOCEC



Heat Stress

Safe Work Procedure

Updated May 2018

Signs of Heat-Related Disorders

Heat Rash

Heat Cramps

Sudden Fainting

Cool, moist skin

Weak Pulse

Fatigue and feeling of weakness

Nausea / vomiting

Headache / dizziness

Confusion

Profuse Sweating

WARNING LEVEL 2



| Current Warning Level | Humidex Reading | Response |
|-----------------------|-----------------|---|
| 1 | 30–37° C | <ul style="list-style-type: none">• Post WARNING LEVEL 1• Drink extra water• Look for signs of heat stress |
| 2 | 38–39° C | <ul style="list-style-type: none">• Post WARNING LEVEL 2• Reduce physical activity• Drink extra water• Look for signs of heat stress |
| 3 | 40° or greater | <ul style="list-style-type: none">• Post WARNING LEVEL 3• Physical activity must be reduced• Drink Extra Water• Look for signs of heat stress |

Health and Safety Essentials:

- **Report any unsafe working conditions** to support worker or manager
- **Report any injury** –no matter how minor
- **Always wear required PPE**
- **Inspect Work Area** and take action to reduce or eliminate hazards
- **Ask questions** and never use equipment for which you haven't received training

Hazard Description:

Working where it is hot puts stress on your body's cooling system. When heat is combined with other stresses such as hard physical work, loss of fluids, fatigue or some pre-existing medical conditions, it may lead to heat-related illness, disability and even death.

VOCEC



Heat Stress

Safe Work Procedure

Updated May 2018

Signs of Heat-Related Disorders

Heat Rash

Heat Cramps

Sudden Fainting

Cool, moist skin

Weak Pulse

Fatigue and feeling of weakness

Nausea / vomiting

Headache / dizziness

Confusion

Profuse Sweating

WARNING LEVEL 3



| Current Warning Level | Humidex Reading | Response |
|-----------------------|-----------------------|--|
| 1 | 30–37° C | <ul style="list-style-type: none">• Post WARNING LEVEL 1• Drink extra water• Look for signs of heat stress |
| 2 | 38–39° C | <ul style="list-style-type: none">• Post WARNING LEVEL 2• Reduce physical activity• Drink extra water• Look for signs of heat stress |
| 3 | 40° or greater | <ul style="list-style-type: none">• Post WARNING LEVEL 3• Physical activity must be reduced• Drink Extra Water• Look for signs of heat stress |

Health and Safety Essentials:

- Report any unsafe working conditions to support worker or manager
- Report any injury –no matter how minor
- Always wear required PPE
- Inspect Work Area and take action to reduce or eliminate hazards
- Ask questions and never use equipment for which you haven't received training

Hazard Description:

Working where it is hot puts stress on your body's cooling system. When heat is combined with other stresses such as hard physical work, loss of fluids, fatigue or some pre-existing medical conditions, it may lead to heat-related illness, disability and even death.



Slips, Trips and Falls

Updated May 2018

Safe Work Procedure

Fall Statistics:

In Ontario, 80 workers are injured in a fall every day (one every 20 minutes)

65% of falls are “same level falls”

Anyone—in any workplace - can be the victim of a fall

Hazard Description:

Slips, trips and falls are some of the leading causes of workplace injury in Ontario. Preventing such injuries should be a key goal of everyone in the workplace.



Identifying and Controlling Hazards:

- Everyone must inspect their work area for potential hazards and take every precaution reasonable in the circumstances to eliminate them
- Clean spills immediately. If a liquid is greasy, ensure a suitable cleaning agent is used.
- Use appropriate barriers to warn people that the floor is wet—dry floor where possible
- Always use an appropriate ladder and ask for help when required. Never use a chair or stool as a ladder as this increases the risk of injury
- Keep the floors clean and free from debris—never block a fire exit
- Use wet floor signs when the floor is wet or drying
- Avoid cables crossing walkways. If cables must cross pedestrian routes, use cable covers or restrict access

Common Hazards:

- Slippery surfaces
- Seasonal trip hazards (snow and ice)
- Spills of wet or dry substances
- Changes of level and slopes of walkways
- Unsecured mats
- Cords, wires or cables
- Debris and items stored in pedestrian walkways
- Trailing cables in pedestrian walkways
- Smoke, steam or dust obscuring view
- Unsuitable footwear
- Poor lighting

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

VOCEC



Handling Cash

Safe Work Procedure

Updated May 2018

Additional Precautions:

Leave the job of catching robbers to the police

Never chase robber out of your place of business

Keep a low balance in cash registers

Hazard Description:

Due to potential theft, workers who handle cash in a fixed location such as cashiers, cafes, or the car wash may be at a higher risk of workplace violence. VOCEC is committed to providing a safe work environment for all employees when working with cash.



In the event of a robbery, your safety is paramount.

In Case of Robbery:

- Cooperate with the robber for your own safety and the safety of others
- Comply with a robber's demands
- Remain calm and think clearly
- Make mental notes of the robber's physical description and other important observations
- Call 911 from nearest phone to report theft to police
- Notify support worker immediately

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training



DOs:



DON'Ts:

| | |
|---|--|
| Remain Calm | Try to be a hero or fight with robber |
| Comply with robber's demands | Talk except to answer the robber's questions |
| Keep your hands visible at all times | Make any sudden moves |
| Count money in a safe and secure location | Count money in the open |

VOCEC



Hand Hygiene

Safe Work Procedure

Updated May 2018

Disposable Gloves

- Wash hands before putting on disposable gloves
- Gloves must be discarded after each use—never reused
- Replace if torn, or after any action that might cause contamination

Hazard Description:

Many food handlers fail to wash their hands thoroughly and as often as needed. If hands are not properly and frequently washed, there is an increased risk food con-



When to wash your hands:

- After using the toilet (in the washroom and again in the hand wash sink prior to doing any work)
- After a meal or drink (even a sip of water from your water bottle or sip of coffee)
- After coughing, sneezing or blowing your nose
- After handling raw foods
- After smoking, Handling Money, Handling garbage, Picking something up off the floor
- Before and after handling handling foods
- Before putting away clean dishes (if you are scraping or loading the dishwasher, your hands must be cleaned before putting clean dishes away)
- Any time hands feel dirty



Using Hand Sanitizer:

- Apply enough alcohol-based hand rub to ensure complete coverage
- Rub hands together and cover all surfaces including thumbs, between fingers, backs of hands, and under finger nails.
- Rub surfaces until completely dry (at least 15 seconds).

Sanitizer is not effective if hands are visibly dirty!



How to Wash your hands:

- 1) Wet hands thoroughly with warm running water.
- 2) Apply soap.
- 3) Lather well, rubbing all hand surfaces for at least 15 seconds. Pay special attention to thumbs, between fingers, backs of hands, and under finger nails.
- 4) Rinse hands well under running water.
- 5) Dry hands with a clean towel.
- 6) Use paper towel to turn off taps and to open the door to exit a public washroom.

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

VOCEC



Jewelry in Food Service

Updated May 2018

Safe Work Procedure

Types of Jewelry

- Earrings
- Watches
- Necklaces
- Rings—except simple, smooth, band rings with no stones
- Nose rings
- Bracelets
- Cufflinks
- Brooches

Hazard Description:

Jewelry and other physical hazards can cause choking, broken teeth, contamination of food by bacteria or other injuries to customers. Jewelry is a food safety hazard. For everyone's sake, no jewelry is permitted while serving or preparing food.



Reasons jewelry is not permitted while serving of preparing food

1. Jewelry, generally speaking, is difficult to keep clean
2. Bacteria can live between the skin and piece of jewelry—even watches
3. Bacteria can live between the stone/setting in a ring
4. Jewelry—especially earrings and nose rings can fall into food without you noticing
5. Jewelry can catch on a piece of equipment and injure you

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

Special Exception:

Medical Alert bracelets should be modified to wear around the neck and underneath clothing to prevent them from falling into, or coming into contact with food

Likewise, Medical Alert necklaces should be worn under the shirt

Reasonable accommodation will be provided—talk to your support worker about what works best in the circumstance

VOCEC



Good Hygiene

Safe Work Procedure

Updated May 2018

Open Wounds:

If you cut yourself at work:

- 1) Report Injury
- 2) Seek first aide immediately
- 3) Clean and sanitize immediate area
- 4) Dispose of any food that was contacted
- 5) Bandage with a clean, dry and tight fitting bandage.
- 6) Wear a disposable glove over the bandage and change when necessary

Hazard Description:

All Associates working in food service must be aware and follow good hygiene practices. Good personal hygiene is a critical protective measure against foodborne illness and customers expect it.



DOs:

- Wear clean clothing
- Wear clean, non-slip, closed-toe shoes
- Wear hair nets while in the kitchen and café areas
- Change aprons after handling raw meats
- Bathe and wash hair before coming to work
- Brush teeth before coming to work
- Clean and trim nails

DON'Ts:

- Chew gum (it can fall out into food)
- Wear nail polish (including clear nail polish) or false nails (these can chip or fall off into food)
- Eat or drink when preparing food. Drinks should be kept in a designated area away from preparation areas.
- Cough or sneeze—if unavoidable, direct sneeze or cough into the bend of your elbow and always away from food
- Wear any jewelry including watches or earrings other than simple band rings
- Come to work if you are infectious with any illness. Associates with gastrointestinal related illnesses must be free from symptoms for three (3) consecutive days before returning to work.
- Work with any open or exposed wounds or cuts
- Wear your apron to the washroom

Health and Safety Essentials:

- Report any unsafe working conditions to support worker or manager
- Report any injury —no matter how minor
- Always wear required PPE
- Inspect Work Area and take action to reduce or eliminate hazards
- Ask questions and never use equipment for which you haven't received training

VOCEC



Pressure Washer

Safe Work Procedure

Updated May 2018

PPE & Equipment Required

Eye Protection

Protective Gloves

Anti-slip Footwear

Equipment Description:

A pressure washer is a high pressure mechanical sprayer that can be used to remove grime, dust, mud, and dirt from surfaces and objects such as vehicles, concrete surfaces, etc.



Before starting work:

- Only operate the Pressure Washer if trained and authorized by your supervisor
- Inspect the Pressure Washer to see that it is in good working order and that the spray gun, nozzles and attachments are currently attached before turning it on
- Notify your supervisor about any faulty equipment immediately

Familiarize yourself with the controls before using the Pressure Washer and ensure they are undamaged and responsive

Operating Precautions:

- The high pressure water that the equipment produces can cut through skin and its underlying tissues leading to serious injury
- Always operate the pressure washer from a stable surface using both hands
- Never point a pressure washer at yourself or others
- Never attempt to push or move objects with spray from the washer
- Always plug a properly grounded pressure washer into a properly grounded receptacle
- If an extension cord must be used, keep the pressure washer's power cord connection out of any standing water
- Always wear proper PPE when using equipment or in vicinity of use

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

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Washing Special Vehicles

Updated May 2018

Safe Work Procedure

PPE & Equipment Required

Slip-resistant footwear

Eye protection—when using pressure washer

Mobile Steps—when washing exterior of tall vehicles



Hazard Description:

Washing certain types of vehicles (wheel chair buses, pick-up trucks, SUVs, boats etc.) may put you at increased risk of injury. Special care is required.

Before starting work:

- Inspect vehicle for potential hazards (e.g. potential trip or fall hazards, vehicle damage etc.) and share with your team
- If required to enter a vehicle, take time to familiarize yourself with its interior
- Ensure work area is clear from clutter of obstructions

When Cleaning a special vehicle:

- If required to clean the exterior of a tall vehicle, ensure the proper use of rolling ladders (refer to rolling ladders safe work procedure)
- When using the mobile staircase ensure you practice safe ladder techniques (refer to ladder training safe work procedure)

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

Special circumstance—Accessible buses

- Accessible buses often have cleats on the floor to secure wheelchairs. Use extra caution when cleaning the interior as these cleats are a potential tripping hazards
- Emergency exits on accessible buses should always be locked when the doors are closed. Doors that are closed AND unlocked are potential hazards increasing the potential for falls.

Special circumstance—Boats

- Ladders are often necessary when entering and exiting boats on trailers creating a hazard. Exercise caution when entering and exiting boats, always use proper ladder (refer to ladder training safe work procedure)
- Ensure that boat is properly secured to trailer and that wheels are chocked or attached to truck prior to cleaning a boat.

VOCEC



Rolling Ladders

Safe Work Procedure

Updated May 2018

PPE

Non-slip shoes

Hazard Description:

Workers who use mobile ladders risk permanent injury or death from falls. These hazards can be substantially reduced by following good safety practices.



Mobile ladders are more likely to tip because they are narrower than traditional ladders. Special care needs to be taken so that employees don't reach outside the ladder rails.

Common Rolling Ladder Hazards

- Damaged step ladder
- Ladders on slippery, uneven, or unstable surfaces
- Ladders in high traffic areas
- Reaching outside ladder side rails
- Extension cords on steps

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training



DOs:



DON'Ts:

| | |
|--|------------------------------------|
| Inspect ladder before use | Use a damaged ladder |
| Maintain three point of contact when climbing / descending | Stand on handrails to reach higher |
| Face the treads and stay near the middle | Move ladder while on it |
| Place ladders on stable, non-slippery surfaces | Leave tools on ladder |
| Use proper footwear that is laced up | |

VOCEC



Ladders

Safe Work Procedure

Updated May 2018

Ladder Duty Ratings

1AA Special Duty

Rated to 375lbs

1A Extra Heavy Duty

Rated to 300lbs

1 Heavy Duty

Rated to 250 lbs

II Commercial

Rated to 225 lbs

I Light Duty

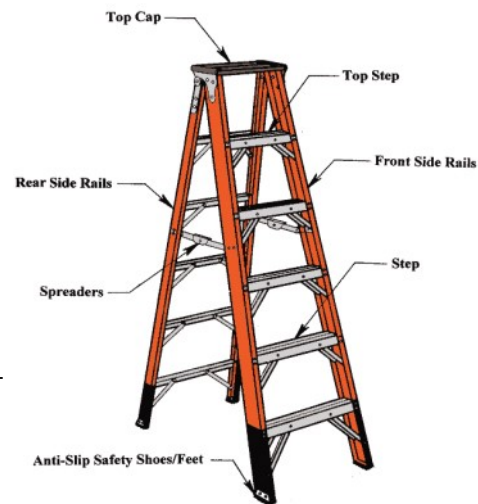
Rated to 200lbs

Hazard Description:

Workers who use ladders risk permanent injury or death from falls. These hazards can be eliminated or substantially reduced by following good safety practices.

Common Ladder Hazards:

- Damaged step ladder
- Ladders on slippery, uneven, or unstable surfaces
- Unlocked ladder spreaders
- Standing on top step or ladder cap
- Ladders in high traffic areas
- Using a ladder rated less than heavy duty in commercial applications
- Reaching outside ladder side rails



DOs:



DON'Ts:

Health and Safety Essentials:

- Report any unsafe working conditions to support worker or manager
- Report any injury –no matter how minor
- Always wear required PPE
- Inspect Work Area and take action to reduce or eliminate hazards
- Ask questions and never use equipment for which you haven't received training

| | |
|--|---|
| Inspect ladder and ladder rating before use | Use ladder with spreaders unlocked |
| Maintain three point of contact when climbing / descending | Stand on top step or cap |
| Face the treads and stay near the middle | Move ladder while on it |
| Place ladders on stable, non-slippery surfaces | Use cross bracing on back of ladder as step |
| Use proper footwear that is laced up | Use a damaged ladder |
| Use barricade to keep people away from ladder | Leave tools on ladder |

VOCEC



Sharps

Safe Work Procedure

Updated May 2018

Additional Precautions:

Report needles and/or syringes to the supervisor immediately

Qualified personnel (support workers) should wear puncture-resistant gloves

Dispose of used box cutting and paper cutting blades in proper container

Deal with cuts, no matter how minor, properly and immediately

Hazard Description:

Sharps are devices that are capable of causing a cut or puncture wound. Sharps include devices such as needles, broken glass, blades and lancets. Incorrectly disposed of needles can cause needlesticks, which can spread fatal infections if contaminated by the blood or bodily fluid of a person with a blood-borne infection.

Incorrectly disposed of blades and glass can increase the risk of infection and result in significant blood loss. If the amount of blood is significant, then a contamination /infection risk may become prevalent to others who inadvertently contact the blood. SHARPS may be found in laundry, waste,



Safe Disposal of Sharps:

If you find a sharp report it to your support worker. Your support work will:

- Put on a pair of gloves
- Ideally, take a sharps container to the needle and syringe
- Use tongs or a similar implement to pick up the needle and /or syringe. If no implement is available, carefully pick up the needle and syringe with the needle furthest away from their fingers and body
- Carefully place the needle and syringe in the sharps container

Health and Safety Essentials:

- Report any unsafe working conditions to support worker or manager
- Report any injury –no matter how minor
- Always wear required PPE
- Inspect Work Area and take action to reduce or eliminate hazards
- Ask questions and never use equipment for which you haven't received training



DOs:



DON'Ts:

| | |
|--|--|
| Provide rigid, puncture-resistant sharps containers at or near point-of-use to permit safe, one-handed disposal | Reach into a sharps container or bag |
| Report sharps containers when they are three-quarters full or the sharps have reached the fill line and securely close the lid | Dispose or even touch SHARPS if you are not qualified personnel |
| Handle laundry, garbage bags and other fabric and paper items with care | Put SHARPS disposal in regular garbage. There are regulations for separating SHARPS from regular waste |
| Educate staff about risks with SHARPS | |

VOCEC



T300 Floor Scrubber

Safe Work Procedure

Updated May 2018

Additional Precautions:

Do not use or pick up flammable materials

Batteries can emit hydrogen gas. Explosion or fire can result

Keep hands away from the spinning pad/brush

Magnetic pad driver/brush can be harmful to pacemaker wearers or medical implants

Hazard Description:

The automatic floor scrubber can become a hazard if is not operated with extreme caution. Spinning pads, brushes and the squeegee can cause harm to your hands when in motion. Be sure the machine is off before you touch these moving parts. Excess water on the floor can become a slip hazard. The machine can catch on items like chairs and mats in the hallway. Collision with pedestrians can cause serious harm.



For Safety—do not operate the machine:

- Unless trained and authorized
- If not in proper operating condition
- In outdoor areas—this machine is for indoor use only
- In areas that are too narrow to turn

Before operating machine:

- Check machine for fluid leaks
- Make sure all safety devices are in place and operate properly
- Sweep floors and remove mats

While operating machine:

- Always give pedestrians right-of-way
- Report machine damage or faulty operation immediately
- Wear closed-toe, non-slip work shoes
- Reduce speed when turning / entering
- Reverse with caution—machine could run you over
- Turn off machine and remove key when finished

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

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T300 Floor Scrubber Warning Labels

Updated May 2018



Warning Labels on Machine:

| ⚠️ WARNING | ⚠️ AVERTISSEMENT | ⚠️ ADVERTENCIA |
|--|---|--|
|  <p>TO REDUCE THE RISK OF FIRE, EXPLOSION, ELECTRICAL SHOCK, OR INJURY:</p> <ul style="list-style-type: none"> • Read manual before operating machine. • Do not use or pick up flammable materials. • Do not use near flammable liquids, vapors or combustible dusts. • Batteries emit hydrogen gas. Explosion or fire can result. Keep sparks and open flame away when charging. • Disconnect battery cables and charger plug before servicing machine. • Do not charge batteries with damaged cord. • Do not use outdoors. Store indoors. |  <p>POUR RÉDUIRE LES RISQUES D'INCENDIE, L'EXPLOSION, DE CHOC ÉLECTRIQUE OU DE LÉSSURE:</p> <ul style="list-style-type: none"> • Lisez le manuel avant d'utiliser la machine. • N'utilisez pas ou ne ramassez pas de matériaux inflammables. • N'utilisez pas près de liquides, vapeurs ou poussières inflammables. • Les batteries émettent de l'hydrogène gazeux. Risque d'incendie et d'explosion. Évitez toute étincelle et toute flamme au cours de la charge des batteries. • Débranchez les câbles des batteries et le cordon du chargeur avant l'entretien de la machine. • Ne chargez pas les batteries avec un cordon endommagé. • N'utilisez pas à l'extérieur. Entrez-les à l'intérieur. |  <p>PARA REDUCIR EL RIESGO DE INCENDIO, EXPLOSION, CHOQUE ELÉCTRICO, O LESIONES:</p> <ul style="list-style-type: none"> • Lea el manual antes de utilizar la máquina. • No utilice ni recoja materiales inflamables. • No utilice la máquina cerca de líquidos, polvos o vapores inflamables. • Las baterías emiten hidrógeno. Peligro de incendio o explosión. Mantenga la máquina alejada de chispas y llamas cuando se esté cargando. • Desconecte los cables de la batería antes de realizar el servicio a la máquina. • No cargue las baterías si el cable está dañado. • No utilice la máquina al aire libre. Guárdela en un lugar cerrado. |

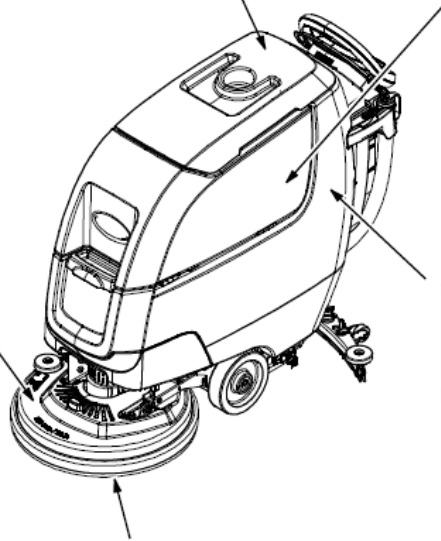


| | |
|---|---|
|  | <p>⚠️ WARNING</p> <p>Spinning Pad. Keep Hands Away.</p> |
| | <p>⚠️ AVERTISSEMENT</p> <p>Patin En Rotation. Éloignez Vos Mains.</p> |
| | <p>⚠️ ADVERTENCIA</p> <p>Almohadilla Giratoria. Mantenga Alejadas Las Manos.</p> |

WARNING LABEL - Spinning pad. Keep hands away.
Located on disk scrub head model.

| | |
|---|---|
|  | <p>⚠️ WARNING</p> <p>Spinning Brush. Keep Hands Away.</p> |
| | <p>⚠️ AVERTISSEMENT</p> <p>Brosse En Rotation. Éloignez Vos Mains.</p> |
| | <p>⚠️ ADVERTENCIA</p> <p>Cepillo Giratorio. Mantenga Alejadas Las Manos.</p> |

WARNING LABEL - Spinning brush. Keep hands away.
Located on cylindrical scrub head model.



WARNING LABEL - Magnetic Field Hazard. Magnetic pad driver/brush can be harmful to pacemaker wearers or medical implants.

Located on Insta-Click magnetic pad driver/brush.

WARNING LABEL - Batteries emit hydrogen gas. Explosion or fire can result. Keep sparks and open flame away when charging.
Located on bottom side of recovery tank.



WARNING LABEL - Electrical hazard. Disconnect battery cables before servicing machine.

Located on circuit breaker panel.

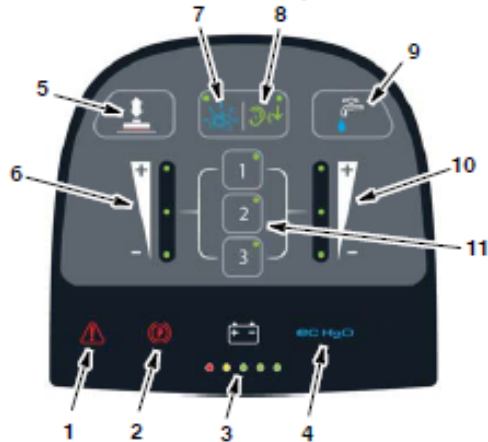
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T300 Floor Scrubber Operation Checklist

Updated May 2018

T300 Model with Pro-Membrane Control Panel
(Actuated Down Pressure Model)



Pre-operation Checklist

1. **Service indicator** - Lights up when a machine or charger fault is detected.
2. **Parking brake indicator (option)** - Lights up when parking brake lever is engaged. To turn off indicator, disengage parking brake lever near left rear wheel.
3. **Battery discharge indicator (BDI)** - The battery discharge indicator serves two functions. In normal scrub mode it displays the charge level of the batteries. It also, in conjunction when the service indicator is flashing, provides specific LED codes when a machine or charger fault is detected.
4. **ec-H₂O indicator (Option)** - Lights up blue when ec-H₂O system is activated and operating normally.
5. **Down pressure adjustment button** - Press button to adjust the down pressure from low, medium or high.
6. **Down pressure indicator** - Displays down pressure setting.
7. **Severe Environment on/off button (ec-H₂O Model Option)** - Press button to dispense cleaning detergent as needed for excessive soil buildup while operating.
8. **Quiet mode on/off button** - Press button to reduce the vacuum motor sound for noise restricted areas.
9. **Solution flow adjustment button** - Press button to adjust the solution flow setting from low, medium, high or to turn off solution flow.
10. **Solution flow indicator** - Displays solution flow setting.
11. **Zone Settings buttons** - Machine comes with three factory default Zone Settings for quick operation. The factory zone settings are configured with different solution flow rates, down pressures and maximum scrub speeds.

- Sweep area and remove any obstructions
- Check brushes / pads for wear and damage
- Check squeegee blades for wear and damage
- Confirm recovery tank empty and screen and debris tray is clean
- Check scrub head skirt for wear and damage
- Confirm solution tank is filled with cool water only

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T300 Floor Scrubber Operating Instructions

Updated May 2018

Operating the Machine:

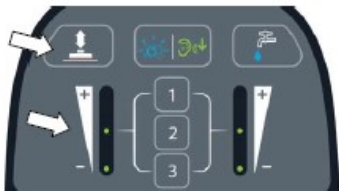
1. Fill tank with clean cold water—never use chemicals. Fill line shows on clear hose at side of machine. Do not fill past 3/3.



2. Turn Key, drive where you want to start scrubbing



3. Press the downward pressure button to increase / decrease pressure. Always operate machine at pressure level 3 (lowest setting).



4. Press the water flow button to increase / decrease water flow rate. Normal operation is flow level 2.



5. Lower Scrub head to floor by stepping on pedal as shown



6. Lower squeegee by stepping on pedal as shown. Vacuum will start when squeegee is lowered



7. Select Drive Mode—forward or reverse



8. To begin scrubbing, pull the start bail



9. Adjust speed by turning dial to desired speed



10. When done, lift scrub pad and with squeegee down, remove all remaining water from pad



11. Emergency stop—in emergencies, push the red button to shut off all power to machine. To regain power, turn the button clockwise and restart the key. Use only in emergencies, it is not intended for routine machine shut-down.



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T300 Floor Scrubber

Operating Instructions

Updated May 2018

1. Draining Recovery Tank

Drain and clean the recovery tank daily and between water refills

1. Transport machine to drain area
2. Take drain hose, remove cap slowly, then lower hose to drain. Wear gloves.



3. Remove and clean the float shut-off screen.



3. Rinse out the recovery tank with clean water and wipe clean of any residue



2. Draining Water Tank

Drain the water tank daily

1. Transport machine to drain area
2. Pull the solution hose from access rail, then lower hose to drain.



3. Rinse out the water tank



4. Firmly reconnect the solution hose to accessory rail

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Food Preparation

Safe Work Procedure

Updated May 2018

Danger Zone

4–60°

Celsius

Hazard Description:

Food preparation is the step when we have the least amount of temperature control. During food preparation, foods are in the danger zone (between 4 and 60 degrees). The amount of time foods sit unrefrigerated must be minimized.



Minimize the time food is in the danger zone by:



DOs:

- Ensure food preparation is completed in a quick, efficient manner to decrease time in the danger zone
- Take only what you will use immediately from the fridge
- Return items to fridge as soon as possible
- Ensure meats, cheeses, eggs, sauces etc. are returned to the fridge as soon as possible and do not sit on the counter while you complete other tasks.
- Clean and sanitize all surfaces before and after preparing food

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

✗ DON'Ts:

- Leave food that must be refrigerated out for longer than absolutely necessary



The 4-hour Rule

Did you know Potentially hazardous foods (meats, cheeses, eggs etc) can not sit in the danger zone for more than 4 hours maximum total accumulated time. This includes receiving, preparation, transport etc.

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Palette Mover

Updated May 2018

Safe Work Procedure

PPE & Equipment Required

Green Patch Safety Shoes

Protective Gloves

Hazard Description:

Palette Movers carry extremely heavy loads and are a hazard if loads are dropped on feet and can cause dislocation of shoulder or back strain due to forceful pulling. Exposed forks are also a potential trip hazard



Before starting work:

- Only operate the Palette Mover if trained and authorized by your supervisor
- Inspect the Palette Mover to see that it is in good working order before attempting to handle a load
- Notify your supervisor about any faulty equipment immediately
- Familiarize yourself with the controls before using the pallet jack and ensure they are undamaged and responsive

Operating Precautions:

- Plan your route - check that the route you are taking is free from hazards and uneven surfaces before you begin your load
- Make sure Jack is in pallet straight and in the center of the pallet
- Use both hands when jacking up the pallet mover to prevent muscle strain
- Keep all body parts (hands, arms, feet, etc) from under a pallet when it is in a raised position
- Move the load slowly to ensure safety in case your surroundings change
- Always push the load (never pull the load). Pulling puts added strain on your shoulders, neck and back.
- Use Extra caution when operating jack on a grade. Never turn sharp on a grade
- Never attempt to lift load with one fork
- Do not bump or hit walls or counters when parking pallets
- Unattended movers should be left in the down position and moved to an area without pedestrian traffic. If possible, push forks under a mono or skid to reduce tripping hazard.
- Never leave palette mover in an elevated position
- Remember that pedestrians have the right-of-way. In the event you need to stop the palette mover in an emergency, drop the load.

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

VOCEC



Fire Safety Response

Safe Work Procedure

Updated May 2018

This Fire Response Plan is developed for Associates working at 'At The Lake Café' at Providence Care Hospital.

Upon discovery of smoke or fire—**R.E.A.C.T.**:



R- Remove person in immediate danger and report to primary Safe Zone across a set of fire doors.

E- Ensure Containment Close the doors to the kitchen (if safe to do so) to confine the fire and smoke.

A - Alarm Call out “CODE RED” and the location of the fire. Activate the fire alarm system using the nearest pull station.

C- Call 4444 or notify Reception Services of fire in:

D1.402 - At The Lake Café

or

DO.750 Canteen level 0

T- Try If within your capability, extinguish the fire using **P.A.S.S.** (below). If not, evacuate all persons in the affected area to a safe zone beyond the nearest fire separation door and wait for the Fire Department.

Using a Fire Extinguisher

P — **Pull** the pin

A — **Aim** at the base of the fire. Ensure the background of the fire is clear of anyone.

S — **Squeeze** the handle.

S — **Sweep** from Side to side. Start from a safe distance, move slowly towards the fire.

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Fire Safety Response

Safe Work Procedure

Updated May 2018



Responding to Fire Alarm System:

The Fire Alarm system has 2 stages

Stage 1 (Code Red): (30 beats per minute) will sound overhead.

Stage 1 Response:

- Cease unnecessary activity and listen for an automated announcement from the fire alarm system with a location. At the Lake Café is located in “D1 Purple” for Downtown level 1.

Immediately search your area for signs of smoke or fire, no matter where the alarm is announced for. If you discover smoke or fire, **R.E.A.C.T** and proceed to primary or secondary meeting place.

- If you do not discover smoke or fire, remain in your area and continue working—stay prepared and listen for further announcements or an “all clear”

Stage 2: gets faster (120 beats per minute)

Stage 2 Response (Code Green):

If you hear the 2nd evacuation stage alarm (120 beats per minute)

- Cease unnecessary activity and listen for instructions. If a Code Green (evacuation) is announced in your area, proceed to primary or secondary meeting place.
- Wait for “All Clear” to return to area.

Remember: as long as there continues to be no smoke or fire in your area and you have not been instructed to evacuate, it is safe to stay where you are.

VOCEC



Fire Safety Response

Safe Work Procedure

Updated May 2018

The following are responses to smoke or fire in equipment at 'At the Lake Café':



Combie Oven- in case of fire or smoke:

1. Keep the cooking chamber door closed
2. Turn off oven or switch off at the breaker panel
3. If further extinguishing is required, **R.E.A.C.T.**

To reduce risk of fire:

- Do not store highly flammable or combustible materials near the unit - risk of fire
- If the appliance is not cleaned or is not cleaned well enough, deposits of grease or food residues in the cooking chamber may catch fire - risk of fire.

Turbo Chef—in case of fire or smoke:

1. Keep the cooking chamber door closed
2. Turn off oven or switch off at the breaker panel
3. If further extinguishing is required, **R.E.A.C.T.**

To reduce risk of fire:

- Do not use the cook cavity for storage purposes.
- Do not overcook food. Carefully attend to the oven if paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.
- Do not leave paper products, cooking utensils, or food in the cavity when the oven is not in use.

VOCEC



Fire Safety Response

Safe Work Procedure

Updated May 2018

Induction Hot Plate—In case of fire or smoke:

1. Turn off Hot Plate or switch off at the breaker panel
2. Stifle flames if safe to do so. Do NOT use water if there is oil, grease, butter or other food fat/oil products present or it is an electrical fire.
3. If further extinguishing is required, pull fire suppression system ring, and **R.E.A.C.T.**

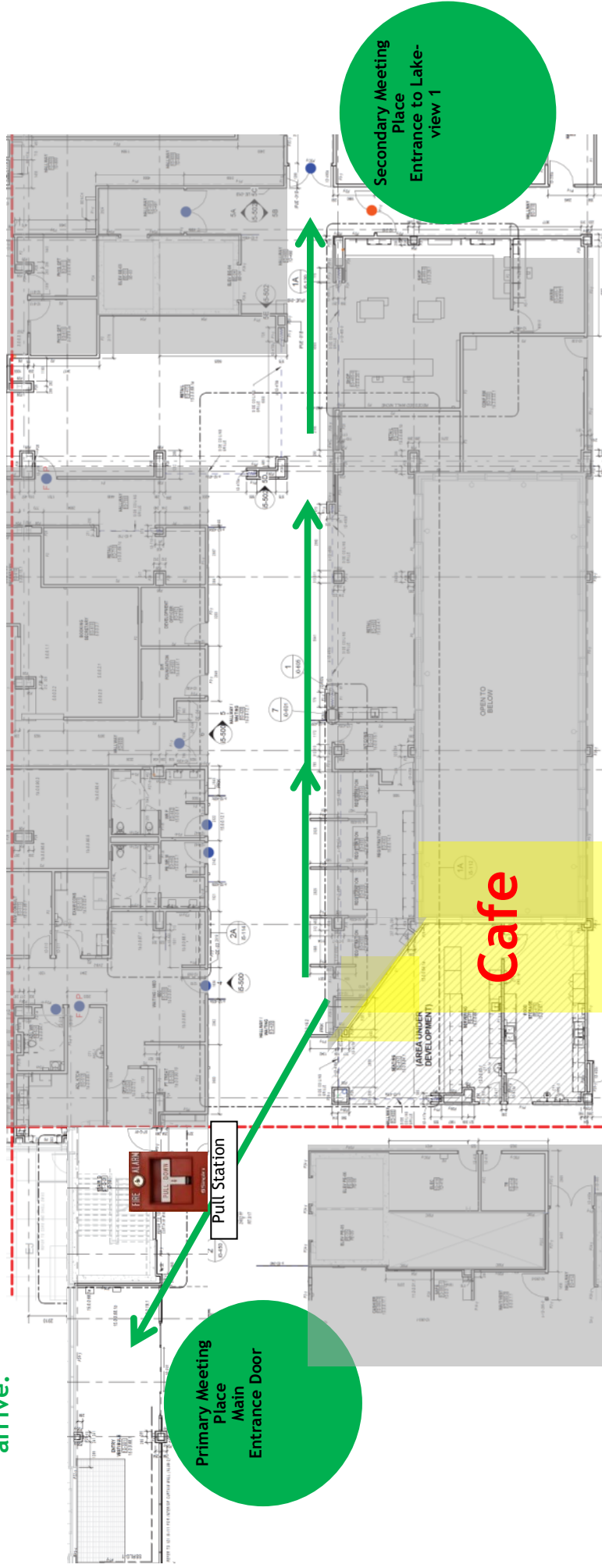
To reduce risk of fire:

There must be a minimum of 10 cm or 4 inches space between the rear of the induction warmer and any surrounding surface. Blocking the airflow could cause the unit to overheat.



Downtown 1 (D1) At the Lake Cafe Evacuation Routes

If evacuating to the Main Entrance Door, ensure the route remains clear for the fire department when they arrive.



VOCEC



Forklift Policy and Procedure

Updated May 2018

PPE & Equipment Required

Green Patch Safety Shoes

Protective Gloves

Policy Statement:

VOCEC's operations require the use of a forklift. The Ontario Ministry of Labour has identified forklifts as a significant cause of serious worker injury and death. This policy sets out how VOCEC will comply with the Occupational Health and Safety Act and its regulations in relation to forklift operation.



The Policy is accompanied by 5 appendices:

- Appendix 1: Forklift Pre- Use Inspection Checklist
- Appendix 2: Loading Dock - Inspection Checklist
- Appendix 3: Non-operator training (those working near forklift)
- Appendix 4: Operator Sign-off Sheet
- Appendix 5: Forklift Performance Test

To ensure compliance with the Occupational Health and Safety Act, VOCEC shall institute the following Safety Program that includes the following elements:

1. Training (of both truck operators and those working near the forklift)
2. Supervision
3. Operating Procedures
4. Maintenance and Repair Procedures
5. Facility Design
6. Forklift Selection criteria
7. Hazard Identification
8. Recharging Batteries

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

1. Training:

Prior to operating a forklift, VOCEC Support Workers and the Operations Manager will ensure that VOCEC associates operating the forklift are certified through a professional training program. In addition, VOCEC associates, the Support Worker and Operations Manager must successfully complete VOCEC's Performance Test (Appendix 5) on an annual basis.

The Support Worker and Operations Manager are also responsible for reviewing Appendix 3 - non-operator training for those working near the forklift.

2. Supervision:

VOCEC assigns the Support Worker and Operations Manager as supervisor to identify hazards, unsafe acts and conditions and implement corrective measures.

Forklift operators are encouraged and expected to identify hazardous situations and bring them to the attention of the Support Worker or Operations Manager.



Forklift Policy and Procedure

Updated May 2018

3. Operating Procedures:

3.01 Pre-Use Checklist:

At the beginning of every shift and prior to operating the forklift, operators must complete and sign the pre-use inspection checklist (Appendix 1).

3.02 Parking and Shutdown:

- At the end of operation, the forklift operator must:
- Park forklift safely without blocking doors or fire equipment
- Bring forklift to a complete stop
- Place in neutral
- Apply parking brake
- Lower the forks and tilt the mast all the way forwards
- Take key to the Support Worker Office

3.03 Carrying Loads:

- No part of a load must pass over any worker
- When carrying a load, the load must be carried as close to the ground or floor as the situation permits
- No load may exceed the maximum rated load (2900 lbs). Note - a full mono of newspapers weighs approximately 1600 lbs.
- Loads that may tip or fall and endanger a worker must be secured. A load that is not secure should not be moved under any circumstance.
- When a load is in the raised position, the controls must be attended by an operator

3.04 Using a Signaler:

When operating the forklift outside of designated areas identified in section 7.10 (Pedestrian Traffic), or where visibility is limited due to the load, a signaler must be used. The signaler walks 10 to 15 feet in front of the forklift ensuring the path is clear from pedestrians and other obstacles.

Signalers will use hand flags and voice commands to ensure the path is clear.

4. Maintenance and Repair:

It is the responsibility of the Support Worker and Operations Manager to ensure the forklift is maintained and in good condition. In addition to Pre-Use Inspection checklist, the forklift shall be professionally inspected by a competent technician in accordance with the Occupational Health and Safety Act Regulations for load capacity and operational safety as often as necessary but at least annually.



Forklift Policy and Procedure

Updated May 2018

5. Facility Design:

Poor workplace design can contribute to accidents and injuries. Floors, aisles and passageways should be kept clear and free of hazards.

6. Forklift Selection Criteria:

The Forklift has a capacity of 2900 lbs and has been selected for the particular needs of VOCEC.

7. Hazard Identification:

All Hazards associated with the forklift must be identified and reported. The responsibility to identify hazards is assigned to all forklift operators, the Support Staff and Operations Manager.

The following is a non-inclusive list of hazards operators may encounter when driving the forklift in the warehouse.

7.01 Loading Door Overhead clearance:

Overhead clearance is low - especially going through the door to the loading dock and when entering trucks. Ensure that forks, tower and load do not hit overhead hazards.

7.02 Ramp:

The ramp is needed to load certain trucks. When using the ramp, ensure it is properly secured and supported.

7.03 Stacking Newspaper Monos:

Monos must be stacked carefully ensuring they do not tip over. Work with a partner to signal where they should be placed

7.04 Structural Columns:

The warehouse has 4 structural columns that are a potential hazard. Stay clear of the columns and do not place loads closer than 2 feet from the columns. The clearance area around columns is marked and signs are posted to ensure compliance.

7.05 Driving in Reverse:

Always look over both shoulders before backing up and face the direction of travel.

7.06 Seatbelt and safety Cage:

Always fasten your seatbelt when driving the forklift. If you feel the forklift tilting, grip the wheel tightly, push back into the seat, lean away from the direction of the fall, and let the safety cage cushion the impact. Operators who try to jump or are thrown from the protected cab are often crushed and could die.

7.07 Loading / Unloading Trucks

Where a forklift is required to enter or exit a vehicle to load or unload, that vehicle must be immobilized and secured against accidental movement with two wheel chocks. This reduces the risk of the forklift falling between the dock and the unsecured truck.

VOCEC



Forklift Policy and Procedure

Updated May 2018

7.08 Entering and Exiting the Forklift:

To reduce the risk of falling when entering and exiting the forklift, it is essential to maintain a “three point contact” in order to prevent falling or slipping.

7.09 Speed:

Speed increases the risk of tipping and crushing the operator or a worker. Never operate the forklift at a speed faster than a walk.

7.10 Pedestrian traffic:

The warehouse is a throughway for those working in the carwash, carwash customers, EMC drivers, EMC employees and VOCEC associates. Only operate forklift in designated areas or with the use of a signaler. Pedestrians always have the right of way.

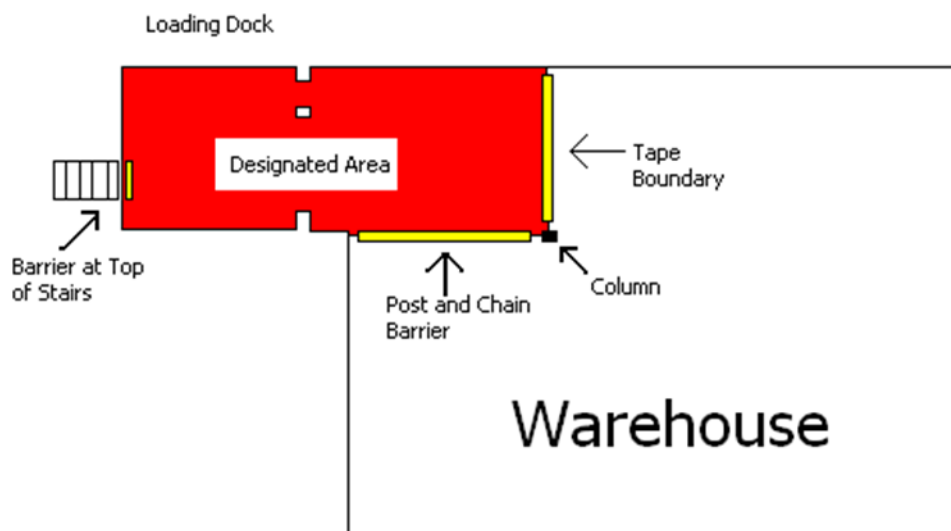
When there's the possibility of pedestrians in the warehouse, the forklift should only be operated in designated areas. Operating the forklift outside of the designated areas requires use of a signaler.

Designated areas are spaces cordoned off with barriers (yellow posts and yellow chains). Pedestrians are not permitted in these areas when the forklift is in operation.

Example 1: Unloading a truck

To unload newspapers from the truck, the designated area is the loading dock, and area immediately inside the loading doors (see below)

To load / unload truck, place sign at top of loading dock stairs indicating the forklift is in use and that the area is restricted to pedestrians. Place barrier - yellow posts and chains between column and the wall



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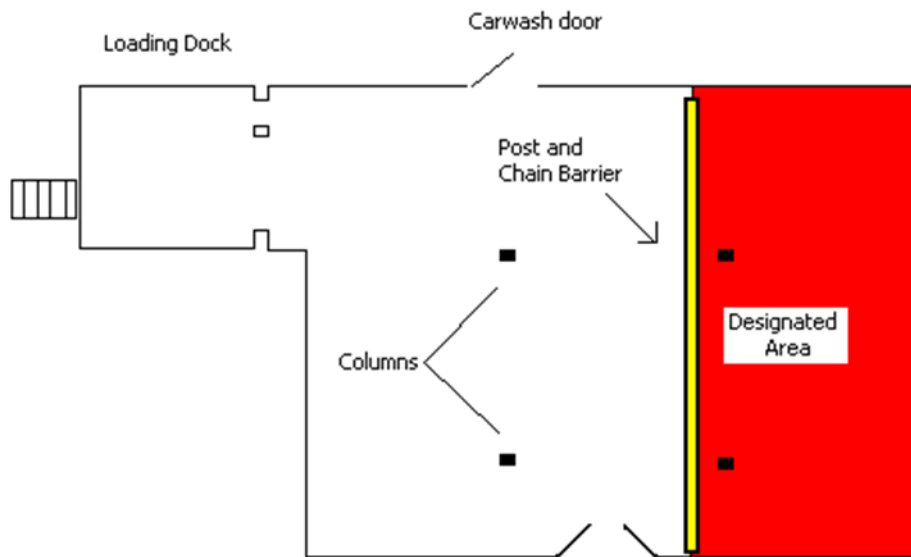
Forklift Policy and Procedure

Updated May 2018

Example 2: Stacking and loading empty monos

Move empty monos to west side of warehouse with pallet Movers

Prior to stacking monos with the forklift, place barriers (yellow posts and yellow chains) around work area as shown. This becomes the designated area.



8. Recharging Batteries

Note - prior to recharging, always check battery water level to ensure adequate levels

- Remove keys and detach battery hookup by lifting up the red lever beside the driver's seat.
- Lift Battery Cover.
- Ensure that the charger is in off position prior to connecting the battery to the charger
- Once connected, turn the charger on and push button to "equalize". Do not manipulate the forklift or charger while charging is in progress
- Turn charger off and then disconnect the outlet
- Reconnect hookup and replace battery cover

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Forklift Policy and Procedure

Updated May 2018

Battery Water Level:

- Only trained and authorized personnel are permitted to change or charge the battery.
- Wear rubber apron, face shield and rubber gloves to prevent possible injury resulting from caustic battery acid splashing
- Top up water level prior to recharging - use only distilled water or de-ionized water. Tap water may contain small amounts of impurities such as nickel, iron, copper, or chlorine that could seriously affect battery life
- Detach battery hookup by lifting red lever. Lift up driver seat to access the battery
- Remove battery caps by turning counter clockwise
- Fill each cell with water level just above the perforated base (approximately 3 cm top. Do not overfill
- Replace each cap by turning clockwise
- Follow Recharging Batteries procedure

Precautions:

Splashing of acid into the eyes is the most dangerous condition which can be encountered while refilling the batteries.

Tools, chains and other metallic objects should be kept away from the top of uncovered batteries to prevent possible short circuits.

Do not wear jewelry made from conductive material. Metal items can short circuit a battery and could cause severe burns and electrocution.

Smoking, open flames, and sparks are prohibited in the charging area. A potentially explosive mixture of hydrogen and oxygen is produced in a lead-acid battery while it is being charged. The gases can combine explosively if a spark or flame is present to ignite them. Because hydrogen is so light, it normally rises and diffuses into the air before it can concentrate into an explosive mixture.

First Aid:

Eyes:

In the event of battery acid contacting your eyes, flush gently with water for at least 15 minutes followed as quickly as possible with a physician's examination.

If the person is wearing contact lenses, they should be removed before rinsing eyes.

Skin:

Acid or electrolyte splashed onto the skin should be washed off under running water. Battery electrolyte will usually only cause irritation of the skin, but if a burn develops, seek medical treatment immediately.

VOCEC



Appendix 1: Forklift Pre-Inspection Checklist

Updated May 2018

Week ending Date:

Hour Meter Reading:

✓ for sufficient, O for requires attention

Operator Initials

Visual Check

Mon

Tues

Wed

Thurs

Fri

General Condition of the forklift

Housekeeping of the area - is the floor clear of obstacles?

Check overhead guard, possible overhead obstructions

Battery charge, check cables, connections not loose, caps on

Wheels and tires: wear or damage

Forks / backrest, mast, chains, rollers

Chain anchor pins

Fluid leaks, no damp spots or drips on ground

Hoses: secure with no leaks

Signage and stickers legible, capacity plate

Operational Check

Engine: not rough, no noise or leaks

Gauges / Horn: loud and working

Lights: head lights and warning lights

Seatbelt: good working order, no damage

Steering: loose or tight

Tilt/sideshift: loose, sticks, leaks

Brakes: foot and parking

Details on areas for attention:

Operator Signatures:

Supervisor Signature:

VOCEC



Appendix 2: Loading Dock Inspection Checklist

Updated May 2018

Week ending Date:

✓ for sufficient, O for requires attention

Operator Initials

A. DOCK ACCESS/PEDESTRIAN CON-

Mon

Tues

Wed

Thurs

Fri

Dock kept clear of loads of material

Dock clear of other trip hazards (e.g. strap-
ping, plastic wrap, scrap wood, etc)

Doors kept closed when not in use

Signage at these doors in place to restrict
access to the dock

B. VEHICLE RESTRAINING & UNLOADING

Chocks in use as restraining devices on all
vehicles

Chocks used properly—on both side of vehi-
cle

Chocks in good repair

Dock and driveway kept clear of ice, snow,
and debris

Exterior lights working

C. OTHER CONSIDERATIONS

All pallets stacked properly in a horizontal
manner

Dock and warehouse areas kept clean and
free of clutter and trip hazards

Garbage placed in appropriate receptacles
and regularly emptied

Details on areas for attention:

Operator Signatures:

Supervisor Signature:

VOCEC



Appendix 3: Non-Operator Training

Updated May 2018

PPE & Equipment Required

Safety Shoes—Green
Patch

Equipment Description:

The Ontario Ministry of Labour has identified forklifts as a significant cause of serious worker injury and death. Fact: up to 60% of all forklift related injuries are sustained by pedestrians—not forklift operators.



Forklifts are not like cars:

- Forklifts are often twice as heavy so they take longer to stop
- Because of their weight, if your foot is run over by a forklift you will likely be crippled for life
- Visibility is limited because of the forks and load. It's hard for operators to see you
- Forklifts steer using their back wheel—this means the back end swings out significantly when turning

When working around the forklift:

- Never enter designated forklift areas—these areas will be well marked by yellow barriers
- Keep a safe distance from the forklift and always pay attention
- Never assume the operator knows where you are. Make yourself known and establish eye contact with the driver
- Watch out for the tail swing when a forklift turns
- Stay clear of the fall zone—a full circle area equal to twice the height of the carried load
- Never walk or put any part of your body under a raised load

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

VOCEC



Appendix 4: Operator Sign-off sheet

Updated May 2018

PPE & Equipment Required

Safety Shoes—Green Patch

Equipment Description:



VOCEC's operations require the use of a forklift. The Ontario Ministry of Labour has identified forklifts as a significant cause of serious worker injury and death.

Operating Procedures and Sign-Off:

As a VOCEC Forklift Operator, I acknowledge that I have read, understood and will abide by:

VOCEC's Forklift Safety Policy and Procedure

Appendix 1: Forklift Pre- Use Inspection Checklist

Appendix 2: Loading Dock - Inspection Checklist

Appendix 3: Non-operator training (those working near forklift)

Appendix 4: Operator Sign-off Sheet

Appendix 5: Forklift Performance Test

Health and Safety Essentials:

- Report any unsafe working conditions
to support worker or manager
- Report any injury
—no matter how minor
- Always wear required PPE
- Inspect Work Area
and take action to reduce or eliminate hazards
- Ask questions
and never use equipment for which you haven't received training

Business Associate Signature

Trainer/ Supervisor Signature

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Appendix 5: Forklift Performance Test

Updated May 2018

Operator's Name: _____

Date of next test: _____

Date: _____

(retest 1 year from test date)



Under absolutely no circumstances are operators to drive the forklift under the influence of drugs or alcohol.

| Task | Ok | Not Applicable | Needs Training |
|---|--------------------------|--------------------------|--------------------------|
| Conducted pre-operational check | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Showed familiarity with the controls | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Properly used seat belt | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Started and stopped smoothly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Slowed down at intersections | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Planned Route ahead, checked doorways. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kept a clear view of direction of travel | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Turned corners correctly. Aware of rear swing. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drove under control | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Yielded to pedestrians | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Properly drove backwards when required - looking behind both ways | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Approached load properly. Load balanced properly and securely | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lowered load smoothly and slowly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maneuvered with load properly (no turning with load raised) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Travelled with load at proper height (approximately 10 cm above surface) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Inspected bridge plates and dock boards | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Made sure truck wheels were chocked / wedged | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Placed load within marked area. Stacked load evenly and neatly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parked properly, neutralized all controls, lowered forks to ground, set break, and turned off engine. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Was receptive to feedback and input from support worker / trainer. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communicated needs / questions clearly. Focused on driving with 100% of attention. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Assessed By: _____

Signature: _____

VOCEC



**Cleaning Company
Sign-off sheet**

Updated May 2018

By Signing Below, I acknowledge I have received training, read, understand and will abide by VOCEC's

Health and Safety Policies and Training

Health and Safety Program
Workplace Harassment Policy
Workplace Violence Prevention Policy
Return To Work Policy and Procedure
Return To Work Plan - Template
Incident Reporting
Workplace Inspections

Global Hazard Awareness: Safe Work Procedures

Safe Lifting Techniques
Heat Stress
Slips, Trips and Falls
Handling Cash
Hand Washing and Disposable Gloves
Jewelry
Personal Hygiene
Fire Response

Area-Specific Hazard Awareness: Safe Work Procedures

Sharps
Floor Scrubber

WHIMIS Training and Relevant SDS sheets

| PRINT NAME | SIGNATURE | Date |
|------------|-----------|------|
| | | |

VOCEC



**Cafés
Sign-off sheet**

Updated May 2018

By Signing Below, I acknowledge I have received training, read, understand and will abide by VOCEC's

Health and Safety Policies and Training

Health and Safety Program
Workplace Harassment Policy
Workplace Violence Prevention Policy
Return To Work Policy and Procedure
Return To Work Plan - Template
Incident Reporting
Workplace Inspections

Global Hazard Awareness: Safe Work Procedures

Safe Lifting Techniques
Heat Stress
Slips, Trips and Falls
Handling Cash
Hand Washing and Disposable Gloves
Jewelry
Personal Hygiene
Fire Response

Area-Specific Hazard Awareness: Safe Work Procedures

Food Preparation Cafés Only

WHIMIS Training and Relevant SDS sheets

| PRINT NAME | SIGNATURE | Date |
|------------|-----------|------|
| | | |

VOCEC



**Car Wash
Sign-off sheet**

Updated May 2018

By Signing Below, I acknowledge I have received training, read, understand and will abide by VOCEC's

Health and Safety Policies and Training

Health and Safety Program
Workplace Harassment Policy
Workplace Violence Prevention Policy
Return To Work Policy and Procedure
Return To Work Plan - Template
Incident Reporting
Workplace Inspections

Global Hazard Awareness: Safe Work Procedures

Safe Lifting Techniques
Heat Stress
Slips, Trips and Falls
Handling Cash
Hand Washing and Disposable Gloves
Jewelry
Personal Hygiene
Fire Response

Area-Specific Hazard Awareness: Safe Work Procedures

Pressure Washer
Washing Special Vehicles
Shampooer
Rolling Ladders and Ladders
Sharps

WHIMIS Training and Relevant SDS sheets

| PRINT NAME | SIGNATURE | Date |
|-------------------|------------------|-------------|
| | | |

VOCEC



**Contract Factory
Sign-off sheet**

Updated May 2018

By Signing Below, I acknowledge I have received training, read, understand and will abide by VOCEC's

Health and Safety Policies and Training

Health and Safety Program
Workplace Harassment Policy
Workplace Violence Prevention Policy
Return To Work Policy and Procedure
Return To Work Plan - Template
Incident Reporting
Workplace Inspections

Global Hazard Awareness: Safe Work Procedures

Safe Lifting Techniques
Heat Stress
Slips, Trips and Falls
Handling Cash
Hand Washing and Disposable Gloves
Jewelry
Personal Hygiene
Fire Response

Area-Specific Hazard Awareness: Safe Work Procedures

Palette Mover (If expected to operate)

WHIMIS Training and Relevant SDS sheets

| PRINT NAME | SIGNATURE | Date |
|------------|-----------|------|
| | | |