

Topic: **Workplace Health & Safety**

## 7.1 Violence Harassment in the Workplace

Board Motion Number: **10.155**  
Date of Original Board Motion Number: **June 21, 2010**  
Date of Current Issue:  
Date of Next Review:  
Attachments:

Signature of Board Chairperson (and Date):

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The Occupational Health and Safety Act and the Ontario Human Rights Code state that employees have the right to work in an environment that is free from violence, harassment and discrimination.

While the North Kawartha Library Board Violence and Harassment policy defines what violence, harassment and discrimination are, the responsibility for creating and maintaining a positive work environment rests with all persons sharing the work place. All employees, politicians, volunteers, visitors, clients, consultants, contractors and suppliers of the North Kawartha Library Board are expected to recognize and refrain from actions which threaten, offend, embarrass or humiliate others, whether deliberate or unintentional. In addition, management has an ongoing responsibility to respond immediately to stop any activity in the workplace which undermines this policy, whether or not there has been a complaint. The policy is supported by a program which includes risk assessment, procedures and training.

The North Kawartha Library Board is responsible for the behaviour of employees, politicians and volunteers and any act or thing done or omitted to be done in the course of employment by an employee is deemed to be an act of the Township. All employees, politicians, volunteers, visitors, clients, consultants, contractors and suppliers of the North Kawartha Library Board should be aware of this policy and the supporting program.

To ensure all employees, politicians and volunteers know and understand the North Kawartha Library Board Violence and Harassment Policy, all are asked to read the attached policy and the corresponding procedures and sign below to indicate their understanding.

I have reviewed the Violence and Harassment Policy of the North Kawartha Library Board and understand the issues and requirements stated within it. I also understand that there is a program in place that includes risk assessment, procedures and training.

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Signature

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Print Name

**Purpose:**

To establish a policy to recognize, minimize and/or prevent violence and unacceptable behaviour in the workplace, ensure the right to be free from violence and harassment in the workplace and to foster the safety and security of North Kawartha Library Board employees, politicians, volunteers, visitors, clients, consultants, contractors and suppliers. The policy will ensure each employee's right to equal treatment with respect to employment without discrimination on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, age, record of offences, marital status, same sex partnership status, family status, and disability.

The North Kawartha Library Board is committed to providing and maintaining a working environment that is based on respect for the dignity and rights of everyone in the organization.

**Scope:**

This policy applies to all employees, politicians, volunteers, visitors, clients, consultants, contractors and suppliers of the North Kawartha Library Board. It applies in any location in which you are engaged in work-related activities. This includes, but is not limited to:

- the workplace
- during work-related travel
- at restaurants, hotels or meeting facilities that are being used for business purposes
- in company owned or leased facilities or vehicles
- during telephone, email or other communications; and
- at any work-related social event, whether or not it is company sponsored.

This policy also applies to situations in which you are harassed or subjected to violence in the workplace from individuals who are not employees of the organization, such as customers and suppliers although the available remedies may be constrained by the situation.

**Policy:**

The North Kawartha Library Board is committed to building and preserving a safe working environment for its employees. In pursuit of this goal, the North Kawartha Library Board does not condone and will not tolerate acts of violence or harassment against or by any North Kawartha Library Board employees, volunteers, visitors, clients, consultants, contractors and suppliers.

Violence, harassment and discrimination are violations of the Occupational Health and Safety Act and/or the Ontario Human Rights Code and will not be tolerated. Workplace Violence is a health and safety issue and is considered to be a serious misconduct.

The North Kawartha Library Board shall:

- not tolerate, nor condone workplace violence or harassment and considers it inconsistent with the organization's goals, priorities and values
- commit to a zero tolerance of violence, harassment or discrimination in the

workplace

- require prompt and accurate reporting of violent incidents, whether or not physical injury has occurred
- not discriminate against victims of workplace violence or harassment and will assist them in every reasonable manner possible
- undertake an investigation of all incidents
- raise awareness through workplace training of personal safety issues
- take action against anyone who knowingly makes a false complaint of violence or harassment or provides false information about a complaint.

Employees may also file a complaint with the Ontario Human Rights Commission.

### **Definitions Associated with Workplace Violence and Harassment:**

**“Workplace”** means in or on the property of the North Kawartha Library Board or away from the North Kawartha Library Board property if the employee is engaged in work-related activities.

Workplace violence and harassment is not limited to incidents that occur within a traditional workplace. Work-related violence and harassment can occur at off-site business-related functions (conferences, trade shows), at social events related to work, in clients’ homes or away from work but resulting from work (a threatening telephone call to an employee’s home).

**“Workplace Violence”** is defined under the Occupational Health and Safety Act as:

- (a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- (b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- (c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker. (“violence au travail”)

Workplace violence may include, but is not limited to:

- physically threatening behaviour such as shaking a fist at someone, finger pointing, destroying property, throwing objects
- verbal or written threats to physically attack
- leaving threatening notes or sending threatening emails
- wielding a weapon in the workplace
- stalking someone; and
- physically aggressive behaviours including hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone or any other form of physical or sexual assault

**“Workplace Harassment”** is defined under the Occupational Health and Safety Act as: engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

**“Discrimination”:** Harassment is a form of discrimination under the Ontario Human Rights Code. It is defined in subsection 10(1) of the Code as “Engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome”. This definition includes any behaviour, which is known or ought reasonably to be known to be offensive, embarrassing or humiliating and may include written, verbal and/or physical conduct. Workplace discrimination includes any distinction, exclusion or preference based on the protected grounds in the Ontario Human Rights Code, which nullifies or impairs equality of opportunity in employment, or equality in the terms and conditions of employment.

The protected grounds of discrimination are:

- race, colour, ancestry, citizenship, ethnic origin or place of origin
- creed, religion
- age
- sex (including pregnancy and gender identity)
- sexual orientation
- family, marital (including same-sex partnership) status
- disability or perceived disability
- a record of offences for which a pardon has been granted under the Criminal Records Act (Canada) and has not been revoked, or an offence in respect of any provincial enactment

Some examples of discrimination include, but are not limited to:

- offensive comments, jokes or behaviour that disparage or ridicule a person’s membership in one of the protected grounds, such as race, religion or sexual orientation
- imitating a person’s accent, speech or mannerisms
- persistent or inappropriate questions about whether a person is pregnant, has children or plans to have children; or
- inappropriate comments or jokes about an individual’s age, sexual orientation, personal appearance or weight.

### **“Poisoned Work Environment”**

A “poisoned work environment” is a form of discrimination. Harassing comments or conduct, of any person regardless of his/her position or status can poison someone’s working environment, making it a hostile or uncomfortable place to work, even if the person is not being directly targeted. These offensive comments or actions spoil the work environment and form an unequal term or condition of employment, thus violating a person’s right to be free from discrimination. A poisoned working environment is a form of harassment.

Some examples of actions that can create a poisoned work environment include:

- displaying offensive, racial or sexual materials such as posters, pictures, calendars, web sites or screen savers
- distributing offensive e-mail messages, or attachments such as pictures or video files
- practical jokes that embarrass or insult someone
- jokes or insults that are offensive, racist or discriminatory in nature.

### **“Unacceptable behaviour”**

Unacceptable behaviour means physically or psychologically aggressive behaviours including but not limited to:

**“Physical assault”** – any physical force or threat of physical force to create fear and control over another person. Some examples include: hitting, blocking, shoving, choking, slapping, biting, pulling hair, threats of violence, and using a weapon or other objects to threaten, hurt or kill and/or;

- throwing of objects at an individual with a view to cause physical injury or fear
- destruction of workplace or co-worker’s property
- carrying or brandishing weapons of any sort

**“Threatening behaviour”** – communication with the intent to inflict physical or other harm on any person or to property by some unlawful act. A direct threat is a clear and explicit communication distinctly indicating that the potential offender intends to do harm.

**“Verbal or written threats”** – any expression including swearing, insults, obscene language or harassing telephone calls with an intent to inflict harm.

**“Workplace bullying”** – repeated and persistent negative acts towards one or more individuals, which involve a perceived power imbalance and create a hostile work environment. – see below

**“Domestic Violence”** – means a pattern of coercive tactics which can include physical, psychological, sexual, economic and emotional abuse perpetrated by one person against an adult intimate partner, with the goal of establishing and maintaining power and control over the victim.

### **“Sexual Harassment”**

Sexual harassment includes, but is not limited to, conduct or comments of a sexual nature that the recipient does not welcome or that offend him or her. It also includes negative or inappropriate conduct or comments that are not necessarily sexual in nature, but which are directed at an individual because of his or her gender. Both men and women can be victims of harassment, and someone of the same or opposite sex can harass someone else.

Some examples of sexual harassment are:

- sexual advances, solicitation or demands that the recipient does not welcome or want
- reprisals or threats, punishment or denial of a benefit for refusing a sexual advance
- offering a benefit in exchange for a sexual favour
- leering (persistent sexual staring)

- displaying sexually offensive material such as posters, pictures, calendars, cartoons, screen savers, pornographic or erotic web sites or other electronic material
- distributing sexually explicit e-mail messages or attachments such as pictures or video files
- sexually suggestive or obscene comments or suggestions, movements or gestures
- unwelcome remarks, jokes, innuendoes, propositions or taunting about a person's body, clothing, sex, personal or social life
- expressions of gender bias, which may include remarks which are discriminatory, degrading or derogatory.
- practical jokes of a sexual nature which gives rise to awkwardness or embarrassment
- persistent, unwanted attention after a consensual relationship ends
- unnecessary physical contact of a sexual nature, such as touching or caressing, patting or pinching; and
- sexual assault

### **“Racial Harassment”**

Racial harassment includes, but is not limited to:

- Demeaning comments, unwelcome remarks, jokes, innuendoes or taunting about a person or group of persons based on race, ancestry, place of origin, colour ethnic origin, citizenship or creed.
- A display of racist pictures or materials or a display which is derogatory or offensive to a person's race.
- Denial of normal co-operation with an employee because of the employee's race or ethnic background.
- Insulting gestures or practical jokes based on race or ethnic grounds which cause awkwardness or embarrassment.
- Demeaning remarks about a racial group that creates an uncomfortable and/or “poisoned work environment”.

### **“Bullying”**

Workplace bullying may have some or all of the following components:

- it is generally repetitive, although a single serious incident may constitute workplace harassment if it undermines the recipient's psychological or physical integrity and has a lasting harmful effect
- it is hostile, abusive or inappropriate
- it affects the person's dignity or psychological integrity; and
- it results in a poisoned work environment.

In addition, behaviour that intimidates, isolates or discriminates against the recipient may also be included.

Some examples of workplace bullying are:

- verbally abusive behaviour such as yelling, insults, ridicule and name calling including remarks, jokes or innuendos that demean, ridicule, intimidate or offend
- workplace pranks, vandalism, bullying and hazing
- gossiping or spreading malicious rumours
- excluding or ignoring someone, including persistent exclusion of a particular person from workplace-related social gatherings
- undermining someone else's efforts by setting impossible goals, with short deadlines and deliberately withholding information that would enable a person to do their job
- providing only demeaning or trivial tasks in place of normal job duties
- humiliating someone
- sabotaging someone else's work
- displaying or circulating offensive pictures or materials
- offensive or intimidating phone calls or emails
- impeding an individual's efforts at promotions or transfers for reasons that are not legitimate; and
- making false allegations about someone in memos or other work related documents

### **“Domestic Violence”**

Domestic violence that may occur in the workplace is a health and safety issue, which is covered under the Occupational Health and Safety Act. Domestic Violence means a pattern of coercive tactics which can include physical, psychological, sexual, economic and emotional abuse perpetrated by one person against an adult intimate partner, with the goal of establishing and maintaining power and control over the victim.

It is defined broadly enough to include acts that may be considered criminal.

Domestic violence may include, but is not limited to::

- physically threatening behaviour such as shaking a fist at someone, finger pointing, destroying property, throwing objects
- verbal or written threats to physically attack
- leaving threatening notes or sending threatening emails
- wielding a weapon in the workplace
- stalking someone; and
- physically aggressive behaviours including hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone or any other form of physical or sexual assault

Violence that occurs outside the normal workplace but which has an impact on the working environment, including working relationships, may also be considered violence in the workplace.

If someone is experiencing domestic violence that would likely expose them, or other workers, to physical injury that may occur in the workplace, the employer will take every precaution reasonable to protect them and their co-workers in the circumstances. This may include some or all of the following:

- creating a safety plan
- contacting the police
- establishing enhanced security measures such as a panic button, code words, and door and access security measures
- screening calls and blocking certain email addresses
- setting up priority parking or providing escorts to your vehicle or to public transportation
- adjusting your working hours and location so that they are not predictable; and
- facilitating your access to counselling through community programs.

The Library Board appreciates the sensitivity of these issues and will do its best to assist workers as discreetly as possible while maintaining privacy.

### **What is NOT Workplace Violence or Harassment**

Workplace harassment should not be confused with legitimate, reasonable management actions by a manager or supervisor that are part of the normal work function, including:

- training or counselling
- in order to get work done, supervisors may have to make unpopular decisions, such as changing work assignments or moving people. Such decisions may or may not please others, but they do not constitute harassment. Such decisions may not, however, be used to retaliate against someone for making a complaint under this policy.
- measures to correct performance deficiencies, such as placing someone on a performance improvement plan
- feedback regarding unsatisfactory work conduct and/or negative performance evaluation is not harassment. Supervisors have a responsibility to give appropriate criticism and to take appropriate corrective action when the work of an employee is not satisfactory. Such criticism should, however, be made in a reasonable manner and should be constructive. Performance evaluation, may not, however, be used in a retaliatory manner
- imposing discipline for workplace infractions; or
- requesting medical documents in support of an absence from work

It also does not include normal workplace conflict that may occur between individuals or differences of opinion between co-workers.

### **The Test of Harassment**

It does not matter whether a person intended to offend someone. The test of harassment is whether a person knew or should have known that the comments or conduct were unwelcome to the other person. For example, someone may make it clear through their

conduct or body language that the behaviour is unwelcome, in which case a person must immediately stop that behaviour.

Although it is commonly the case, the harasser does not necessarily have to have power or authority over the victim. Harassment can occur in various workplace relationships, for example, co-worker / co-worker, supervisor / employee or client / employee.

### **Preventing Violence and Harassment**

It is our mutual responsibility to ensure that we create and maintain a harassment and violence free workplace and address violence and/or the threat of violence from all possible sources.

### **Consequences of Workplace Violence and Harassment**

1. Employees who have committed an act of violence or harassment will be subject to disciplinary action up to and including termination.
2. The individual may also be subject to criminal prosecution. The result of such prosecution will not have a bearing upon the employer's disciplinary action(s).
3. For non-employees who have committed an act of workplace violence or harassment, the North Kawartha Library Board may take action against the individual through civil court to protect its workers and property.

### **The North Kawartha Library Board's Commitment**

The North Kawartha Library Board will do its part by not tolerating or condoning discrimination, harassment or violence in the workplace. This includes making everyone in our organization aware of what behaviour is and is not appropriate, assessing the risk of workplace violence / harassment, investigating complaints and imposing suitable corrective measures through a violence and harassment program.

### **Accountability**

All workplace parties are accountable for complying with the policy and measures and procedures in the Violence and Harassment Program that supports this policy.

### **Confidentiality**

The Library Board recognizes the sensitive nature of violence and harassment complaints and will keep all complaints confidential, to the extent that it is able to do so. The Library Board will only release as much information as is necessary to investigate and respond to the complaint or situation, to protect the workplace or if required to do so by law.

Out of respect for the relevant individuals, it is essential that the complainant, respondent, witnesses and anyone else involved in the formal investigation of a complaint maintain confidentiality throughout the investigation and afterwards. Discussion regarding the incident should only take place with the Advisor (see Program) and not among the parties involved in any aspect of the investigation.

All documentation obtained during the course of an investigation shall be confidential and will not be disclosed to anyone other than those individuals designated by the North Kawartha Library Board to deal with the workplace violence and harassment issue or as may be required by law.

### **Records**

All records of reports and investigations of workplace violence and harassment are kept for five years.

### **Support for Employees Affected by Workplace Violence**

Management will respond promptly, assess the situation and ensure that these interventions are followed:

- facilitation of medical attention;
- debriefing (by skilled professional if required)
- completion of incident reports, WSIB (Worker's Safety Insurance Board) reports, reports to MOL (Ministry of Labour), (for critical injury or fatality);
- reporting to police (as required); and
- team debriefing (as required).

### **Protection from Retaliation / No Recrimination**

The North Kawartha Library Board will not tolerate retaliations, taunts or threats against anyone who complains about violence and harassment or takes part in an investigation. Any person who taunts, retaliates against or threatens anyone in relation to a harassment or violence complaint may be disciplined or terminated. The victim and/or witnesses will be assured that there will be no recrimination because of the complaint.

### **Communication & Training**

New employees will receive both general and site-specific orientation to the workplace violence and harassment program. In addition, all employees will receive an annual review of the program's general and site-specific components.

Training program for workers shall include:

- the means to recognize potentially violent situations and harassment;
- procedures, work practices, administrative arrangements and engineering controls that have been developed to minimize or eliminate the risk to workers;
- the appropriate responses of workers to incidents of violence and harassment,

- including how to obtain assistance;
  - procedures for reporting violent and harassment incidents.
- A copy of this policy is to be posted in each workplace.

### **Risk assessment**

Management (with worker involvement) assesses workplace violence hazards in all jobs, and in the workplace as a whole. It reviews risk assessments annually, as well as when new jobs are created, job descriptions are changed substantially or new workplaces are created. Results of such assessments will be provided to the Joint Health and Safety Committee.

### **Policy Review**

This workplace violence policy and program will be reviewed annually and will be posted in a location accessible to all employees.

### **Program Evaluation**

The effectiveness of the violence and harassment program is to be evaluated annually by management and reviewed by the Joint Health and Safety Committee.

### **Violence and Harassment Program**

The Violence and Harassment Program will consist of the following elements:

#### Risk Assessment:

- Individual employee survey of violence and harassment history and concerns
- Department Head survey including areas such as general physical environment, direct contact with clients, handling cash, volatile clients, working alone, community-based settings, mobile workplace, securing/protecting valuable goods and transporting goods or people.
- Review with the Joint Health and Safety Committee

#### Procedures:

- Roles and responsibilities
- Measures to control the risks – specific to each source / workplace
- Summoning Assistance
- Reporting / Raising concerns (Complaint Resolution Procedure)
- Investigation
- Resolution

- Potential Consequences

Training:

- Initial
- New worker
- Annual review
- Changes in the policy and program

Topic: **Workplace Health & Safety**

## **7.2 Health and Safety**

Board Motion Number: **10.183**  
Date of Original Board Motion Number: **August 16, 2010**  
Date of Current Issue:  
Date of Next Review:  
Attachments:

Signature of Board Chairperson (and Date):

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### **Mission Statement**

The North Kawartha Library Board is committed to creating and maintaining a healthy and safe work environment to protect against accidental loss to its employees and property. Protection of employees from injury or occupational disease is a major continuing objective.

In fulfilling this commitment, we will strive to provide and maintain a healthy and safe work environment as indicated by acceptable industry practices and compliance with legislative requirements, and we will strive to eliminate any foreseeable hazards which may result in fires, security losses, damage to property and personal injuries/illness. Accident prevention is key. All department heads / supervisors and employees / workers must be dedicated to the continuing objective of reducing risk of injury.

### **Responsibilities**

Department Heads / Supervisors and Employees / Workers are responsible to ensure that machinery and equipment are properly maintained and that operators work in compliance with all pertinent regulations, the Occupational Health and Safety Act and established safe work practices and procedures. All employees / workers must receive adequate training in their specific work tasks to protect their health and safety.

Each employee / worker must protect his or her own health and safety and the health and safety of others by personally conducting themselves in a safe manner, by reporting any hazards and by working in compliance with the law and with safe work practices and procedures established by the Library Board.

The Library Board shall endeavor to control accidental loss through good management in combination with active employee involvement. Loss prevention is the direct responsibility of all.

Commitment to health & safety must form an integral part of this board.

The responsibility for the North Kawartha Library Board Health and Safety Policy is delegated to all levels of the organization. The chain of responsibility is as follows:

- 1) Board/CEO
- 2) Supervisors
- 3) Employees / Workers

#### Board/CEO

- To establish a Health & Safety Policy and ensure that it is communicated and understood by employees at all levels.
- To delegate specific requirements of the Policy to other levels of responsibility to ensure the best possible results are obtained.

#### Supervisors

- To ensure that healthy and safe work conditions prevail on the work site and are observed at all times.
- To develop positive health and safety attitudes among the staff by encouraging staff to “think safety” and require all staff to report hazards.
- To give prompt and serious consideration to all recommendations for a safer and healthier work environment.
- To ensure that an injured employee is treated accordingly and to ensure that the Accident / Incident Report (attached as Appendix “A”) is completed as quickly as possible.
- To identify and evaluate potential health and safety problems and recommend corrective action.
- To assist in the promotion of health and safety in the workplace.
- To provide input into existing and proposed health and safety programs.

#### Employees / Workers

- To be aware, to understand and to comply with the North Kawartha Library Board Health and Safety Policy, departmental policies and procedures and the Occupational Health & Safety Act.
- To take every reasonable precaution to protect themselves and fellow workers from health hazards and unsafe conditions.

**Note:** All outside contractors have a responsibility for the health and safety of their workers and when working with the Library Board's staff and equipment they must follow the requirements of the Library Board's safety regulations and all relevant Provincial Acts.

### **Legal Responsibility**

Bill C-45, an act to amend the Criminal Code, came into force March 31, 2004. Bill C-45 amends the criminal code to clearly define who is responsible for the safety of persons in the workplace and to allow for prosecution under charges of "criminal negligence" when those responsibilities are recklessly or willfully disregarded.

The amendment states that:

*"Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task."*

Organizations can and will be held responsible for the actions of all of their employees, and for their lack of action. This includes directors, executive officers, operations managers, plant managers, production managers, and may include foremen, lead hands and co-workers. These are the people with authority to make decisions about day-to-day operations.

Under the Occupational Health and Safety Act, an individual found guilty of a contravention may be fined up to a maximum of \$ 25,000 and / or sentenced to up to one year in jail, per offence. The fine for a corporation can be up to \$ 500,000. Fines under the criminal code in an indictable offense have no predetermined limit. The maximum sentence for an individual convicted of "criminal negligence causing death" is life imprisonment.

**THINK SAFETY !  
PREVENT ILLNESS OR INJURY !**

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Carolyn Amyotte, Chair

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Shannon Hunter, C.E.O.

## ACCIDENT/INCIDENT REPORT

### PROCEDURE FOR REPORTING ACCIDENTS/INCIDENTS

This form is to be used for North Kawartha Library Board employees (not customer or ratepayer accident / incidents which should be reported directly to the CEO and Treasurer). Completion of this form is mandatory. Completed forms are confidential and should be kept in the employee's personnel file.

For all Cases of Injury:

- Call 911 to activate Emergency Services if required.
- Promptly obtain first-aid.
- Report the situation **immediately** to the Supervisor
- Obtain Health Care if required.
- **If it is a critical or fatal injury, do not disturb and preserve the accident scene and call the Ministry of Labour immediately. 1-800-387-0750**
- Fill out Workers Safety Insurance Board forms with the Treasurer at the Municipal Office (eg. Form 7) if required.
- Fill out accident/incident report and copy the report to Employee, Supervisor, C.E.O.
- Please refer to the Ministry of Labour poster "**In Case of Injury at Work**"

For the purpose of the Act and the Regulation, "**critically injured**" means an injury of a serious nature that;

1. Places life in jeopardy.
2. Produces unconsciousness.
3. Results in substantial loss of blood
4. Involves the fracture of a leg, arm, hand or foot, but not a finger or toe.
5. Involves the amputation of a leg, arm, hand or foot, but not a finger or toe.
6. Consists of burns to a major portion of the body.
7. Causes the loss of sight in an eye.

## FORM 7.2 - ACCIDENT/INCIDENT REPORT

Department \_\_\_\_\_

Date of Occurrence \_\_\_\_\_ (mm/dd/yy)

Location of Accident \_\_\_\_\_

Time of Accident \_\_\_\_\_ am pm Time Reported \_\_\_\_\_ am pm

Date Reported \_\_\_\_\_

Injureds' Name: \_\_\_\_\_

Job Position: \_\_\_\_\_

Nature of Injury \_\_\_\_\_  
\_\_\_\_\_

Part of Body Injured \_\_\_\_\_

Lost Time \_\_\_\_\_ Medical Aid \_\_\_\_\_ First Aid \_\_\_\_\_

Is this a Critical Injury (see description)  Yes  No

- If Yes, if it is a critical or fatal injury, do not disturb and preserve the accident scene. Call the Ministry of Labour immediately. 1-800-387-0750

Name of person at the Ministry of Labour contacted:  
\_\_\_\_\_

Object/Equipment/Substance Causing the Injury:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Describe Clearly How the Accident Occurred (attach photo/diagram):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What Factors Contributed Most Directly to This Accident:

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What were the physical / environmental conditions at that time of the accident / incident ?

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Loss Severity Potential: Major \_\_\_\_\_ Serious \_\_\_\_\_ Minor \_\_\_\_\_

Probable Recurrence Rate: Frequent \_\_\_\_\_ Occasional \_\_\_\_\_ Rare \_\_\_\_\_

Is this Accident a Reoccurrence: Yes \_\_\_\_\_ No \_\_\_\_\_

If Yes, previous Date: \_\_\_\_\_

Witness and Contact information:

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

Supervisor's Section:

What Action Has or Will be taken to Prevent Reoccurrence?

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Employee: \_\_\_\_\_

Date \_\_\_\_\_  
(Please print your name and provide your signature)

Supervisor: \_\_\_\_\_

Date \_\_\_\_\_  
(Please print your name and provide your signature)

Topic: **Workplace Health & Safety**

## 7.3 Health and Safety Procedures

Board Motion Number: **10.183**  
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Attachments:

Signature of Board Chairperson (and Date):

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1. Computer Ergonomics: Workstation Layout and Lighting
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## 7.3 Health & Safety

### **Health & Safety Policy and Procedures Document**

The following policies and procedures document has been designed to provide a safer workplace for the library staff in the Apsley Library located at Burleigh St., Apsley and the Woodview Library located at 66 Northey's Bay Road.

Although this document is intended to set a standard and provide direction, there are other general duties that go beyond the scope of this document. Therefore, all employees are reminded of the following:

1. Good judgment and common sense are individual tools that should be utilized at all times.
2. You have the right to refuse unsafe work. If this situation occurs inform your Supervisor immediately
3. You have the responsibility to follow safety procedures and wear any personal protective equipment that may be required.
4. You have the responsibility to inform your Supervisor of any unsafe circumstances or working conditions.
5. Check the Health & Safety Bulletin Board regularly.

Ideas and suggestions to improve this document are encouraged.

I have read and understood the North Kawartha Library Board Health & Safety Policies and Procedures for the North Kawartha Libraries.

NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_  
\_\_\_\_\_

Additional Information may be obtained from the following sources:

#### **Health & Safety Bulletin Board in the Library**

- Health & Safety Act (Green Book)
- Material Safety Data Worksheets

Ontario Ministry of Labour Website: [www.labour.gov.on.ca](http://www.labour.gov.on.ca)

Workplace Safety & Insurance Board Website: [www.wsib.on.ca](http://www.wsib.on.ca)

## **7.3 Health & Safety**

### **MINIMUM STANDARDS AND BASIC SAFETY RULES**

All staff are required to comply with the Occupational Health and Safety Act of Ontario and the Health and Safety Policy of the North Kawartha Library Board and will carry out their work in a safe manner. Specific minimum standards include, but are not limited, to the following:

1. Any person who is impaired by the use of alcohol or drugs shall not be permitted to work.
2. Unsafe conditions or operations shall be reported **immediately** to the CEO/Supervisor.
3. No person shall endanger the safety of themselves or any other person.
4. No person shall remove or otherwise make ineffective, any safety device.
5. All employees shall be familiar with the telephone numbers of emergency services, such as ambulance, fire and police (911).
6. All employees will know where First Aid Kits are located.  
(First Aid Kits: in the kitchen of each library)
7. In the event of an accident occurring involving **\*critical injury**, the accident scene shall be preserved until after the accident has been investigated by authorized personnel (Supervisor).
8. Disorderly conduct such as horseplay, fighting and rowdiness during working hours will be subject to disciplinary action.
9. Garbage, rubbish and waste, etc. shall be placed in containers provided for this purpose.
10. Passageways shall be kept clear of obstructions and good housekeeping must be maintained at all times.
11. All work areas, entrances and exits shall be adequately illuminated.
12. "DANGER" signs shall be posted in sufficiently prominent locations to warn of uncontrollable hazards.
13. Material will not be left in such a manner as to contribute to a "falling hazard" situation.

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14. All electrical equipment must be considered "alive" until such time as it is pronounced de-energized.
15. No person will work in any area where other work is being performed overhead, unless relevant safety precautions are taken.
16. File cabinet drawers shall be kept closed when not in use. Open only one drawer at a time. Make sure that drawer is fully closed before opening another drawer.
17. Blades of guillotine paper cutters will be locked in a closed position when not in use.
18. Paper shredders, folding machine, photocopier, printers and other electrical equipment will be unplugged before attempting to clear jams.
19. Smoking is not permitted in North Kawartha Libraries.

#### **\*Definition of Critical Injury**

(Definition from: Accident/Incident Procedure Attached to Health & Safety Policy)

For the purpose of the Act and the Regulation, "critically injured" means an injury of a serious nature that;

1. Places life in jeopardy.
2. Produces unconsciousness.
3. Results in substantial loss of blood
4. Involves the fracture of a leg, arm, hand or foot, but not a finger or toe.
5. Involves the amputation of a leg, arm, hand or foot, but not a finger or toe.
6. Consists of burns to a major portion of the body.
7. Causes the loss of sight in an eye.

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### **GENERAL HOUSEKEEPING**

#### **Hazards:**

Trips, slips, fire, health hazards, puncture wounds, emergency exit problems.

#### **Hazard Control:**

1. Fire extinguishers and exit doors shall be kept free of obstructions.
2. Keep aisles, halls or passageways clear. Clean-up any spills or loose materials.
3. Use containers provided to dispose of paper, scrap, garbage, recycling etc.
4. Keep storage areas doors closed.
5. Keep walkways clear of obstructions.

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### **KITCHEN USE**

#### **Hazards:**

Burns, cuts, trips, slips, health hazards, electric shock, fire.

#### **Hazard Control:**

1. Ensure all spills either on the counter or on the floor are wiped up.
2. Ensure all aspects of stove, microwave, kettle, coffee-makers, etc. are turned off when not in use. Ensure coffee pots and kettles are unplugged at the end of the day.
3. Check the refrigerator and freezer regularly to ensure that you haven't left anything past its prime causing it to become toxic.
4. Use caution when utilizing various cleaning products and do not mix them.
5. Be familiar with the Material Safety Data Sheet (MSDS) for products used.  
(Located in the kitchen)
6. Ensure all cupboards and drawers are closed after use.
7. Ensure cords to all electrical appliances (i.e. kettle, toaster) are intact and not frayed in any way. Watch out for dangling cords.
8. Use caution when utilizing sharp instruments (i.e. knives, forks).
9. Be wary of hot items, especially steam from items heated in the microwave. Watch that items heated in the microwave do not erupt causing hot liquid or steam to burn you.

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### OFFICE ERGONOMICS AND VIDEO DISPLAY TERMINALS

#### Hazards:

Musculoskeletal disorders, visual fatigue, discomfort, headaches, pains and strains.

#### Hazard Control:

The North Kawartha Library Board recognizes the importance of ergonomics in reducing the work-related hazards set out above.

There are numerous sources of information available. For your convenience attached to this document as an Appendix is a copy of the ***“Provincial Health and Safety Guidelines Computer Ergonomics: Workstation Layout and Lighting”***. Staff are encouraged to complete the checklist on the last page of this document to ensure their workstation and all components of their workstation (ie. lighting, video display terminal, computer etc.) meet the requirements. Also attached as an Appendix is a copy of ***“Rest Breaks for Computer Operators”***

When Staff are working for extended periods of time at a computer workstation they are permitted to take five minute breaks every hour away from computer use and perform an alternate task dissimilar from computer work such as filing, general housekeeping etc... These five minute breaks are not to be accumulative. Regular lunch hours, breaks, or leaving the office for pick up/delivery of items also count as a five minute rest break.

Staff are required to immediately contact their Supervisor if they have any concerns or questions related to Computer/Workstation Ergonomics or any requirements specific to the individual.

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### **FILE CABINETS**

#### **Hazards:**

Bumps, bruises, falling materials, muscle and back strain.

#### **Hazard Control:**

1. Open one drawer at a time and close after use.
2. Do not leave file drawers open if leaving the area – even for a few seconds.
3. Close cabinets with the hand, not by bumping with the body or applying the foot.
4. Do not climb on open file drawers. Use proper stool or small step ladder for reaching high drawers.
5. Proper lifting techniques shall be used at all times.
6. Ensure filing cabinets are level to prevent them from tipping over or bolt them to the wall if necessary.

## **7.3 Health & Safety**

### SHELVING

#### **Hazards:**

Falling materials, sharp edges, unstable shelves, obstructed aisles or exits.

Hazard Control:

1. Secure all materials stored in tiers to prevent sliding, falling or collapse.
2. Store all projecting materials above eye level.
3. Store heaviest materials on lower shelves.
4. Segregate materials that may create a fire hazard.
5. Do not overload shelves.
6. Do not climb on racks or shelves.
7. Use an appropriate stool, in good working order, to place items on higher shelves.
8. Check frequently and report any hazards or deficiencies to your Supervisor who will establish maintenance procedures as required.

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### LIFTING AND HANDLING

#### Hazards:

Injuries, i.e. backs, muscles, fingers, toes, cuts, bruises, sprains and strains.

#### Hazard Control:

1. Bend your knees and keep your back as straight as possible. Do not twist from the waist when handling a load.
2. Make sure you have a firm grip on the object. If an object is too heavy for you do not attempt to lift it and arrange for help.
3. Position your feet for balance. Place them one ahead of the other, about shoulder width apart. Use your leg muscles, keeping the back as straight as possible.
4. Do not over-strain the body with jerking or jolting movements.
5. Keep your arms and the object close to your body. Have a clear view and clear footing – when moving objects.

Attached for your further information, as an Appendix to this document, is a copy of “**Back Safety & Lifting Techniques**”. This document provides a visual aid.

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### **ELECTRICAL EQUIPMENT**

#### **Hazards:**

Electric shock, burns, fire.

#### **Hazard Control:**

1. No one is permitted to make changes in wiring or perform any electrical repair work. A qualified electrician must be called in.
2. Report electrical trouble or defective equipment immediately.
3. Do not use frayed extension cords. Use only 3 prong cords. Do not repair extension cords.
4. Never use “piggyback” sockets. Power bars are to be used.
5. Never spray water on electrical equipment.
6. Only dry powder fire extinguishers (rated Class C) can be used on an electrical fire.

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### **HAZARDOUS MATERIALS**

#### **Hazards:**

Exposure to chemicals; health hazards include immediate skin and eye injury, development of chronic conditions due to long term exposure; fumes, vapours may cause nausea or unconsciousness.

#### **Hazard Control:**

- 1. All chemicals (e.g. cleaning materials, photo copier toner, “white out”) is to be used and stored accordingly to manufacturer’s guidelines or Material Safety Data Sheets (MSDS).**
2. Wear protective equipment as required (e.g. protective gloves, closed shoes).
3. Do not mix any chemicals including bleach with other chemicals. Hazardous fumes and/or gases may result.
4. Keep storage area clean and free from obstructions.
5. Keep storage area doors closed at all times.
6. All employees must be aware of and know the location of MSDS sheets (located in the kitchen area)

## 7.3 Health & Safety

### EMERGENCY PROCEDURES FOR NORTH KAWARTHA LIBRARY EMPLOYEES

#### IN CASE OF FIRE

- **Remain Calm**
- Immediately warn others by shouting “Fire, Fire” or by paging a warning over the phone system if a phone is nearby. Dial 911 from a safe location.
- If you can put the fire out safely, then do so, if not proceed to evacuate.
- Close all windows and doors in your area, turn off electrical equipment, gather important personal belongings, if in the immediate vicinity and can be easily carried, and leave the building immediately by way of the nearest exit. **Walk, Don’t Run**
- On your way out, help others who may require assistance.
- The Chief Executive Officer (CEO) or the employee next in authority in the Library’s organizational structure is to ensure that the building is evacuated. Remember to include a check of washrooms and storage areas.
- Proceed to the nearby designated evacuation location (Sign at front of building) where the CEO or alternate will make certain that all employees are accounted for.
- DO NOT RETURN OR ENTER THE WORKPLACE until you are directed to do so by the fire official or other personnel in charge.

#### IF YOU ENCOUNTER SMOKE IN THE PASSAGE WAY, USE AN ALTERNATE EXIT

Note: The Library is not required to have Fire Alarms or Carbon Monoxide Detectors.

**All employees are required to be familiar with location of exits and fire extinguishers.** .

#### Location of Fire Extinguishers:

- 1) next to exit doors in both libraries
-

## **Policy 7.3 APPENDIX 3 - BACK SAFETY & LIFTING TECHNIQUES**

Board Motion Number:  
Date of Original Board Motion Number:  
Date of Current Issue:  
Date of Next Review:  
Attachments:

Signature of Board Chairperson (and Date):

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Proper lifting technique is critical to back safety, but perhaps more important is proper planning.

Before you lift that box, or tool, or piece of equipment, take a moment to consider your action:

- Do you need to lift the item manually?
- How heavy is it?
- Where are you moving the item from?
- Where does it have to go?
- What route do you have to follow?

Many times the item you are moving could be moved with a piece of equipment - a dolly, a handtruck, a forklift. Consider using mechanical help wherever possible. If the item needs to be moved manually, and it is heavy or ungainly, ask for help. When using mechanical help, remember to push, not pull - you'll have more control, and greater leverage. Fasten the load to the equipment, so sudden stops or vibration don't jar it off. When moving an item from a hard-to-reach place, be sure to position yourself as close to the load as possible. Slide it out to get it closer, and be sure that you have adequate room for your hands and arms. Be aware of adjacent obstructions, on either side or above the load. Think about where the item will be placed once you've lifted it - will it be overhead? Under an overhang? In a narrow spot? Try to allow yourself as much room as possible to set the load down. You can always shift it slightly later. Check your path from place to place - remove tripping hazards, protect openings, set up a "well wheel" or a "bucket and line" if you need to get materials up a ladder. Make sure that the lighting is sufficient to see where you are going. Stabilize uneven or loose ground, or choose an alternate route. The shortest way isn't always the fastest, or the safest.

As in life in general, moderation and balance are important considerations in care and maintenance of your back. You need the correct proportions of strength, flexibility, and overall quality of life to eliminate or minimize back injuries. You need to exercise, eat right, and stretch as often as possible to help prevent injuries, and to recover more quickly if injured. In addition, a reduction in stress levels can help to relieve the muscle tension that can contribute to injuries.

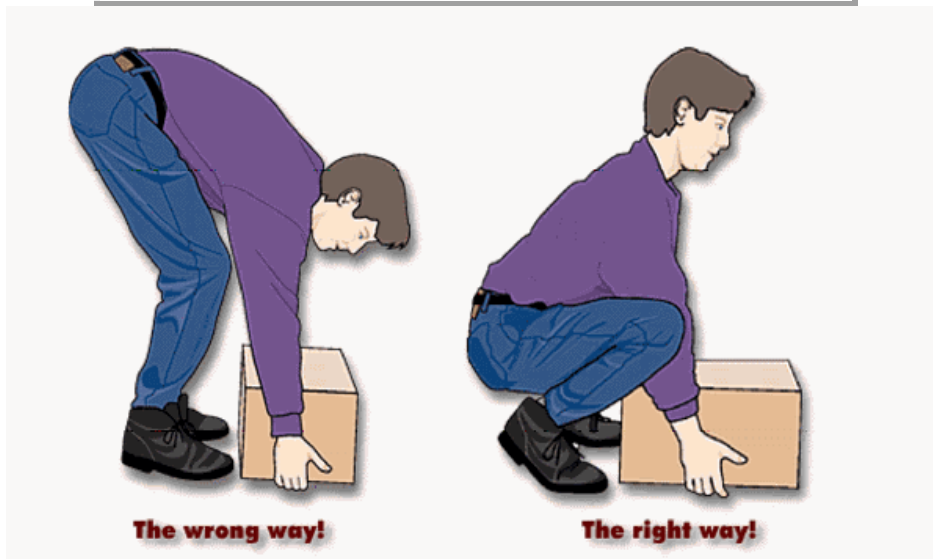
Remember that most back injuries can be attributed to one of these five causes:

- Posture
- Body Mechanics/Work Habits
- Stressful Living
- Loss of Flexibility
- Poor Conditioning

Also consider that not all back injuries are a result of sudden trauma - most are of a cumulative type, where a repeated minor injury has flared up, or continued use of a heavy tool in the same position has caused pain, or a great deal of time is spent in the same position. Familiarize yourself and practice these techniques when lifting items on the job and at home:

### Proper Lifting Techniques

Squat to lift and lower. Do not bend at the waist.
Keep your low back bowed in while bending over.
Keep the weight as close to you as possible.
Bow your back in and raise up with your head first.
If you must turn, turn with your feet, not your body.
Never jerk or twist!
Put the weight down by keeping your low back bowed in.
Keep your feet apart, staggered if possible.
Wear shoes with non-slip soles.



## **Risk Factors for Back Injury**

Lifting with your back bowed out.
Bending and reaching with your back bowed out.
Slouched sitting.
Twisting or jerking movements.
Lack of proper rest.
Obesity and poor nutrition.
Stressful work and living habits.

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