

Title: Safety Training and Communication Policy

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Supersedes: None

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Approved by: CAO

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Purpose: The purpose of this policy is to ensure that all workers receive orientation and job specific training as required.

DEFINITIONS

SDS means Safety Data Sheet.

WHMIS means Workplace Hazardous Materials Information System.

WCB means Workers Compensation Board.

AMHSA means Alberta Municipal Health and Safety Association

OH&S means Occupational Health and Safety

SCBA means Self Contained Breathing Apparatus

PPE means Personal Protective Equipment

POLICY

1. **Policy Statement:**

- 1.1 Greenview recognizes that ongoing training and communication are a vital part of the Safety Program. Greenview will ensure that supervisory staff has the knowledge and skills to provide Tool-Box talks, instruct workers in safe job procedures, and monitor ongoing requirements for safety instruction. Instruction will be provided to all workers and all workers are required to receive instruction.
- 1.2 A **competent worker** means adequately qualified, suitably trained and with sufficient experience to safely perform work without supervision or with only a minimal degree of supervision. Work that may endanger a worker must be completed by a worker who is competent to do the work, or by a worker who is working under the direct supervision of a worker who is competent to do the work. All workers must be trained in procedures until they are deemed competent. A competent person (Supervisor, Lead

Hand, etc.) must verify that a worker is competent to perform their roles and responsibilities before being allowed to work independently.

2. General Information:

- 2.1 Greenview Health and Safety Education Programs shall include but are not limited to:
 - a. Daily Tool-Box Safety Meetings and Weekly Safety Meetings.
 - b. Worker orientation and safety regulations and hazards.
 - c. Active poster and signage campaign to help make safety visible in the work place and to educate through visual information. (i.e.: WCB, AMHSA posters).
 - d. Safety Training Memos.
 - e. Hazard Assessment Training.
 - f. WHMIS.
 - g. Fatigue Management.
- 2.2 Key purposes underlying the need for training and effective communication are:
 - a. To obtain an "Incident Free" work place through education.
 - b. To exchange information regarding specific safety matters.
 - c. To diffuse potential job disruptions by providing a forum for discussion of critical safety issues.
 - d. To provide a written record of the actions taken.
 - e. To establish an effective communications link between management, workers and within each department.
- 2.3 THE SAFETY INFORMATION IN THIS POLICY DOES NOT TAKE PRECEDENCE OVER OH&S REGULATIONS. ALL WORKERS MUST BE FAMILIAR WITH THE OH&S ACT, REGULATIONS AND CODE.

3. Daily Tool Box Safety Meetings:

- 3.1 Daily Tool-Box Safety Meetings are one of the most effective ways for Supervisors to exhibit their own and the Greenview's commitment to safety. Meetings should be conducted with a specific topic for discussion, such as a new safety rule or procedure, or any recent incidents. Optimally, meetings will be used in a preventative fashion and will focus on upcoming work and the associated potential hazards and regulations.
- 3.2 Guidelines for Tool-Box Safety Meetings are as follows:
 - 3.2.1 Meetings must be held daily at the beginning of the work day.
 - 3.2.2 All workers must attend, and names must be recorded.
 - 3.2.3 Meetings should be approximately 15 minutes duration and must be on a safety topic.
 - 3.2.4 Daily Tool-Box Safety Meeting Minutes will be used to document the topic discussed, the workers attending, any suggestions and/or unanswered questions for later comment, and any corrective action recommended or taken.
 - 3.2.5 Daily Tool Box minutes will be handed in to the Safety Department for furtherance to the superintendents, department manager, and filing. Any issues arising that require corrective action will be co-ordinate by the safety supervisor with the appropriate manager.

4. Pre-Shift Meeting:

- 4.1 Following the morning site Tool Box meeting, each supervisor is responsible to conduct a pre shift meeting with their individual workers. During this meeting, the supervisor will complete a 'Morning "100% Safe" Meeting'. This meeting will serve as documentation that the supervisor will have reviewed the following:
 - a. Fit for duty/new workers.
 - b. Modified workers/follow-up medical care.
 - c. Weather concerns.
 - d. Permits.
 - e. SDS.
 - f. Auditing for attendance.
- 4.2 Whenever possible, the supervisor is responsible to conduct a post shift meeting with their individual crews. During this meeting, the Supervisor will complete the balance of 'Morning "100% Safe" Meeting'. This meeting will serve as documentation that the Supervisor will have reviewed the following:
 - a. Any incidents/injuries have been reported.
 - b. Concerns relating to the work plan.
 - c. Tools/Equipment have been put away.
 - d. Work areas are cleaned.
 - e. Overview of tomorrow's work.
 - f. Auditing for attendance.
- 4.3 Upon completion of this meeting, the documentation will be returned to the Safety Department for filing.

5. Safety Meetings:

- 5.1 These meetings give the workers an opportunity to discuss weekly activities, such as inspections and corrective measures taken to address issues arising from incidents that have occurred in the past shift. The Safety Advisor will prepare a monthly meeting for regular distribution to the Department Managers. The following will be included in the meeting report for review with the crew:
 - a. Review of upcoming work.
 - b. Review of weekly inspection report and corrective action arising.
 - c. Review of all incidents and corrective action.
- 5.2 Completed regular Safety Meeting Reports shall be returned to the Safety Advisor for filing and to review comments or suggestions.
- 5.3 Minutes of the safety meeting will be posted on the safety board which is located in each department. Also, needs to be posted in remote job locations as well.

6. Worker Orientation:

- 6.1 Greenview will provide all workers with an orientation. The orientation will occur on the worker's first day on the job and will include at least the following items:
 - 6.1.1 Worker familiarization with Greenview's Health and Safety policy, job description, and safe work procedures.
 - 6.1.2 A review of Safety Procedures as outlined in the Safety Manual and a review of an overview of the Safe Work Practice Manual.

- 6.1.3 A review of the Hazard Assessment requirements and the subsequent training to be scheduled.
- 6.1.4 Identification of first aid kits, AEDs, muster points, and locations of emergency equipment. This will be led by the supervisor or the Safety Advisor.
- 6.1.5 A tour of the work place including identification of first aid kits, and locations of emergency equipment. (This shall be led by the supervisor or by the Safety Advisor).
- 6.1.6 Identification of existing and potential hazards at the site.
- 6.1.7 Provision of written procedures for reporting accidents, incidents, and hazards.
- 6.1.8 Explanation of disciplinary action for failure to comply with Health and Safety Program requirements.
- 6.1.9 Provide any information or training necessary for specific job requirements.
- 6.1.10 An opportunity for the worker to ask questions.
- 6.1.11 Where written handouts, pamphlets, work rules etc., are used workers are to be given sufficient time to read the material. Those who cannot read will have the material read to them.

7. **Worker Training Summary:**

- 7.1 Following the Worker Orientation Program, the Safety Advisor of Greenview will compile a list of all training certificates and maintain the information in the workers safety personnel file.
- 7.2 Where Greenview is not able to obtain copies of certificates the worker will be responsible to replace copies of lost certificates.
- 7.3 Hazard Assessment:
 - 7.3.1 Hazard Assessment System training will be delivered to all workers by the Safety Advisor for all Greenview workers. This specialized training provides workers with tools and knowledge to prepare hazard assessments prior to beginning any job. Workers will be given instruction on the following topics:
 - a. Unsafe Conditions.
 - b. Hazard Identification.
 - c. Hazard Recognition.
 - d. Hazard Controls.
 - e. Job/Task Risk Assessment.
 - f. Monitoring.
 - g. Post Task Requirements.
- 7.4 WHMIS:
 - 7.4.1 It is required by legislation workers who cannot produce proof of training in the last 3 years will receive training in WHMIS in accordance with the Alberta Municipal Health and Safety Association program guidelines and applicable legislation.

8. **Safety Training Requirements:**

- 8.1 Safety Training matrix will be developed for each department. This matrix is a very effective way to ensure that the worker has received and understands training on

specific issues. They provide Greenview with firm documentation that the worker has received and understood the particular training received. They provide the worker with a good understanding that they are being trained and is expected to understand and retain the training as a formal document is issued.

8.2 Examples where STM's (Safety Training Matrix) should be used are:

- Confined space entry.
- Lock-out/Tag Out.
- Work around high voltage power lines.
- Electrical Safety Basics.
- Work in a gaseous environment.
- SCBA equipment use.
- Full face masks use and fit test.
- Working at heights.
- Building scaffolding.
- Working on operating systems.
- Cutting into existing lines and tanks.
- Working in a chemical environment.
- Working in excavations greater than 4' in depth.
- Working in shored excavations.
- Working on operating sewer systems.
- Working in areas of high traffic patterns.
- Fatigue Management.

9. **Guidelines for Safety Meetings and Tool-Box Safety Meetings:**

- 9.1 Supervisors are responsible for preparing and conducting Safety Meetings as required, and for ensuring that Tool-Box Safety Meetings are held daily before the start of each work day.
- 9.2 These meetings are the backbone of each department's Health and Safety Program. It is proven that the work locations conducting good meetings attain better records than those do with unstructured/unplanned or no safety meetings. Meetings are one of the most effective ways to demonstrate the departments' commitment to safety and emphasis on individual participation.
- 9.3 In order to assist in material preparation and in presenting a safety meeting, the following guidelines are provided:
- 9.3.1 Preparing for the Meeting:
- a. Select the topic for the meeting 7 days in advance so that you have a chance to become familiar with the subject to be discussed. You should be able to present the talk in a convincing manner without reading it.

Consideration of several points can help in deciding on an appropriate topic:

- Think of your own experiences, observations and beliefs.
 - Think of your area of control, repeated problems, recent accomplishments, needs for improvement.
 - Think of your workers, their wants and needs, opinions, abilities, and attitudes.
 - Keep notes of day-to-day occurrences that could form a basis for interesting safety talks.
 - Read safety-related material, and clip articles for later discussion.
 - Try to relate your topic to work that is ongoing or upcoming and to the potential hazards associated with it to prevent accidents.
 - Try to cover topics suggested by department managers and Safety Committees, and Safety Advisor as these reflect job site and corporate concerns.
 - Review safety statistics.
- b. Summarize your talk in point form for reference.
 - c. Know what you are going to say.
 - d. Write down key points, facts and examples.
 - e. Practice your talk run through your material before presenting it to your workers.
 - f. Schedule the meeting at the same time every week, if possible and hold it in the work area. These meetings are generally 15 minutes long so seating is not important. However, make sure everyone can easily see and hear you. A good time to hold the meeting is just after shift begins or immediately prior to a lunch or coffee break.
 - g. Just before the meeting, gather all material and/or equipment you need. When possible, use actual demonstrations to illustrate your point. For example, if you're talking about fire extinguishers, have one to show what it looks like and how it is used. Have a mushroomed tool head or a broken hammer handle to show how they can cause accidents. If necessary, get someone to help you.
 - h. All workers, if possible, should be present before the meeting starts.

9.3.2 Conducting the Meeting:

- a. Start on time, you may lose interest in unnecessary delays occur.
- b. Make the meeting short and to the point. However, if you get a good discussion going, use discretion about cutting it off too soon.
- c. Start the meeting by complimenting the workers on some recent good work.
- d. Give the talk in your own words and when you deliver your talk:
 - Relate to the audiences attitudes, abilities and interests.
 - Involve your audience by encouraging questions and discussions.

- Keep your message clear and understandable.
- Answer spoken and unspoken questions. Your workers will always have the following questions in mind: What does it mean to me? What do you want me to do? What's in it for me?
- If a question arises that cannot be answered immediately, inform the worker when an answer can be expected, and give assurance that a follow up will be performed. Note this and any action required on the meeting minutes, then move on to the next question or topic.
- Maintain control. Do not allow the meeting to develop into a wasteful, time-consuming "bull session". If necessary, make a statement at the beginning that only safety issues will be discussed. This will give a "rule" to reference if the meeting should become disorganized and will also help to focus the group and dispel any misconceptions about the purpose of the meeting.

9.3.3 Other items to cover, if applicable:

- a. Review any injury any worker has had during the past week. Discuss what the injury was, how it happened, and how it could have been prevented.
- b. Review safety violations noted during the past week. Discuss the nature of the violation, the danger involved, and offer constructive criticism without naming anyone in particular.
- c. Review the work planned for the week ahead. Discuss hazards to avoid or control, safety equipment to be used, and safe procedures to be followed.
- d. Discuss Greenviews safety topics and topics suggested by job supervisors as they bring to light issues of general concern.
- e. Conduct PPE inspections. (ie: boots, gloves etc)

9.3.4 Record Keeping Requirements:

- a. Record the names and worker numbers of all attending workers and ensure the supervisor conducting the meeting signs the appropriate form.
- b. Make certain the minutes are dated, the workers attending and the meeting location must be listed.
- c. Subjects discussed must be covered in detail. "General Safety" is not specific enough. The minutes of the meeting or the Daily Tool Box Meeting Minutes should contain:
 - A brief summary of the subject covered.
 - A list of all safety suggestions received.
 - Safety suggestions that were disposed of in the meeting and their disposition (i.e. corrective action, no action, consulting management).
 - Comments to the next level of management about how the suggestions were treated.
 - Follow up required for the next meeting.
 - To point out potential hazards so the preventative measures can take place.

10. Management and Supervisory Responsibilities:

- 10.1 Management and supervisors are responsible for increasing safety awareness of all workers and for reducing overall accident and injury potential.
- 10.2 Managers and supervisory personnel are to meet monthly, to discuss pertinent safety issues. These meetings can be scheduled jointly with other meetings, but safety will be the first item of discussion and all procedures applicable to safety meetings will apply. Notes, documenting the discussion and names of attending personnel shall be taken and subsequently stored with the location's safety records. Subject for discussion or review should include:
 - a. A critique of the general safety activities surrounding each work location noting positive developments or outstanding deficiencies.
 - b. Pre-planning for major or hazardous work schedules.
 - c. Safety audit discussions or other job inspections.
 - d. Relevant industry safety trends.

11. Supplementary Safety Training Programs:

- 11.1 At times, a more detailed training program may be necessary. If this is the case, the following general concepts and guidelines should be considered while developing such a program.
- 11.2 Training in the proper performance of a job task is an investment in safety, health and productivity of workers. The effectiveness of programs can be measured in fewer accidents, injuries, illnesses, citations, improved morale, increased productivity, lower insurance premiums, and ultimately; lower job expense. In training workers, Greenview gives them essentially two things, knowledge and skill. In return, you get three things, knowledge, skill, and motivation. Training is therefore, most effective when it is aimed at defined needs. When analysis shows the problem to be a lack of knowledge, lack of skill, or even lack of motivation, this justifies the effectiveness of training.
 - 11.2.1 Whom and When to Train:
 - a. The new worker - orientation to Greenview/Work Environment.
 - b. The new worker - on-the-job-training.
 - c. The experienced worker - as required.
 - d. Any worker transferring to another job assignment or task.
 - e. The group - Tool-Box Safety Meetings.
 - f. The group - when starting new or potentially hazardous area of work, or any work covered in a Safety Procedure.
 - g. The group - prior to any shutdown situation.
 - h. Other workers as the need may arise.
 - 11.2.2 Record Keeping:

Always maintain records of all safety and health training. Records provide evidence of Greenview's good faith effort to protect workers and comply with applicable regulations. Always keep track of training using a training matrix.
 - 11.2.3 Training Requirements in OH&S Standards, many standards are established by the Occupational Health and Safety Board and require Greenview to train workers in the safety and health aspects of their jobs. Other standards make it the Greenviews responsibility to limit certain job assignments to workers that are "certified, competent, or qualified", meaning that they have had special

previous training, in or out of the work place. These requirements are reflective of the Occupational Health and Safety Board and that training is an essential part of every employer's program for the protection of workers.

- 11.2.4 The length and complexity of the Occupational Health and Safety Board's standards may make it difficult to find all the references to training. Therefore, the Occupational Health and Safety Board may be contacted for any further information.

12. Supervisory Training:

- 12.1 Department Managers and Front Line Supervisors are responsible for day to day enforcement of the Safety Program. Responsible for the safety of workers performing tasks under their guidance, it is critical they are given the tools to enable them to execute this role confidently and diligently. Greenview will endeavour to have all supervisors receive training in the following:
 - a. Leadership for Safety Excellence (mandatory within 3 months of hire).
 - b. Workplace Health and Safety Act and Regulations (Jurisdictional).
 - c. Driver Hazard Assessment.
 - d. Construction Safety Training System (CSTS)
 - e. WHMIS.
 - f. First Aid/CPR.
 - g. H2S Alive (where applicable).
 - h. Harassment Prevention.
 - i. Workplace Violence Prevention.
 - j. Drug and Alcohol Awareness for Supervisors.
 - k. Greenview Safety Manual.

13. Training Program Administration:

- 13.1 The administration of the training program, as part of the safety program, is the responsibility of the Safety Advisor with the ongoing cooperation of department managers, supervisors and workers. A training matrix will be maintained in the workers safety file, updating of these records will be the shared responsibility of the Safety Advisor. Proper administration of the safety-training program requires the following:
 - a. Identify person responsible for training programs as a means to ensure accountability, follow-up, and provide for auditing.
 - b. Identify those who will conduct training.
 - c. Identify those workers in need of training and document attendance.
 - d. Provide for proper training facilities.