

OCCUPATIONAL HEALTH & SAFETY MANAGEMENT FRAMEWORK

INTRODUCTION:

The City Manager acknowledges that all occupational injuries and illnesses can be prevented through an effective safety management system.

This document describes the system that has been adopted by the City of Edmonton to support a culture that keeps our workplaces and employees physically, psychologically, and socially safe, healthy, and well; while meeting the various legislated and regulatory requirements.

FRAMEWORK OVERVIEW:

The Occupational Health and Safety (OH&S Management) Program Framework of the City of Edmonton is based on the following 8 elements:

1. Organizational Commitment
2. Hazard Identification and Assessment
3. Hazard Control
4. Planned Safety Inspections
5. Orientation and Training
6. Emergency Response Planning
7. Incident Investigation
8. Program Administration

1. ORGANIZATIONAL COMMITMENT

1.1 INTRODUCTION:

The success of any health and safety program depends on the level of commitment and the support that all employees have towards the program. It is critical that all employees are committed and constantly promoting a safe work environment. Management must demonstrate its commitment by displaying visible leadership, establishing policies and procedures, defining responsibilities, and establishing clear goals for health and safety related activities.

This element discusses the various ways that the City of Edmonton has established oversight and safety and health leadership across the organization. Implementing these requirements will assist each level of the line organization to provide a safe and healthy work environment for all employees.

1.2 RESPONSIBILITIES:

1.2.1 City Manager to:

- a) Provide the City of Edmonton with leadership to ensure all employees meet their Occupational Health & Safety (“OH&S”) obligations and responsibilities under Alberta’s OH&S Act, Regulation, and Code, applicable federal OH&S laws and other jurisdictional agencies.
- b) Be responsible and accountable for the overall integration of programs to manage OH&S in accordance with the standards and expectations outlined in the OH&S City Administrative Directives, Administrative Procedures, policies, procedures, standards, (“OH&S City Policies & Procedures”) and applicable legislation.
- c) Update and sign the City of Edmonton’s OH&S Commitment Statement within 6 months of entering the position of City Manager and every three years thereafter.
- d) Participate in activities that demonstrate an OH&S commitment and promote a safe, healthy, and injury-free workplace for all employees and others in the workplace (ie. contractors, public, visitors).
- e) Provide the financial and human resources to support the City’s OH&S program.

1.2.2 Executive Leadership Team (ELT) to:

- a) Participate in activities that demonstrate an OH&S commitment and promote a safe, healthy, and injury-free workplace for all employees and others in the workplace (ie. contractors, public, visitors).
- b) Decide on action items for issues identified from the Corporate OH&S Steering Committee.
- c) Include OH&S as a standing item on meeting agendas.

1.2.3 Corporate Occupational Health & Safety Steering Committee to:

- a) Review and recommend actions to ELT on OH&S management issues. This includes priorities and budget implications for the City's OH&S annual objectives and preparation of a strategic three-year business plan.
- b) Develop annual objectives and strategic three-year business plan.
- c) Direct the development and communication of health & safety program elements, acceptable standards, performance measures and related policies and procedures.
- d) Identify needs of health and safety information systems to support OH&S management.
- e) Report on Corporate performance and activities to ELT on a regular basis, and provide updates on strategic plans as required.
- f) Champion a positive safety value culture.
- g) Bring forward OH&S issues from departments.
- h) Solicit department input on initiatives and activities that may have a corporate impact.

1.2.4 Deputy City Manager to:

- a) Provide the department with leadership that will ensure employees meet or exceed OH&S obligations and responsibilities under Alberta's OH&S Act, Regulation, and Code, applicable federal OH&S laws and other jurisdictional agencies.
- b) Be responsible and accountable for the department's integration of programs to manage OH&S in accordance with the standards and expectations outlined in the OH&S City Policies & Procedures and applicable legislation.
- c) Ensure systems are implemented to monitor the effectiveness of the department's health & safety program.
- d) Ensure processes are implemented to measure and hold Managers, Directors, Supervisors and employees accountable for OH&S responsibilities and performance.
- e) Provide the financial and human resources support to the department's health & safety program.
- f) Participate in activities that demonstrate an OH&S commitment and promote a safe, healthy, and injury-free workplace for all employees and others in the workplace (ie. contractors, public, visitors).

1.2.5 Manager / Director to:

- a) Provide leadership and program development that will ensure employees meet or exceed OH&S obligations and responsibilities under Alberta's OH&S Act, Regulation, and Code, applicable federal laws and other jurisdictional agencies.
- b) Provide leadership in the effective development, implementation and management for each of the OH&S program elements.
- c) Be responsible and accountable for integration of programs to manage OH&S in accordance with the standards and expectations outlined in the OH&S City Policies & Procedures.
- d) Be responsible and accountable to ensure work activities comply with the department's safety standards and provincial regulations.
- e) Ensure systems are implemented to monitor health & safety program compliance.

- f) Participate in activities that demonstrate an OH&S commitment and promote a safe, healthy, and injury-free workplace for all employees and others in the workplace (ie. contractors, public, visitors).
- g) Establish occupational health & safety committee(s) which meet the requirements in the corporate safety committee standards.

1.2.6 Supervisor / Foreman to:

- a) Provide leadership that will ensure employees meet or exceed the OH&S obligations and responsibilities under Alberta's OH&S Act, Regulation, and Code, applicable federal laws, other jurisdictional agencies and OH&S City Policies & Procedures.
- b) Provide leadership to ensure that all elements of the OH&S program are implemented.
- c) Inform employees of their OH&S responsibilities, and ensure employees perform safe work procedures.
- d) Be responsible and accountable to ensure work activities comply with the department's safety standards and provincial regulations.
- e) Monitor and review the safety program's effectiveness.
- f) Participate in activities that demonstrate an OH&S commitment and promote a safe, healthy, and injury-free workplace for all employees and others in the workplace (ie. contractors, public, visitors).

1.2.7 Joint Work Site Health & Safety Committees and Health & Safety Representatives to:

- a) Provide assistance in establishing an effective safety program.
- b) Participate and review components of the safety program such as hazard assessments, inspections, training needs, emergency plans, investigation reports, audits and employee safety issues.
- c) Participate in activities that demonstrate the occupational health & safety commitment and promote a healthy, safe and productive work environment.
- d) Meet or exceed the corporate safety committee standards and legislated OH&S obligations.

1.2.8 Employee to:

- a) Be responsible and accountable to ensure work activities adhere to the department's safety standards, procedures and practices, and legislated OH&S obligations.
- b) Participate in establishing an effective safety program.
- c) Demonstrate an occupational health & safety commitment and promote a healthy, safe and productive work environment.
- d) Provide feedback on how to improve the safety program.

1.2.9 Workforce Safety & Employee Health to:

- a) Provide the City of Edmonton with leadership, advice and assistance that will enable all employees to meet OH&S obligations and responsibilities under Alberta's OH&S Act, Regulation, and Code, applicable federal laws and other jurisdictional agencies.
- b) Develop and update the Corporate Business Plan and work on corporate projects and initiatives.
- c) Review and make recommendations to the OH&S Steering Committee regarding revisions to the Occupational Health & Safety Policy and Procedures as required.
- d) Provide the City of Edmonton with specialized support in the areas of Industrial Hygiene, Ergonomics, and Occupational Health.
- e) Identify strengths and recommend improvement opportunities in department safety programs.
- f) Generate a list of performance measures for obtaining safety updates from client departments on local initiatives, safety records and results to be reported to the OH&S Steering Committee.
- g) Prepare Corporate and OH&S Steering Committee statistical reports.
- h) Provide final approval of all reports going to external bodies.
- i) Be involved in the preparation for the OH&S External Audit.
- j) Act as a depository of all safety-related reports and analysis (e.g. Occupational Hygiene, Ergonomics, etc).
- k) Advise on the Corporation's due diligence by assessing the OH&S program and safety management systems.
- l) Participate in activities that demonstrate an occupational health & safety commitment and promote a healthy, safe and productive work environment.
- m) Act as a resource to the Corporate OH&S Committees.
- n) Chair the OH&S Team meetings.
- o) Monitor consistency across client areas and information sharing between Safety Engagement Leads.
- p) Act as an official liaison to the Province.
- q) Assign responsibility to Safety Engagement Leads to represent the City of Edmonton on external committees.

1.2.10 Safety Engagement Lead Team to:

- a) Attend monthly team meetings and any meetings needed to address urgent issues.
- b) Collaborate and share information, updates and issues between Safety Engagement Leads.
- c) Ensure that each Safety Engagement Lead is assigned responsibility to lead the annual review of a standard.
- d) Participate and provide input into safety initiatives, policies and projects that have a corporate impact.
- e) Play an active role in updating the OH&S Business Plan.
- f) Support and implement OH&S Steering Committee direction and goals.
- g) Act as a two-way communication vector between client areas and the central OH&S group.
- h) Support corporate safety communication initiatives and campaigns.
- i) Be supportive of all of the Corporate OH&S initiatives, policies and programs.

- j) Participate in developing an area of expertise inside the Safety Engagement Lead group that covers all of the major safety subjects.

2. HAZARD IDENTIFICATION & RANKING

2.1 INTRODUCTION:

Identifying and assessing the hazards at a work site provides us with a proactive approach to ensuring our employees have a safe and healthy work environment. Hazard identification and assessment is one of the most important elements of our health and safety program. Information from hazard assessments is the foundation for the "Hazard Control", "Planned Safety Inspections", "Orientation and Training", and "Emergency Response Planning" elements of our program.

A hazard is a situation, condition or thing that may be dangerous to health and safety, where health and safety includes the physical, psychological and social well-being of workers or those engaged in the work of an employer and includes the need to prevent and control workplace violence as part of the hazard identification, assessment and control process. Hazard identification, assessment and control is a formal process, often referred to as a 'hazard assessment', for identifying all existing and potential hazards at a work site and then determining the degree of danger (the risk) the hazards pose to workers. Hazard assessments should be performed at intervals that prevent the development of unsafe working conditions or practices. In this element, hazard assessment means the same as hazard identification and ranking.

The frequency of a work site hazard assessment is determined by such activities as the introduction of new equipment or work process, changes to existing work methods or equipment, new construction, design or new installation/retrofit. All work sites must have a formal hazard assessment done. As a minimum, an annual review of each work site hazard assessment is to be done to evaluate its effectiveness and to identify areas of improvement.

2.2 RESPONSIBILITIES:

2.2.1 Deputy City Manager to:

- a) Ensure department hazard identification & ranking programs are implemented which meet or exceed corporate standards, and the standards contained in Alberta's OH&S Act, Regulation, and Code, as well as those contained in applicable Federal Occupational Laws and the standards imposed by other jurisdictional agencies in consultation with the OH&S Section.
- b) Be aware of the serious hazards within their area of responsibility.

2.2.2 Manager/Directors to:

- a) Develop a hazard assessment process which meets or exceeds the corporate standards and obligations under Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with the OH&S Section.

- b) Ensure the documentation is maintained for hazard identification and ranking as part of the department hazard assessment process.
- c) Ensure hazard identification and ranking is integrated into the planning of facilities, products, equipment or material as required.
- d) Ensure hazard identification and ranking are reviewed at least annually.
- e) Ensure hazard identification and ranking are conducted when new processes, equipment, products etc., are introduced.
- f) Develop a process to immediately and effectively address reports of unsafe/unhealthy worksite conditions or practices from workers.
- g) Develop a system to administer the hazard identification and assessment process that includes an inventory of jobs/positions and tasks performed, the scope and the frequency of assessments and any documentation requirements.
- h) Be aware of the serious hazards within their area of responsibility.

2.2.3 Supervisor/Foreman to:

- a) Implement the hazard identification and assessment process and perform hazard assessments as required. .
- b) Integrate hazard identification and ranking into the planning of facilities, products, equipment or material as required.
- c) Review hazard identification and ranking as required and at least annually.
- d) Ensure workers are informed of all work hazards before commencing work.
- e) Communicate hazards to applicable workers as soon as identified.
- f) Implement the immediate and effective response to reports of unsafe/unhealthy work site conditions or practices from workers.
- g) Administer the system for maintaining hazard assessment records.
- h) Stop work immediately when there is a condition at the work site that is or is likely to be dangerous to the health and safety of a worker and not permit any worker to do that work until the dangerous condition is remedied.

2.2.4 Joint Work Site Health & Safety Committees and Health & Safety Representatives to:

- a) Provide assistance in establishing and maintaining a hazard identification and ranking program.
- b) Review components of the hazard identification and ranking program as required.
- c) Be a resource for workers either reporting unsafe conditions or practices or not satisfied with the resolution of safety issues and receive and address concerns and complaints respecting the health and safety of workers.

2.2.5 Employees to:

- a) Participate in the hazard identification and ranking program as required.
- b) Report unsafe/unhealthy/harmful conditions, acts, or practices to supervisor.
- c) Exercise their right to refuse dangerous work and stop work immediately if the worker believes on reasonable grounds that there is a dangerous condition at the work site or that the work endangers the health and safety of the employee or another person. In these circumstances the employee must immediately report their refusal and substantiating reasons to their supervisor.

- d) If part of a JWSHSC, participate in the hazard identification and assessment process.

2.2.6 Workforce Safety & Employee Health to:

- a) Maintain the corporate hazard identification and ranking standards for conducting hazard identification and ranking.
- b) Support Line Safety Engagement Leads in the recognition, evaluation and control of hazards that have an industrial hygiene or ergonomic component.

2.2.7 Line Safety Engagement Leads to:

- a) Assist departments in developing the hazard identification and ranking program.
- b) Assist departments in conducting hazard identification and ranking as required.
- c) Evaluate the department hazard identification and ranking program as required.
- d) Provide the expertise to identify and evaluate occupational safety, hygiene and ergonomic hazards.
- e) Provide occupational health & safety advice on the engineering design or purchase of new facilities, products, equipment or materials as required.
- f) Investigate the reports of workers reporting unsafe/unhealthy conditions or practices as required.
- g) Be a resource for workers who either report unsafe conditions or practices or are not satisfied with the resolution of a safety issue.
- h) Provide a quality control role with the hazard identification and ranking reports.

2.2.8 PERFORMANCE STANDARDS:

- a) Hazard identification and ranking are conducted and documented within the corporate hazard assessment standard.
- b) Hazard identification and ranking are integrated into the planning of facilities, products, equipment or material.
- c) A documentation system is implemented for the identification and ranking of hazards.
- d) Workers are informed of all hazards in the work area before commencing work.
- e) Workers participate in conducting hazard identification and ranking.
- f) Hazard identification and ranking forms are reviewed at least annually to ensure results continue to be valid.
- g) Hazard identification and ranking are conducted when new processes, equipment, products, etc., are introduced.
- h) A process exists to immediately and effectively address reports of unsafe/unhealthy worksite conditions or practices from workers.
- i) All levels of staff will receive the appropriate training to enable them to fulfill their respective roles.

3. HAZARD CONTROL

3.1 INTRODUCTION:

Once workplace hazards have been identified and rated, hazard controls must be put in place to reduce the risk workers face from exposures to the hazards. This element discusses the process to be followed by our department to address the hazards that have been identified.

Controls must be appropriate for the hazard. Combinations of controls are often implemented. The three categories of control in order of preference are:

Engineering- These controls involve changing the work environment to eliminate or physically control the hazard. This can be achieved through design specifications, the use of substitution, isolation, enclosure and ventilation. Engineering controls are preferred where reasonable and practical.

Administrative- These controls reduce and manage workers' exposure to the hazard. This can be achieved through job rotation, job scheduling, medical monitoring, signage, preventative maintenance, training on safe work practices, procedures, and hazard recognition.

Personal Protective Equipment- Personal protective equipment should be considered as a last resort. Personal protective equipment acts as a barrier between the worker and hazard. If this barrier fails, immediate exposure may result. Only when engineering and administrative controls are not reasonable and practical or cannot eliminate the hazard or reduce the hazard to an acceptable level, should personal protective equipment be utilized. Personal protective equipment can also be utilized as a secondary line of defense with other controls in place.

3.2 RESPONSIBILITIES:

3.2.1 Deputy City Manager to:

- a) Ensure department hazard control programs are implemented which meet or exceed corporate standards, the standards contained in Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and those imposed by other jurisdictional agencies in consultation with the OH&S Section.

3.2.2 Manager/Director to:

- a) Ensure the implementation of the hazard control component of the hazard management process will meet or exceed corporate standards, and the standards contained in Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with those imposed by the City's OH&S Section.
- b) Approve controls and assign target dates and responsibilities as required.

- c) Ensure hazard control is integrated into the planning of facilities, products, equipment or material.
- d) Develop a documentation process for retaining hazard assessments.
- e) Ensure hazard controls are reviewed at least annually.
- f) Ensure hazard controls are reviewed when new processes, equipment, products, etc. are introduced.
- g) Ensure written preventative maintenance programs are implemented for applicable equipment, materials or vehicles.
- h) Ensure exposed employees under the Chemical Hazard and Noise Regulation receive medical monitoring from the City of Edmonton's Medical Services Section as per Alberta's OH&S legislation.

3.2.3 Supervisor/Foremen to:

- a) Document recommendations for hazard control measures.
- b) Approve and implement hazard controls as required.
- c) Ensure control measures have been implemented and are effective.
- d) Ensure employees using hazard control measures are properly trained.
- e) Ensure written preventative maintenance programs are followed with applicable equipment, materials or vehicles.
- f) Identify employees requiring medical monitoring under the OH&S legislation.
- g) Review and update control measures as required.

3.2.4 Joint Work Site Health and Safety Committees and Health & Safety Representatives to:

- a) Provide assistance in establishing and maintaining a hazard control program.
- b) Review components of the hazard control program as required and participate in the identification of hazards to workers or other persons in connection with activities at the work site.
- c) Be a resource to assist workers to report inadequate hazard control conditions or practices and receive and address concerns and complaints respecting the health and safety of workers.

3.2.5 Employee to:

- a) Follow and adhere to implemented hazard control measures.
- b) Participate in the hazard control program as required.
- c) Report the failure of any hazard control to their immediate supervisor.
- d) Report inadequate controls to their immediate supervisor.
- e) Follow preventative maintenance schedules for applicable equipment, materials or vehicles.
- f) If part of a JWSHSC, participate in the hazard assessment and control process.

3.2.6 Workforce Safety & Employee Health to:

- a) Provide recommendations on appropriate hazard controls that are corporate in scope.

- b) Provide feedback on regulatory changes that may affect the use or requirement of hazard controls.
- c) Provide the expertise to advise on controlling occupational safety, hygiene and ergonomic hazards when requested.
- d) Provide occupational health & safety advice on the engineering design or purchase of new facilities, products, equipment or materials.

3.2.7 Safety Engagement Lead Team to:

- a) Collaborate and share information, updates and issues between Safety Engagement Leads related to hazard control.

3.2.8 Line Safety Engagement Leads to:

- a) Identify work activities requiring medical monitoring under Alberta's OH&S legislation.
- b) Be a resource to assist workers to report inadequate hazard control conditions or practices.
- c) Evaluate department hazard control programs as required.
- d) Ensure appropriateness of hazard controls being implemented to address hazards.

3.2.9 PERFORMANCE STANDARDS:

- a) Hazard control measures are in compliance with applicable corporate standards, Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and standards contained in other jurisdictional agencies.
- b) Hazard control measures are documented and accompany the hazard assessments.
- c) Hazard control measures follow the hierarchy outlined in the introduction.
- d) Implementation plans for required control measures are documented and include target and completion dates and assigned responsibilities.
- e) Employees are trained in applicable control methods.
- f) Written preventative maintenance programs are implemented for applicable equipment, materials or vehicles.
- g) Medical monitoring programs meet or exceed legislative requirements.
- h) All levels of staff receive the appropriate training to enable them to fulfill respective roles.

4. PLANNED SAFETY INSPECTIONS

4.1 INTRODUCTION:

Inspections are instrumental to monitor how controls are working and to identify potential hazards before incidents occur. A well-managed inspection program can identify potential problems, equipment deficiencies, employee actions; effects of changes, inadequacies in remedial actions, provide program appraisal information and demonstrate leadership commitment.

4.2 RESPONSIBILITIES:

4.2.1 Deputy City Manager to:

- a) Ensure department inspection programs are implemented that meet or exceed corporate standards, the standards contained in Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with the OH&S Section.
- b) Conduct planned inspections as per corporate standards for planned inspections.
- c) Review and approve inspection reports from immediate subordinates.

4.2.2 Manager/Director to:

- a) Develop an inspection program that meets or exceeds corporate standards, the standards contained in Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with the OH&S Section.
- b) Conduct planned inspections as per department standards.
- c) Take immediate corrective action if unsafe practices and/or unsafe conditions present imminent danger.
- d) Develop a system to monitor inspection frequency compliance.
- e) Review and sign inspection reports from immediate subordinates.
- f) Develop a process to ensure items identified in inspection reports have appropriate and timely corrective action.
- g) Analyze inspection reports to identify existing or potential trends.
- h) Develop a process to ensure to immediately and effectively address workers reporting unsafe/unhealthy conditions or practices.

4.2.3 Supervisor/Foreman to:

- a) For the purpose of this document, Supervisor/Foreman/Leader includes any Employee who instructs, directs and controls workers in the performance of their assigned duties.
- b) Conduct planned inspections as per department standards.
- c) Review and sign inspection reports from immediate subordinates.
- d) Communicate inspection reports to applicable employees.
- e) Ensure items identified in the inspection reports have appropriate and timely corrective action.

- f) Implement a process to immediately and effectively address workers reporting unsafe / unhealthy conditions or practices.
- g) Take immediate corrective action if there is a practice and/or condition at a work site that is or is likely to be dangerous to the health and safety of a worker.
- h) Analyze inspection reports to identify existing or potential trends.

4.2.4 Joint Work Site Health and Safety Committees and Health & Safety Representatives to:

- a) Analyze inspection reports to identify existing or potential trends.
- b) Analyze inspection reports for appropriate and timely corrective action.
- c) Review reports of imminent danger situations.
- d) Participate in inspections as required.
- e) Encouraged to participate in safety inspections.

4.2.5 Employee to:

- a) Conduct informal inspections as required by the Corporate standard, standard operating procedure, or safe work procedure.
- b) Participate in inspections as required.
- c) Report unsafe/unhealthy worksite conditions or practices to immediate supervisor.
- d) Correct unsafe/unhealthy worksite conditions or practices where practicable.
- e) Stop work immediately under imminent danger situations.
- f) Exercise their right to refuse dangerous work and stop work immediately if the worker believes on reasonable grounds that there is a dangerous condition at the work site or that the work endangers the health and safety of the employee or another person. In these circumstances the employee must immediately report their refusal and reasons for it to their supervisor.

4.2.6 Workforce Safety & Employee Health to :

- a) Advise on determining minimum inspection frequencies to ensure consistency across the corporation.
- b) Assist in establishing a formalized report format.
- c) Maintain a Corporate Safety Inspection Standard.

4.2.7 Line Safety Engagement Leads to:

- a) Assist departments in developing inspection programs that meet or exceed corporate standards.
- b) Assist in determining adequate corrective action and appropriate timelines.
- c) Analyze inspection summary reports to identify improvement opportunities.
- d) Assist and possibly lead the investigation of reported imminent danger situations.
- e) Accompany the deputy city manager and managers during inspections.
- f) Inspect work areas to verify safety management systems as required.
- g) Audit inspection reports as required.
- h) Ensure statistical information is provided to the Corporate OH&S Section so statistical reports can be compiled for the Steering Committee.

4.2.8 PERFORMANCE STANDARDS:

- a) Safety inspection frequencies meet or exceed the corporate inspection frequency standards.
- b) Inspections are documented using a standard format (i.e. inspection checklist, report, etc.).
- c) Deficiencies and items requiring action are prioritized and documented for follow up corrective action.
- d) A mechanism exists to ensure the follow up action is effective and completed within a reasonable time period.
- e) Inspection reports are available for audit and investigation purposes and retained for a period of 5 years.
- f) Inspection documentation includes a record of positive observations.
- g) The inspection process includes a review of previous inspection reports and any relevant incident reports.
- h) Immediate corrective action is taken during the inspection if unsafe/unhealthy worksite practices or conditions present imminent danger.
- i) The documentation of inspections is reviewed and signed by the next level of supervision to assist in monitoring of the inspection process and increase awareness of health and safety practices and conditions.
- j) Inspection reports are effectively communicated to applicable workers.
- k) Inspection reports are analyzed to identify existing or potential trends.
- l) All levels of staff receive the appropriate training to enable them to safely fulfill respective roles.

5. ORIENTATION & TRAINING

5.1 INTRODUCTION:

Employee safety training focuses on providing all employees with skill competency and proficiency training to perform work safely and meet the standards of quality and production. To meet these needs, the program must ensure the safety training requirements for each occupation and employee are identified, the training addresses the safety knowledge and skills required, and that quality training is conducted in a timely and effective manner. Alberta's OH&S legislation requires workers to be competent before carrying out work duties that may endanger the worker or others, or otherwise be under the direct supervision of a worker who is competent to perform the work. . Employers must ensure that workers are adequately trained in all matters necessary to protect their health and safety, including before the worker: begins a work activity; performs a new work activity/ uses new equipment/ performs a new process; or moves to another area or work site.

5.2 RESPONSIBILITIES:

5.2.1 Deputy City Manager to:

- a) Ensure department orientation and training programs are implemented that meet or exceed corporate training standards, the standards contained in Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with the OH&S Section.

5.2.2 Manager/Director to:

- a) Ensure that OH&S orientation and training is provided that meets or exceed corporate standards, Alberta OH&S legislation, and other jurisdictional agencies. The orientation and training will be provided to employees at all levels before the work commences, and will include new employees, seasonal, part-time, temporary, volunteer and transferred employees.
- b) Ensure those who begin performing new work activity, use new equipment or are introduced to hazards not previously identified on the hazard assessment are adequately trained and oriented before the work commences.

5.2.3 Supervisor/Foreman to:

- a) Identify OH&S training needs for employees.
- b) Ensure employees are trained and competent in work activities before commencing work, performing a new work activity/ using new equipment/ performing new processes, or moving to another area or work site.
- c) Investigate and resolve reports of workers not having adequate knowledge to work safely.
- d) Ensure their personal competency as a supervisor.
- e) Ensure workers are aware of their rights, duties, and of health and safety issues arising from the work being conducted.

- f) Ensure that vehicles, equipment, or machinery on their worksite is able to be operated by workers through demonstration.

5.2.4 Joint Work Site Health & Safety Committees and Health & Safety Representatives)to:

- a) Evaluate the department OH&S training program as required.
- b) Assist in the development and identifying needs of the department training program as required.
- c) Ensure members receive the necessary training required to perform their function on the committee or as a Health & Safety Representative.

5.2.5 Employee to:

- a) Participate in the OH&S training program.
- b) Assist in identifying OH&S training needs with immediate supervisors.
- c) Report to immediate supervisors when competency training to perform the work safely is not adequate.
- d) Be competent in the work activities before commencing work performing a new work activity/ using new equipment/ performing new processes, or moving to another area or work site.

5.2.6 Workforce Safety & Employee Health to :

- a) Assist in identifying the Occupational Health and Safety training needs for all levels in the corporation.
- b) Maintain Corporate Occupational Health and Safety training standards for all levels in the corporation.
- c) Maintain a Corporate Occupational Health and Safety Orientation standard for all new employees, seasonal, part-time, temporary, volunteers, and transferred employees.
- d) Monitor and evaluate the corporate safety training program as required.
- e) Standardize training and competency requirements for Safety Assistants.

5.2.7 Line Safety Engagement Leads to:

- a) Support client areas in the identification of training and orientation needs.
- b) Ensure that processes exist to ensure training identified as a hazard control mechanism are in place and functioning.
- c) Participate in training and orientation as required.
- d) Investigate reports of workers not being competent to work safely.
- e) Ensure statistical information is provided to Corporate OH&S Section so statistical reports can be compiled for Steering Committee

5.2.8 PERFORMANCE STANDARDS:

- a) Systems implemented for ensuring employees have the required competency training to perform work safely.

- b) Systems implemented for ensuring employees have the required competencies outlined in the corporate training performance standards.
- c) An Occupational Health and Safety Orientation Program is implemented that meets or exceeds the corporate orientation standards.
- d) The OH&S overview orientation is for new employees, seasonal, part-time, temporary, volunteers and transferred employees. The OH&S overview orientation needs to take place before the employee starts their work tasks. This is required in order to be adequately trained in all matter necessary to protect their health and safety.
- e) Visitors receive site safety orientation as appropriate to the work-site.
- f) Competency testing is completed on all mandatory occupational health and safety training.
- g) Occupational Health and Safety training records are current and maintained for at least 5 years after the worker has ceased employment with the City of Edmonton.

6. EMERGENCY RESPONSE PLANNING

6.1 INTRODUCTION:

Emergency response planning is a process for identifying the response to potential emergency situations at the work site. The scope of emergencies covered in this standard are fire, chemical release, vessel rupture, contact with corrosive chemicals, injuries, working alone, medical conditions, etc. The plan establishes evacuation procedures, assigns responsibilities to specific individuals, provides for notification of outside agencies, provides for a means of communication and provides for in house emergency response.

6.2 RESPONSIBILITIES:

6.2.1 Deputy City Manager to:

- a) Ensure department emergency response planning is implemented that meets or exceeds corporate standards, Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with the OH&S Section.
- b) Review outcome summaries of emergency mock drills and actual emergencies.

6.2.2 Manager/Director to:

- a) Develop an emergency response plan that meets or exceeds the corporate standards, Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with the OH&S Section.
- b) Review outcome summaries of emergency mock drills and actual emergencies.
- c) Ensure emergency response plans are reviewed on an annual basis or when sufficient changes occur to ensure all components of the plan are current.
- d) Ensure emergency mock drills are conducted to test efficiency and effectiveness of emergency response plans.
- e) Review corrective actions in the outcome summaries to ensure completion.

6.2.3 Supervisors/Foreman to:

- a) Assign specific responsibilities for emergency responses.
- b) Ensure the applicable personnel have been trained in and are aware of emergency response plans.
- c) Ensure applicable employees have been trained in and are aware of emergency response plans, including operation of emergency response equipment such as fire extinguishers, confined space rescue equipment, emergency eye wash/shower facilities, spill containment equipment etc.
- d) Ensure response plans are posted in appropriate areas.
- e) Ensure sufficient first aid supplies are available and maintained at each work-site.
- f) Generate outcome summaries from mock or actual emergencies based on observations and employee debriefing.
- g) Ensure corrective actions are completed in a timely manner.

6.2.4 Joint Work Site Health & Safety Committees and Health & Safety Representatives to:

- a) Provide advice and assistance in developing emergency plans.
- b) Assist in emergency response plan tests and evaluations.
- c) Provide feedback on actual emergencies or mock drills.
- d) Review outcome summaries of emergency mock drills and actual emergencies.

6.2.5 Employee to:

- a) Conduct themselves in an orderly and cooperative manner during any emergency situation, mock or real.
- b) Follow procedures during emergency situations.
- c) Provide feedback on actual emergencies or mock drills.

6.2.6 Workforce Safety & Employee Health to:

- a) Maintain a Corporate Standard for Emergency Response as it relates to OH&S.
- b) Provide feedback to departments on regulatory changes that may have an impact on emergency response plans.

6.2.7 Line Safety Engagement Leads to:

- a) Provide advice and assistance on developing emergency plans that meet OH&S requirements.
- b) Review outcome summaries of emergency mock drills and actual responses.
- c) Ensure statistical information is provided to the Corporate OH&S Section so statistical reports can be compiled for the Steering Committee.

6.2.8 PERFORMANCE STANDARDS:

- a) Written emergency plans are available, posted and applicable for the emergencies likely to occur at the work site.
- b) Plans shall meet or exceed Alberta's OH&S Act, Regulation, and Code, Alberta Fire Code, applicable Federal Regulations and the standards set by other jurisdictional agencies.
- c) Sufficient numbers of employees are trained in first aid as per the First Aid Regulation and those employees are in place at every work location.
- d) Emergency response equipment is readily available and maintained by qualified personnel.
- e) Provisions for transportation of workers to medical facilities are part of the plans in place at work locations.
- f) Procedures tested at least annually, tests are evaluated, plans are updated as required based on test evaluations, and documentation of tests is maintained.
- g) Documentation of mock or real enactments of any emergency plans to be kept on file for a minimum of 5 years.

- h) All levels of staff receive the appropriate training to enable them to fulfill respective roles.

7. INCIDENT INVESTIGATION

7.1 INTRODUCTION:

Incident investigation is the process to examine an undesired event that resulted, or could have resulted, in an injury or occupational illness. Investigations should determine the immediate and underlying causes and develop appropriate remedial actions or additional controls needed to eliminate and prevent a recurrence of the incident. The incident investigation process is not to place blame.

7.2 RESPONSIBILITIES:

7.2.1 Deputy City Manager to:

- a) Ensure department incident investigation programs are implemented that meet or exceed corporate standards, Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with the OH&S Section.
- b) Notify the City Manager of appropriate serious incidents.
- c) Review and sign investigation reports of all incidents requiring notification under Section 40 of the Alberta OH&S Act.

7.2.2 Manager/Director to:

- a) Ensure the implementation of programs that meet or exceed the corporate standards, Alberta OH&S Act Regulation and Code, and other applicable laws and regulations.
- b) Develop programs that monitor the completion of corrective and preventative actions resulting from incident investigations.
- c) Develop communication procedures to ensure the timely notification of all incidents to applicable business unit manager(s) and director(s).
- d) Participate in the investigation of serious incidents.
- e) Review and sign all investigation reports.

7.2.3 Supervisor/Foreman to:

- a) Investigate and document all incidents and refusals of work to determine the immediate and underlying causes.
- b) In the case of a worker refusing perceived dangerous work:

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| <ol style="list-style-type: none">i. The City must:<ol style="list-style-type: none">a. Immediately remedy the dangerous condition; orb. If it is safe to do so, immediately inspect the dangerous condition in the presence of the worker refusing the work and one of the following persons: the worker co-chair of the Joint Work Site Health and Safety Committee, the Health and Safety Representative, or, if there is no such Committee or Representative at the work site, another worker selected by the worker refusing the work. The City must take any action necessary to ensure that any dangerous condition is remedied. |
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- ii. Ensure that no other worker is assigned to the same work or equipment that is the subject of the work refusal, unless:
 - a. Any danger has been eliminated;
 - b. The worker assigned is not exposed to the danger;
 - c. The worker assigned is informed in writing of the refusal, the reasons for the refusal, the reasons why the City does not believe that the work is dangerous, and their right to refuse dangerous work.
- ii. The worker refusing to do the work must not lose wages or benefits during the work refusal and may be assigned to alternate work that is safe and can be reasonably completed by that worker; and
- v. Upon completing the inspection of the alleged dangerous condition, the City must prepare a written report of the refusal to work, the inspection, and any action taken. The City must ensure that this report does not contain any personal information related to the worker who refused the work. The City must give a copy of this report to the worker who refused the work and any Joint Work Site Health and Safety Committee and Health and Safety Representative at the work site.

- c) Complete formal investigation training as identified by the Orientation and training standard.
- d) Provide information on corrective actions for all incidents, and communicate the results of investigations to all affected employees.
- e) Implement corrective and preventative measures and monitor effectiveness.
- f) Ensure employees are aware of requirements to report all occupational incidents, including near misses.
- g) Ensure medical treatment is provided to injured employee(s).
- h) Communicate the results of investigations as required.
- i) Ensure employees report all occupational incidents including near misses.

7.2.4 Joint Work Site Health & Safety Committees and Health & Safety Representatives to:

- a) Participate with the investigation of incidents and work refusals as required, except for investigations of harassment or violence.
- b) Assist in program development.
- c) Review investigation reports.

7.2.5 Employee to:

- a) Have the right to refuse dangerous work if the worker believes on reasonable grounds that there is a dangerous condition at the work site or that the work endangers the health and safety of the employee or another person. In these circumstances the employee must immediately report their refusal and reasons for it to their supervisor. The employee must do other work that the City assigns if it is safe and the employee can reasonably complete that work.
- b) Report all incidents, including near misses, as soon as practical and no longer than 24 hours after the incident to immediate supervisor.
- c) Participate in the incident investigation process by reporting and providing relevant information to help determine incident causes and prevention measures.

7.2.6 Workforce Safety & Employee Health to:

- a) Establish the corporate incident investigation performance standards for communication and conducting incident investigations.
- b) Assist in developing incident investigation programs.
- c) Evaluate OH&S programs and procedures as required.
- d) Review all serious incident investigations.
- e) Ensure the quality of investigation reports is adequate.
- f) Analyze investigation reports to identify existing or potential trends.
- g) Act as an official liaison to the Province.

7.2.7 Line Safety Engagement Leads to:

- a) Assist individuals, teams or external parties with incident investigations as required.
- b) Report incidents under Section 40 of the Alberta OH&S Act to Alberta Government.
- c) Lead all serious incident investigations.
- d) Ensure the appropriateness of corrective action.
- e) Act as an expert resource during the investigation process.
- f) Coach managers/directors/supervisors on how to effectively carry out and document incident investigations.
- g) Ensure statistical information is provided to the Corporate OH&S Section so statistical reports can be compiled for Steering Committee.

7.3 PERFORMANCE STANDARDS:

- a) Department program is implemented for the communication and investigation of occupational incidents that meet or exceed the Corporate OH&S incident reporting and investigation performance standards.
- b) A process is implemented to ensure corrective actions have been completed and monitored for effectiveness.
- c) The immediate and underlying causes of incidents are identified and corrected in the investigation of incidents.
- d) Data collected during the investigation process is recorded in a central database.
- e) Staff receives the appropriate training to enable them to fulfill respective roles.

8. PROGRAM ADMINISTRATION

8.1 INTRODUCTION

Program administration refers to the department processes that are in place to monitor the effectiveness of our health and safety program, as well as the activities involved in reporting and analyzing the various information reports associated with the various program elements. This element also discusses monitoring and improving the program through safety audits or evaluations, analyzing injury information, contractor management processes, effective communication, and meaningful employee participation.

8.2 RESPONSIBILITIES:

8.2.1 Deputy City Manager to:

- a) Ensure department program administration programs are implemented that meet or exceed corporate standards, Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with the OH&S Section.
- b) Review performance and analysis reports from the OH&S section to determine areas of strength and opportunities for improvement.
- c) Ensure action plans are developed to address the finding(s) in reports and a mechanism is implemented to assign responsibility and ensure action is completed in a timely manner.

8.2.2 Manager/Director to:

- a) Review performance and analysis reports from the OH&S section to determine areas of strength and opportunities for improvement.
- b) Develop action plans with responsibilities and timelines to address opportunities identified in the analysis reports.
- c) Develop a process to address and monitor action plans from periodic OH&S audits.
- d) Develop a record system to ensure the documentation requirements of each program element are satisfied.
- e) Ensure the implementation of a program that meets or exceeds the Corporate OH&S Contractor Management standards, Alberta's OH&S Act, Regulation, and Code, applicable Federal Occupational Laws and other jurisdictional agencies in consultation with the OH&S Section.

8.2.3 Supervisors/Foreman to:

- a) Implement recommendations arising from analysis or program evaluations.
- b) Communicate critical health & safety related information through safety talks, bulletin boards, safety alerts, posters, and individual counselling.
- c) Manage contractors in accordance with the departmental contractor management program.
- d) Effectively resolve health & safety issues from employees.

8.2.4 Joint Work Site Health & Safety Committees and Health & Safety Representatives to:

- a) Review performance and analysis reports to determine areas of strength and opportunities for improvement.
- b) Review action plans to address recommendations from safety program audits or evaluations.
- c) Participate in the review of performance and analysis reports as required.
- d) Be a resource for employees expressing safety issues or concerns.
- e) Provide assistance in addressing health and safety issues or concerns.

8.2.5 Employee to:

- a) Participate as requested and as outlined in this OHS Program Manual.
- b) Communicate health & safety issues or concerns to their immediate supervisor.

8.2.6 Workforce Safety & Employee Health to:

- a) Maintain a central database of occupational incident information and occupational injury/illness statistics.
- b) Collate performance and analysis reports from line areas and provide information to the OH&S Steering Committee.
- c) Lead the City in developing action plans to address corporate-focused audit or evaluation recommendations.
- d) Conduct representative measurements and periodic audits of safety program compliance as required.
- e) Provide assistance in resolving health and safety issues or concerns.
- f) Provide expertise to advise on contractor management.
- g) Review performance and analysis reports to determine department's areas of strength and opportunities for improvement.
- h) Be a resource for employees expressing safety issues or concerns.
- i) Generate a list of performance measures for obtaining safety updates from client departments on local initiatives, safety record and results to be reported to the OH&S Steering Committee.
- j) Prepare Corporate and OH&S Steering Committee statistical reports.
- k) Provide final approval of all reports going to external bodies.
- l) Be involved in preparing the OH&S External Audit Preparation.
- m) Act as a depository of all safety-related reports and analysis (e.g. Occupational Hygiene, Ergonomics, etc).
- n) Act as an official liaison to the Province.
- o) Assign responsibility to Safety Engagement Leads to represent the City of Edmonton on external committees.

8.2.7 Line Safety Engagement Leads to:

- a) Attend monthly team Safety Engagement Lead meetings and any meetings needed to address urgent issues.
- b) Collaborate and share information, updates and issues between Safety Engagement Leads.

- c) Each Safety Engagement Lead is responsible to lead the annual review of a standard.
- d) Participate and provide input into safety initiatives, policies and projects that have a corporate impact.
- e) Play an active role in updating the OH&S Business Plan.
- f) Support and implement OH&S Steering Committee direction and goals.
- g) Support corporate safety communication initiatives and campaigns.
- h) Be supportive of all the central OH&S initiatives, policies and programs.
- i) Each Safety Engagement Lead to submit the score cards (report on established performance measures) to the central OH&S group.

8.2.8 PERFORMANCE STANDARDS:

- a) Performance and analysis reports are reviewed and recommendations made to address areas of concern.
- b) Action plans to address the information in the reports are developed and completed.
- c) Program evaluations are conducted as required.
- d) Contracted services are managed within the Corporate Contractor Management Guidelines. All employees have access to OH&S City Policy and Procedures.
- e) A documented process exists to address employee-raised health and safety issues.
- f) Communicate critical health & safety related information through safety talks, bulletin boards, safety alerts, posters, and individual counselling.
- g) Record keeping systems are maintained to ensure the requirements of each program element are satisfied.
- h) All levels of staff receive the appropriate training needed to enable them to fulfill respective roles.