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Training and Education

Health and Safety Orientation

All workers must receive an orientation on how to work safely before they start work, provided by the executive director or another authorized trainer. Each worker must sign off that they have completed the health and safety orientation, and these training records may be shared with the joint health and safety committee..

The health and safety orientation includes:


- 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

We require at least one person to be scheduled in the main office during business hours who can provide first aid coverage.¹ In general, this means that the executive director and at least full-time staff must be trained. A level 1 first aid kit must be kept in the main office in a high-visibility place at all times.

¹ See prescribed coverage levels in schedule 3-A of the *Occupational Health and Safety Regulation*.

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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 on-duty first aid attendants, who may then also contact Campus Security if it appears that care beyond emergency level 1 may be needed. (Campus security provides first aid services 24 hours a day, 365 days a year, and can be contacted for assistance at (604) 984-1763.) The names, locations, and contact details of first aid attendants are kept in the first aid kit, on the health and safety bulletin board, and in the health and safety centre of the [CSU.work](#) employee portal.
2. Unless it would be unsafe to do so, a first aid attendant must attend to an injured worker without delay. While doing first aid, a first aid attendant has authority to provide direction to their coworkers, 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 worker who received first aid services, and is provided to the executive director as soon as possible.
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 (so they can continue providing care). 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

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facility, or someone else with an equivalent or higher-rated first aid certification (such as personnel from Campus Security).

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 are reviewed against a list of required supply levels, and a monthly order for replenishment is made.

First Aid and Safety at Off-site Events

At off-site events for Capilano Students' Union workers (such as Capilano Students' Union-run conferences or retreats), one or more first aid attendants must be designated to serve as safety officers. A handout with an overview of safety information relevant to the specific event shall be given to attendees.

Workplace Inspections

Guidelines

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. Special inspections may also be conducted in response to significant workplace events, such as major changes to the layout of our workspaces, or major process changes.

Inspections must include attention to:

- Work methods and practices
- Tools, equipment, and machinery
- Buildings, structures, and grounds

Committee members who conduct the monthly workplace inspection must ensure that all hazards identified during the inspection are fixed during the inspection. Where possible, these inspections should also include the supervisors of the areas that are being inspected. If there are any hazards that cannot be addressed during the inspection, those hazards must be reported to the executive director right away.

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Inspection Checklists


While an inspection checklist is provided to inspectors as a reference tool and resource, an inspection should not just be marking checkboxes: it should include observation of work processes, monitoring equipment and taking measurements, and having conversations about safety with supervisors and workers.

Inspection checklists for our workspaces can be found here:

- [Maple building checklist \(Maple 115, 115A, 116, 116A, 116B, 117, and 121\)](#)
- [Library building checklist \(Library 195\)](#)
- [Remote workplaces checklists](#)

Inspection Procedure

1. Inspections are scheduled by the office coordinator to ensure maximum possible coverage by members of the joint health and safety committee, and supervisors responsible for the work areas that are being inspected.
2. On inspection day, inspectors should meet before the inspection starts to review the previous inspection's report, including corrective actions, and to discuss a "game plan" for the inspection (such as how to inspect busy service areas without disrupting operations and service delivery).
3. Inspectors conduct an inspection of the workplace, area by area:
 - a. For work methods and practices, reasonable time should be taken in each area to observe work methods and practices being performed, to identify potential process hazards, and issues following safe work procedures.
 - b. For tools and equipment, inspectors should review maintenance logs for equipment that requires regular maintenance, and either observe the tools and equipment in use, or conduct tests of the tools and equipment, to ensure that everything is in safe working condition.
 - c. For buildings, structures, and grounds, inspectors should inspect environmental conditions such as lighting, clear ingress and egress spaces, and the general state of repair of buildings and structures.

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- d. For team members working remotely, self-inspection forms should be sent to each team member who regularly performs remote work, and a delegation of the joint health and safety committee including at least one worker representative and one employer representative must inspect each remote workplace on at least an annual basis.
4. As inspectors conduct an inspection, any hazards encountered must be immediately corrected, if possible, and any hazards that cannot be corrected by the inspectors must be reported to appropriate supervisors or the executive director for immediate corrective action, and any medium-term or longer-term solutions required should be listed in the corrective action register. Any hazard encountered during the inspection must be recorded with a hazard rating:
 - a. An “A” hazard is a hazard which could cause loss of life, dismemberment, or an extensive loss of material, structure, or equipment; work activities must be halted until the hazard has been corrected.
 - b. A “B” hazard is a hazard which could cause serious injury, illness, or property damage, and which must be corrected as soon as possible.
 - c. A “C” hazard is a hazard which may result in a non-disabling injury or non-disruptive property damage and which, while the hazard should be corrected as soon as possible, it does not constitute an emergency.
 5. After the inspection, the office coordinator transcribes the rough notes from the inspection into an inspection report, including assigning outstanding action items in the corrective action register, assigned to appropriate team members.
 6. A completed inspection report must be circulated to the executive director, supervisors, the joint health and safety committee, and any workers who have corrective actions assigned to them for completion.
 7. At each joint health and safety committee meeting the committee reviews any inspection reports for inspections conducted since the previous meeting in order to identify any potential trends in the workplace, such as a need for training in


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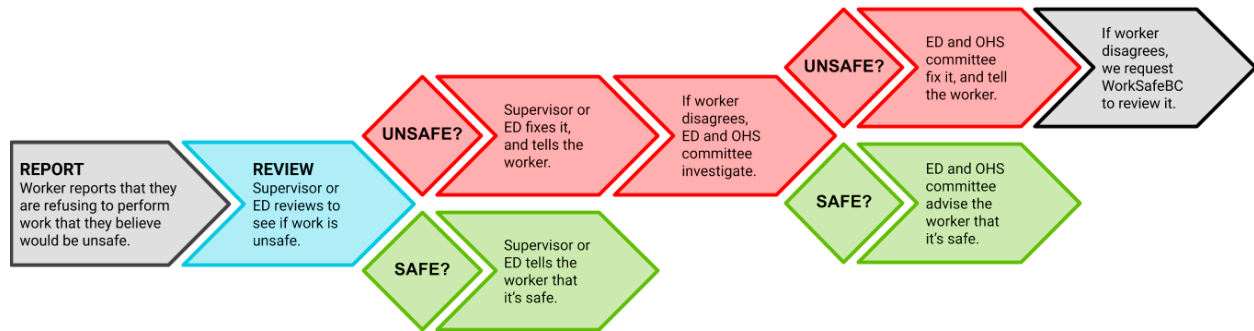
specific areas, the reason for recurring hazards, establishing priorities for corrective actions, developing safe work practices, or problem areas.

Refusal of Unsafe Work

If you believe that the work assigned to you would be unsafe for you, your coworkers, members of the public, or the environment, you must refuse to perform that work until any hazards or unsafe conditions are resolved:

1. Report to your supervisor or the executive director, if your supervisor is unavailable, that you are refusing to perform unsafe work under this procedure.
2. The supervisor or the executive director investigates the reportedly unsafe working conditions in the presence of the worker and, if they agree that the work is unsafe, then they take corrective action so that work can resume. If they disagree with the worker's report, then they state this to the worker.
3. 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 reportedly unsafe working conditions again, in the presence of the worker and others who completed the original investigation. If they agree that the work is unsafe, they take corrective action so that work can resume. If they disagree with the worker's report, then they state this to the worker.
4. 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 reportedly unsafe working conditions. WorkSafeBC's decision (on whether the assigned work is unsafe) is conclusive.
5. The Capilano Students' Union is committed to maintaining an environment where workers feel free, encouraged, and safe exercising their health and safety rights and responsibilities. Any discipline or retaliation against workers for following this "refusal of unsafe work" procedure is strictly prohibited.

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Note: If a worker has refused to perform work that they believe is unsafe and the issue has not yet been resolved, then another worker cannot be assigned the same work unless both the newly-assigned worker and the joint health and safety committee have been advised that another worker had refused the same assignment for safety reasons.


Reporting Hazards

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

1. 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 they have resolved it) to their supervisor or, if the supervisor is unavailable, to the executive director.
2. If a hazard cannot be eliminated or controlled by a worker themselves, then the hazard must be reported to their supervisor, or if they are unavailable, to the executive director, who investigates the matter, and ensures that any hazards are corrected without delay. The supervisor or executive director lets the reporting worker know what was done in response.
3. If the worker feels that a hazard has not been addressed satisfactorily, then they must follow the procedure for refusing unsafe work.

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 could have caused an injury or

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occupational disease to a worker. Therefore, this includes any events that could be considered “near misses” or “close calls.”

Immediately

As soon as an incident occurs or is reported:

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 or WorkSafeBC if needed).
5. Do not disturb the scene until instructed to do so by an appropriate authority.

We must notify WorkSafeBC right away (at 1.888.621.SAFE) of an incident involving:

- the death or serious injury of a worker;
- the 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 need to provide it to them upon request. (So, in short, we complete sections 1 – 11, and 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 joint health and safety committee.

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

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must also be provided to the executive director and the joint health and safety committee. (If you're able to complete the first three pages of the report in one sitting then the combined report can be provided as a single 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 someone authorized by them may complete this form and submit it 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 joint health and safety committee.

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

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the combined report can be sent as a single report to WorkSafeBC, the executive director, and the joint health and safety committee.

Roles and Responsibilities

The executive director or designate has the following investigative responsibilities:

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

Members of the joint health and safety committee have 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.
- Provide advice with respect to methods, scope, or any other aspect of the investigation.