

Safety Manual

for Businesses

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The information found in this manual is intended for general use and may not be applicable in every circumstance.

This manual does not relieve the person using the manual from their responsibility under government legislation, and the manual is not a definitive guide to legislation but only a tool to help reference relevant information.

The information presented in this manual shall not be liable for any loss or damage arising out of the use of this manual or the application of the concepts found in the manual.

Individuals should seek further advice when applying these resources to their specific set of circumstances.

Section 1

Company Policies

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Company Safety Policy

(Please fill in the blank lines with your company name)

_____ is committed to providing a healthy and safe working environment for all employees under our employment. _____ is committed to implementing this safety program to all company activities and tasks. _____ is responsible for the health and safety for all employees while they are at work and will make every effort to provide a safe and healthy work environment.

_____ will eliminate hazards whenever possible. Where possible, _____ will eliminate the need for personal protective equipment. If that is not possible, _____ will ensure employees have access to and use appropriate personal protective equipment, devices, and materials required to safely perform tasks.

_____ recognizes the employees' duty to identify hazards in the workplace. _____ will provide tools to help employees identify hazards and will work with employees to develop ways to mitigate those hazards in the workplace. _____ will work with employees to identify hazards and will offer suggestions or ideas to improve health and safety at our workplace.

Managers and supervisors will be trained and held responsible for ensuring that:

- Employees under their supervision follow all _____ policies.
- Employees use safe work practices and procedures and receive adequate training to protect their health and safety.
- Equipment and facilities are safe.

Managers and supervisors will work with health and safety representatives and all employees to create a healthy and safe workplace. They will extend this cooperation to others, such as contractors, owners, inspectors, and all others at or near the workplace.

Each employee will review and follow all _____ policies.
Employees shall cooperate with health and safety representatives and others exercising authority under applicable laws.

Each employee has the responsibility to protect their own health and safety and the health and safety of those at or near the workplace. This is done by following all applicable laws and by following the policies, procedures, rules and instructions in the workplace.

Every employee has the responsibility to report any hazardous conditions, incidents, injuries, or illnesses related to the workplace to their supervisor as soon as possible.

To ensure that this policy continues to meet the needs of the company,
_____ will review the policy with employees and safety representatives each year.

Owner Signature: _____ Date: _____

Workplace Violence Policy

(Please fill in the blank lines with your company name)

_____ is committed to creating a safe and healthy workplace for all employees and members of the public at our workplace.

_____ has developed this company wide policy to identify and address violence in the workplace and to protect both employees and patrons from violence in our workplace. Using this policy, the employees will be able to take quick and effective action against any incident that may occur. At _____ any forms of harassment, physical violence or threat of physical violence is strictly prohibited. Any of these threats are to be taken seriously and reported to management immediately.

_____ recognizes the potential for threats or acts of violence against staff from customers at our establishment. This policy has made every effort to identify potential threats and procedures have been developed to mitigate the risks to staff.

_____ will ensure that all staff are aware of potential hazards and are trained in the appropriate actions to take for protection from acts or threats of violence. Employees must follow procedures and immediately report all incidents of violence.

Owner Signature: _____ Date: _____

Emergency Preparedness Policy

(Please fill in the blank lines with your company name)

_____ is committed to providing fire protection in the event of a fire. The purpose of this policy is to ensure _____ will have an up to date and efficient fire response plan. The workplace fire response plan will contain the location of emergency exits, fire alarms and fire extinguishers. It will also outline the responsibilities of the employees in the event of a fire. All staff will review the plan annually as well as perform planned fire drills to demonstrate their understanding of the fire response plan. _____ will provide fire extinguishers and have them tested every twelve months or as specified in OHS regulations. Employees will work with the local fire department and follow their direction in the event of a fire. Supervisors shall contact senior management to inform them of the fire if they are not on location.

Owner Signature: _____ Date: _____

Ergonomics Policy

(Please fill in the blank lines with your company name)

_____ is committed to creating a safe and healthy work environment for all its employees. The development of the ergonomics program is to improve the health of all employees by minimizing ergonomic stressors faced in the workplace. The objective of this policy is to reduce musculoskeletal disorders by eliminating or reducing employee exposure. Having proper ergonomics in the workplace reduces the risk of strains, sprains and other related musculoskeletal injuries. If an employee experiences any signs or symptoms of musculoskeletal disorders, the employee is to report their symptoms to their supervisor and fill out an ergonomics report.

Owner Signature: _____ Date: _____

Drug and Alcohol Policy

Employees under the influence of drugs or alcohol while at work pose a potential threat to both themselves and their co-workers. While at work no employee should possess, purchase, sell, or use illegal or legal substances that may impair judgement. If an employee is on any prescription medication that may impact their ability to perform their job, they should inform their supervisor immediately. Substance abuse is a disability and should any employee require substance abuse assistance, they must inform their human resources manager in writing. HR will work with the employee to get them the help they need. Seeking help is not grounds for dismissal.

Owner Signature: _____ Date: _____

Section 2

Workplace Responsibilities

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Employee and Employer Rights and Responsibilities

The Act

The Occupational Health and Safety Act is built on the internal responsibility system (IRS). The IRS states that all workplace parties share the responsibility in making the workplace a safe and healthy environment. Workplace parties include:

- Employers.
- Employees.
- Suppliers.
- Contractors.
- Owners.
- Constructors.
- Engineers.
- Architects.
- Occupational Health and Safety Consultants.

All workplace parties share the responsibility of workplace safety; however, the Act states that all workplace parties share responsibility to the extent of their authority and ability to do so. This means that individuals with more authority over a workplace (Supervisors) have more responsibility than a supplier would.

Employee Rights

The Act provides employees with three basic rights. They are:

1. The Right to Know.
2. The Right to Refuse Unsafe Work.
3. The Right to Participate.

The Right to Know

Employees have a right to information on issues that affect their health and safety. To meet regulatory requirements, the information provided to employees must include but is not limited to:

- Any orders the employer receives from the Department of Labour, Skills and Immigration.
- A copy of the Act and a telephone number for the Department of Labour, Skills and Immigration.
- Copy of the workplace health and safety policy.
- Any Occupational Health and Safety Regulations that relate to the workplace.
- Name of their health and safety representative and how to reach them.

Employees have the right to watch workplace health and safety tests and must be explained testing procedures so the employee can understand what is going on.

The Right to Refuse Unsafe Work

If an employee is instructed to do work they believe to be dangerous to themselves or others in the workplace, they can refuse to do the work. If an employee refuses to do the work, they must:

- Report to a supervisor that they refused to do the work.
- If the problem is not fixed to the employee's satisfaction, report it to their safety representative.
- If the problem persists, report it to the Department of Labour, Skills and Immigration.

The Right to Participate

This gives the employees the right to participate in health and safety decisions made in their workplace, this includes:

- The right to take part in keeping their workplace safe and healthy.
- Included in the selection process of workplace health and safety representative.
- Right to participate in any training or information sessions that help employees to perform their jobs safely.

Employee Duties

Employees have a duty to report anything they perceive to be dangerous in the workplace. This includes:

- Reporting hazards to their supervisor as soon as the hazard is noticed.
- Wearing appropriate PPE and following applicable safe job procedures when performing a task.
- Co-operating with the workplace health and safety representative.

When employees report hazards to their supervisor they should document the date and time they had made their report/recommendations.

Employer Responsibilities

Employers must take all reasonable precautions to ensure the health and safety of those people at or near the workplace.

Employer responsibilities under the Occupational Health and Safety Act:

- Provide a safe and healthy workplace for all individuals.
- Train employees on how to perform the work safely.
- Ensure all equipment is safe, maintained and has all guards in place.
- Make employees aware of what hazards are associated with their tasks and what controls are in place to mitigate those hazards.
- Inform employees on who to talk to should they have health and safety concerns.
- Work with safety representatives to create a safe and healthy work environment.
- Create an occupational health and safety policy/program as required by the Act.
- Follow OHS Act and Regulations.
- Exercise due diligence.

Due Diligence

Due diligence is important in showing that reasonable care and caution have gone into implementing proper safety measures. In order to exercise due diligence employers must implement a plan to identify possible workplace hazards and carry out corrective actions to prevent incident or injuries from occurring.

Due diligence is an important legal defense for a person charged under occupational health and safety legislation. When an employer is charged under the Occupational Health and Safety Act, they must be able to prove that all precautions, reasonable under the circumstances, were taken to protect the health and safety of the employees. Due diligence is done before an incident occurs, not after. The employer should document in writing all the precautions they had taken to ensure employee safety before an incident occurs.

Documentation required to show due diligence:

- Employee orientation, education, and training.
- Workplace inspections, including corrective actions.
- Incident reports, including corrective actions.
- Equipment maintenance records and logbooks.
- Emergency response plans.
- Safe work procedures.
- Enforcement of health and safety rules and procedures.
- Supervisor notes (inspections, meetings with employees and contractors regarding safety).

WHMIS Responsibilities

What is WHMIS?

WHMIS stands for Workplace Hazardous Materials Information System.

Employer Responsibilities

Controlled Product: A substance that is poisonous, infectious, flammable, combustible, corrosive or dangerously reactive (bleach is a common hazardous product).

Employers are responsible to:

- Ensure that employees working with hazardous substances have access to procedures to the safe use, storage, handling and disposal of controlled products.
- Supervisors will provide training to all employees that may come into contact with any hazardous product used or stored at the workplace.
- Employees must have access to safety data sheets (SDS) for controlled products they will be handling or may be exposed to.
- Employers must ensure all controlled products are properly labeled and shall not remove or modify supplier label.
- If labels become illegible or if the hazardous product is transferred from its original container to a new container replace label with supplier label or workplace label.
- Inform employees on what type of hazardous products they will be using during workplace orientation.
- Conduct an annual review of hazardous product inventory.

Employee Responsibilities

- Employees must participate in WHMIS education programs.
- Employees must take precautions to protect the health and safety of themselves and other co-workers.
- Participate in identifying and controlling hazards.

Supplier Responsibilities

- Provide labels and SDS for any hazardous products they provide.

First Aid Responsibilities

Employer Responsibilities

- Employers pay for first aid training.
- Pay employee to take the training (ex. 8-hour course employees are paid for 8 hours).
- Pay for and make available First Aid supplies (kits differ based on company size).
- Companies can enter into an agreement to collectively provide and maintain first aid supplies, services, and attendants. A written copy of such agreement must be made available at each workplace covered by the agreement.
- Employers must maintain written records of injuries (even minor) for 5 years.
- Employers must provide injured persons safe and timely means of transport to a medical facility as directed by 911.
- First aid supplies and attendants must be available during all working hours.
- Location of first aid supplies and phone number or location of first aid attendant must be posted throughout the workplace.
- Inform employees of first attendants/first aid stations during workplace orientations.

Employee Responsibilities

- First aid attendants must have access to first aid kit.
- Use Barrier equipment when necessary.
- Keep a copy of the first aid certificate at the workplace and available upon the request of an officer with Nova Scotia Department of Labour, Skills and Immigration.
- Inform employers of any injuries that occur on site.

First Aid Kit Requirements

Minimum First Aid Kits Required		
Close and Distant Workplaces		
Number of Employees per Shift	Offices	Other Workplaces
1	1 Type 1	1 Type 1
2–25	1 Type 2 (small)	1 Type 2 (small)
26–50	2 Type 2 (small)	2 Type 2 (small)
51–99	3 Type 2 (small)	3 Type 2 (small)
100 or more	6 Type 2 (small)	6 Type 2 (small)
Isolated Workplaces		
Number of Employees per Shift	Offices	Other Workplaces
1	1 Type 1	1 Type 1
2–25	1 Type 2 (small)	1 Type 3 (small)
26–50	2 Type 2 (small)	1 Type 2 (small) 1 Type 3 (small)
51–99	3 Type 2 (small)	2 Type 2 (small) 1 Type 3 (small)
100 or more	6 Type 2 (small)	4 Type 2 (small) 2 Type 3 (small)

Posting Requirements

The employer is required by law to post certain items in the workplace. The list of items that have to be posted includes, but is not limited to:

- Current name of Health and Safety representative and means of contacting them (where applicable).
- Current copy of the OHS Act.
- Current number for reporting OHS concerns to Department of Labour, Skills and Immigration.
- Copy of company Health and Safety Policy (where applicable).
- Copy of shared first aid responsibilities.
- Location of first aid supplies and names and contact numbers of first aid attendants.
- Copy of workplace violence prevention policy (where applicable).

The following documents don't need to be posted but the employer should make them available at the workplace:

- Emergency numbers (fire, poison control etc.).
- Fire Response Plan/Procedure.
- List of chemical substances used in the workplace.
- Any regulations relevant in the workplace.

A complete list of posted requirements can be found in sections 37, 38, 39 of the Occupational Health and Safety Act.

Section 3

Hazard Assessments

Hazard Assessments

Hazard Assessments

A hazard assessment is a look at the workplace to identify any processes that may possibly cause harm to people, property, or environment. Hazards should be listed and then evaluated on how likely and severe the hazard would be.

		Likelihood			
		Unlikely	Possible	Likely	Certain
Severity	Low	1	2	3	4
	Medium	2	4	6	8
	High	3	6	9	12
	Fatal	4	8	12	16

Hazard assessments help to:

- Create awareness of hazards in the workplace.
- Identify who is at risk.
- Determine if existing controls are adequate.
- Determine if processes require safe job procedures or practices.
- Prevent injuries and illnesses.
- Prioritize hazards.
- Communicate hazards and controls to the workforce.

Hazard Assessments should be done before new processes or tasks are introduced. Hazard assessments should be done by a competent person who is familiar with the processes involved.

Hazard Analysis

Hazard analysis is the approach of breaking down tasks into specific steps and developing ways to eliminate or control the hazards to prevent an incident. Employees should be involved when performing a hazard analysis. They are most familiar with the tasks being performed and would have useful insight into the work being done.

Task analysis involves 5 steps:

1. Select task to be analyzed.
2. Identify the steps involved in that task.
3. Identify and rank potential hazards at each step.
4. Determine preventative measures to control the hazards.
5. Evaluate the effectiveness of the controls.

The goal of hazard analysis is to find and record any hazards present in the workplace. When performing a hazard analysis, it is important to:

- Look at all the aspects of the work being done.
- Include maintenance and cleaning procedures.
- Look at the records related to the processes (Near Misses/Accident Reports/Inspections/Investigations).
- Include experts in the hazard assessment when necessary.
- Examine how unusual circumstances could cause new hazards (Emergency/Power Outage).
- Consider the experience of the employee performing the task.
- Consider how the processes could affect visitors or the public.

Methods of Hazard Control

Once hazards have been given the order of priority, controls for those hazards can be put into place. The methods of hazard controls are:

- Elimination: Physically remove the hazard so it is no longer present.
- Substitution: Replace the hazard to reduce the risk of the hazard or eliminate the hazard.
- Engineered Controls: Isolate people from the hazard.
- Administrative Controls: Change how personnel perform the work.
- PPE: Personal Protective Equipment.

These methods are known as the hierarchy of controls with elimination of the hazard being the best choice and PPE (Personal Protective Equipment) being the last resort.

Section 4

Safe Work Practices

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Driving a Motor Vehicle Safe Work Practices

Potential Safety Hazards

- Ergonomic hazards, posture.
- Energy hazards.
- Material handling hazards.
- Chemical hazards, gas fumes.

Safe Work Practices (Do's)

- Read and follow the manufacturer's operation manual and warning label.
- Wear your seatbelt.
- Wear sunglasses when driving into direct sunlight.
- Follow the rules of the road.
- When passing ensure it is safe to do so and pass promptly.
- Slow down near neighborhoods and playgrounds.
- Check local weather and road conditions before you begin driving.
- Allow for extra travelling time or consider delaying a trip if there are poor weather conditions.
- Use defensive driving techniques.
- Be aware of road construction.
- Tell someone where you are going, the route you are taking and when you expect to arrive at your destination.
- Plan and be realistic about travel times.
- Take breaks as required to stretch and refocus.
- Only drive when you are alert and sober.
- Cellular phone: When you are driving, it is recommended to pull over in a safe area to take a call or let the caller leave a message on the voice mail.
- Keep radio volume low enough to hear emergency vehicles.
- Keep vehicle in good operating condition and ensure it is serviced regularly.
- Report any motor vehicle accidents that occur during company time to your supervisor immediately.
- Have an emergency kit in the vehicle.

Safe Work Practices (Don'ts)

- Do not drive if you feel drowsy or unwell.
- Do not use cruise control in poor weather conditions.
- Do not exceed the posted speed limit.
- In poor road conditions reduce your speed accordingly.
- Do not smoke while in the vehicle.
- Do not pickup hitchhikers or transport other persons that are not related through employment.
- Do not make sudden lane changes.
- Do not warm up a vehicle in a closed garage.
- Do not multi-task while driving. Pay attention and do not engage in distracting activities such as eating food, putting on make-up and texting.

Hand Tools Safe Work Practices

Potential Health and Safety Hazards

- Ergonomic hazards (force, repetitive movements, posture).
- Energy hazards (electricity or pneumatic pressure).
- Chemical hazards (dust).
- Physical hazards (noise, lighting).
- Machine hazards (moving parts, sharp blades, pinch points).

Safe Work Practices (Do's)

- Select the right tool for the job.
- Read and follow the manufacturer's instructions and warning labels.
- Wear appropriate PPE for the hazards to which you may be exposed to when doing the required task.
- Use good quality hand tools.
- Maintain tools in good working condition.
- Inspect tools for defects before use.
- Know how to safely use hand tools and identify when they need repair.
- Ask for help or clarification if you have never used a tool before or if you believe something may be broken on the tool.
- Ensure that the handle fits tightly into the head of the tool.
- Replace or repair defective tools.
- Replace cracked or broken handles on files, hammers or screwdrivers.
- Replace worn jaws on wrenches, pipe tools and pliers.
- Keep the work environment clean and tidy.
- Keep cutting tools sharp and cover the edges with a suitable covering to protect the tool and to prevent injuries from unintended contact.
- Ensure there is adequate lighting in the work area.
- Always concentrate on what you are doing.

Safe Work Practices (Don'ts)

- Do not use any broken or unsafe equipment, attach a warning tag, take it out of service and advise your supervisor.
- Do not use any hand tool for the jobs they are not intended to do.

Manual Material Handling

Safe Work Practices

Potential Health and Safety Hazards

- Ergonomic hazards; force (lifting and pushing/pulling) and posture (bending, reaching and twisting).
- Energy hazards; electricity or pneumatic pressure.
- Materials handling hazards; lifting, pushing/pulling and hazardous substances.
- Physical hazards; lighting.
- Work practice hazards; following established safe work practices and procedures, and general housekeeping practices.

Safe Work Practices (Do's)

- Wear appropriate personal protective equipment such as work gloves when handling objects with sharp edges and safety footwear when handling heavy objects.
- Ensure there is adequate clearance for safe lifting/material handling.
- Ensure storage areas are kept tidy, well organized and free of clutter.
- Use a hand truck, cart, dolly, wheelbarrow, etc. to move heavy, awkward or bulky objects. Ask for assistance.
- Know how to safely handle controlled WHMIS products.
- Reduce repetition as much as possible by pacing your work and by varying tasks.
- Use a stepladder or step stool to reach high places.
- Wherever possible use an elevator to move supplies and equipment between floors. Ask for assistance and/or use a two-wheeled hand truck dolly to move heavy, awkward or bulky items up or down stairs if an elevator is not available.
- Use proper lifting techniques when lifting materials.

Safe Work Practices (Don'ts)

- Do not lift or carry items by the packing straps or cords.
- Do not use a box, desk or chair to reach high objects.
- Do not lift a load if you are not sure that you can handle it safely.

Ladder Safe Work Practices

Potential Health and Safety Hazards

- Ergonomic hazards; force and posture.
- Energy hazards; electricity or pneumatic pressure.
- Machine hazards; pinch points.
- Work practice hazards; following established safe work practices and procedures, and general housekeeping practices.

Safe Work Practices (Do's)

- Read and follow the manufacturer's instructions and warning labels.
- Wear appropriate personal protective equipment such as safety footwear (with heels and slip-resistant soles) and safety glasses.
- Manufactured portable ladders must be CSA grade 1 or grade 2 ladders.
- Only one person is permitted to be on a ladder at any time.
- Ensure that all electrical equipment that will be used during ladder work is in good working condition and is properly grounded.
- Keep ladders away from electrical wires.
- Ensure that the work area is clear of debris.
- Ensure there is adequate lighting in the work area.
- If you become dizzy on a ladder you should drape your arms over a rung and rest your head against the ladder. Climb down slowly.
- If working from a ladder 3 meters or more above a safe surface or any distance above an unsafe surface, fall protection should be used if reasonable to do so.

Safe Work Practices (Don'ts)

- Do not use a ladder if you feel drowsy or unwell.
- Do not overreach while on a ladder. Move the ladder when needed.
- Do not use a ladder as a brace or support for a work platform or plank.
- Do not use a ladder on slippery surfaces without securing the ladder's feet.
- Do not use a ladder on soft ground; the legs could sink into the ground.
- Do not place a ladder on a box, cart or other unstable surfaces.
- Do not carry objects in your hands while climbing or descending a ladder. Hoist materials or use a tool belt.
- Do not paint a wooden ladder.
- Do not place a ladder against a flexible or moveable surface.
- Do not allow anyone to stand under a ladder.
- Do not try to straighten or attempt to use a bent or bowed ladder.
- Do not straddle the space between a ladder and another object/surface.
- Do not use a ladder in a passageway, doorway, driveway or other location where a person or vehicle could hit it. Set up suitable barriers or lock doors.
- Do not work or climb higher than the fourth rung from the top of a ladder.
- Do not leave ladders unattended.
- Do not extend the top section of a ladder from above or by "bouncing" on it.
- Do not use grade 3 ladders.

Office Ergonomics Safe Work Practices

Potential Health and Safety Hazards

- Physical hazards (air quality, lighting).
- Ergonomic hazards (repetitive movements, posture, force).

Safe Work Practices (Do's)

- Work in a neutral body posture without excessive bending, reaching, twisting or slouching.
- Work with your wrists and hands in a neutral position.
- Position work so it is easy to see and reach.
- Ensure your computer workstation is properly setup and adjusted (refer to Workstation Evaluation Report form).
- Change your body position frequently by varying your tasks and taking micro rest breaks.
- Avoid sitting for a long period of time. Alternate between sitting, standing and walking.
- Consider alternating tasks within a job to minimize repetition.
- Stretch regularly. Stretches should be done slowly and smoothly.

Safe Work Practices (Don'ts)

- Do not hold a single posture too long.
- Do not lean back in a chair with your feet on a desk.
- Do not squeeze the mouse or press buttons with excessive force.
- Do not store items under your desk (allow for free movement of your legs).

Section 5

Safe Job Procedures

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Working Alone with Money

Safe Job Procedure

Working Alone Definition

A person is considered alone at work when they cannot be seen or heard from by another person. This can include situations where employees go for extended periods of time without direct contact with other co-workers. Working alone is not always hazardous, but when the person working alone will be handling money they are at higher risk of potential violence from the public.

Ways to Keep a Lone Worker Safe

- Assess the hazards of the workplace.
- Investigate incidents at the workplace, these help employers learn what types of hazards employees may face when working alone.
- Provide appropriate training to any employees that may be working alone. They should understand the check-in procedure and what to do in the event of an emergency.
- Establish a check-in procedure and make sure that regular contact is kept with all employees.
- Investigate and report all situations where being alone presents a greater risk to the employee. Make policy changes where necessary.
- Take corrective action to prevent or minimize the potential risks of working alone.
- Schedule higher risk tasks to be done during normal business hours or when another employee can help in the event of an emergency.
- Familiarize employee with Violence in the Workplace Regulations (where applicable).

Check-In Procedure

- Prepare a daily work plan so it is known where the lone worker will be and when.
- Identify one main person to be the contact, plus a backup.
- Define under what circumstances the lone worker will check in and how often.
- Stick to the check-in schedule and have a written log of contact.
- Have the contact person call or visit the lone worker periodically.
- Use a code word to be used to identify that help is needed should the employee be unable to communicate freely.

- Develop an emergency plan should the lone worker not check-in when they are supposed to or is unresponsive.
- The contact person must know when and how to activate the emergency plan.

Things to Consider When Assessing the Workplace

- What is a reasonable amount of time for the employee to be alone?
- How long will the employee be alone?
- What time of day will the employee be working alone?
- What form of communication is available to the employee?
- Will emergency communication work in all situations?
- Does the employee working alone have appropriate training in working alone procedures?
- Does the responding employee have the appropriate training in working alone procedures?
- Are necessary emergency supplies available to the employee?
- Do they have the required training to effectively use emergency supplies?
- Which procedures are in place for bathroom breaks and regular breaks?

Ways to Reduce Risk When Handling Money

- Keep the minimum amount in the cash register as possible.
- Remove large bills as you receive them.
- Change the time of day you empty the cash register.
- Ask customers to use electronic payments such as credit or debit cards.
- Use a locked safe.
- Post signage explaining there is minimal cash kept on site.

Employee Training to Consider

- Emergency response procedures.
- Security system operation.
- Conflict resolution and non-violent responses.
- How to behave during and after a robbery (see Violence in the Workplace Safe Job Procedure).
- Strategies in place to prevent robberies.
- Violence in the Workplace Regulations.

Violence in the Workplace

Safe Job Procedure

What is workplace violence?

Workplace violence is any act in which a person is harassed, abused, threatened, intimidated or assaulted in their place of work. Harassment includes discrimination based on: race, religion, sex, marital status, physical disability, political opinion, age or nationality.

Notice the signs of possible aggression in fellow employees.

Each situation is different and using personal judgement is required when identifying an aggressive person. These behaviors do not necessarily mean a person will become violent but could indicate that they are currently troubled or under an excessive amount of stress.

Warning Signs:

- Crying or temper tantrums.
- Complaints of problems without resolving them.
- Poor personal hygiene.
- Unpredictable behavior.
- Verbalizes negative thoughts towards others.
- Confusion or distraction.
- Pushing the limits of acceptable conduct.
- Poor quality work.
- Unable to focus on tasks.
- Absenteeism.
- Disruptive at work.
- Substance abuse.

Physical signs a person may become violent:

- Clenched fists.
- Loud speech.
- Pale or flushed face/Sweating.
- Violation of personal space.
- Trembling.
- Rapid breath.
- Not breaking eye contact or avoiding eye contact.
- Violent gestures/Swearing.
- Signs of fatigue.

Reporting Procedure

In all situations, if you witness or experience violence or threats of violence, take precautions to ensure your own safety and the safety of others.

1. Inform the individual that their behavior is unwelcome and ask them to stop.
2. File a Violence Incident Report Form.
3. Report the problem and file a complaint to the follow individuals:
 - A) Owner (Name)
 - B) Supervisor (Name)
 - C) HR Rep (Name)

Dealing with Upset Customers

Dealing with upset customers is part of business, knowing how to deal with these situations and diffuse them peacefully is required by all employees.

- Remain calm and try to calm the other person.
- Avoid escalating the situation.
- Listen carefully to the customer and attempt to find solutions.
- Record customer complaints.
- Ask if they would like to speak to a manager.
- Try to stay a safe distance away from customers.

Working with Money Safe Work Practices

Employees that deal with money are often at greater risk for workplace violence. When working with money it is important to remember these safe work practices:

1. Make store attractive to customers.

- Keep store clean and well lit.
- Stay active while working.
- Move away from the sales counter when there are no customers in the store.
- Have sales counter in an area that is visible from outside.

2. Keep alert while at the workplace.

- Identify your escape route.
- Know emergency contact numbers or where to locate them.
- Avoid looking directly at suspicious individuals or groups.
- If suspicious individuals do not leave call police and ask for a patrol check.
- Door alarms can alert employees when someone enters the store.

3. Greet everyone that enters the store.

- Be friendly and look everyone in the eye briefly.
- Try to provide extra customer service to suspicious individuals. (Ask if they need help with anything).

4. Keep cash at register to a minimum.

- Remove 50\$ and 100\$ bills quickly.
- Post signage stating, "minimum cash kept on premises".
- Ask customers for exact change or small bills if possible.

5. Take extra precautions during slow periods and after dark.

- Run an empty register — 5\$ bills and change only.
- Operate only one register at night and early morning.
- Ensure outdoor lights are working.
- Move cash handling areas away from entrances and exits.

Robbery Procedure

During a robbery it is important to follow this procedure to reduce the risk of injury to yourself or those around you.

1. Remain calm.

- Act as if you are making a sale to a customer.
- Be calm and courteous, if you don't understand what the robber is asking for ask for clarification calmly.
- Most robberies last under two minutes.
- Keep it short – the longer a robbery takes, the more agitated the robber will become.

2. Listen to what the robber is asking for and obey, don't be a hero.

- **Do not** fight back.
- **Do not** jeopardize the safety of yourself or the safety of other employees.
- Give the robbers any cash and merchandise they ask for.
- Don't delay or argue.

3. Keep the robber informed to reduce the chance of surprises.

- Inform them if you are reaching for something or explain the purpose of your movements.
- Ask them for directions.
- Activate alarm system only after the robber has left not while they are in the store.

4. Attempt to get as many observations as you can.

- Do not stare at robber but observe what they look like.
- What are they wearing?
- What size are they?
- Type/colour of their weapon?
- Voice?
- Direction they left.
- Record their appearance and mannerisms after they have left in the Violent Incident Report Form.

5. Do not chase the robber, call the police.

- Lock the store.
- Call the police and follow their instructions.
- Call your supervisor or employer to report the robbery.
- Ask witnesses to stay until police arrive.

Employer Responsibilities After a Robbery

A robbery can be a traumatic experience for employees. It is important that employers understand employee concerns and make available any resources they may need.

- Do the best to calm and reassure the employee that everything will be alright.
- Provide them with a ride home, if required.
- Allow them time off if they require.
- Encourage a return to work through modified job tasks.
- Provide professional help if the employee doesn't seem to recover from the incident.

For WCB-covered employers, if an injury occurs that requires any level of medical attention or for the employee to take time off work, the injury must be reported must be reported to the WCB within five business days. Visit wcb.ns.ca to learn more.

Ergonomics Safe Job Procedure

Ergonomics

Ergonomics is the scientific discipline concerned with the understanding of the interactions among human and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance.

Definitions

Ergonomic Stressors

Conditions that pose a biomechanical stress to the human body associated with increased risk for development of musculoskeletal disorders.

Musculoskeletal Disorder (MSD)

Musculoskeletal disorders (MSDs) are disorders of the muscles, nerves, tendons, ligaments, joints, cartilage and spinal discs. MSDs do not include disorders caused by slips, trips, falls, motor vehicle accidents, or other similar accidents. Examples of MSDs include: Carpal tunnel syndrome, Rotator cuff syndrome, De Quervain's disease, Trigger finger, Tarsal tunnel syndrome, Sciatica, Epicondylitis, Tendinitis, Raynaud's phenomenon, Carpet layers knee, Herniated spinal disc, and Low back pain.

Work-related Musculoskeletal Disorder Hazard (WMSD Hazard)

Work activities and/or work conditions in which ergonomic stressors are present that are reasonably likely to cause or contribute to an MSD.

Ergonomic Stressors

Workstations that are poorly designed can contribute to workplace injury. This can come in a variety of ways such as force, repetition, static postures, awkward posture or cold temperatures.

Force

The amount of muscular effort required to perform a task. Generally, the greater the force, the greater the degree of risk. High force has been associated with Work Related Musculoskeletal Disorders at the shoulder/neck, the low back and the forearm/wrist/hand.

Repetition

Repetition is the number of similar exertions performed while engaging in a work-related task. Excessive repetition required for the performance of a job may cause an employee to experience a repetitive stress injury (RSI) or other MSD.

Static Postures

Static postures are positions that someone holds for an extended period such as sitting, standing or sleeping. Holding these static postures can result in muscle fatigue which can lead to MSDs.

Awkward Postures

Awkward postures are postures that require the body to be bent or twisted in an unnatural way. Working in awkward postures increases the amount of stress on the body and can lead to injury.

Cold Temperatures

Working in cold temperatures causes the body to work harder to maintain its internal temperature. Working in these conditions places the persons at greater risk of developing an MSD.

Proper Lighting

Working in an environment with improper lighting can cause issues such as eye fatigue and headaches.

Symptoms of Musculoskeletal Disorders

The presence of MSDs is a red flag that there may be an ergonomic stressor in the workplace. Symptoms may vary from person to person completing the same task, but all symptoms are to be taken seriously. These symptoms can include but are not limited to:

- Swelling.
- Pain.
- Stiffness.
- Numbness.
- Tingling.
- Tightness.

Workplace Controls

_____ will work with employees to identify any ergonomic stressors in the workplace and eliminate or mitigate those stressors. This may be through administrative controls, engineered controls or through the use of PPE.

Administrative Controls

Administrative controls are changes in work procedures such as written safety policies, rules, supervision, schedules, and training with the goal of reducing the duration, frequency, and severity of exposure to hazardous situations.

Engineered Controls

Engineered controls protect employees by removing hazardous conditions or by placing a barrier between the employee and the hazard.

Personal Protective Equipment (PPE)

PPE is equipment used to minimize exposure to hazards that cause injuries.

Roles and Responsibilities

Employer

- Take every reasonable precaution to protect the employee by minimizing exposure to MSD hazards.
- Support and provide financial support for ergonomic initiatives.
- Ensure employees are properly trained in proper ergonomic techniques prior to beginning work.
- Comply with ergonomic policy and procedure.

Supervisors

- Take every reasonable precaution to protect the employee by minimizing exposure to MSD hazards.
- Record any MSD complaints from employees.
- Work with employees to identify MSD hazards in the workplace.
- Comply with ergonomic policy and procedures.

Employees

- Comply with ergonomic policy and procedures.
- Participate in regular education as established by _____.
- Report any hazards, equipment problems or any other unsafe tasks immediately to the Supervisor.
- Support the Ergonomic Program by bringing forward any ideas and initiatives that could improve workstation ergonomics, process and production requirements and overall employee wellness.
- Report any concerns, incidents and near misses to the Supervisor immediately and cooperate in the investigation as required by Management.
- Use best work methods when working and communicate best practices to the Supervisor.
- Be responsible for correct use of the equipment provided by the Employer.

Safe Work Practices

It is important to follow all safe work practices in order to mitigate hazards associated with extended periods of sitting or standing.

- Change positions frequently to reduce strain on muscle groups.
- Avoid situations that require employees to bend, twist or over-reach.
- Have equipment that is adjustable to the employee.
- Take breaks frequently in order to stretch and move around.
- Maintain good posture while performing tasks.
- Do not use equipment for anything other than its intended purpose.
- Read operating manual to become familiar with equipment.
- Maintain equipment – Damaged equipment may result in injury.
- Keep equipment away from the edge of desks.
- Keep workplace tidy and clean, free from debris and other hazards.
- Use proper lifting techniques when required.

Training

_____ will provide ergonomic training to all employees in the New Employee Orientation Program. The training program will include but not be limited to the definition of ergonomics, ergonomic stressors, types of MSDs, symptoms of MSD, reporting, workplace controls, and proper lifting techniques.

Procedure

All ergonomic complaints will be investigated.

1. At the beginning of every employee's employment, prior to starting work, they will review all ergonomic policies and procedures.
2. Supervisors will fill out an ergonomic evaluation form with the employee and submit it to HR.
3. Should employees at any point in their employment experience discomfort that may be caused due to their workstation, the employee and their supervisor will conduct another ergonomic evaluation.
4. If the discomfort continues contact an ergonomics consultant and refer the employee to a doctor.
5. Should the employee's injury result in lost time, contact WCB.

Section 6

Company Rules

Company Rules

1. Fighting, horseplay, practical jokes or any attempts to interfere with a employee are prohibited.
2. Theft, vandalism or any other misuse or abuse of company property is prohibited.
3. All unsafe acts or conditions including “near miss” incidents, are to be reported to appropriate supervisor, this includes damage to property or injury to anyone around the workplace (including patrons).
4. Possession or consumption of alcohol or drugs on company premises is prohibited. Employees should not be impaired at work.
5. Employees will arrive prepared to work this includes dressing appropriately, sufficiently rested and on time.
6. Management should be notified of any absences prior to the beginning of scheduled shifts.
7. All employees should work in accordance with company safe work procedures.
8. All management and employees shall remove any damaged equipment from service immediately.
9. All employees are responsible for keeping the workplace clean and orderly.

Disciplinary Actions

Any breach in company rules will result in the following disciplinary actions.

1st Offense: Verbal Warning.

2nd Offense: Written Warning.

3rd Offense: Written Warning or Possible Dismissal/Termination.

All notices shall be explained to employees and their supervisors regarding their violations. A copy of the rule's violation report shall be distributed to each party as well as a copy will be kept on file. 3rd offenses will be evaluated on a case by case basis.

Section 7

Inspections/ Investigations

Inspections/Investigations

Inspections

Workplace inspections are one of the most common and effective tools for identifying and correcting hazards before they cause injury or illness. They are also an important activity to ensuring due diligence and a requirement of the OHS Act. All workplace parties should participate in workplace inspections this includes:

- Supervisors.
- Managers.
- Maintenance personnel.
- Health and safety representatives.
- Employees.

Inspections not only can help identify and control workplace hazards but can also draw attention to and encourage good health and safety practices. Workplace inspections are usually done as either a formal or informal inspection.

Formal Inspections

Formal inspections are regularly scheduled walkthroughs or examinations of a workplace. During a formal inspection, a workplace inspection checklist is used to guide the formal inspection. The main benefit associated with formal inspections is that a record is kept, and any hazards identified are documented for follow up. Workplace inspection checklists clarify inspection responsibilities, plan inspection activities, and provide a report of inspection findings.

Informal Inspections

Informal inspections are done as employees are performing their daily tasks. It is a conscious awareness of health hazards and controls in the workplace. Informal inspections are done at any time but are limited because they are not focus on specific checklists but are useful in spotting potential hazards. Employees should know that it is part of their duties to perform informal inspections regularly.

Performing Inspections

Employees should conduct ongoing inspections throughout their workday. Frequency of inspections can vary but should be conducted daily to ensure any equipment is in good working order. An inspection should look at all workplace elements:

- The people: Who is involved in the inspection?
- The equipment: What equipment is being used?
- The materials: What material is being used?
- The environment: Does the environment present a hazard?
- The processes: What are the safe job procedures? Are they being followed?

Attention should be focused on the areas or processes that are likely to develop into an unsafe act or condition. Results of inspections should be shared with employees, and any corrective actions should be tended to as soon as possible. Corrective actions should be designated to a person and should be given a date of when the corrective action should be done by.

Investigations

Investigations are performed after an incident or a near miss has occurred.

Investigations are done to identify the underlying causes that had occurred to allow the incident or near miss to happen. Near misses are investigated because they serve as a signal for potential workplace incidents. When performing an investigation, it is important to investigate as soon as reasonably possible.

Serious Incidents

If the incident being investigated involves a serious injury or fatality, then outside agencies will have to be contacted. These agencies include:

- WCB Nova Scotia: Employers must report the injury to WCB within 5 business days. Financial penalties may be applied if reports are late. Visit wcb.ns.ca for more information.
- Department of Labour, Skills and Immigration (1-800-952-2687). In the event that the incident results in any of the following, the employer must contact the Department of Labour, Skills and Immigration in no more than 24 hours after the incident:
 - Fire or Flood.
 - Unconsciousness.

- Fracture of the skull, spine, pelvis, arm, leg, ankle, wrist, or major part of the hand or foot.
 - Loss or amputation of a leg, arm, hand, foot, finger, or toe.
 - Third degree burn to any part of the body.
 - Asphyxiation or poisoning.
 - Any injury that requires admission to the hospital.
 - Loss of sight in one or both eyes.
 - Injury that endangers the life of the employee.
 - Accidental explosion.
 - Major structural failure or collapse.
 - Release of hazardous substance.
 - Fall from a work area where fall protection is required, whether the person is injured or not.
 - Fatality.
- Police Department.

Investigation Procedure

When performing an investigation, it is important to remember not to disturb the scene. According to the Act and Regulations the only time it is acceptable to disturb an incident scene is to provide first aid to an injured person, prevent further injuries from occurring, or to protect property.

1. Assess the situation, identify if the area poses a hazard to yourself or others near the area. Mitigate anything that may be a potential hazard and identify any injured employees.
2. If it is safe to do so, provide first aid to injured employee and call for an ambulance if necessary.
3. Secure the scene, ensure that any evidence is not disturbed. Block or tape off the area where the incident happened. Take photos or videos of the scene for reference.
4. Identify any witnesses that might have seen how the incident happened. Get their information and arrange interviews.
5. Analyze the information that has been collected.
6. Determine corrective actions to prevent the incident from happening again.
7. Follow up to determine if corrective actions are working.

Section 8

Emergency Preparedness

Emergency Preparedness

Employer Responsibilities

- Develop a fire response procedure/plan.
- Ensure all employees have outlined responsibilities and that they understand their role in responding to fires in the workplace.
- The response plan should include locations of emergency exits, fire alarms and fire extinguishers in the workplace.
- Ensure that all fire extinguishers have passed a current inspection and that they are in working order.
- Perform fire drills testing employee knowledge of the plan, alarms and emergency response time.
- Ensure employees understand the difference in fire extinguisher types along with when to use each.
- Appoint a fire warden and provide training.

Fire Extinguisher Types

- Type A (green triangle): used for paper and wood.
- Type B (red square): used for flammable liquids (gas, oil, paint).
- Type C (blue circle): used for electrical fires (wiring, appliances).

Operating a Fire Extinguisher

When operating a fire extinguisher, use the P.A.S.S technique.

1. Pull: Pull the pin. This will break the tamper seal.
2. Aim: Aim low, point the extinguisher at the base of the fire.
3. Squeeze: Squeeze the handle to release the extinguishing agent.
4. Sweep: Sweep from side to side at the base of the fire until it appears to be out.

Continue to watch the area. If the fire re-ignites, repeat steps 2–4.

Fire Warden Responsibilities

A fire warden is a designated person within the company that is responsible for fire safety in the workplace.

- Be familiar with the emergency access routes.
- Be familiar with the buildings fire alarm system.
- Identify any personnel that may require assistance when evacuating and develop a plan to ensure their safety.
- Participate in fire drills.
- Keep evacuation routes unobstructed.
- Watch for fire hazards in the workplace (accumulation of garbage/paper, improperly stored combustibles).
- Ensure emergency access doors are functioning properly.
- Ensure emergency exit signs are illuminated and visible.
- Check fire extinguishers, ensure they are inspected and are not obstructed.
- In the event of a fire take a head count and determine if anyone is missing.
- Conduct Fire Safety Checks.
- Report any issues to management.

Fire Evacuation Procedure

1. When a fire is detected in the workplace pull the nearest fire alarm.
2. In a calm and orderly manner evacuate the building. **Do not** use the elevator. Proceed to the predetermined muster point.
3. Once at the muster point, call 911. Provide them with as much detail about the emergency as possible (location in the building, fire type, injuries).
4. Only re-enter the building when the Fire Department says it is safe to do so.

Section 9

Workers' Compensation Board

Workers' Compensation Board

What is WCB?

WCB Nova Scotia is the province's provider of workplace injury insurance, and works to reduce the human and financial impact of workplace injury. The WCB informs and inspires Nova Scotians in the prevention of workplace injury, but when it occurs, they provide security from its impact to workers and their families.

The WCB works with employers to help prevent workplace injuries, and to establish strong return-to-work programs. When injury occurs, they support those impacted to return to work in a safe and timely manner. They provide income replacement benefits, support rehabilitation and offer return-to-work assistance. The WCB also provides extended benefits in cases where a worker is no longer able to work due to their workplace injury, and supports families in the wake of workplace tragedy.

Who Requires WCB?

Most employers in Nova Scotia are required by law through the *Workers' Compensation Act* to register their business with the WCB and pay premiums. Generally this is required for mandatory industries, including hotels, restaurants, and retail, that have three or more workers at one time. A complete list of mandatory industries can be found at wcb.ns.ca.

Employers who are not in mandatory industries or who have fewer than three workers may register and purchase voluntary coverage. Once registered, employers with voluntary coverage have the same rights and responsibilities as those for whom registration is mandatory.

To learn more visit wcb.ns.ca.

When to contact WCB?

WCB Nova Scotia encourages employers to consider making it policy for employees to report all workplace injuries when they occur and before they leave the work site that day.

Employers must file a WCB Injury Report for injuries requiring medical attention, or where the worker will lose time from work. The WCB must receive this report within five business days of the injury being reported to the employer. Financial penalties can be applied to the employer if reports are late.

The quickest and easiest way to file a WCB injury report is through My Account, the WCB's 24/7 online business tool for employers. Visit wcb.ns.ca to learn how to set up My Account.

WCB Nova Scotia also has a vast library of workplace safety, injury prevention and return to work resources that can help put your workplace on the path to safety success. Visit worksafeforlife.ca to find tools and tips for your industry, see our latest safety campaigns, order and download free materials and much more.

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New Employee Orientation Checklist

Organization:		Supervisor:			
Employee:		Job Title:			
Employee Status: <input type="checkbox"/> New Hire <input type="checkbox"/> Temporary Worker <input type="checkbox"/> Promotion <input type="checkbox"/> Return to Work <input type="checkbox"/> Student/Co-op Placement					
General Items		Date Completed	Trainer Initials	Employee Initials	Comments
Legislation	Health and Safety Legislation				
	Health and Safety policies and procedures				
	Employees Rights				
Responsibilities	Management Responsibilities				
	Employee Responsibilities				
Rules	Company Overview				
	Disciplinary Action Procedure				
Preventing Employee Injury	Reporting Unsafe Conditions				
	Reporting Injuries				

New Employee Orientation Checklist (continued)

General Items		Date Completed	Trainer Initials	Employee Initials	Comments
Emergency Procedures	Emergency Call Numbers				
	First Aid Call Numbers				
	First Aid Supplies				
	Evacuation Procedures				
Job Specific	Safe Work Practices				
	Safe Work Procedures				
	Use of Equipment				
Communi- cations	Annual Safety Meeting				
WHMIS	Symbols, Labels, SDS				
	Safe Handling Procedures and Appropriate PPE				
Employee Signature:		Date:			
Supervisor Signature:		Date:			

Hazard Assessment

Company name:		Date:	
Location:		Assessor:	
Task	Hazards	Controls	PPE required
Corrections required:		Notes:	
Assessor signature:			

Violent Incident Report

Name:	Date:
Job title:	Time:
Location:	
Type of incident (check all that apply)	
<input type="checkbox"/> Aggressive behavior	<input type="checkbox"/> Weapon use
<input type="checkbox"/> Threatening behavior	<input type="checkbox"/> Alcohol/drug use
<input type="checkbox"/> Mentally disturbed behavior	<input type="checkbox"/> Verbal abuse
<input type="checkbox"/> General disturbance	<input type="checkbox"/> Harassment
<input type="checkbox"/> Fighting	<input type="checkbox"/> Other (specify)
<input type="checkbox"/> Theft	
<input type="checkbox"/> Intimidation	
Medical attention or first aid?	Investigation conducted?
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
<input type="checkbox"/> No	<input type="checkbox"/> No
Reported to supervisor?	Police called?
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
<input type="checkbox"/> No	<input type="checkbox"/> No
Persons involved, including witnesses:	
Phone numbers:	

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Violent Incident Report (continued)

Description of incident:

Assailant:

- Customer
- Employee
- Manager

- Delivery person
- Other (specify)

Assailant name, if known:

Description of individual(s)

- Male
- Female

Age:

Complexion:

Height:

Weight:

Actions taken:

Workplace Violence Risk Assessment

Company name:		Completed by:		
		Date completed:		
Task	Hazards	Controls		Target date/ person responsible
		Existing	Recommended	

Fire Safety Checklist

Company:		Area inspected:	
Inspected by:		Date:	
Check	Yes	No	Corrective actions required
Are corridors and stairways unobstructed?			
Are exit doors unobstructed?			
Can exit doors be unlocked from inside with one motion?			
Is the exit to outside unobstructed?			
Are fire doors kept closed and latched?			
Are exit signs illuminated where required?			
Are emergency lights provided where needed?			
Is emergency lighting operational?			
Are fire alarm pull stations visible and accessible?			
Can fire alarms be heard in all parts of the building?			
Are extinguishers visible and unobstructed?			
Are fire extinguishers installed properly?			
Is exit signage adequate?			
Is exit signage visible?			

Musculoskeletal Disorder Report

Name:	Date:
Company:	Job title:
Location of injury:	Workstation location:
Supervisor:	Evaluated by:
Primary activities:	
Current musculoskeletal concerns:	

Workstation Evaluation Report

Chair (sit fully back into chair)

Parameter	Description	Yes	No	Action
Seat Height	<ul style="list-style-type: none"> • Feet flat on floor • Knees bent at right angles • Thighs horizontal to the floor 			
Back Rest Height	<ul style="list-style-type: none"> • Lumbar support is at the correct height 			
Seat Pan Depth	<ul style="list-style-type: none"> • 2–3 fingers between the front of the seat and the back of the knees 			
Tilt	<ul style="list-style-type: none"> • Seat is tilted so hips and tops of thighs are at right angles or slightly greater 			
Armrest Position	<ul style="list-style-type: none"> • Out of the way when typing • Provide support when needed 			

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Workstation Evaluation Report (continued)

Keyboard/Mouse (should be the same height)

Parameter	Description	Yes	No	Action
Keyboard/Mouse Height	<ul style="list-style-type: none"> • Elbows 90 degrees • Forearms and hands form straight lines 			
Mouse Height	<ul style="list-style-type: none"> • Close to keyboard • On the same level as the keyboard 			
Keyboard Distance	<ul style="list-style-type: none"> • Distance allows relaxed shoulders with elbows close to body 			
Mouse Distance	<ul style="list-style-type: none"> • Directly next to keyboard • Same distance as keyboard 			
Hand Posture on Mouse	<ul style="list-style-type: none"> • Base of hand rests on mouse 			

Workstation Evaluation Report (continued)

Monitor

Parameter	Description	Yes	No	Action
Height	<ul style="list-style-type: none"> • Top of screen slightly lower than eye level 			
Distance	<ul style="list-style-type: none"> • Depending on vision 18–33" • Should see screen clearly without straining 			
Alignment	<ul style="list-style-type: none"> • Directly behind keyboard 			
Visual Comfort	<ul style="list-style-type: none"> • Positioned to avoid glare • Perpendicular to bright sources 			
Brightness	<ul style="list-style-type: none"> • Adjust to the user's preference 			

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Workstation Evaluation Report (continued)

Work Environment

Parameter	Description	Yes	No	Action
General Lighting	<ul style="list-style-type: none"> Reflections are minimal Work materials are easy to read 			
Leg Clearance	<ul style="list-style-type: none"> 2" clearance for hips and knees 			
Document Placement	<ul style="list-style-type: none"> Area to store documents Easily within reach 			
Item Placement	<ul style="list-style-type: none"> Area to store items Easily within reach 			

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Investigation Report

Company:	Date:	Time:
Supervisor:	Incident reported by:	Investigated by:
Injury		
Person injured:	Phone number:	Experience:
Date of birth:	Address:	Type of injury:
Location of injury:	Source of the injury:	Treatment required:
Description of the incident:		
Corrective Actions		
Actions taken:	Person performing actions:	Due date:
Employee performing actions (print name):	Employee performing actions (signature):	Date:
Manager (print name):	Manager (signature):	Date:
Follow up Date:		

Inspection Checklist

Item	Pass	Fail	Corrective action	Initial	Corrective action completed by	Completed (Y/N)	Date completed
Housekeeping							
Aisles							
Fire Escapes/ Exits							
PPE Available							
PPE being used							
Workstations							
Waste Disposal							
First Aid Kit							
Fire Extinguisher							
Safety Board							
Racking/ Shelving							
Assessor Signature:				Date:			

WCB Nova Scotia Forms

Most WCB employer forms can be completed and submitted securely 24/7 through MyAccount. Visit wcb.ns.ca to sign up.

Nova Scotia Safety Manual for Businesses

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