



**HEALTH & SAFETY**

**FIRE PREVENTION**

**AND**

**EMERGENCY RESPONSE**

**INFORMATION**



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## **RESORT HEALTH AND SAFETY & FIRE PREVENTION POLICY**

Falls Avenue Resort and its participating businesses are committed to the health and safety of its employees as well as its guests and customers. Improving the protection of employees from injury or occupational illness is a major continuing Resort objective.

Falls Avenue Resort and its participating businesses will make every effort to provide a safe, healthy work environment for all staff. All managers, supervisors and employees must be dedicated to the continuing objective of preventing risk of injury. No task is so urgent that it cannot be done safely.

Falls Avenue Resort and its participating businesses are ultimately responsible for employee health and safety. Managers and supervisors are responsible and accountable for the health and safety of employees under their supervision, including: ensuring that machinery and equipment are safe; that employees work in compliance with established safe work procedures and provincial/regional/municipal health, safety and fire regulations; that employees receive adequate training in their specific work tasks to protect their health and safety: that hazard identification and elimination be an ongoing focus and activity; that personal protective equipment, and the associated training of use, cleaning, and storage to be provided as required; that staff comply with safety procedures and protocols. This also includes identifying, monitoring and assisting staff with disabilities for accessibility in employment activities and first aid/emergency evacuation procedures as provided for under the Accessibility for Ontarians with Disabilities Act. Every manager, supervisor, employee, subcontractor and their workers, are responsible for working safely and in compliance with the law and with safe work practices and procedures established by the company. Employees are responsible for immediately reporting all unsafe or unhealthy conditions to their nearest Supervisor or Manager.

Joint management/ employee health and safety advisory (JHSC) committees across the Resort help us identify and respond proactively through workplace inspections, hazard recognition and elimination, involvement and investigation of safety disputes, workplace testing and critical injuries with the goal to reduce and eliminate the occurrence of workplace accidents and incidents through regular meetings, health and safety systems review, and accident/incident analysis and corresponding recommendations to Resort management.

The responsibility and accountability for health and safety and accident prevention vary according to one's job responsibilities. However, we expect every employee to cooperate in our health and safety program and procedures. The responsibility of working safely and reporting unsafe or unhealthy conditions belongs to every employee. It is in the best interest of everyone to consider health and safety in every activity. This is crucial in building a team dedicated to ensuring a safe and healthy place to work.

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Chris Mason Chief Operating Officer

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**October 3, 2013**

Date

## **PROTECTING YOUR HEALTH & SAFETY AT WORK**

The Management team of FALLS AVENUE RESORT and its participating businesses are committed to ensuring a safe and healthy workplace for all of its employees.

This means the company will provide the necessary leadership, materials, education and training so that all employees have the knowledge and skills to perform their jobs safely. This includes explaining your rights and your responsibilities to protect your health and safety on the job, and explaining to you what Ontario's Occupational Health and Safety Act expects from us as your employer, each supervisor, and you. This includes giving you specific information and instructions about how to stay safe on your job, and we hope you will use what you learn here every day in your working life.

Did you know that new and young workers are four times more likely to get hurt during their first month on a job than any other time? That's usually because new workers are either not told or don't understand the hazards of the job. Because the resort has a wide variety of participating businesses and jobs, you need to ensure that if at any time you don't understand what is both required of you and what risks, including risk of injury or illness, could happen if you perform a certain task incorrectly.

To help you get on a common path to safety awareness and accident prevention we have created standardized all health and safety regulations, policies, procedures, and rules, which as an employee of any participating Falls Avenue Resort business you must abide by.

### **GENERAL ROLE & RESPONSIBILITIES OF THE COMPANY AS YOUR EMPLOYER**

- Ensuring that the Occupational Health and Safety Act, Ontario Fire Code, Ontario Building Code and regulations are complied with, including creating and communicating health and safety policies and procedures that support these obligations.
- Providing health and safety training for managers and supervisors so that they know how to take care of your health and safety at the workplace,
- Providing and making sure staff wear and use the right personal protective equipment where required.
- Assisting the various Joint Health and Safety Committees in improving accident prevention efforts at the workplace and carrying out their duties in support of that objective.
- Preparing an Occupational Health and Safety Policy and reviewing that policy at least once a year.
- Providing medical and first aid response and care.
- Providing all staff/workers with health and safety information and training.
- Do everything reasonable to keep yourself and all workers from getting hurt or sick on the job.

## **GENERAL ROLE & RESPONSIBILITIES OF YOUR SUPERVISOR**

- Ensuring that all workers comply with the obligations under Ontario's Occupational Health and Safety Act and the Ontario Fire Code and their regulations and the Resort's health and safety accident prevention program.
- Ensuring protective equipment and devices provided to workers are correct, worn and used in accordance with the equipment.
- Advising workers of any known potential or actual hazards or dangers that they may work with and;
- Providing workers with instructions, measures and procedures to be taken to protect against these hazards or dangers.
- Performing workplace inspections to eliminate, reduce, or guard against workplace hazards to staff health and safety that may arise from time to time.
- Do everything reasonable to keep workers from getting hurt or sick on the job.

## **YOUR ROLE AND RESPONSIBILITIES - GENERAL ROLE & RESPONSIBILITIES OF EMPLOYEES**

- Work in compliance with the Occupational Health and Safety Act and the Ontario Fire Code and follow all company policies, procedures and rules.
- Report to your supervisor any known violation of the Occupational Health and Safety Act, the Ontario Fire Code or company policies, procedures and rules.
- Report to your supervisor any workplace hazard or danger.
- Not use or operate any equipment or work in a way that may endanger you or another employee.
- Never remove or disable any protective device that is required.
- Report any injury or illness to your supervisor immediately.
- Not engage in any play, prank, contest, feats of strength, unnecessary running or rough and boisterous conduct.

## **ONTARIO'S OCCUPATIONAL HEALTH & SAFETY ACT**

As outlined in the Occupational Health and Safety Act, the following applies to all employees:

28. (1) An employee shall:
  - (a) Work in compliance with the provisions of this Act and the regulations;
  - (b) Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
  - (c) Report to his or her employer or supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and,
  - (d) Report to his or her employer or supervisor any contravention of this Act or the regulations or the existence of any hazard of which he or she knows.

- (2) No worker shall:
- (a) Remove or make ineffective any protective device required by the regulations or by his or her employer, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
  - (b) Use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself or any other worker; or
  - (c) Engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- (3) A worker is not required to participate in a prescribed medical surveillance program unless the worker consents to do so.

## YOUR RIGHTS

Ontario's Occupational Health & Safety Act gives four basic rights to every worker as a means of keeping staff involved in preventing accidents, injuries and illnesses at work. They are:

### ***1. The Right to Participate:***

All workers, including you, have the right to be part of the process of identifying and resolving workplace health and safety concerns through worker membership, workplace inspections, accident investigations through Joint Management – Staff Health & Safety Committees. The Worker members are selected by their peers in the various joint health and safety committees across the Resort. To learn more, please talk to your Supervisor.

### ***2. The Right to Know:***

All workers, including you, have the right to know about any potential hazards to which they may be exposed. This means the right to be trained and to have information on machinery, equipment, working conditions, processes and hazardous substances. There is a hazard at the root of every work-related injury or illness. Sometimes more than one hazard may combine to make an even bigger hazard. Hazards can be visible, or in some cases invisible, such as chemicals, fumes and dust.

### ***3. The Right to Refuse Unsafe Work:***

All workers, including you, have the right to refuse unsafe work in the following situations:

*A worker may refuse to work or do particular work where he or she has reason to believe that,*

- (a) ***any equipment, machine, device or thing*** the worker is to use or operate is likely to endanger himself, herself or another worker;
- (b) ***the physical condition*** of the workplace or the part thereof in which he or she works or is to work is likely to endanger himself or herself;
- (b.1) ***workplace violence*** is likely to endanger himself or herself; or
- (c) ***any equipment, machine, device or thing*** he or she is to use or operate or the physical condition of the workplace or the part thereof in which he or she works or is to work is in contravention of this Act or the regulations and

such contravention is likely to endanger himself, herself or another worker.  
R.S.O. 1990, c. O.1, s. 43 (3); 2009, c. 23, s. 4 (2).

***Extracted from the OHSA – Report of refusal to work (OHSA s43)***

- (4) Upon refusing to work or do particular work, the worker shall promptly report the circumstances of the refusal to the worker's employer or supervisor who shall forthwith investigate the report in the presence of the worker and, if there is such, in the presence of one of,
- (a) A committee member who represents workers, if any;
  - (b) A health and safety representative, if any; or
  - (c) A worker who because of knowledge, experience and training is selected by a trade union that represents the worker, or if there is no trade union, is selected by the workers to represent them, who shall be made available and who shall attend without delay. R.S.O. 1990, c. 0.1, s. 43 (4).

**Worker to remain near workstation**

- (5) Until the investigation is completed, the worker shall remain in a safe place near his or her workstation. R.S.O. 1990, c. 0.1, s. 43 (5).

**Refusal to work following investigation**

- (6) Where, following the investigation or any steps taken to deal with the circumstances that caused the worker to refuse to work or do particular work, the worker has reasonable grounds to believe that,
- (a) The equipment, machine, device or thing that was the cause of the refusal to work or do particular work continues to be likely to endanger himself, herself or another worker;
  - (b) The physical condition of the workplace or the part thereof in which he or she works continues to be likely to endanger himself or herself; or
  - (c) Any equipment, machine, device or thing he or she is to use or operate or the physical condition of the workplace or the part thereof in which he or she works or is to work is in contravention of this Act or the regulations and such contravention continues to be likely to endanger himself, herself or another worker, the worker may refuse to work or do the particular work and the employer or the worker or a person on behalf of the employer or worker shall cause an inspector to be notified thereof. R.S.O. 1990, c. 0.1, s. 43 (6).

**Investigation by inspector**

- (7) An inspector shall investigate the refusal to work in consultation with the employer or a person representing the employer, the worker, and if there is such, the person mentioned in clause (4) (a), (b) or (c). 2001, c. 9, Sched. 1, s. 3 (11).

**Decision of inspector**

- (8) The inspector shall, following the investigation referred to in subsection (7), decide whether the machine, device, thing or the workplace or part thereof is likely to endanger the worker or another person. R.S.O. 1990, c. 0.1, s. 43 (8).



Idem

- (9) The inspector shall give his or her decision, in writing, as soon as is practicable, to the employer, the worker, and, if there is such, the person mentioned in clause (4) (a), (b) or (c). R.S.O. 1990, c. 0.1, s. 43 (9).

Worker to remain at a safe place pending decision

- (10) Pending the investigation and decision of the inspector, the worker shall remain at a safe place near his or her work station during the worker's normal working hours unless the employer, subject to the provisions of a collective agreement, if any,
- (a) Assigns the worker reasonable alternative work during such hours; or
  - (b) Subject to section 50, where an assignment of reasonable alternative work is not practicable, gives other directions to the worker. R.S.O. 1990, c. 0.1, s. 43 (10).

Duty to advise other workers

- (11) Pending the investigation and decision of the inspector, no worker shall be assigned to use or operate the equipment, machine, device or thing or to work in the workplace or in the part of the workplace being investigated unless, in the presence of a person described in subsection (12), the worker has been advised of the other worker's refusal and of his or her reasons for the refusal. R.S.O. 1990, c. 0.1, s. 43.
- (12) The person referred to in subsection (11) must be,
- (a) A committee member who represents workers and, if possible, who is a certified member;
  - (b) A health and safety representative; or
  - (c) A worker who because of his or her knowledge, experience and training is selected by the trade union that represents the worker or, if there is no trade union, by the workers to represent them. R.S.O. 1990, c. 0.1, s. 43 (12).

Entitlement to be paid

- (13) A person shall be deemed to be at work and the person's employer shall pay him or her at the regular or premium rate, as may be proper,
- (a) For the time spent by the person carrying out the duties under subsections (4) and (7) of a person mentioned in clause (4) (a), (b) or (c); and
  - (b) For time spent by the person carrying out the duties under subsection (11) of a person described in subsection (12). R.S.O. 1990, c. 0.1, s. 43 (13).

***4. The Right to be free from Reprisal for Exercising any of the above Three basic rights.***

It is contrary to Resort policy and illegal under Section 50 of Ontario's Occupational Health and Safety Act for any Manager or Supervisor to take any action, including intimidation, discipline or penalize you for raising a health and safety concern or exercising any of your above rights.



## **RESORT SAFETY RULES**

1. Do not operate any equipment/machinery without being given proper instruction and authority to do so.
2. Do not bring any chemical, explosive or weapon to the workplace
3. Do not remove or tamper with any safety guard on a piece of equipment or fire protection/alarms or devices.
4. Horseplay and running will not be tolerated at any time.
5. All personal protective equipment must be properly worn when issued.
6. Do not climb any of the racking systems.
7. All fire exits and hallways are to be free from obstructions such as tables and chairs.
8. All long hair must be tied up in order to prevent entanglement in machinery.
9. Do not put any foreign objects into any machine.
10. Do not store any equipment/material angled against the walls (i.e. pallets, ladders, etc.).
11. Smoking is not permitted anywhere on resort property.
12. All safety signs must be adhered to.

## **RESPECTFUL WORKPLACE POLICY - WORKPLACE HARASSMENT/DISCRIMINATION AND WORKPLACE VIOLENCE PREVENTION POLICIES – Ontario Human Rights and Ontario Health and Safety Policies**

We expect every person working at Falls Avenue Resorts to be treated with fairness, respect and dignity as a true professional expects. These are the principles which business and workplace respect are based upon. All employees, supervisors and managers shall address each other in terms of mutual respect. Employees will obey the instructions of their supervisor or designate in matters of work performance and quality standards. No employee will act in a manner that negatively reflects on the reputation of the Company's or any of its owners.

The Management of each department is committed to the prevention of workplace harassment, workplace discrimination, and workplace violence and are ultimately responsible for employee health and safety at the workplace.

**Workplace harassment** means engaging in a course of vexatious comment or conduct against a worker in a workplace - a comment or conduct that is known or ought reasonably to be known to be unwelcome whether in print form or via email or other electronic means, and goes beyond the limited prohibited grounds under Ontario's Human Rights Code.

This may include:

- Making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend.
- Displaying or circulating offensive pictures or material in print or electronic form.
- Bullying.

- Repeated offensive or intimidating phone calls or emails.
- Inappropriate sexual touching, advances, suggestions or requests.

**Workplace Bullying** takes many forms. While we're all human beings and we all have our bad days, when it's more like a bad month or a bad year that's bullying. Bullying takes many forms – public humiliation or discrediting, making rude remarks or gestures, making fun of personal convictions or political choices, insults, name - calling, and unsuitable language, just to name a few. This is a form of psychological (emotional) workplace abuse, whether occurring at work or outside of work (i.e. Rumours, Internet communications); which may either provoke or escalate into physical violence. It is important to note that bullying does not include normal, reasonable management actions, work, conflicts, disciplinary actions, job-related stressors, or challenging or difficult conditions of employment.

While we will take all reasonable steps to minimize occasional workplace conflict, workplace harassment, workplace discrimination and/or workplace bullying **will not be tolerated**. Accordingly, any form of harassment, bullying or discrimination related to an individual's race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender, sexual orientation, age, record of offences, marital status, pregnancy, or same-sex partnership status, family status or handicap is a violation of this policy and will be treated as a serious disciplinary matter. Managers, supervisors and workers are expected to uphold this policy, and will be held accountable by the Employer. As Management, we will take whatever legal steps are reasonable to protect our workers from workplace harassment, workplace discrimination, or workplace bullying.

**Discrimination** means any form of unequal treatment based upon one of the above - prohibited Human Rights Code grounds, whether intentional or unintentional.

**Sexual Harassment and/or Sexual Solicitation** (advances by any person who is in a position to grant or deny a benefit to the recipient of the solicitation or advance) - are specific gender - based forms of harassment, which are an affront to the dignity of any person, regardless of gender or sexual orientation.

### **What to do**

If you feel you are being harassed, discriminated, or bullied, we encourage you to explain to the person who is bullying/discriminating/harassing you that the conduct is unwelcome and to stop. Sometimes it is not possible, or you may be afraid to tell the person to stop out of concern that the issue could escalate or lead to safety risks. We would not interpret your silence as proof that the bullying, discrimination, or harassment did not happen. Where possible, the complaint should be in writing. Write down the answers to the following questions as soon as possible after the harassment happened:

- What happened? A description of the events or situation.
- When did it happen? Dates and times of the events or incidents.
- Where did it happen?

- Who saw what happened? Names of witnesses, if any.
- What did you do or say at that time?

### Reporting an Issue

If you feel that you have been a victim of bullying, discrimination, or harassment by anyone as a result of your employment (whether co - worker, member of management/ownership, vendor, visitor, or customer) or if you become aware of such behaviour around you, please contact your supervisor, a Human Resources representative, or any member of management/ownership with whom you feel comfortable discussing your concern.

The Company will promptly investigate all complaints in a serious and neutral fashion and will endeavour to handle these matters expeditiously, confidentially, and in a professional manner so as to protect the complainant and other individuals providing relevant information. The investigation will vary depending on the issues involved, and is fact-based. This may result in taking of statements, re - enactments, review of available company resources, where applicable. When the situation is fully understood by management, prompt and appropriate action will be taken. Action will vary depending on the severity of the issues involved, from an apology up to and including termination of employment. There will be no retaliation against anyone for honestly stepping forward with a concern regarding any type of bullying or harassment or discrimination, or for staff participating in an investigation. Decisions/actions taken by the organization will be communicated to both the complainant and the responding party.

### Preventing and Dealing with Occasional Workplace Violence

Under Ontario's Occupational Health and Safety Act, Workplace Violence is defined as:

- (a) the **exercise of physical force** by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- (b) **an attempt** to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- (c) a statement or behaviour that is reasonable for a worker to interpret as **a threat to exercise physical force** against the worker, in a workplace, that could cause physical injury to the worker.

We take great pride in the maturity and professionalism our employees provide each and every day. Our record of very few incidents of workplace violence over the last decade clearly demonstrates that both Management and employees take physical safety of themselves and co - workers seriously. We have come to see first hand the serious consequences of injury resulting from just horseplay, as a reminder that any form of physical violence whether malicious or in fun is not acceptable at our workplace. Under no circumstances will an employee engage in workplace violence with a guest, customer, supplier, co - worker or any other person. Any verified incident of workplace violence will result in serious disciplinary action, including termination of employment. Actions by any person to physically defend themselves due to another person initiating physical harm – and



provided the defending employee uses no more than reasonable force (self – defense) will not be considered workplace violence unless it can be demonstrated that the defending employee could have removed themselves to safety without the need of physical defense.

### **Helping with Domestic Violence at the Workplace**

Our measures also include situations where employees are concerned about their safety at work due to a current/former domestic/family situation. This includes threatening emails and phone calls at work or unwelcome threats or visits by abusive spouses or family members. In these difficult personal situations, our measures will ensure your privacy is respected while developing reasonable precautions with you.

There is a preventive workplace violence program administered by our Human Resources team that implements this policy. It includes measures and procedures to protect our employees from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents or raise concerns. These procedures include mandatory Police notification of workplace violence incidents, as well as identification and notification of violent persons to affected members of our workforce as required by provincial law.

Certain jobs increase risk from the public – i.e. handling money (risk of robbery), providing guest service, entering guest rooms with guests present, depressed/unstable guests (risks of physical attacks). No employee should ever jeopardize his or her safety to protect company property (i.e. Attempted robbery). The Company has job – specific training protocols/standards to deal with safety risks at work, which will be provided to you where applicable.

All employees should realize that they can and should leave a potentially violent or threatening situation – whether initiated by a customer, employee or supplier, (and includes incidents of domestic violence impacting the workplace or harassment) so long as they have valid reason to feel threatened, attempt to do so courteously, and report the incident immediately and wait for further directions. Employees witnessing an act of workplace violence should immediately notify their supervisor, and at the same time, using a house phone, dial “1” and report a Workplace Violence Incident in progress, noting the exact department, location, and building of the incident. That call will generate an internal switchboard procedure to notify both Security and the Police to attend to the scene.

Security will fully investigate all reports of workplace violence.

The provisions of this policy and procedure in no way affect the right of any person to exercise his or her rights under either the Ontario Human Rights Code or the Occupational Health and Safety Act within the time limits specified by legislation.

## **SAFETY TIPS**

- ***Use or wear all the personal protective equipment.*** Be sure to follow the instructions on how to use your PPE correctly. Ask your supervisor which PPE to use if you are unsure.
- ***Rotate between tasks and activities with different physical demands.*** By changing physical demands, different muscle groups are used.
- ***Plan before lifting.*** Test the weight and size of the load. Use a lifting device if it doesn't feel comfortable to lift manually. GET HELP. When lifting manually, keep loads close to the body. Grip with both hands; use leg muscles for lifting power.
- ***Sit, Stand, and Stretch.***
- ***Ask questions if you are unsure.*** If you have any questions or concerns regarding how to use special equipment or perform a task please do not hesitate to ask a supervisor.

## **RESORT JOINT HEALTH & SAFETY COMMITTEES & WORKPLACE INSPECTIONS**

The Crowne Plaza, Sheraton on the Falls, Skyline Inn, Rainforest Café, Hard Rock Café, Perkins and Planet Hollywood each have a Joint Health and Safety Committee composed of both Management and Worker members. The names and work locations of the committee members can be found on the applicable business Health & Safety Bulletin Boards.

Each Joint Health and Safety Committee acts as an advisory body for participating Resort management teams to help raise awareness of health and safety issues among co-workers and to recognize and assist in reducing workplace health and safety risks. In order to achieve its goal, the committee holds meetings at least quarterly, and among other important duties, members pro-actively conduct monthly workplace inspections across the resort to identify and attempt to minimize workplace hazards.

One of the most effective ways workers can participate in health and safety is by becoming a health and safety representative or a joint health and safety committee member.

In most workplaces in Ontario with 6 to 19 regularly employed workers, the [Occupational Health and Safety Act](#) makes the employer responsible for ensuring that the workers choose a health and safety representative. In most workplaces where there are 20 or more regularly employed workers, the OHS Act says the employer is responsible for making sure a joint health and safety committee (JHSC) is set up. The committee has to have at least two people on it, and one of them has to be chosen by the workers. Workplaces with 50 or more regularly employed workers must have a JHSC with at least four people on it, with two of

them chosen by workers. Generally, JHSCs must have a worker representative and an employer representative who are certified members.

The Joint Health and Safety Committee has many responsibilities - including identifying workplace health and safety problems and recommending to the employer ways to solve these problems and improve health and safety in the workplace. In addition, a member of the committee who represents workers must regularly inspect the workplace. Information from these inspections is brought back to the committee. The committee then makes recommendations to the employer to improve health and safety. The employer has to respond to these recommendations within 21 days. Because the employer and the workers are represented on the committee, everybody has a role in recognizing, assessing and controlling hazards. More details are provided in the [Ministry of Labour's guide to JHSCs](#).

In smaller workplaces, the health and safety representative has a similar role in helping improve health and safety conditions. Their responsibilities, like those of a joint health and safety committee, include inspecting the workplace regularly and making recommendations to the employer about how to fix hazards and solve other health and safety problems.

## **WHMIS / Globally Harmonized System of Classification and Labelling of Chemicals – THE RIGHT TO KNOW**

*WHMIS* - Canada's Workplace Hazardous Materials Information System followed by Ontario under Ontario's Occupational Health and Safety Act, which regulates "controlled products," or hazardous materials, in the workplace is a communicating system for identifying hazardous materials found in workplaces. This legislation requires that both employers and workers be provided with information about hazardous materials used in the workplace for the safe use, storage, handling, disposal, and emergency action. The main purpose of this legislation is to require employers to obtain health and safety information about hazardous materials in the workplace and to pass this information on to workers. Soon, Ontario and Canada will be changing the WHMIS hazardous material classification system to match hazardous material identification with other major world countries, including the United States, under an agreed United Nations Protocol called the *Globally Harmonized System (GHS) of Classification and Labelling of Chemicals*.

Whether through WHMIS or GHS, there are three ways in which information on hazardous materials is to be provided:

1. Labels on the containers of hazardous materials with unique but common hazard symbols and mandatory reporting information. WHMIS categories and symbols are different from GHS. Until GHS is implemented, WHMIS categories and symbol apply across Canada.
2. Material safety data sheets (MSDS) (or Safety Data Sheets under GHS) to supplement the label with detailed hazard and precautionary information. There are differences in required formatting and information between WHMIS and GHS, Until GHS is implemented, WHMIS MSDS required formatting is to be used.



3. Job/Department – specific worker education programs on hazardous materials used on the job or at the workplace including the safe storage, handling, use, and disposal of hazardous material for personal injury accident, fire, and environmental protection.

As your employer, the Company is responsible to:

- Ensure everyone has been trained on the basic communication/identification measures of hazardous materials under WHMIS, and eventually, its successor - the GHS.
- Identify hazardous materials coming from our various suppliers intended for use in the workplace that are controlled products.
- Ensure a current material safety data sheets (MSDS) for the controlled product is distributed to respective departments and available in the event of emergencies and for employee access and review.
- Ensure that all Supervisors and Managers are trained and maintain procedures for the safe receiving, handling, storage, use, and disposal of hazardous materials, including consideration of substitution with non-hazardous materials wherever possible.
- Review at least annually with the various Joint Health and Safety Committees the effectiveness of our WHMIS training programs with respect to eliminating accidents involving hazardous materials at the workplace.

Supervisors/managers are responsible to:

- Ensure that every container of a controlled product received from a supplier has a supplier label ensure that until the supplier container is empty, the supplier label is not deliberately removed, destroyed or changed. If a label is accidentally removed or destroyed, the container must be relabeled preferably with a new supplier label if there is an extra on hand, or a hand-made label provided all relevant reporting information is listed.
- Ensure that hazardous materials are properly and safely store to prevent accidental injury, fire, or environmental damage.
- Ensure that if a controlled product is transferred to another workplace container, that the workplace container is properly identified/labelled as required by the regulations.
- Obtain material safety data sheets for controlled products. Request updated material safety data sheets when the MSDS sheet is older than 3 years from date use of product.
- Educate workers.



## WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

### Hazardous Product Act – Hazardous Classification System

**Class A – Compressed Gas**



**Class B – Flammable and Combustible Materials**

Division 1	Flammable Gas	Division 4	Flammable Solid
Division 2	Flammable Liquid	Division 5	Flammable Aerosol
Division 3	Combustible Liquid Material	Division 6	Reactive Flammable



**Class C – Oxidizing Materials**



**Class D – Poisonous and Infectious Materials**

Division 1 Material Causing Immediate and Severe Toxic Effects

Subdivision A	Very Toxic Materials
Subdivision B	Toxic Materials



Division 2 Materials Causing Other Toxic Effects

Subdivision A	Very Toxic Materials
Subdivision B	Toxic Materials



Division 3 Biohazardous Infectious Materials



**Class E – Corrosive Materials**



**Class F – Dangerously Reactive Materials**



## IDENTIFICATION OF HAZARDOUS CONTAINERS - SUPPLIER/MANUFACTURER LABELS

**Controlled Product Label** - must be in a box similar to the example provided below with a white or proper colour contrast on the background. This label should also have:

- Reference that MSDS is available.
- Product Identifier: Product name should be matched with the MSDS of the product.
- Supplier Identifier: manufacturer of the controlled product. I.e. Parkside.
- Risk Statements: must be proper with the hazard of controlled product.
- Precautionary Section: this provides information on how to handle the product and its use, and in case of exposure to the product, what to do.
- Hazard Symbols: the symbol should be a direct match for the class of controlled product.
- First Aid Notes: this section provides tips on how to handle and proceed in case of a sudden exposure to the controlled product.

### Example of a Supplier/Manufacturer Label:

<p><b>METHANOL</b> <b>DANGER</b> POISON FLAMMABLE VAPOUR HARMFUL MAY CAUSE BLINDNESS IF SWALLOWED</p> <p>Keep away from heat, sparks and flame. No smoking. Container must be grounded when being emptied. Vapour may travel long distance. Avoid contact with eyes and skin. Do not inhale vapours or mist. Do not take internally. Harmful if absorbed through the skin.</p> <p><b>FIRST AID:</b> In case of contact, immediately flush eyes and skin with plenty of water for at least 15 minutes. If swallowed, induce vomiting by sticking finger down throat, or by giving soapy water to drink. Repeat until vomit is clear. If affected by vapour, move to fresh air. If breathing has stopped, apply artificial respiration.</p> <p><b>GET MEDICAL ATTENTION IMMEDIATELY.</b></p> <p><b>PRECAUTIONS:</b> Wear chemical-goggles and resistant gloves. Wash thoroughly after handling. Use with enough ventilation to keep below TLV. Keep container closed. Never use pressure to empty container.</p>	<p><b>MÉTHANOL</b> <b>DANGER</b> POISON INFLAMMABLE VAPEURS NOCIVES PEUT PROVOQUER LA CÉCITÉ, SI AVALÉ</p> <p>Garder loin de la chaleur, des étincelles et des flammes. Ne pas fumer. Brancher le contenant à une prise de terre avant de le vider de son contenu. Les vapeurs peuvent s'étendre sur de longues distances. Éviter tout contact avec les yeux et la peau. Ne pas respirer les vapeurs. Ne pas absorber. Nocif si absorbé par la peau.</p> <p><b>PREMIERS SOINS:</b> En cas de contact avec les yeux ou la peau, laver à grande eau pendant au moins 15 minutes. Si avalé, provoquer le vomissement en introduisant un doigt dans la gorge ou en faisant absorber de l'eau savonneuse à la victime. Répétez jusqu'à cessation du vomissement. Sortir au grand air, si indisposé par les vapeurs. Si la respiration est interrompue, recourir à la respiration artificielle.</p> <p><b>OBTENIR DES SOINS MÉDICAUX IMMÉDIATS.</b></p> <p><b>PRÉCAUTIONS:</b> Porter des lunettes protectrices (pour produits chimiques) et des gants résistants. Se laver minutieusement après usage. Utiliser dans un endroit bien aéré, afin de maintenir un niveau de vapeurs tolérable. Garder le contenant fermé. Ne jamais user de pression en vidant le récipient.</p>
<p><b>SEE MATERIAL SAFETY DATA SHEET FOR PRODUCT VOIR FICHE SIGNALÉTIQUE</b></p> <p style="text-align: center;">ABC Company Anytown, Ontario Telephone 123-4567</p>	

## **IDENTIFICATION OF HAZARDOUS CONTAINERS - WORKPLACE LABELING: WHAT'S IN THE BOTTLE?**

A workplace label is a label that an employer makes for use at the workplace only. It is typically used when an employee decants product from an original WHMIS container with its supplier label. The label must contain the following information:

- The identity of the product.
- Information for the safe handling of the product.
- A statement that a material safety data sheet is available.

**Decanting** is when a controlled product is transferred from the supplier container into another container at the workplace. In such cases, the second container must have a workplace label.

**All containers must be properly labeled for everyone's safety. It is each worker and Supervisor's responsibility to ensure every decanted container with a hazardous material includes a workplace label.**

**Example of a Workplace Label:**



## **MATERIAL SAFETY DATA SHEETS**

A material safety data sheet (**MSDS**) is the primary document that summarizes detailed health and safety information available about a controlled product - the name, manufacturer, contact information, physical properties, hazards, safety precautions for storage, use, and disposal, first aid and emergency procedures, among other things. It supplements the warning information on the label.

An MSDS sheet is required for all controlled products and cannot be more than 3 years old. It must also be updated if new hazard information becomes available. Please notify the Purchasing department of any expired MSDS sheets and they will obtain a current sheet.

An MSDS contains the following information:

- Product information
- Hazardous ingredients
- Physical data
- Fire or explosion hazard
- Reactivity data
- Toxicological procedures
- Preventive measures
- First aid measures
- Preparation information

MSDS's must be readily available to workers and accessible to workers during each shift. It is not acceptable to keep data sheets in an office that is remote from the workers or that is locked during the evening.

Supervisors and managers are responsible for educating workers who are exposed or likely to be exposed to a controlled product. Workers must be educated on the following prior to using any controlled product:

- Labels – the information required, the purpose of the information and the significance of the information
- MSDS – the information required, the purpose of the information and the significance of the information
- Procedures for the safe use, storage, handling and disposal of a controlled product
- Procedures to be followed in case of an emergency involving a controlled product

**MATERIAL SAFETY DATA SHEET: PERENNIAL PLUS 497 (Use: Floor Flush)**

**Flexo Products Limited** 4777 Kent Avenue, Niagara Falls, ON L2H 1J5 Phone: (905) 354-2723 Fax: (905) 354-1301  
**MSDS:** April 25, 2007 WHMIS: D2B TDG: Not Regulated HMIS: Health – 1, Flammability – 0, Reactivity – 0, PPE - B  
**Emergency Telephone #: Canutec 613-996-6666**

<b>I – HAZARDOUS INGREDIENTS</b>				
<b>Chemical Name</b>	<b>Wt/Wt%</b>	<b>CAS #</b>	<b>LD50 (mg/kg – oral rat)</b>	<b>LC50</b>
Acrylic Copolymer	40 – 70	Not Hazardous	Not Available	Not Available
Wax Emulsion	5 – 10	Not Hazardous	Not Available	Not Available
Diethylene Glycol Monoethyl Ether	3 – 7	111-90-0	5500	Not Available

<b>II – PHYSICAL DATA</b>		
<b>Physical State:</b> liquid	<b>Viscosity:</b> 5.0 cps	<b>Vapour Pressure:</b> not available
<b>Oil/Water Factor:</b> not available	<b>Appearance:</b> milky white	<b>pH:</b> 8 - 9
<b>Vapour Density:</b> not available	<b>Evaporation Rate:</b> emulsifiable	<b>Odour:</b> mild acrylic
<b>Specific Gravity:</b> 1.050	<b>Boiling Point (°C):</b> 96	<b>Odour Threshold:</b> not available
<b>Freezing Point (°C):</b> not available		

<b>III – FIRE AND EXPLOSION DATA</b>	
<b>Conditions of Flammability:</b> not flammable	<b>UFL:</b> not applicable
<b>Flash Point and Test Method:</b> not applicable	<b>LFL:</b> not applicable
<b>Sensitivity to Static Discharge or Mechanical Impact:</b> not available	<b>Auto-Ignition Temperature:</b> not applicable
<b>Hazardous Combustion Products:</b> oxides of carbon	
<b>Means of Extinction:</b> treat for surrounding material & fire	

<b>IV – REACTIVITY DATA</b>	
<b>Conditions of Chemical Instability:</b> stable	<b>Conditions of Reactivity:</b> not applicable
<b>Incompatible Substances:</b> strong oxidizers, strong acids	<b>Hazardous Decomposition Products:</b> not available
<b>Storage Requirements:</b> store in closed containers away from incompatible materials	

<b>V – TOXICOLOGICAL PROPERTIES</b>	
<b>Synergistic Materials:</b> not available	<b>Route(s) of Entry:</b> skin, eyes, ingestion, inhalation
<b>Irritancy of Product:</b> mild	<b>Sensitization:</b> not available
<b>Acute Effects</b>	<b>Chronic Effects</b>
<b>Eye:</b> may cause mild irritation	<b>Carcinogen:</b> none known
<b>Skin:</b> may cause mild irritation, prolonged & repeated contact may cause irritation	<b>Teratogen:</b> not available
<b>Ingestion:</b> not available	<b>Mutagen:</b> not available
<b>Inhalation:</b> not available	<b>Reproductive Toxin:</b> not available

<b>VI – FIRST AID MEASURES</b>	
<b>Eye Contact:</b>	Immediately flush with water for 15 minutes. If irritation persists, contact a physician.
<b>Skin Contact:</b>	Immediately flush with water for 15 minutes. Contact a physician if irritation develops.
<b>Inhalation:</b>	Remove to fresh air. If symptoms persist, contact a physician.
<b>Ingestion:</b>	Do not induce vomiting. Rinse mouth with water, then drink one glass of water. Contact a physician immediately. Never give anything by mouth if victim is unconscious, is rapidly losing consciousness or is convulsing.

<b>VII – PROTECTIVE EQUIPMENT</b>	
<b>Personal Protective Equipment:</b>	<b>Eyes:</b> safety glasses recommended <b>Skin:</b> impermeable gloves recommended for those with sensitive skin <b>Respiratory:</b> not normally required if good ventilation is maintained
<b>Ventilation:</b> general ventilation normally adequate	

<b>VIII – SPECIAL MEASURES</b>	
<b>For Leaks or Spills:</b>	Small spills may be absorbed with non-reactive absorbent and placed in suitable, covered, labeled containers. Prevent large spills from entering sewers or waterways. Contact emergency services and supplier for advice.
<b>Waste Disposal:</b>	Review all Federal, Provincial and local regulations prior to disposal.

## UNDERSTANDING CHEMICAL HAZARDS - WAYS OF EXPOSURE

**Skin & Eye Contact:** hazardous chemicals and their solution can be splashed or spilled on or into eyes and skin of the operators. They can cause mild to severe irritation, skin dryness, rash and possible permanent damage in severe cases. By following a few safety rules, the chances of chemical exposure to your skin and eyes can be reduced or eliminated.

- Read and follow directions, product label and MSDS. Know as much as possible about the chemical products that are part of your job.
- Pour and handle all chemical products with care and avoid splashing and spilling.
- Use safety glasses/goggles/aprons whenever splashing is likely to occur.
- Do not hold bottles/spray bottles too close to your face in order to prevent “spray back”.
- Wear proper protective gloves.
- In case of chemical splash/contact to your eyes or skin, flush with plenty of cool running water. Remove contact lenses. Hold eyelids apart to ensure proper rinsing. Continue flushing for at least 15 minutes. Skin contact with chemicals follows the same procedure. Washing and rinsing with cool running water for at least 15 minutes is the key to prevent further damage and complications.

**Ingestion (Swallowing):** Hazardous chemicals can enter your body via eating contaminated food, smoke or accidentally drinking or swallowing chemical solution.

Swallowed chemicals can be very hazardous. They can injure your internal organs. This can be in the form of severe internal irritation, nausea, vomiting, and in some cases death can be expected. Following safe handling instructions can eliminate the chance of chemical entry to your body via swallowing.

- Read and follow directions, product labels, and MSDS. Know as much as possible about the chemical products that are part of your job.
- Never store chemical products in unmarked cup or containers. Someone could mistake it for a beverage or drink, or other wrong uses.
- Always wash your hands before eating or smoking.
- Where chemical products are stored, never eat or smoke.
- In case of swallowing a chemical product, contact the Poison Control Centre and seek emergency and immediate medical attention, never play doctor.
- First aid procedures may differ from one chemical product to another and cause more damage if the wrong First Aid treatment is used.

**Inhalation (breathing):** Hazardous chemicals can enter your body via breathing in dust, fumes, mists and vapors of some products. Breathing of hazardous chemicals can cause mild to severe irritation of nose, throat and air passages to your body.

The following set instructions can eliminate the chance of excessive chemical entry to your body by the way of breathing:

- Read and follow directions, product label, and MSDS. Know as much as possible about the chemical products that are part of your job.
- Use a ventilated work area. Turn on the local exhaust fan or other air circulating equipment.
- Put the cap on the container of chemical products after each use.
- Use proper breathing equipment (dust mask/respirators/etc.) after checking with your manager and reviewing the product label and MSDS.
- Never create dust when handling powders. Pour powders slowly and gently.
- In case of unusual or strong odour, leave your work area and quickly notify your manager.
- If someone is overcome by chemical fumes, vapour, or dust move them to fresh air and notify your manager. Make sure you are using appropriate breathing equipment. Seek immediate medical attention.

## **PROTECTIVE EQUIPMENT FOR HANDLING CHEMICALS**

**Safety Glasses:** depending on the type of chemical and work, operators should select and wear safety glasses with side shields, chemical goggles, face shield or mask.

**Gloves:** read the MSDS and learn what types of gloves are best for doing the job with the respective chemicals. Some jobs may only require barrier cream.

**Respirator:** using a proper respirator suitable for dealing with the hazards is important. Make sure the approved and properly fitted respirator is selected. Check the respirator before and after each use. Keep the unit clean as per instructions from the manufacturer.

**Clothing:** Always wear proper protective clothing that fits the type of work. Wash contaminated clothing after each use. Do not wear contaminated clothing.

Personal Protective Equipment provided to staff must be worn. Workers should inform the supervisor/manager if the worker does not have the proper information on a controlled product.



## **FIRE HAZARDS & FIRE PREVENTION**

Fire prevention and the elimination of potential fire hazards are the responsibilities of all staff. The following represents good fire safety practices.

1. Careless smoking is the number one cause of fires, therefore, while on Company property, smoking is not permitted.
2. Turn off and unplug all appliances not in use.
3. Do not use exit stairwells, or exit corridors for storage as it could impede exiting in an emergency.
4. Do not block fire protection equipment or exit doors and if you see this, correct it immediately.
5. Do not prop open fire separation doors, exit doors, stairwell exit doors and, if you see this, correct it immediately. Wedging open of fire separation doors and exit doors may lead to prosecution.
6. Hotel should be kept clean and free of rubbish and other debris.
7. Combustible materials shall not be permitted to accumulate in any part of an elevator shaft, ventilating shaft, stairway, or other means of egress in the hotel.
8. The contents of containers in waste, rubbish and other debris shall be removed from the hotel at least once a week.
9. Combustible materials shall not be used to absorb flammable or combustible liquid spills.
10. Greasy and oily rags, subject to spontaneous heating, shall be deposited in a receptacle constructed of non-combustible materials having a melting point of not less than 605°C, designed without any openings in the side and bottom and provided with a self - closing, tightly fitted cover.
11. Lint traps in laundry equipment in a Hotel shall be cleaned regularly to prevent excessive accumulation of lint.
12. Flammable liquids shall not be used to inflate balloons in the Hotel. (0.Reg.223/8, s.68)
13. Flammable gases shall not be used to inflate balloons in a Hotel.
14. Containers constructed of non - combustible material and having self - closing covers, shall be provided in public washrooms, and in other locations where they may be required throughout the Hotel, for the deposit of used paper towels and other debris. (0.Reg.223/84, s.69)
15. The exhaust hood and filters for the commercial cooling equipment are to be kept free of grease accumulation.

### **SECTION II – GENERAL INSTRUCTIONS FOR GUESTS:**

The information below has been relayed to our guests via information card located on the exit door of all bedrooms and in a fire safety pamphlet located on all bedroom dressers.

- This Hotel is non-smoking

## **INSTRUCTIONS TO STAFF ON FIRE PROCEDURES**

In case of an emergency, each department has been assigned specific tasks, as outlined. It is your duty to acquaint yourself with and to carry out these assignments:

### **GENERAL**

#### **Upon Discovering Fire:**

- a) Confine fire and smoke by closing door.
- b) Sound the fire alarm by activating the pull station.
- c) Notify switchboard or front desk of location of fire.
- d) Assist any handicap guests/Persons Requiring Assistance (AODA) to remain calm and leave building via exit stairs.
- e) Assist all occupants to remain calm and leave building via exit stairs.

#### **Upon Hearing Alarm:**

- a) Close all doors in your area.
- b) Carry out pre - planned assignments located in each section of the fire plan.

### **STAFF PROCEDURES FOR SINGLE STAGE FIRE ALARM SYSTEM (Crowne Plaza and Skyline Inn Properties):**

If you hear the FIRE ALARM SIGNAL:

- a) Call FIRE DEPARTMENT OR 911. **Never** depend on the monitoring company to contact the fire department.
- b) Check the ANNUNCIATOR panel for the location of the fire.
- c) Ensure the safe evacuation of all occupants.
- d) Meet arriving fire fighters with all necessary keys, safety plans and pass on any relevant information/location of fire.

### **STAFF PROCEDURES FOR A 2 - STAGE FIRE ALARM SYSTEM (Sheraton on the Falls and attached businesses):**

- a) When the alarm begins to go off, the main thing is to stay calm. The guests will begin to panic if they see you panic. The first ring in a 2-stage alarm is slow. You will hear an announcement being made to inform guests that this is only a trouble alarm and that the Engineering Department is investigating.
- b) The next/second stage is the Evacuation alarm. If sounded, the bells become more frequent. This indicates we must initiate the evacuation procedures.
- c) An announcement will be made to evacuate the building. Please remain calm and quickly and safely have the staff direct the guests out the doors to the designated areas.
- d) Make sure all doors are closed upon exiting the building.
- e) Supervisors/Managers on duty should take attendance to assure all of the staff has evacuated the building.



- f) If a staff member is not present, under NO circumstance should anyone go back into the building. When the Fire Department arrives inform them of anyone left in the building.
- g) All staff are to stay together in their designated areas.
- h) Supervisors must record the time it took to evacuate.

**When Evacuating:**

- Remain calm.
- Proceed to the nearest emergency exit and leave the building in an orderly and safe manner.
- DO NOT RUN.
- When descending stairs, walk in single file, stay to the side of the stairwell opposite the door, and allow others to merge as they enter the stairwell.
- Make way for Emergency Service personnel who may travel up the stairwell.

Once out of the building, proceed to the designated assembly location and do not wander off until attendance is taken. Managers will be responsible for ensuring guests are evacuating the building.

**Evacuate to Designated Areas for all 1 Stage Alarm locations and Stage 2 of 2-Stage Alarm locations:**

**Crowne Plaza** – Gather inside the Casino Entrance (Falls Ave side) at the lower promenade

**Waterpark** – Through Skyline Inn Skywalk Bridge to 1<sup>st</sup> adjacent courtyard, if inaccessible, down stairs beside Tube Slides to street level – Crowne back parking – near Planet Hollywood

**Sheraton on the Falls** – Cross Falls Avenue at the crosswalk and gather on the sidewalk in front of the Oaks Garden Theatre

**Skyline Inn** – Gather in the Casino bus lot beside Perkins

**Hard Rock Café** - Cross Falls Avenue at the crosswalk and gather in front of the Oaks Garden Theatre

**Rainforest Café** - Cross the street on Clifton Hill and gather on the sidewalk in front of the park

**Planet Hollywood** - Gather in the back Parking Lot between Planet Hollywood and Skyline Inn, at the first light pole by the lot entrance

**Perkins**- Gather in front of the Casino

## **PERSONS REQUIRING ASSISTANCE**

Persons Requiring Assistance (PRAs – AODA – Accessibility for Ontarians with Disabilities Act – workers and guests) (i.e. Persons are people identified as requiring assistance during an evacuation – mobility, auditory, visual, etc.). They must advise the Health & Safety Coordinator in advance of their name and department. The Health & Safety Coordinator will maintain a list of worker PRAs and their departments/work locations and will provide Switchboard with this information as it is received.

Evacuation takes place when the alarm is activated or direction to evacuate is given by Management.

### **When Evacuating:**

- Remain calm.
- Proceed to the front of your building.
- The Health & Safety Coordinator will have a member of the Joint Health & Safety Committee stay with PRAs and help them evacuate the workplace.

## **FIRE EXTINGUISHMENT, CONTROL AND CONFINEMENT**

### **FAMILIARIZATION WITH EMERGENCY PROCEDURES**

#### **TO ALL STAFF**

1. Fire alarm pull stations are located on all Guest Floors near Fire Exits and near all other exits. When they are pulled, they should sound the alarm and automatically light up the Annunciator Board of the fire alarm panel (located in the Front Entrance of Lobby), giving location of problem.
2. Fire Hose cabinets are located on all floors. Guest Floors have two cabinets equipped with portable fire extinguishers.
3. If you discover fire, and after you have followed the fire procedures, try to extinguish fire, **if safe to do so**. Use the nearest portable fire extinguisher, only if you have been trained in its use, and if you feel confident enough to safely control or extinguish the fire.

#### **CAUTION**

- Do not attempt to fight alone.
- Never let fire get between you and the way out.
- Never turn your back on a fire.



## **FIRE WATCH DUTIES**

The Fire Code requires that “the provisions of alternative measures for safety of occupants during any shutdown of fire protection equipment and systems or part thereof.”

The following information is provided to assist you in carrying out your responsibilities under the Fire code. If the fire alarm system in your building is out of service for any reason, the following actions shall be taken:

1. Persons familiar with the building shall be appointed to conduct a fire watch (surveillance) of the building until the fire alarm system is placed back into full service by a qualified technician.
2. The Fire Department shall be notified immediately if the building fire alarm system is out of service for any reason.
3. The person on fire watch duty shall be provided with a suitable means of communication.
4. The persons on fire watch shall conduct a complete, floor-by-floor tour of the entire building on an hourly basis.
5. A written record shall be kept of the fire watch procedure noted in item #4 above.
6. The persons on fire watch duty shall, upon the first signs of fire, notify switchboard of the fire emergency in order to commence evacuation as soon as possible.
7. The person on fire watch duty shall ensure that both Switchboard and the Fire Department have been notified. Dial 911; ask for the Niagara Falls Fire Department. Give your name, building address and the nature of the emergency.
8. Notify the Fire Department as soon as the fire alarm system is placed back into full service by a qualified technician.

## **EMERGENCY SERVICE NUMBERS**

Ambulance .....	(9) 911
Fire .....	(9) 911
Fire Department (Non-emergency).....	(9) 905-356-1324 x. 2200
Police.....	(9) 911
Police (Non-emergency) .....	(9) 905-356-1311
Hospital .....	(9) 905-358-0171
Security .....	x. 4191 or x. 1
Switchboard .....	x. 1

## **EMERGENCY SPECIFIC PROTOCOLS**

The Resort is very large, and a large number of businesses are operating at various times and at various locations with large staff and guest counts. The following protocols will help you respond to different variety of emergencies:

## **FIRE**

### **If you discover fire:**

- Leave the fire area immediately.
- Close doors.
- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) to alert them of the fire. Switchboard (Dial “1”) will contact the Fire Department and Security.
- Activate the nearest fire alarm pull station.

## **MEDICAL EMERGENCY**

- Inform your Manager/Supervisor.
- Assess the situation.
- Stay with the individual at all times.
- Have a co-worker contact Switchboard (Dial “1”). Switchboard (Dial “1”) will contact Security, and Paramedics if necessary.

## **PHYSICAL THREAT**

### **Staff person being threatened:**

- Threats can originate from a number of different sources including telephone, mail, e-mail, fax and direct face-to-face contact.
- Any incident in which a staff person is threatened should be reported immediately to the manager or supervisor on duty, and Switchboard (Dial “1”) should be contacted so that the appropriate individuals can be contacted (i.e. Security, Police, etc).
- **If face-to-face threat occurs**, remove yourself from harm’s way if it is safe to do so.
- Security will respond to the call as quickly as possible.
- Do not attempt to do anything that would further provoke the individual.

### **Staff in the immediate area:**

- Should attempt to evacuate the area by any route that does not expose them to the threat.
- Once safe, contact Switchboard (Dial “1”) who will contact the appropriate individuals (i.e. Security, Police, etc).
- If evacuation of the immediate area is impossible, staff should take whatever action may be necessary to stay out of harm’s way.

## **DEMONSTRATIONS/PROTESTS**

- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) to report demonstrations or protests.
- Do not engage in conversation or discussion with demonstrators.
- Try not to attract attention to yourself when entering or leaving work.
- Use alternate entrances and exits wherever possible away from the protest.

## **BOMB THREAT**

### **If threat received by phone:**

- Where possible, inform (without alerting the caller) a Manager/Supervisor or coworker of the call and have them contact Switchboard (Dial “1”) so they may notify Security.
- Remain calm and speak slowly and clearly.
- Do not hang up or place the caller on hold.
- Write down the caller’s exact words and attempt to obtain the following information:
  - Where is the bomb located?
  - When will the bomb go off?
  - What kind of bomb is it?
  - What does the bomb look like?
  - What is the name of the caller?
  - What is the caller’s address and phone number?
- When the call is completed, write down the following additional information:
  - Male/Female – Adult/Juvenile
  - Voice: Loud/Quiet/Soft/Rough/High/Deep/Intoxicated/Accent Type
  - Manner: Calm/Angry/Rational/Irrational/Emotional/Laughing/Other
  - Background Sound: Quiet/Noisy – Describe type of noise
- Contact Security and provide all of the information that could be obtained.

### **If threat received in writing:**

- Immediately contact your Manager, who will contact Security and provide them with the document containing the threat.

## **HOSTAGE TAKING**

### **If you discover a hostage situation:**

- Staff in the immediate area should attempt to evacuate the area by any route that does not expose them to the threat.
- Inform your Manager/Supervisor.
- Once safe, contact Switchboard (Dial “1”) who will contact Security and the Police immediately. Security will respond to the threat immediately.
- If evacuation of the immediate area is not possible, staff should take whatever action necessary to stay out of harm’s way.

### **If you are taken hostage:**

- DO NOT BE A HERO; remain calm, accept your situation and be patient; reassure others if they start to panic.
- Follow the instructions of the hostage-taker.
- Do not do or say anything that might provoke the individual holding you hostage.
- Do not speak unless spoken to but be courteous and co-operative.
- Do not be argumentative with the hostage-taker or with other hostages and avoid sudden movement that could alarm the hostage-taker.



- During any rescue attempt, lie down on the floor and keep your hands visible, unless otherwise directed by the police. Police may not be able to distinguish hostages from hostage-taker and may consider you a threat.

## **SUSPICIOUS DEVICE/PACKAGE**

NEVER attempt to move or disarm a suspicious device or package.

### **If you find a suspicious device or package:**

- Do not touch it.
- Do not cover it.
- Evacuate the immediate area and remain out of the area until the “all clear” signal.
- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) immediately! Advise them of location, description of problem and other relevant information. Switchboard (Dial “1”) will contact Security and the Police.

### **If you suspect a package is contaminated with a chemical or biological agent:**

- Close doors to minimize any airborne risk and isolate the area.
- If you have touched the package, wash your hands with soap and water.
- Decontamination of clothing and exposed portions of the body may be required; do this under the direction of emergency services staff (police or fire authorities).
- List all people who may have been in contact or close proximity to the suspicious package and provide this list to appropriate authorities.
- If necessary, seek medical assistance as soon as possible.

## **POWER FAILURE**

- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) immediately! Advise them of location, description of problem and other relevant information. Switchboard (Dial “1”) will contact Security.
- Set all light fixtures, equipment and appliance switches to the OFF position to protect them when the power comes back on; it is not necessary to unplug telephones.
- Remain in place and await instructions from Management.

## **EXPLOSIONS**

- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) immediately. Switchboard (Dial “1”) will call 911 and Security.
- Provide the following information:
  - Exact location of explosion
  - Type of explosion – gas, chemical or equipment
  - Details of casualties – number and extent of injuries, if possible

- Remain calm.
- Evacuate immediate area. If gas or chemicals are involved, allow emergency personnel to assist the injured and perform clean up.
- Provide assistance to the injured, where possible, considering personal safety.
- Follow instructions of Management/Security until “all clear” signal is given.

### **ANTHRAX THREAT**

**Definition:** Anthrax is a biological threat and will most likely be seen as a white powder.

#### **Unopened letter or package with the word “Anthrax” on its envelope or cover:**

- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) immediately. Switchboard (Dial “1”) will call 911 and Security.
- Do not shake or empty the contents of the envelope or package.
- Cover the envelope or package (with garbage bag, paper, trash can, etc) and do not remove this cover.
- Leave the room and close the door or section off the area to prevent others from entering.
- Immediately wash your hands with soap and water to prevent spreading any powder to your face.
- Make a list of all people who were in the room or area and may have been exposed to the letter or package.

#### **Envelope with powder and powder spills out:**

- Do not try to clean up the powder. Cover the spilled contents immediately (i.e. garbage bag, paper, trash can, etc.).
- Leave the room and close the door or section off the area to prevent others from entering.
- Immediately wash your hands with soap and water to prevent spreading any powder to your face.
- Decontamination of clothing and exposed portions of the body may be required; do this under the direction of emergency services staff (police or fire authorities).
- Make a list of all people who were in the room or area and may have been exposed to the letter or package.

### **NOXIOUS FUMES**

**Definition:** Noxious fumes can be gas, smoke or vapour with an offensive odour that may cause discomfort or illness.

#### **If there has been a release of noxious fumes:**

- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) immediately! Advise them of location, description of problem and other relevant information. Switchboard (Dial “1”) will contact Security and call 911.

- Evacuate the immediate area.
- If the release of the fumes is small and low risk, staff in affected area should subdue the released fumes at the source (if possible and safe to do so) before evacuating.
- If the release of the fumes is large and there is a risk of explosion (as with solvent fumes) or immediate health hazard (as with strong acid fumes), evacuate the immediate area.
- If fumes originate from within the affected area (i.e. from a substance being boiled on a heating apparatus), turn off the equipment where possible before leaving to limit further emissions.

## CARBON MONOXIDE

**Definition:** A colourless, odourless, poisonous gas, produced by incomplete burning of carbon-based fuels including gasoline, oil and wood. Carbon monoxide is also produced from incomplete combustion of many natural and synthetic products.

- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) immediately! Advise them of location, description of problem and other relevant information. Switchboard (Dial “1”) will contact Security and call 911.
- Evacuate the immediate area.
- Do not re-enter the area until given the “all clear”.

### Physical signs of carbon monoxide poisoning may include:

- Headache
- Nausea
- Coughing
- Ringing in the ears
- Burning eyes
- A ruddy complexion
- Light-headedness
- Drowsiness

## HAZARDOUS MATERIALS

**Definition:** Any material that poses a threat to human health and/or the environment due to its toxic, corrosive, ignitable, explosive or chemically reactive nature.

- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) immediately! Advise them of location, description of problem and other relevant information. Switchboard (Dial “1”) will contact Security and call 911.
- Evacuate the immediate area and keep people away from the site of any spill.
- Do not walk into, touch, smell or taste any of the spilled substance; try not to inhale gases, fumes or smoke; if possible, cover mouth with a cloth while leaving the area.
- Try to stay away from accident victims until the hazardous material has been identified.

- Do not try to care for victims until the substance has been identified and authorities indicate it is safe to do so.
- If the hazardous materials are outside workplace, do not attempt to evacuate the building unless sufficient time is available to move completely away from the affected area or unless directed to do so by emergency services staff (police or fire authorities).
- If forced to move through a toxic spill, condition or cloud, move at right angles to the movement of the spill, condition or cloud; protect exposed skin and cover your nose and mouth to reduce risk of respiratory injury.
- Decontamination of clothing and exposed portions of the body may be required; do this under the direction of emergency services staff (police or fire authorities).

## BIOLOGICAL & CHEMICAL THREATS

**Definition:** A biological attack is the deliberate release of germs or other biological substances. A chemical attack is the deliberate release of toxic gas, liquid or solid that can poison people and the environment.

- Inform your Manager/Supervisor.
- Contact Switchboard (Dial “1”) immediately! Advise them of location, description of problem and other relevant information. Switchboard (Dial “1”) will contact Security and call 911.
- Immediately protect breathing airways (distance yourself from contamination source, cover nose and mouth with handkerchief, clothing, etc.).
- Evacuate immediately and move outside and upwind from the source.
- If evacuation outside is not possible, move to an interior room on a higher floor since many agents are heavier than air.
- Cover bare arms and legs and make sure any cuts or abrasions are covered or bandaged.
- If splashed with an agent, immediately wash it off using warm soapy water.
- Decontamination of clothing and exposed portions of the body may be required; do this under the direction of emergency services staff (police or fire authorities).

## CHEMICAL SPILLS

Call for help, identifying the emergency as a chemical spill, alert co-workers or any persons in the area.

- Determine the type and size of the spill: (Liquid spill – contact the spill response team; Gas spill – gasoline: initiate evacuation procedure; Powder spill – clean up using below steps).
- Retrieve a spill kit and retrieve the MSDS from the binder by the spill kit.
- Look up the chemical to determine the appropriate equipment needed to contain the spill.
- Put on the personal protective equipment (jump suit, gloves, mask and glasses).
- Trap the spill with the containment coil.
- Put up the spill warning signs.

- Assist where requested by the spill response team, if applicable.
- After the spill is cleaned up work with the spill response team on completing the chemical spill form.
- A copy of the chemical spill form is to be forwarded to the Co - Chairs of the JHSC. The original is sent to the Health and Safety Coordinator by next business day.

## ROBBERY

Being the victim of an armed robbery is very traumatic. Having a plan about how you would respond will make you better prepared to cope with the situation. Remember **don't be a hero**. Insurance will cover any of the losses.

- Keep it short and smooth. The longer the robbery takes, the more nervous the robber becomes. Handle the situation as if you were dealing with a customer, and remember the average robbery takes less than two minutes.
- Obey the robber's orders. Robbers will seldom hurt people who co - operate with them, so let the robber know that you intend to co - operate.
- Try to remember as much as possible about the robber: looks (i.e. eye colour, hair colour, etc), distinguishing features, height, clothing, what they say, etc.
- Let the robber know about any possible surprises. If you must reach for something or move in any way, tell the robber what to expect. If someone is in the back room or is expected back, tell the robber.
- Do not argue or fight with the robber. Give the robber what ever they would like; it's not worth risking harm to you.
- Do not try to attack the robber, or use a weapon against them.
- Do not try to chase the robber.
- When it is safe inform a Manager/Supervisor of the robbery. They will call Switchboard (Dial "1") who will contact Security and the Police. Secure the scene until the Police arrive.
- All victims/witnesses should individually write down anything they remember about the robber.

## ACTIVE SHOOTER

**Definition:** An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s).

As active shooter situations are often over within a few minutes, before law enforcement arrives on the scene, you must be prepared mentally and physically to deal with the situation.

### How to Respond when an active shooter is in your vicinity

#### 3 practices for coping with this situation:

- 1) Evacuate
  - Have an escape route and a plan in mind.

- Leave your belongings behind.
- If possible, help others to escape and prevent individuals from entering an area where the shooter may be.
- Keep hands visible.
- Follow instruction of police.
- Do not attempt to assist injured people.
- Once you are safe, contact Switchboard (Dial “1”) who will contact the appropriate individuals (i.e. Security, Police, etc).

## 2) Hide

- If you cannot evacuate, hide where the shooter can’t find you.
- Protect yourself by locking door and blockade the door with furniture.
- Silence any source of noise (cell phone, radios etc.).
- Hide behind large items.

If you are unable to evacuate or hide;

- Remain calm.
- Contact Switchboard (Dial “1”), if possible, to alert them of the shooters location.
- If you cannot speak, leave line open and allow the Switchboard Operator to listen.

## 3) Defend yourself

- ONLY as a last resort, when your life is in danger and there is no other option, attempt to stop the active shooter.
- Act aggressively as possible and commit to your actions.
- Throw items and utilize improvised weapons.
- Yell.

### **When Law Enforcement Arrives – How to React**

Their purpose is to stop the active shooter. They will proceed to the area where the last shots were heard. They may shout commands and push you to the ground for their safety.

- Remain calm and follow instructions.
- Put down any items in your hands.
- Raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements towards officers.
- Avoid pointing, screaming/yelling.
- Do not stop to ask officers for help or direction. Just proceed in the direction from where the officers are entering the premises.

### **Management/Security mandate during an Active Shooter situation:**

- Take immediate action.



- Remain calm.
- If possible, evacuate staff and guests through an evacuation route to a safe area.
- If unable to evacuate, Lock and Barricade doors.
- Attempt to keep your staff calm, collected and quiet.
- If possible Contact Switchboard (Dial “1”) to alert them of the shooters location. If no answer, call (9) 911.

#### **Switchboard Operators mandate during an Active Shooter situation:**

- Remain calm.
- Protect yourself by locking door and hide where the shooter can’t see you.
- Attend the office within the office, with the 2-way radios and lock the door.
- Utilize the 2-way radio to communicate with Departments that have radios.
- Utilize the phone in the office to communicate with Law Enforcement or 911.

#### **Information to provide to Switchboard Operator, Law Enforcement or 911 Operator:**

- Location of shooter
- Number of shooters
- Physical description of shooter
- Type of weapon held by shooter
- Number of potential victims

#### **Preventing Active Shooter Incidents:**

Being Proactive will defeat the Active shooter before the shooting begins.

- Questionable conduct of a person, that is a potential active shooter should be reported to workplace authorities (Management, Human Resources or Security) to bring it to Law Enforcements attention.
- What to look for - A Shooter shows their interest in hurting others, in speech, drawings, writing and postings online. At this point a criminal act has not yet occurred but this is the best time to intervene. The potential shooter is crying for help. If Law Enforcement is notified, assistance may be provided without incident.

#### **TRAINING**

Employees will be trained in the Emergency Evacuation Procedures within 10 days of being hired by a Supervisor/Manager. This training is part of the “Employee Health and Safety Orientation Checklist”.

Employees involved with the Emergency Evacuation Procedure will be trained as needed based on best practices.



## **HAZARD REPORTING**

This procedure applies to all employees of the company and is to be used when a potential hazardous or actual condition/act.

### **Definitions:**

Hazardous condition/acts:

***Unsafe Acts:*** are behaviours which could lead to an accident

Examples of unsafe acts: can include using equipment in an unsafe or careless manner and/or not using personal protective equipment as required.

***Unsafe Conditions:*** are circumstances which could allow the accident to occur

Examples of unsafe conditions: can include inadequate, improper or lack of guarding, work surfaces, electrical grounding requirements not observed, containers that are not labeled, these are just a few of many unsafe conditions that can exist in a workplace.

### **Standards/Procedures:**

1. When reporting a hazardous condition/act it must be defined.
2. When reporting a hazardous condition/act it must be done immediately verbally and where warranted, using the Hazard Report Form.
3. It is the responsibility of the supervisor to fill in the Hazard Report Form with the assistance of the worker.
4. An observed hazardous condition/act must be reported immediately to the person in charge.
5. The person who is identified to be responsible must rate all hazards as major, moderate or minor hazards.
6. Using the hazard report form detail what actions will be initiated, by whom and when.
7. Ensure that follow - up on any actions/responses are complete in the appropriate time.

### **Roles and Responsibilities**

- It is the responsibility of any workers to report to his or her employer, the existence of any hazard of which he or she is aware.
- It is the role of the supervisor/manager to ensure that any hazardous condition or act is followed up with a timely response or action.
- It is the responsibility of the employer to maintain safe and healthy working conditions.
- It is the role of the supervisor to ensure that copies of the hazard report are distributed to the employer and the Joint Health and Safety Committee.

Communication of the hazard reporting procedure will be done on an annual basis by the Manager/Supervisor. Evaluation of this procedure and the hazard report form will be done on an annual basis or as needed through the use of the procedure.

**HAZARD REPORT FORM**

Reported by/  
Name of Employee: \_\_\_\_\_

Reported to: \_\_\_\_\_

Working Location: \_\_\_\_\_

Date of Report: \_\_\_\_\_

**REPORT OF HAZARD:**

Location of Hazard Concerns:  
\_\_\_\_\_  
\_\_\_\_\_

Please describe Hazard Concern:  
\_\_\_\_\_  
\_\_\_\_\_

Please describe Safety Issue:  
\_\_\_\_\_  
\_\_\_\_\_

Rate Hazard Class using criteria listed below: \_\_\_\_\_

Hazard Class	
"A" (Major)	High Risk (immediately dangerous to life and health)
"B" (Moderate)	Medium Risk (medium term potential for non-life threatening injury)
"C" (Minor)	Low Risk (long term potential for slight injury or illness)

Actions taken / responses given:  
\_\_\_\_\_  
\_\_\_\_\_

If this is a repeat issue, whom have you reported to before?  
\_\_\_\_\_  
\_\_\_\_\_

Original to: Health and Safety Coordinator when all the recommendations are completed  
Copies to: JHSC and Certified Worker Representative



## **INJURY/ILLNESS REPORTING**

All injuries/illnesses are to be reported, regardless of the nature or severity of the event.

***Injury:*** An event that results in physical harm to an employee

***Illness:*** A deviation from the normal, healthy, state of the body

**PLEASE REPORT ANY INJURY OR ILLNESS TO YOUR  
MANAGER/SUPERVISOR IMMEDIATELY! ENSURE THAT YOUR  
MANAGER/SUPERVISOR COMPLETES AN INTERNAL INCIDENT  
REPORT.**

### **Roles and Responsibilities**

#### ***Worker:***

A worker who sustains an injury or becomes ill as a result of workplace conditions or work activity must report the injury or illness to a supervisor or manager immediately.

If, because of the nature of the injury or illness, an employee is unable to report, it is the responsibility of another worker, who happens upon the incapacitated worker, to promptly report the event to a supervisor.

#### ***Manager/Supervisor:***

The manager/supervisor of the area, upon being notified of the injury or illness, shall:

- Promptly ensure that first aid is administered.
- Ensure the worker is given subsequent medical treatment if necessary; and that such treatment is recorded.
- Additional rescue/response teams are notified as necessary.

The manager/supervisor is responsible for notifying the appropriate company personnel. This should be done at the first opportune moment.

#### ***First Aid Provider:***

Upon being informed of an injured or ill worker, a qualified first aid provider will go to the first aid station or room and administer appropriate treatment.

All such treatment or advice given must be recorded in the first aid log. As necessary, the first aid provider will assist in ensuring that an injured or ill worker receives subsequent medical attention as required.

This procedure is communicated to all employees through meetings, Management Orientation, Employee Orientation, coaching of employees found to have contravened this procedure.



If injury worsens and health treatment is required, please have your doctor complete a Functional Abilities Form and return to your Manager/Supervisor immediately.

The company will provide transportation to the hospital, doctor's office or worker's home when necessary. The preferred method of transportation if required is an ambulance. Should this method of transportation not be appropriate then the company will call for a taxi. The worker will be accompanied by a first aid attendant or designate if required.

Should the employee refuse the transportation, the company will attempt to:

1. Identify any other transportation methods that the worker would prefer.
2. Reiterate the importance of accepting the transportation to the hospital, doctor's office or worker's home.
3. Call 911 and get the ambulance attendant to administer medical attention on site.
4. The worker will not be allowed to continue work until medical clearance is provided.

**Responsibilities of the individual traveling with the injured worker:**

1. Continue to administer first aid, if required.
2. Ensure an injury package is taken, containing the Functional Abilities Form and Material Safety Data Sheet (if necessary) to the medical facility.
3. Maintain contact with the company providing updates when the worker has reached their destination.
4. Return to the company to provide additional follow-up and complete the injury/incident documentation.
5. Additional duties may be added based on each individual circumstance.

**EARLY & SAFE RETURN TO WORK**

Employers and workers have a statutory obligation to co - operate in the early and safe return of a worker. Our goal is to ensure an early and safe return to work for all employees. We will attempt to provide suitable employment to you as soon as possible that is consistent with your functional abilities.

The Workplace Safety & Insurance Act states the following regarding Return to Work:

***Employer Responsibilities (Section 40 (1))***

The employer of an injured worker shall co - operate in the early and safe return to work of a worker by,

- (a) Contacting the worker as soon as possible after the injury occurs and maintaining communication throughout the period of the worker's recovery and impairment;
- (b) Attempting to provide suitable employment that is available and consistent with the worker's functional abilities and that, where possible, restores the worker's pre-injury earnings;



- (c) Giving the Board such information as the Board may request concerning the worker's return to work; and
- (d) Doing other such things as may be prescribed.

***Worker Responsibilities (Section 40 (2))***

The worker shall co - operate in his or her early and safe return to work by,

- (a) Contacting his or her employer as soon as possible after the injury occurs and maintaining communication throughout the period of the worker's recovery and impairment;
- (b) Assisting the employer, as may be required or requested, to identify suitable employment that is available and consistent with the worker's functional abilities and that, where possible, restores his or her pre-injury earnings;
- (c) Giving the Board such information as the Board may request concerning the worker's return to work; and
- (d) Doing such other things as may be prescribed.

## **ONTARIO'S HEALTH AND SAFETY SYSTEM PARTNERS**

Each of the following organizations are part of Ontario's health and safety system.

### **Ontario Ministry of Labour**

Develops, communicates and enforces occupational health and safety requirements and employment standards. Develops, coordinates and implements strategies to prevent workplace injuries and illnesses and can set standards for health and safety training.

1-877-202-0008

[www.labour.gov.on.ca](http://www.labour.gov.on.ca)

### **Health & Safety Ontario**

4 health and safety associations that provide sector specific consulting, training, products and services.

[www.healthandsafetyontario.ca](http://www.healthandsafetyontario.ca)

- **Workplace Safety and Prevention Services** – This service association serves industrial, farming and service sectors – such as accommodations, food, retail, and attractions. This association has and continues to work with our Resort to help prevent injuries and accidents through the development of an integrated health and safety program to identify and remove/reduce hazards at work to minimize work-related accidents and illnesses.

1-877-494-9777

- **Infrastructure Health and Safety Association** – serves electrical, construction and transportation sectors.

1-800-263-5024

- **Public Services Health and Safety Association** – serves health, education and municipal sectors.

1-877-250-7444

- **Workplace Safety North** – serves mining, pulp and paper and forestry sectors.

1-888-730-7821

### **Workers Health & Safety Centre**

An occupational health and safety training centre for workers, representatives and employers.

1-888-869-7950

[www.whsc.on.ca](http://www.whsc.on.ca)



### **Occupational Health Clinics for Ontario Workers**

Six medical clinics located across Ontario that provide occupational health services and information.

1-877-817-0336

[www.ohcow.on.ca](http://www.ohcow.on.ca)

### **Workplace Safety and Insurance Board**

Administers Ontario's no-fault workplace insurance for employers and their workers.

1-800-387-0750

[www.wsib.on.ca](http://www.wsib.on.ca)