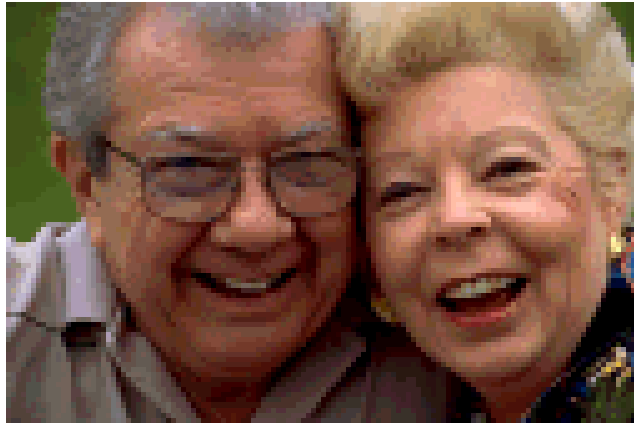




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# Health & Safety Orientation for Part-Time / Volunteer staff for Libraries and other Associations

Derek Zulesky, CRSP

Director, Client Services

The Education Safety Association of Ontario

February 5, 2005





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# Objectives

- Discuss differences - Volunteer Vs Worker
- Define and discuss “due diligence”
- The 10 Step OH&S “program”
- Identify types of volunteer orientation required in your workplace
- Develop H&S orientation programs based on:
  - developing job descriptions &
  - performing job safety analyses





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How would you answer the following questions?

**1) As a supervisor of volunteers, I must advise the volunteer of any workplace hazards**

**YES** \_\_\_ **NO** \_\_\_

**2) If a volunteer is critically injured, I must immediately report it to the MOL.**

**YES** \_\_\_ **NO** \_\_\_





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How would you answer the following questions?

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**YES \_\_\_ NO X**

**2) If a volunteer is critically injured, I must immediately report it to the MOL.**

**YES X NO \_\_\_**





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How would you answer the following questions?

**1) Could I be charged under the OHSA for a safety violation involving a volunteer?**

**YES \_\_\_ NO \_\_\_**

**2) Does a volunteer qualify for WSIB benefits for a disabling injury in your workplace?**

**YES \_\_\_ NO \_\_\_**





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## Volunteer Scenario (i)

A volunteer was operating a book resale shop in a library. At the end of the day, as part of her duties, the volunteer was required to empty the cash drawers and lock the money in a safe in the Chief Librarian's office. The volunteer was accosted and robbed in the process. The volunteer sued the library for lost wages that resulted from the injuries sustained during the robbery.





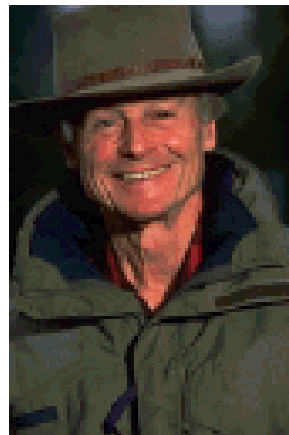
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# Volunteer Vs. Worker

## M.O.L Definition

“worker - a person who performs work or supplies services for monetary compensation.....”. O. H.S.A. Sec. 1(1) Definitions





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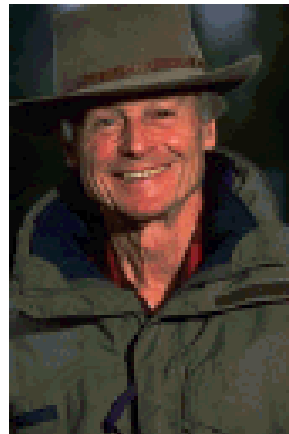
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# Volunteer Vs. Worker

## WSIB Definition

“a volunteer worker is an individual who works for an organization without receiving salary or wage.”

WSIB Consultation paper January 2002





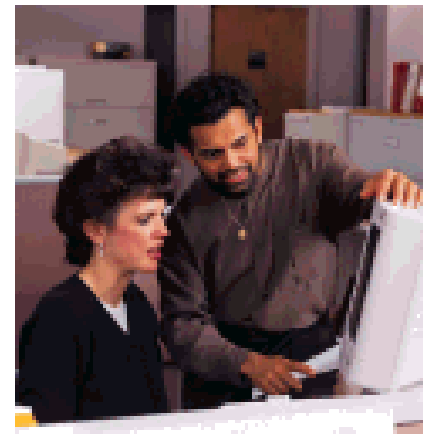
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## Volunteer Vs. Worker

WSIB view: “individuals who are out-workers, volunteers, or casual workers are not entitled to receive any form of compensation coverage”.

WSIB Consultation paper January 2002



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## Injured Volunteers might:

- Sue the organization for lost wages, pain, medical costs, lost wages, future income and quality of life associated with an injury that resulted from volunteer activities.
- Be considered “employees” by the MOL if they received “monetary compensation”





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# Due Diligence

- Is working with care and showing that you care enough about your organization, colleagues or clients to know your duties under the law and take all reasonable steps to carry them out.
- Requires the identification of hazards and that you take active steps taken to prevent accidents. Hazards are communicated to all likely to encounter them.





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## Being Proactive

- The obligation to take “all reasonable care” to ensure compliance, requires that proactive steps are taken to ensure compliance. Due Diligence requires you to:
  - ▶ develop specific procedures & practices
  - ▶ train the students in the procedures/practices
  - ▶ monitor adherence
  - ▶ enforce compliance
  - ▶ communicate the procedures/practices





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## Duty of Care

- This is the obligation, created by law, to take care not to harm others. Under the Education Act and with children (ie. vulnerable individuals) the duty of care is very high.







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## Standard of Care

- The degree of care which a reasonable person would exercise in similar circumstances so as to avoid exposing others to an unreasonable risk or harm. In cases where the person to whom the duty is owed is a child in an organization's care, the standard of care owed to the child is that of the reasonably prudent parent.





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## Occupier's Liability Act

- A particular area of the law of negligence relating to the duty owed by a person having responsibility for, and control over, the condition of land or premises, toward those that enter onto the premises. The Act requires occupiers to “take such care as in all circumstances of the case is reasonable to see that persons are reasonably safe...”





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## Why “orient” Volunteers?

- Better service to patrons
- Good public relations
- Volunteers are not disposable
- Literacy issues
- Limit your liability
  - a word about waivers
  - consider minimum age





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## The Statistics - All sectors

1977 to 1999	Lost time Injuries
15 to 19 yrs.	4,623
20 to 24 yrs.	11,216
MVAs	1,566

*Work Injuries & Diseases, National Work Injuries Program, [www.awcbc.org](http://www.awcbc.org)*

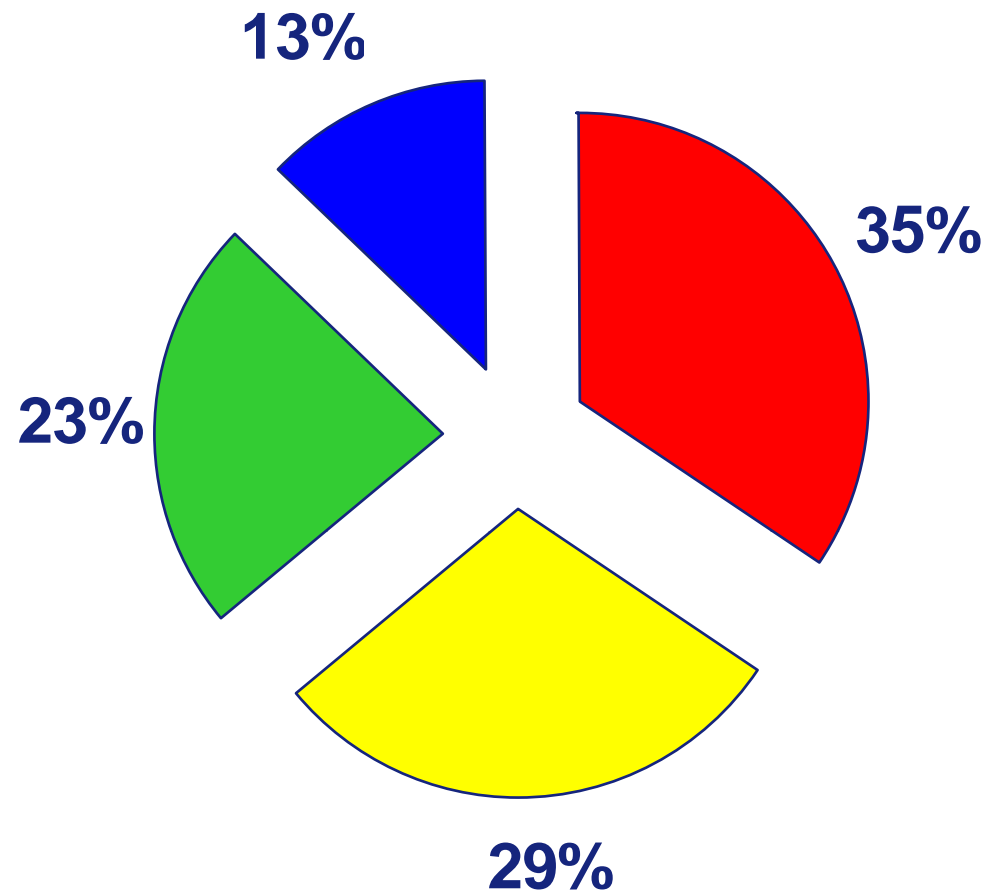


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## Statistics: *by event*

4,821 Injuries



**Overexertion**

**Falls**

**Reaction**

**Struck By**



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# Benefits of Orientation

- Shows concern for workers
- Introduces safety “culture” & OHS system
- Immediate worker awareness
- Consistency of information
- Enhances quality, productivity and profitability
- Part of the team





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# Workers Three Rights

- Right to Know  
about ANY workplace hazards
- Right to Refuse  
work they think is unsafe
- Right to Participate  
in the health & safety program





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## Why do you need a OHS System?

- To recognize, assess and control hazards to reduce or eliminate injuries
- Legislative requirements: OHSA - penalties
- Due diligence defense “Strict Liability”
- WSIB - Workwell audit/surcharges
- It’s good business.....good R.O.I. !







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## Ten Steps to Develop an OHS System

- |                         |                          |
|-------------------------|--------------------------|
| 1/ Participation        | 6/ WHMIS                 |
| 2/ Postings             | 7/ Hazard Identification |
| 3/ H&S Policy           | 8/ Hazard Assessment     |
| 4/ Inspections          | 9/ Hazard Control        |
| 5/ Emergency Procedures | 10/ Program Review       |

These ten steps are explained in the “Health & Safety Program for Smaller Organizations” booklet developed by ESAO. A copy is available from our website ([www.esao.on.ca](http://www.esao.on.ca))





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# Types of Orientation

## General

- Uniform through out organization  
e.g. - WHMIS
- Sign off by “ H.R. department ”

## Job Specific

Specific to a job e.g.- painting  
Sign off by “ supervisor ”





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# GENERAL ORIENTATION

Overview of Establishment  
Organization structure  
Its policies & procedures  
Reporting relationship  
Reporting problems/concerns  
Facility tour  
H&S policy & rules  
Legal rights  
First Aid  
Fire Safety  
WHMIS

Emergency procedures  
Hazard reporting  
JHSC & members  
Use of P.P.E.  
General housekeeping  
Restricted areas  
Reporting Illness/Injury  
Slips, trips, falls  
Ergonomics  
Back Injury Prevention





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# JOB-SPECIFIC ORIENTATION

Meet supervisor  
Department functions  
Department tour  
Specific duties & responsibility  
Use of tools & equipment  
Use of Portable Ladders, Fixed  
Ladders, Scaffolding  
Manual Materials Handling  
Warning signs, labels, MSDSs  
Use and care of P.P.E.  
Housekeeping  
Maintenance  
Process hazards

What to do in an emergency  
Fire exits, extinguishers  
Emergency equipment  
Security  
Asbestos, Noise, Radiation  
Safe lifting  
Hazardous Energy Control  
Planned Inspections &  
Slips, trips, falls hazards  
Ergonomic hazards  
Smoking restrictions  
Confined Space



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## Job Description

### Volunteer Position Description: Snack Bar Clerk The Snack Bar Clerk will:

- Serve customers
- Perform opening/closing procedures
- Maintain records and handle cash
- Conduct inventory, orders supplies
- Refill condiment containers as requires
- Keep area, chairs and tables clean
- Report concerns, needs or incidents





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# Job Hazard Analysis

## Snack Bar Clerk

<b>Job Steps</b>	<b>Tools/Mat'ls needed</b>	<b>H&amp;S Hazards</b>	<b>Control measures</b>
Serve customers	Apron, phone Non- slip shoes	Hot Coffee, ST&F, Violence	Training, PPE Emergency contacts
Open & Close	Keys, escort wireless phone	Personal security	Security procedure & training
Handling cash	Locked cash bag wireless phone, safe	Robbery	Limit cash float, vault, training (see above)
Refills condiments	Condiments	Slips, Trips & Falls	Clean dry floors
Clean café area & equipment	Cleaning supplies Non- slip shoes	Cleaning chemicals	Training, PPE, ST&F awareness



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QuickTime is a trademark of Apple Computer Inc. Made with Macromedia.



JH&S COMMITTEES



OH&S POLICY  
PROCEDURES

Production | OH&S Policy | O | Health and Safety Committees | Rev



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# Overview of Orientation CD

- What We Provide
  - ▶ Occupational Health & Safety Policy
  - ▶ Occupational Health & Safety Procedures
  - ▶ Role of JHSC







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# Overview of Orientation CD (cont'd)

- What The Law Says
  - ▶ OHSA - Provisions for administration
  - ▶ Responsibilities
  - ▶ Duty of employers to train
  - ▶ Employees Rights
  - ▶ WHMIS





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## Overview of Orientation CD (cont'd)

- What You Can Learn
  - ▶ Reporting accident injuries & illnesses
  - ▶ Reporting hazards
  - ▶ How to respond to workplace injury



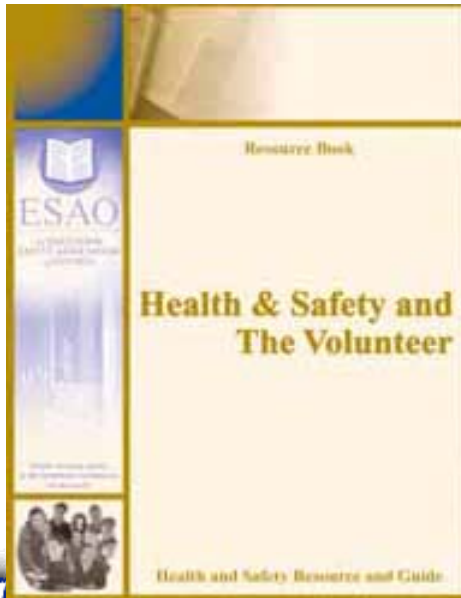


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## H&S and the Volunteer

Available in French and English



### WHAT IS COVERED IN THIS RESOURCE BOOK?

Legislation

Rights and Responsibilities of Volunteers

Hazard Identification and Assessment

Screening and Police Checks

Volunteer Evaluation/Dismissal

Training/Orientation for Volunteers

Sample Forms

Sample Volunteer Policy and Procedure

Sample Waiver

Sample Volunteer Applications

Sample Reference Checks

Sample Volunteer Agreement

Sample Parent Consent Form

Volunteer Driver

**ESAO Client price \$10.00**

**Non Member Price \$20.00**

All purchases are subject to an additional shipping/handling charge + GST & PST

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## Other “Online” Resources

Another **WSIB site**, where you can obtain a description of health and safety orientation is:

[http://www.oshforeveryone.org/wsib/osh\\_pgm/training/orientation.html](http://www.oshforeveryone.org/wsib/osh_pgm/training/orientation.html)

A sample Museum Health and Safety Orientation

[http://amol.org.au/recollections/5/pdf/health\\_safety.pdf](http://amol.org.au/recollections/5/pdf/health_safety.pdf)

An example of a New Employee Training Checklist

[http://www.safety.duke.edu/orientation/Campus\\_checklist.pdf](http://www.safety.duke.edu/orientation/Campus_checklist.pdf)

An example of <sup>Friends of Canadian Libraries</sup> Induction Training requirements

<http://www.libraryofparliament.ca/induction.pdf>



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## Other “Online” Resources

**The Ministry of Labour** provides an excellent site for general information. It provides guides for understanding the Occupational Health & Safety Act, a guide for JHSC, smoking in the workplace, etc. This is one site that is useful as a resource

<http://www.gov.on.ca/LAB/ohs/ohse.htm>

**The Canadian Centre for Occupational Health and Safety** is also an excellent resource site especially for JHSC guidelines and formation as well as having a large inventory of very good safety material.

<http://www.ccohs.ca/>

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**The Education Safety Association of Ontario** links

