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Orientation

The executive director must provide all new employees with an orientation on the occupational health and safety program of the Capilano Students' Union. An acknowledgement of the orientation must be signed by the employee to document that an orientation was received, and is kept with our personnel records.

The health and safety orientation for employees must include at least the following topics:

- an introduction to supervisors
- rights and responsibilities of the employer, supervisors, and workers
- general health and safety rules
- workplace hazards that they may encounter
- safe work procedures for the work that we do
- protocols when working alone
- our violence-free workplace policy and procedures
- using personal protective equipment
- how to access First Aid assistance
- what procedures to follow in the event of an emergency
- where to access information about the health and safety program
- how to handle hazardous materials safely
- who to contact with health and safety questions or concerns
- our harassment-free workplace policy and procedures

First Aid

First Aid Coverage


Pursuant to schedule 3-A of the *Occupational Health and Safety Regulation*, the executive director shall ensure that enough employees receive Occupational First Aid Level 1 training (OFA-1) so that there is always at least one person on duty during business hours who can provide OFA-1 coverage. In general, this means that the executive director and at least four program or resource staff must be trained. A level 1 first aid kit must be available at all times in a conspicuous place in the main office.

In addition to the requirements under the *Occupational Health & Safety Regulation*, in order for someone to meet our internal standard for being a first aid attendant, we also require that person to have completed mental health first aid training and applied suicide intervention skills training (ASIST).

Accessing First Aid

If you require first aid assistance:

1. Contact one of the CSU's first aid attendants. (Campus security also provides first aid services 24 hours a day, 365 days a year, and they can be contacted for assistance at (604) 984-1763.) The names, locations, contact details, and certificates of first aid attendants will be kept in the first aid kit, and in the health and safety centre of the [CSU.work](#) employee portal.

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2. Unless it would be unsafe, a first aid attendant is expected to attend to an injured worker without delay. While administering first aid services, a first aid attendant has the authority to provide direction to their colleagues, irrespective of any usual reporting relationships that would apply (except that they cannot provide direction to an injured worker in terms of treatment options).
3. Once first aid services have been provided, the first aid attendant must ensure that a first aid record is completed, signed by the injured worker, and provided to the executive director.
4. In the event that an injured worker requires emergency transportation to a medical facility, then the first aid attendant should designate another person to contact emergency services to arrange for an ambulance. Care should be taken to provide clear instructions to the dispatcher (e.g., “use the Skeena road entrance for direct access to the Maple building”).
5. A first aid attendant who is providing first aid services continues to have authority over the situation until the worker is transferred to an ambulance, a medical facility, or someone else with an equivalent or higher-rated first aid certification.

First Aid Kit

A level 1 first aid kit is kept in the administration office. During each monthly workplace inspection, the contents of the first aid kit shall be reviewed against a list of required supply levels, and the executive director shall arrange for any used or expired supplies to be replenished.

First Aid and Safety at Off-site Events

At off-site events for Capilano Students’ Union board members and employees (such as Capilano Students’ Union-facilitated conferences or retreats), the executive director shall designate one or more first aid attendants to serve as safety officers. A handout with an overview of safety information relevant to the specific conference/retreat shall be given to attendees.

Workplace Inspections


The joint health and safety committee must ensure that an inspection of the workplace is conducted on a monthly basis, in order to take note of any unsafe conditions, or circumstances that could potentially develop into unsafe conditions. Investigations must include attention to work methods and practices.

Committee members who conduct the monthly workplace inspection must ensure that all hazards identified during the inspection are fixed during the inspection. If there are any hazards that cannot be addressed during the inspection, those hazards must be reported to the executive director right away.

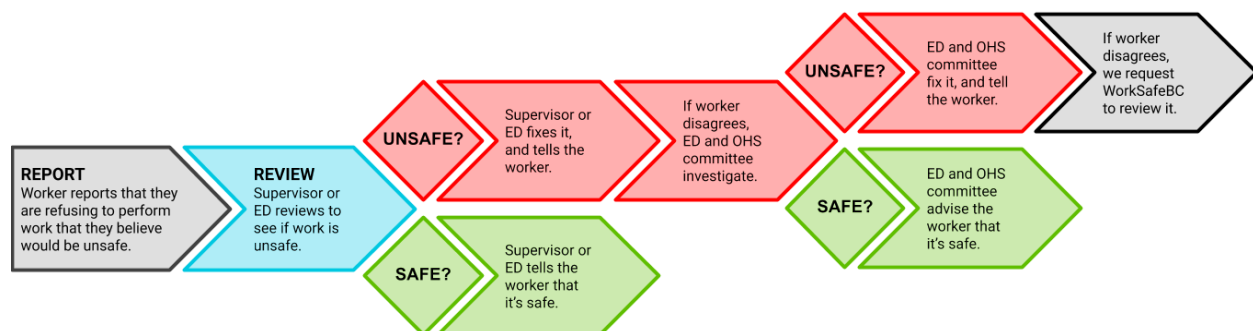
Refusal of Unsafe Work

If you believe that the work assigned to you would be unsafe for you, your colleagues, or the public, you have the right to refuse to perform that work until any hazards or unsafe conditions are resolved:

1. Report to your supervisor or the executive director that you are refusing to perform unsafe work.

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- The supervisor or the executive director investigates the reported working conditions and, if they agree that the work is unsafe, then they make sure that those unsafe conditions are fixed so that work can resume. If they disagree with the worker's report, then they state this to the worker.
- After an investigation, if you still believe that the work is unsafe, then the executive director (or the supervisor, if the executive director is unavailable) and a worker representative of the joint health and safety committee investigate the reported working conditions again. If they agree that the work is unsafe, they make sure that those unsafe conditions are fixed so that work can resume. If they disagree with the worker's report, then they state this to the worker.
- After a second investigation, if you still believe that the work is unsafe, then you and the executive director contact WorkSafeBC to request that they investigate the reported working conditions. WorkSafeBC's decision (on whether the assigned work is unsafe) is conclusive.
- The Capilano Students' Union is committed to maintaining an environment where workers are free and encouraged to exercise their health and safety rights. Any discipline or retaliation against workers for following this "refusal of unsafe work" procedure is strictly prohibited.



Reporting Hazards

Any worker who notices a hazard or unsafe condition has an obligation to report it:

- If a worker encounters a hazard, and they have the skill and knowledge to eliminate or correct the hazard safely themselves, then they should do so, and report the situation (and the fact that it has already been resolved) to their supervisor or the executive director.
- If a hazard cannot be eliminated or controlled by a worker themselves, then the hazard must be reported to their supervisor or the executive director, who investigates the matter, and ensures that any hazards are addressed without delay. The supervisor or executive director shall let the worker who reported the hazard know what was done in response.
- If the worker feels that a hazard has not been addressed satisfactorily, then they must follow the procedure for refusing unsafe work.

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Safe Work Procedures

Using the Paper Trimmer

Hazards that you may encounter using the paper trimmer include:

- Serious cuts from the sharp blades of the trimmer; and
- Repetitive movements (bringing the blade up and down repeatedly).

Follow these procedures when using the paper trimmer:

1. Inspect the paper trimmer before use. Do not use the paper trimmer if it is broken or damaged; if it appears to not be in good working order, tag it as “out of order” and report it to a supervisor.
2. Make sure that the paper trimmer is on a flat, level surface.
3. Use the ruler and grid lines to align the paper stack to the proper position, and push the paper up against the guide.
4. Keep your hands and fingers away behind the finger guard at all times, and away from the cutting blade.
5. Hold the paper down with your left hand and use your right hand to push down on the hand grip to cut the paper.
6. When you are done using the paper trimmer, or if you need to leave the paper trimmer for any reason while using it, ensure that the blade is fully in its “down” position and latched.
7. Take a break for 30 seconds every few minutes if trimming several stacks of paper continuously.

Seated Computer Work


Using poor posture at a computer workstation for a prolonged period of time can increase the stress on your body. Such stresses can build up over a longer period of time, and can lead to symptoms such as back soreness, headaches, or eye strain.

Hazards that you may encounter at your computer workstation include:

- Awkward and sustained postures for prolonged periods of time; and
- Repetitive movements (using your computer keyboard and mouse).

Follow these procedures when using your computer workstation:

1. Before you start work at your computer workstation, adjust the settings of your chair and any other workstation equipment as needed. Remember that your settings at your workstation may vary from your colleagues’ settings. If needed, consult [WorkSafeBC’s “How to Make Your Computer Workstation Fit You” resource](#).

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2. Use a good posture as much as possible (see below). Remember to slightly vary your posture throughout the day, as holding any particular posture (even an ideal posture) for an extended period of time can increase the risk of MSI.

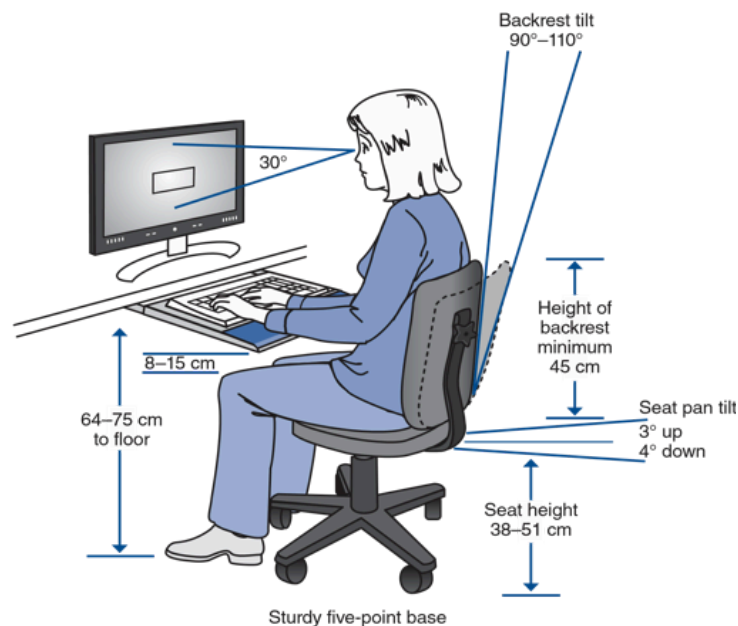



Figure 1: WorkSafeBC recommended posture for computer workstations.

3. Organize work materials into primary and secondary work areas, so that you can avoid awkward, prolonged, and repetitive movements when using your mouse, keyboard, documents, and other frequent work materials.
4. Every 20 minutes or so, look away from your screen to refocus your eyes. Consider practicing the "20-20-20 Rule": For every 20 minutes of computer work, take 20 seconds to look at an item that is 20 or so feet away to refocus.
5. At least once every half hour, get up to move around and stretch. Use these opportunities to retrieve print jobs, consult with colleagues, or to perform other tasks that are not usually performed at your computer workstation.
6. On a regular basis, clean the dust from your display screen using a damp cloth (use water only); this will reduce the risk of eye strain during prolonged periods of time spent looking at the display screen.

Moving Heavy Equipment

Moving furniture such as desks, tables, tents, shelves, and cabinets can be heavy and awkward, and should only be done by employees who express that they are physically capable of doing so, and if they

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are knowledgeable of safe lifting techniques. Heavy and large items should only be moved by two persons, and carts and dollies should be used wherever possible for longer distance moves. If items are carried manually, rests should be taken periodically to avoid muscle exhaustion.

Whenever lifting or moving furniture, bend at your knees and hips, and keep your elbows by your sides as much as possible. Your back should stay straight and upright throughout the carrying or moving of furniture – do **not** bend or twist your back. When two persons are carrying or moving furniture together, communicate frequently.


Hazards that you may encounter when carrying or moving furniture include:

- Awkward and sustained postures for prolonged periods of time;
- Forceful exertions due to furniture items being heavy;
- Sharp points and edges of furniture and walls during moving;
- Pinch points in which a worker's fingers could be caught; and
- Falling furniture or other materials due to a worker's lost grip.

Gloves should be worn if there are sharp edges for items to be carried or moved. The employer is responsible for ensuring that these gloves are available to be used by workers in the event that furniture needs to be moved around.

Follow these procedures when moving furniture around the workplace:

1. Furniture with drawers, cabinets, shelves, etc., should be emptied before they are moved. If the item is not large, some contents can remain in lower shelves or cabinets, to ensure that the furniture's centre of gravity is as low as possible.
2. Drawers, cabinets, or doors should be taped shut, if they could pose a hazard of opening during carrying or moving and/or posing a pinch hazard for workers.
3. When moving a furniture item using a two-wheel dolly, one worker should tilt the item, while the second worker slides the dolly under the furniture piece.
4. To make it easier to load the dolly, one worker can push the top of the furniture, while the second worker braces the dolly, and pulls and stabilizes the load as the furniture is brought back to its balance point for easy transport.
5. Furniture should be transported slowly, and workers should be walking forward wherever it is practical to do so. To get around corners, workers should take small, sideways steps rather than twisting their backs. Depending on the circumstances, it may make sense for a worker to act as a guide.
6. The furniture can be lowered, once moved to its new location, by having one worker brace the dolly and lower the furniture, and the second worker put pressure against the furniture to stabilize its placement.

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7. A worker can move or slide furniture into position, once placed, by staying close to the furniture and shifting their weight; avoid using your arms alone to move it.

Photocopier Paper

Full boxes of photocopier paper can weigh more than 15 kilograms, and so this can present a high risk of injury if proper lifting techniques are not closely followed. You should not carry full boxes of photocopier paper.

Hazards that you may encounter when carrying photocopier paper include:

- Awkward and sustained postures when bending or lifting;
- Forceful exertions, as the boxes can weigh more than 15 kg; and
- Repetitive movements.

Follow these procedures when moving photocopier paper:

1. When you accept a delivery of photocopier paper, ask the courier to bring the box or boxes to the storage room (or to the appropriate photocopier).
2. Cut the binding ties using scissors, and remove the box's lid.
3. Remove bundles of paper one-by-one, keeping them close to your body, and bending at your knees and hips only – do **not** bend or twist your back.
4. Stack the bundles on shelves, or place them on a cart to transport to another photocopier. Use small steps to turn yourself, rather than repetitively twisting.
5. If using a cart to transport bundles of paper, take care that it is not become overloaded or too heavy such that it is hard to push or turn around corners.
6. If you need to walk with bundles of paper, do not take more than four at once.


Step Ladders and Stools

There may be some occasions where a students' union worker needs to use a step ladder or stool to put up or take down decorations, to retrieve supplies or equipment, to place signage, etc.; if you are uncomfortable with the involved heights, you should advise your supervisor so that alternative arrangements can be made.

Hazards that you may encounter when using a stepladder or stool include:

- Awkward or sustained postures;
- Forceful exertions while carrying the stepladder or stool;
- Pinch points where a worker's fingers could become caught; and
- Risk of falling from the stepladder or stool.

Please note that step ladders and stools used in the workplace must meet appropriate standards to safeguard the health and safety of workers. The Capilano Students' Union uses only step ladders and

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stools that meet at least the standards for Type II (for a capacity of up to 250 pounds). Do not use lesser grades of step ladders or stools.

Follow these procedures when using a stepladder or stool:

1. Inspect the step ladder or stool for integrity, excessive wear, and damage before use. If damage is apparent, remove the stool from service so that no other workers could accidentally use it, and then advise management right away.
2. Place the step ladder or stool on a level and solid surface, such that all four grips of the equipment's feet are secure. If the manufacturer has provided braces between legs, or brakes, these must be securely engaged.
3. A step ladder or stool should not be set up sideways, unless there are rails around the top platform, and it is clear that the manufacturer intends such usage.
4. Only ascend or descend a step ladder or stool facing the equipment, and only go up or down one step at a time. Side rails should be held with both hands.
5. Only extend your arms, and no other body parts, beyond the equipment's sides.
6. Do **not** stand on top of the step ladder or stool, unless the manufacturer has intended for this kind of usage (for example, if side rails are provided at the top).
7. Do not overreach when using the step ladder or stool.
8. Do not leave step ladders or stools unattended when not in use. Return the step ladder or stool to the appropriate storage location, using the proper techniques.

Stocking Inventory and Supplies

When stocking inventory and supplies, workers are exposed to the risk of MSI, unless appropriate techniques are used to protect their own health and safety when unloading and stacking supplies and equipment. These risks are increased if a worker uses sustained, awkward postures when stocking or storing items.

Hazards that you may encounter when storing inventory or supplies include:

- Awkward and sustained postures when bending or lifting;
- Forceful exertions when lifting or stocking large or heavy items;
- Pinch points where a worker's fingers could become caught;
- Falling materials or equipment, if stored incorrectly; and
- Repetitive movements.

When stocking shelves and moving around heavy or larger items between shelves, shoes should be closed-toed, and closed-heeled; higher heels should not be worn. Gloves should be worn if the inventory being moved has sharp edges.

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Follow these procedures when accessing shelves and higher-up work surfaces:

1. Know the weight of the item to be stored or stocked before moving it.
2. Store items for easier access. Limit, as much as is safe and possible, the number of heavy loads placed outside of shoulder-to-waist range, as these items are harder to retrieve safely if they are stored too low or too high.
3. Avoid storing or stocking items over an obstruction.
4. Use a step ladder or stool to access higher shelves. **Never** use anything else as a work surface, even temporarily (for example, boxes, chairs, or equipment).
5. Ensure that there is always at least 40 cm clearance around sprinkler heads.
6. Ask for assistance when dealing with heavy loads, or use a cart or dolly.
7. Keep a clear and unobstructed pathway for easy access to stored items.
8. Wherever possible, reduce manual moves by using carts or dollies.

Driving for Work Purposes

When driving a vehicle for work purposes, workers are exposed to various risks and hazards based on the vehicle used, weather conditions, and other road conditions that may be beyond the control of the Capilano Students' Union. These risks can be eliminated by electing another method of getting the work done or, if that's not possible, the risks can be reduced through appropriate and advanced planning.


Hazards that you may encounter when driving a vehicle for work purposes include:

- Limited visibility due to driving at night or weather conditions;
- Poor road traction due to weather conditions;
- Roads that are poorly maintained;
- Other road users not following traffic rules;
- Driving when fatigued;
- Unexpected traffic pattern changes;
- Traffic control lights and systems not working;
- Vehicle malfunctions; and
- Accidents on the road.

When driving a vehicle for work purposes, higher-heeled shoes should not be worn.

Follow these safe work procedures when driving a vehicle for work purposes:

1. Complete a [basic trip form](#), and review the completed form with your supervisor. You cannot drive a vehicle (even a personal vehicle) for work purposes without the approval of your supervisor. (For student executives, the executive director may substitute for a supervisor for this purpose.)

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2. You must check in with a supervisor or coworker at regular intervals. If check-ins do not take place as scheduled, then this must be reported immediately to the executive director.
3. Drive safely and follow the rules of the road at all times.
4. If you are involved in an accident, your safety is a priority. Contact emergency services if necessary, and only after everyone involved is safe, you should contact the executive director.
5. Report to your supervisor either when you have returned to the workplace or, if you are not returning to the workplace that day, when you have arrived safely at home.

Remote Work

A temporary remote work arrangement brings unique challenges with respect to occupational safety and health. A worker is expected to work with the executive director to ensure that these safety requirements have been satisfied prior to starting a temporary work arrangement. The hazards that an employee might encounter when working remotely or at home vary greatly depending on the circumstances, and so a case-by-case discussion between the executive director and affected workers should take place.

Please note that all safety-related policies fully apply in a remote working situation, including:

- [health & safety policy](#)
- [violence-free workplace policy](#)
- [harassment-free workplace policy](#)
- [psychological health in the workplace policy](#)
- [impairment in the workplace policy](#)
- [scent-free workplace policy](#) (to the extent practicable)

Please ensure that you are familiar with each of these policies prior to starting a temporary remote work arrangement, and that you have discussed with your manager or supervisor how these policies could be practically applied, whether you are using your home or another remote work location.

1. A worker must ensure that their remote or at-home workstation is set up in a manner consistent with the ergonomic guidance provided in the [seated computer work](#) procedures. If you are using a laptop for extended periods, consider using a separate USB-connected keyboard and mouse.
2. If you are working remotely or at home by yourself, follow the working alone procedures by organizing regular check-ins (by telephone or video) with your manager or supervisor. These check-ins can be helpful not only for safety purposes, but for operational updates, too.
3. Make sure that your remote or home workstation's electrical is set up safely, by verifying that power cords are in good condition, and that surge protectors are plugged into wall sockets.
4. Make sure that your work area is free of slip and trip hazards, and that visibility is good so that you can see and correct or avoid any potential hazards. Look out for obstructions in hallways, loose carpets, tiles, or uneven or slippery surfaces that could pose a hazard.

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5. Discuss with your manager or supervisor if there are hazards present in your work location such as asbestos, tobacco smoke, or excessive noise. If so, you may need to identify an alternative to your home to use as a remote work location (such as a co-working centre, or a local coffee shop).
6. Ensure that you know what to do in the event of an emergency, including what to do in the event that your remote work location needs to be evacuated, or there is an incident of workplace violence. Make sure that you keep a list of emergency contact numbers available with you.
7. The use of your vehicle for work during a remote working arrangement is subject to our safe work procedures for [driving for work purposes](#).

Incident Investigations

An “incident” is any event that includes an accident or another occurrence that causes an injury or occupational disease to a worker, or that has the *potential* to cause an injury or occupational disease. Therefore, this includes any events that could be considered “near misses” or “close calls.”

Immediately

1. Eliminate any hazards to make the area safe for responders and investigators.
2. Care for any injured persons – provide first aid and transportation as needed.
3. Secure the incident scene to prevent any evidence from being disturbed.
4. Notify any required authorities (e.g., the police, WorkSafeBC, etc.).
5. Do not disturb the scene until instructed to do so by an appropriate authority.

We have to notify WorkSafeBC right away (at 1.888.621.SAFE) of any incident that includes:

- the death or serious injury of a worker;
- the structural collapse or failure of a building, crane, or construction support system;
- the major release of a hazardous substance;
- a fire or explosion that could have caused serious injury;
- a blasting incident causing a personal injury; or
- a dangerous explosive event (even if no one was injured).

Within 48 hours

Preliminary Investigation

Within the first 48 hours of an incident, we need to complete a preliminary investigation, and prepare a report. We do not need to send the report on our preliminary investigation to WorkSafeBC, but we do have to have it available to provide to them upon request. (So, in short, we complete sections 1 – 11, the ‘actions’ column of 12, 13, and 14 of the [Employer Incident Investigation Report](#) form.)

This report must be provided to the executive director and the workers health and safety representative.

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Interim Corrective Action Report

After we prepare our preliminary investigation report, we need to take interim corrective actions to reduce the risk of the incident happening again, and then complete the rest of section 12 of the [Employer Incident Investigation Report](#) form. Once this is done, this must also be provided to the executive director and the workers health and safety representative. (If you're able to complete the first three pages of the report in one sitting then the combined report can be provided, combined, in one report.)

Within three days

If a worker experienced an injury or an occupational disease as a result of an incident, the employer needs to complete the *Employer's Report of Injury or Occupational Disease* (form 7) and send it to WorkSafeBC. This form is required by WorkSafeBC in order to adjudicate and manage a worker's claim. Please note that only the executive director or another authorized employer designate may complete this form and submit it to WorkSafeBC; unionized supervisors cannot complete or submit this form to WorkSafeBC.

Within 30 days

Full Investigation Report

Within 30 days of an incident, we need to complete a full investigation of the incident, and complete our report. Our focus during a full investigation is to identify the root causes of the incident so that we can prevent it from happening again – and this includes any underlying factors that could have contributed to the incident occurring. (So, we complete all four pages of the [Employer Incident Investigation Form](#) – although some areas of section 17 might be incomplete.)

This report must be sent to WorkSafeBC, the executive director, and the workers health and safety representative.

Full Corrective Action Report


After we prepare our full investigation report, we need to complete any additional corrective actions that may have come up since the preliminary corrective action report, and complete the rest of the form (i.e., we need to complete the rest of section 17 of the [Employer Incident Investigation Form](#)). This report must be sent to WorkSafeBC, the executive director, and the workers health and safety representative.

Note: If it is possible to complete *all* of the preliminary investigation report, the interim corrective action report, the full investigation report, *and* the full corrective action report (including actually implementing any corrective actions) within the first 48 hours, then the combined report can be sent as a single report to WorkSafeBC, the executive director, and the workers health and safety representative.

Roles and Responsibilities

The executive director (or another employer representative designated by the executive director, if they are unable to conduct the investigation personally) has the following investigative responsibilities:

- Notify WorkSafeBC of the incident if needed.
- Conduct a preliminary investigation to identify unsafe acts, conditions, or procedures.

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- Undertake a full investigation to identify the cause or causes of the incident.
- Identify and implement corrective actions to prevent recurrence.
- Ensure that the investigation is carried out by persons knowledgeable about the type of work.
- Ensure that both an employer and worker representative participate, if reasonably available.
- Prepare and distribute any required reports resulting from the investigation.
- Determine whether university participation in an investigation is necessary.

The workers health and safety representative (or alternate) has the following responsibilities:

- Participate in investigations, and ensure that they are carried out as required.
- View the scene of the incident alongside the executive director (or employer representative).
- Provide advice with respect to methods, scope, or any other aspect of the investigation.