



THE safety mosaic

connecting people with health and safety news

The
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Health & Safety
Conference
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Taking it to the Web

With the revitalization of www.ossa.com, OSSA expands its level of service with access to invaluable health and safety information and resources.

With over 1 billion documents on the web, the Internet offers an abundance of health and safety information. You can research so many things: statistics, industry trends and issues – the list goes on. Until now, the challenge facing many businesses has been to find the time – and resources – to access all the web has to offer.

The transformation of the OSSA website, www.ossa.com has been designed to change all that. Now, service workers and employers of Ontario

"No other communication tool, including a major expansion of field staff, could possibly achieve or approach the range of information, training and education products this website can facilitate."

have renewed online access to one-stop, valuable service sector health and safety information, products and services.

Designed as a product, service and communication vehicle, the objective of www.ossa.com is to provide service sector members with instant access to useful and effective products and services. The site also includes such value-added functions as chat room discussion groups, online knowledge bases and product ordering, as well as consultant referrals and contact information.

"We believe that finding the information and resources you need on the web should be simple and direct," says Steve Metelsky, OSSA Information Services Director. "This new site lets us reach out to employers and workers in a more meaningful way, with the information and products they've asked us for. It also lets us increase our levels of service to our members."



The transition to a more robust and meaningful website was a natural evolution for OSSA. With over 40 million people surfing the web worldwide each year, and an ever-expanding capacity, the OSSA website provides the perfect opportunity to reach out to existing members – and attract new ones not currently using OSSA services. "No other communication tool, including a major expansion of field staff, could possibly achieve or approach the range of information, training and education products this website can facilitate," notes Metelsky.

OSSA also recognized the competition that prevention information was facing from other types

"Our members can use the website to search and evaluate sector-specific products and services that are specifically tailored to their workplaces."

of messages for the attention of the target audience. "Many users, particularly younger people, expect information to be available using advanced media," notes OSSA Product Manager, Steve Boyle. "Information sources that are not available this way

Cont'd over →

READ IT

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THE safety mosaic

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are increasingly regarded as out of date and of questionable relevance." With the Ossa website transformation, members can access personalized and efficient service by their customer group. The site contains a centralized listing of all products and services available within the prevention system, and specific information specifically tailored to each of the five sectors' workplaces.

"By leveraging technology, we can now offer our members twenty-four hour a day, seven day a week access to our products and services."

Metelsky is quick to note that the role of the website is not to replace consultant services, but to enhance them. "Our consultants have always focused on building long term relationships with clients. That hasn't changed. Through the use of our website, our members will gain a higher knowledge base that can only help to strengthen that relationship."



and evaluate sector-specific products and services that are specifically tailored to their workplaces. "Our goal is to simplify communication," notes Metelsky. "This site allows us to achieve that with information and training products that are continuously updated and made available to users quicker than ever before."

The Ossa website fits perfectly into Ossa's mandate of assisting clients in integrating health and safety into their unique culture and business practices. "Our new website is a living, breathing entity," Metelsky enthuses. "It captures all of our corporate objectives, including raising awareness, consulting services, product development and evaluation. It is bound to enrich our customers' dealings with us."

A Window on the Health and Safety World

The transformation of www.ossa.com provides members with a one-stop access point to valuable health and safety products and services.

Features

The Ossa website is structured to address the individual needs of its five service sectors – retail and wholesale distribution, tourism and hospitality, restaurant and foodservices, office and related services, and vehicle sales and service. Here's a snapshot of the main, sector-specific features found within each service sector category.

Consulting Services – access a dynamic listing of consulting services and contacts for their geographical area. Access through email to all Ossa consultants is provided here.

Training and Education – learn more about Ossa's training and education philosophy, and access detailed Phase I and II Certification training, including frequently asked questions.

A Guide to a Health and Safety System – the basics of establishing a health and safety system provides an excellent starting point for accessing Ossa's services.

Groundbreakers – find out how other employers have embraced the integration of health and safety into their management system. Content reflects the diverse client base and unique needs of Ossa's membership.

Environmental Scans – This scan tool identifies demographic and economic trends in health and safety. View scans by trend or year, and email them to a friend. Updated, lively and useful.

Health and Safety Q & A/Sector Specific FAQs – get quick, easy and valuable answers to your sector-specific questions here.

Online Newsletter – subscribe to the Safety Mosaic, and receive it online or in print, by section or in its entirety.

Product Catalogue – browse through Ossa's ever-increasing line up of products with photos and detailed descriptions. Link directly to our shopping cart for fast and easy ordering.

Functions

Online Shopping – Ossa's online shopping cart makes it simple to order the products, and have them shipped right to your door. Pay online or submit a purchase order for billing purposes. The latest in security software means you know your online transactions are safe and secure.

Searching – Ossa's powerful search engine lets you search by topic area or key word and quickly access the information you need.

Gateway Referral – gain access to consultants that provide specialized services that are beyond Ossa's mandated services.

Downloads – download useful books, templates, tools and safety checks to assist in your health and safety efforts.

CCOHS Link – A porthole to the Canadian Centre for Occupational Health and Safety allows access to specific health and safety information that is unique to your workplace.

WE ASKED

Phase II Certification

In this issue of 'We Asked', we depart from our traditional format to answer some of the most commonly asked questions about impending Phase II Certification training requirement.

What is Phase II Certification Training?

Certification is based on a two-part training process: Basic and Workplace Hazard-Specific Training. Both are required to become certified. The goal of Phase II Certification is to provide an opportunity for the certified members to draw upon learned concepts from Basic Certification and knowledge of individual workplaces to recognize, assess and control significant hazards.

Who must complete Phase II Certification Training?

Phase II Certification Training must be completed by at least one certified management member and one certified worker member from a workplace's Joint Health and Safety Committee (JHSC).

What does Phase II Certification involve?

There are four basic steps involved in Phase II Certification. They are:

- Step 1: Complete a hazard analysis of the workplace and identify the significant hazard
- Step 2: Source hazard training programs with learning objectives that meet Phase II requirements
- Step 3: Train certified members
- Step 4: Review and approve the action plan with recommendations for controlling hazards created by the certified members.

What is involved in an analysis of the workplace?

Employers are required to identify and assess all the hazards in the workplace that may affect a worker's health and safety. Employers are encouraged to conduct this assessment in consultation with the JHSC, particularly with those members who have completed Basic Certification Training. The results of the assessment will determine significant hazards. The training that must take place to meet Phase II Certification requirements, according to a set group of learning objectives.

How can I identify what significant hazards exist in my workplace?

The Ossa has developed a hazard analysis tool to assist workplaces in identifying significant hazards. Through a scoring system, employers can determine the severity, frequency and history of a particular hazard and identify whether it is significant. This easy-to-use tool requires no advance training. The results of the hazard analysis will help an employer determine which areas of his or her business require attention. The results of the assessment and, therefore, the training needs will be different from workplace to workplace.

Once I've identified a need for training, what do I need to do?

For each significant hazard identified, training must be provided to ensure participants achieve the prescribed learning objectives. The workplace must put at least two certified members through recognition, assessment and control training of identified significant hazards.

My certified members could use a 'refresher' on hazard recognition, assessment and control. Can you help?

A refresher module has been developed by Ossa to ensure that all trainees have a similar set of skills and knowledge prior to being trained. It is self-directed and can be worked on independently. The refresher module will be available for downloading through the Ossa website, at no charge, by the end of the year.

What's included in the refresher training module?

This program will include a compact 'refresher' of recognition, assessment and control principles that apply to any hazard. The program contains a pre-test, separated by sections. If a certified member passes some sections but not others, he or she will have the opportunity to brush up on that particular area, and then challenge the pre-test again. Refresher material is drawn from Module Two of the Basic Certification Program.

What training programs are required to complete Phase II Certification?

Ossa is in the process of developing seven training modules that will cover a range of hazard types prevalent in the service sector. Employers may utilize only the modules for hazards they have identified as significant in their workplaces using the Ossa hazard assessment tool. These training modules will cover material only at a level required by a committee member for the fulfillment of the role of certified member. These training modules will be available at the end of 2000.

Employers can also apply for equivalency for Workplace Hazard-Specific Training on a hazard-by-hazard basis by documenting successful completion of courses that meet the required learning objectives.

What is an action plan?

As a final step, each certified member must create an action plan to identify, assess and control an actual workplace hazard. Because every workplace is unique, no training program can prescribe hazard controls. The Ossa has developed a six-step, problem-solving process to assist workplaces in developing controls that are unique to the needs of each workplace.

Who is responsible for implementing Phase II Certification within the workplace?

Certification begins and ends with the employer. It is the employer who must identify hazards, access training, apply for equivalency, (if applicable) arrange for training, correct completed test and review and approve the action plan.

Is there a time limit for completion of Phase II Certification training?

The time limit for completion of Phase II training has not been firmly established. The Ossa is planning to have its training modules ready for January 1, 2001.

An Independent Spirit

As co-owner of an Independent Grocer outlet, Marcel Moncion has the fortitude to make his health and safety program a success

Step inside a grocery store today and you'll see an industry that has undergone a massive facelift. As shoppers have become more price-conscious, grocery stores have focused their efforts on offering good service as well as good value. Convenience sections – from delis and bakeries to flower stands and film developing – have become more commonplace as stores rush to stem the flow of fast food outlets eating more and more of the consumer dollars spent on food each year. At the same time, Internet competition and a dwindling worker base have made their

however, reveals an organization that holds firm convictions and assumes a committed leadership role when it comes to keeping health and safety at the forefront of its business activities. "We believe strongly that our mandate is to help new young workers achieve new job skills and habits that can serve them positively for a lifetime," declares Moncion. "This means that we need to develop orientation programs that encompass health and safety as well as other skills required to do the job."

Moncion's view on the importance of employee health and safety is

franchiser offers a number of program involving health and safety, including a new initiative on proper trimming methods for produce. After evaluating his needs, Moncion's franchise representative suggested that he call OSSA.

For Moncion, this suggestion was pure gold. A take-charge kind of individual, Moncion worked with his regional consultant for Sudbury West and area, to create an ongoing and rapidly evolving health and safety program.

Initially, Moncion and his staff began the process of a Level One Assessment that aided in identifying areas of the business that required attention. From this

dures in place that let the employees – the ones who deal with these issues daily – have real input and authority to handle things and to make suggestions," says Moncion.

In turn, management has made the commitment to deal with issues as they arise, so there is an immediate solution. "If you think of it from a purely practical point of view," says Moncion, "how can you get things fixed if you don't know there's a problem?"

Moncion's commitment to safety extends beyond the store's four walls. Recently, the store was the venue for a Boaters' Certification course, attended



presence felt on already strained grocery business profits.

Marcel Moncion can identify with many of the challenges facing today's grocery stores. As co-owner of a 30,000 square foot Independent Grocer outlet in Hanmer, Ontario, Moncion must compete with the large chains for a share of the burgeoning grocery business. Employing close to 100 staff, Moncion must also deal with the realities of keeping his employees safe – many of whom are working part or full-time for the first time.

Certainly, health and safety is a serious issue in the grocery business. Its presence is felt everywhere – from the potential of tools like meat saws and knives to incidents like slips and falls, back sprains and repetitive strain injuries. Each can take its toll on employee health – and business profitability.

At first glance, Moncion's Independent Grocers may not seem much different from the hundreds of other small businesses across the province trying to juggle employee well-being with a rapidly changing business environment. A closer look,

expressed succinctly: "I say to the employees, 'You came with 10 fingers, you leave with 10 fingers', end of discussion." Although his words may sound somewhat tough to unseasoned employees, Moncion remains firm in his conviction. "Health and safety is a big part of the total employment picture. It's a key factor in productivity and morale."

A PROACTIVE APPROACH TO SAFETY

With a strong outlook, Moncion monitors health and safety carefully. His store, he says, has never had a surplus of accidents. But that hasn't stopped Moncion from recognizing the potential for injuries – and the need to head off problems before they became a reality. One of the biggest issues on this front stems from a reality of the grocery business – mid to high staff turnover rates. At Moncion's, that turnover created an ongoing logistical problem in that his health and safety committee kept falling short of the required number of core certified members.

For Moncion, the most obvious route to solving his problem was to call his franchiser, National Grocers. The

beginning, a more defined health and safety program, including an Action Plan, was developed that empowered and involved more employees in the health and safety process.

Educational programs for staff included Core Certification and WHMIS training. Today, Moncion has back-ups for committee members. There's an Early Return to Work program in place. And a Level Two Assessment has just been completed. As well, more than a dozen employees have taken a basic St. John's Ambulance course paid for by Moncion.

EMPOWERING EMPLOYEES

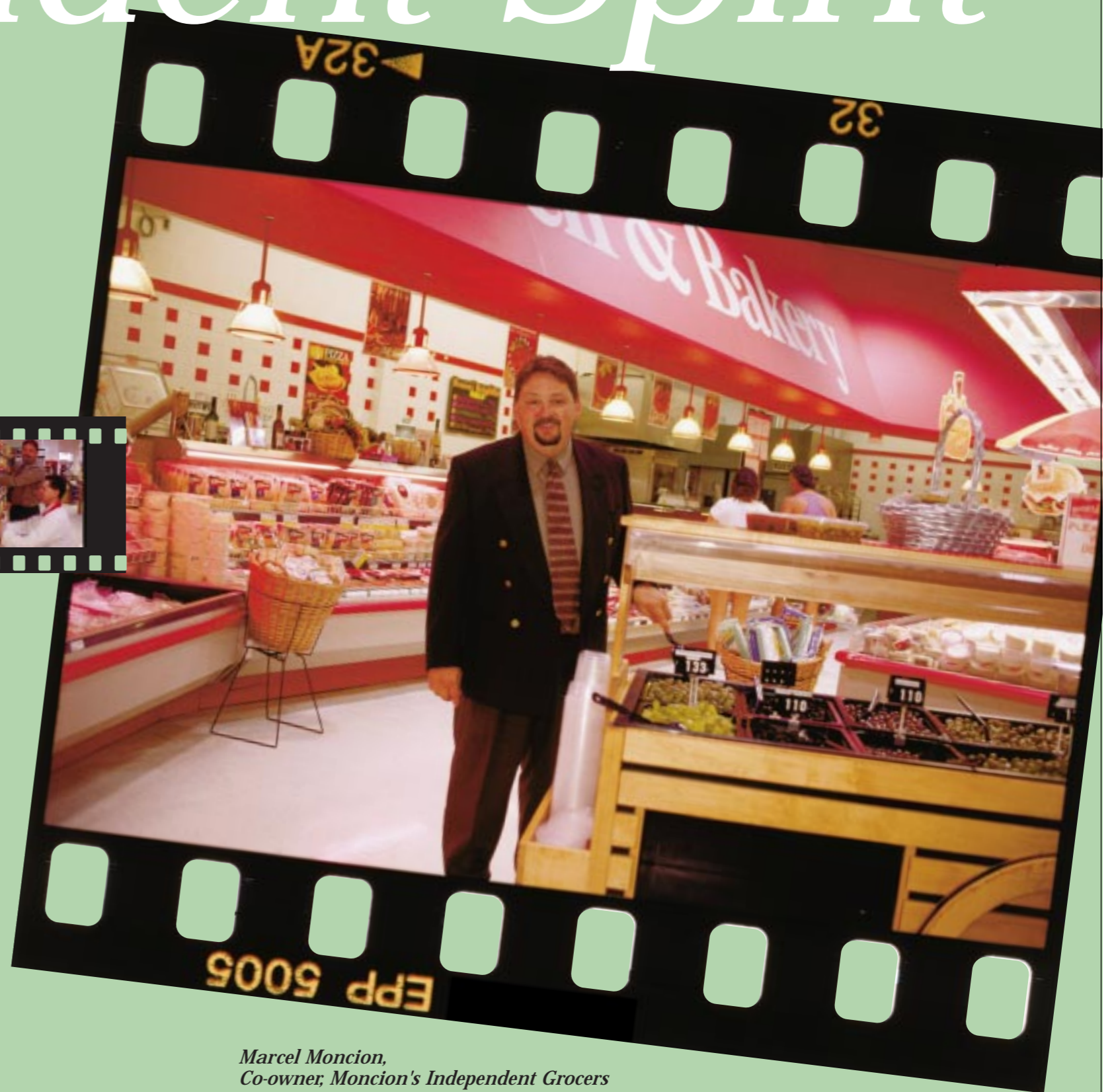
Education certainly plays a strong role in keeping a workplace safe. But perhaps it is the positive attitude among staff members that is making a real difference in his store, says Moncion. He points out that the employee who oversees the First Aid kits has the authority to call a safety supplier and order what is required. Similarly, the employee who checks the fire extinguishers can order supplies. And department managers handle safety/equipment assessment sheets.

"There are processes and proce-

by 34 staff and friends. "There are a lot of recreational boating and fishing enthusiasts in this area," notes Moncion. "By providing a place where people could come to attend the course, I think we sent a clear message that safety is more than just a working-day concern."

Moncion's enthusiasm for the health and safety of his employees has filtered down to other Independent Grocer franchisees in his geographic area. At every opportunity, he speaks to fellow grocers one-on-one about health and safety. In addition, he has invited them to participate in certification training and other future programs that will take place in his store location. In effect, Moncion is acting in a sort of old-fashioned way, where one person uses their initiative for the betterment of the community.

With enthusiasm and commitment, Moncion's is taking the time to recognize, assess and control hazards before they become accidents, injuries and possible fatalities. If every journey starts with a single step, Moncion's is well on its way to health and safety success.



*Marcel Moncion,
Co-owner, Moncion's Independent Grocers*

You thought the temporary agency was responsible for the health and safety of its staff. They thought you were handling it.

Whose Job is it Anyway?

By Carla Salvador

Whether it's to fill in for a vacationing employee, or assist in handling a heavy workload, temporary workers play a valuable role in keeping Ontario's businesses efficient and productive. What is less recognized is who shoulders the responsibility for that contingent workforce.

Perhaps it's the word "temporary" that leads some employers to think that they don't carry the responsibility for the health and safety of their temporary workforce. The reality is that most workplaces are indeed responsible – and liable – for the health and safety of all its workers – both temporary and permanent.

Under the *Occupational Health and Safety Act, (Duties of Employers and Supervisors, Sections 25 – 27)*, the employer of workers supplied by an agency must assume responsibility for those workers while they are under the employer's direction. These include informing employees about workplace hazards, providing the necessary safety equipment, and ensuring WHMIS training. In other words, an employer must take every precaution reasonable in the circumstances to protect any and all workers.

In 1999, Dofasco was fined \$400,000 and Steel Cat Task Force Inc. paid a \$100,000 fine after two temporary workers died on the job.

Every workplace injury hurts your business. Besides affecting productivity, a workplace accident can cause deadlines to be missed, equipment to be damaged and can result in having to hire a new temporary worker who will need more training and orientation.

There are also financial implications of workplace injuries and illnesses. A recent example of this type of liability occurred in 1999 when Dofasco (the client) was fined a \$400,000 and Steel Cat Task Force Inc. (the temp agency) \$100,000 after two temporary workers died on the job.

There are many strategies that can help protect your temporary employees – as well as your permanent employees and business in general. Start by working with your agency. Many are very proactive. And they should be. After all, your agency shares the responsibility for its workers' health and safety. Ensure your agency provides basic health and safety training, and generic WHMIS training suitable for your temporary workers. Work with your agency to develop a list of health and safety roles and responsibilities, and develop a joint accident investigation procedure together. Also, invite them to inspect your workplace.

The Personnel Network Inc, in the greater Toronto area, provides health and safety information and awareness sessions for very small clients. Dan McGarry, Senior Consultant, notes that the Personnel Network now does an on-site inspection and a physical demands analysis on each job before sending out any worker. "Aside from health and safety considerations, it's worth it because we can make a better match for the job," says McGarry.

The Personnel Network does an on-site inspection and a physical demands analysis on each job before sending out any worker

Take a look at your workplace. Ensure that the temporary employee's work environment is suitable. For example, is the workstation adjustable to meet the specific needs of your temporary employee. Most importantly, make sure that each worker is capable of doing the job – and never ask a temporary worker to move to a different job without consulting the agency first.

Fidelity Investments has about 750 employees in Ontario, divided between their Toronto and Markham locations. "We usually have about four temporary workers in a week, although sometimes we have more than 30," reports Laura Healey, Fidelity's Benefits Coordinator. Most come for a week or two and do light office work, filing, reception or short-term projects.

Fidelity Investments Inc. and its agency work as a team to ensure that all temporary workers get the appropriate health and safety training

Fidelity became interested in the issue of health and safety responsibility when a temporary worker was injured. "We didn't know whose responsibility it was," says Healey.

Today, Fidelity and its agency work as a team to ensure that all temporary workers get the appropriate health and safety training. Fidelity is also ensuring that it has written policies outlining all employees' responsibilities and required training.

A final note. Treat your temporary workers just like your permanent employees – orient them, introduce them to their health and safety representative or committee member, hold them accountable for their responsibilities, and include them in recognition programs. After all, if you look after your employees, they'll look after your business.

Fall Product Preview

Over the last several months, OSSA product managers have been busy putting the finishing touches on several new products designed specifically for the service sector. Visit ossa.com for a full online catalogue.

Dare to Care: Building Workplace Health and Safety Awareness



This comprehensive orientation kit offers a contemporary approach towards building health and safety awareness with new workers in the tourism and hospitality industry.

Dare to Care presents real-world tips for supervisors on how to communicate, coach and handle duties and responsibilities. Employees learn about being proactive and involved, as well as how to communicate effectively and work as a team.

Cost: **\$150.00** Training Kit

Dare to Care: Safety Check

This print package includes one copy of twenty-three topics relating to the tourism and hospitality industry.

Cost: **\$5.00** per set

The Great Outdoors: Seasonal Groundskeeping Safety Training Package



This video-based training program has been designed for groundskeepers within the tourism and hospitality sector. It provides basic health and safety information to support hands-on training. This package includes modules for both summer and winter groundskeeping.

Cost: **\$120.00** Training Kit

Resource Guide

Developed in partnership with the Canadian Centre for Occupational Health and Safety (CCOHS), this resource guide supports the Great Outdoors training package. It is suited to both summer and winter groundskeeping.

Cost: **\$10.00**

Great Outdoors Safety Check Sheets also available

Cost: **\$5.00**

Inter-Action: Preventing Work-Related Aggression and Violence

Developed in partnership with the Canadian Centre for Occupational Health and Safety (CCOHS), this workplace violence prevention program includes:

- **Management Module** – identifies the risk factors and outlines the components of a violent policy statement that will be integrated into the health and safety policy.
- **Employee Module** – uses problem-solving techniques to help employees recognize, assess and control violence hazards.

Cost: **\$39.95** Training Kit

Steering Clear of Hazardous Materials: Vehicle Sales and Service



By understanding and reading labels on hazardous materials and asking questions, employees learn when and how to use substances in ways that minimize the risk of accident or injury to themselves and others. This video-based program also discusses consumer labels.

Cost: **\$80.00** Training Kit

For a complete listing of OSSA's products and services.

WEBSITE

WWW.OSSA.COM

or

CLIENT SERVICES LINE

1-888-478-6772

Upcoming Trade Show Events

The following is a listing of upcoming trade shows and conferences of interest to Ontario's service sector.

VENUE	DATE	LOCATION
2000 E-Retailing & Technology Conference & Trade Show Retail Council of Canada	October 2 – 3	Metro Toronto Convention Centre, Toronto, Ontario
Annual Safety North Health and Safety Trade Show Industrial Accident Prevention Association	October 4 – 5	Caruso Club, Sudbury, Ontario
Youth Health and Safety in the Workplace The Willow Group	October 15 – 18	Ottawa Congress Centre, Ottawa, Ontario
Hostex 2000 Canadian Restaurant Foodservice Association	October 15 – 17	International Centre, Mississauga, Ontario
Attractions Ontario Attractions Ontario/Ontario Museum Association	October 20 – 21	Delta Armouries, London, Ontario
Grocery Innovations Canada Canadian Council of Grocery Distributors	October 22 – 24	Metro Toronto Convention Centre, Toronto, Ontario
4th Annual Safe Communities Conference Safe Communities Foundation	October 26 – 27	Peterborough, Ontario
Forum North 2000 Industrial Accident Association	November 7 – 9	Valhalla Inn Thunder Bay, Ontario
November NOTO Northern Ontario Outfitters Association	November 17	Delta Chelsea, Toronto, Ontario
Ontario Marina Operators Conference	November 19 – 22	Sheraton Hotel, Hamilton, Ontario

whazzup at work

"Many teens turn to their parents for advice about jobs. How can you be sure that the guidance you provide protects your child at work?"

A new job – for most teens, it represents the opportunity to make some extra cash, assume some independence and experience new challenges. For parents, it is the perfect time to discuss work-related issues. Job safety should top that list.

The reality is, employers don't always know or follow the laws that protect young workers. This often leaves parents with the role of educating teens about how to stay safe on the job.

A recent survey conducted on behalf of the Workers' Compensation Board of B.C. explored the underlying attitudes towards young workers and workplace injury of a significant range of stakeholders, including youth, parents and employers. The results of the survey indicated that workplace injury was not a top-of-mind concern for the youth included in the survey nor was it for the parents who participated in the study. However, most young workers identified that they have faced injury or the threat of injury in their jobs and recognized that they should at least pay attention to the issue.

With few exceptions, youth reported that they received minimal job skills training and little or no safety training in their current jobs or in previous jobs. Most, however, want that training, and thought it would help to prevent workplace injury.

Parents, on the other hand, almost universally assumed that employers were providing some sort of safety training. In fact, few had asked their children if this was indeed the case.

Scary? You bet. That's why discussing the potential dangers



Keeping Young Workers Safe on the Job.

of a job – and looking at the ways in which an employer plans to protect your teen – are so important.

You can start by talking to your kids. Make sure you know what they are being asked to do at work, their hours and pay, and who they are working with. Discuss the potential hazards of their job, and let them know that you are concerned about their safety. Educate yourself and your teen. Become knowledgeable about workplace rights and responsibilities. Encourage your child to ask the basics – what are the hazards of the job? Who should they turn to if they have a health and safety question? What safety equipment is provided and how should it be worn?

Connect with your teen's employer. Let him or her know that you are concerned about your child's safety – and want to know what job training your child will receive, and when. This is an especially important step when you consider that, according to the Workplace Safety and Insurance Board, today's work force is full of students who start new jobs without proper training. In fact, of the 88 workers who died in Ontario in 1998, 14 were younger than 24. Ontario workers between the ages of 15 and 24 accounted for 15,120 lost-time claims – accidents resulting in time away from work.

Don't be afraid to say "no" when necessary. If an employer asks your teen to do jobs that you don't feel are safe, let your teen know it is OK to refuse to do it. Also, don't hesitate to follow your gut instinct – if a job seems too dangerous, don't allow your teen to accept the position.

Finally, practice what you preach. If you want your children to be safety-conscious, teach and follow safety practices in the home yourself. After all, learning about safety may be the most valuable part of your teen's job.



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