

Health & Safety for RETAIL SMALL BUSINESS



WORK SAFE BC

WORKING TO MAKE A DIFFERENCE
worksafebc.com

WORKERS' COMPENSATION BOARD OF B.C.

About WorkSafeBC

WorkSafeBC (the Workers' Compensation Board) is an independent provincial statutory agency governed by a Board of Directors. It is funded by insurance premiums paid by registered employers and by investment returns. In administering the *Workers Compensation Act*, WorkSafeBC remains separate and distinct from government; however, it is accountable to the public through government in its role of protecting and maintaining the overall well-being of the workers' compensation system.

WorkSafeBC was born out of a compromise between B.C.'s workers and employers in 1917 where workers gave up the right to sue their employers or fellow workers for injuries on the job in return for a no-fault insurance program fully paid for by employers. WorkSafeBC is committed to a safe and healthy workplace, and to providing return-to-work rehabilitation and legislated compensation benefits to workers injured as a result of their employment.

WorkSafeBC Prevention Information Line

The WorkSafeBC Prevention Information Line can answer your questions about workplace health and safety, worker and employer responsibilities, and reporting a workplace accident or incident. The Prevention Information Line accepts anonymous calls.

Phone 604 276-3100 in the Lower Mainland, or call 1 888 621-7233 (621-SAFE) toll-free in British Columbia.

To report after-hours and weekend accidents and emergencies, call 604 273-7711 in the Lower Mainland, or call 1 866 922-4357 (WCB-HELP) toll-free in British Columbia.

For WorkSafeBC contact information, see page 44 of this guide. For additional copies of this guide or other materials related to small business, e-mail smallbiz@worksafebc.com.

HEALTH & SAFETY FOR RETAIL SMALL BUSINESS



WORKING TO MAKE A DIFFERENCE
worksafebc.com

Acknowledgments

This health and safety guide would not have been possible without the generous assistance of people and organizations representing retail small business. WorkSafeBC gratefully acknowledges the many individuals and organizations that reviewed and gave input on the first edition, which this reprint is based on. Special thanks to the following organizations:

- Retail Merchants' Association of British Columbia
- Canadian Federation of Independent Business

WorkSafeBC publications

Many publications are available on the WorkSafeBC web site. The Occupational Health and Safety Regulation and associated policies and guidelines, as well as excerpts and summaries of the *Workers Compensation Act*, are also available on the web site (WorkSafeBC.com).

Some publications are also available for purchase in print:

Phone: 604 232-9704

Toll-free phone: 1 866 319-9704

Fax: 604 232-9703

Toll-free fax: 1 888 232-9714

Online ordering: WorkSafeBC.com and click on Publications; follow the links for ordering

© 2006 Workers' Compensation Board of British Columbia. All rights reserved. The Workers' Compensation Board of B.C. encourages the copying, reproduction, and distribution of this document to promote health and safety in the workplace, provided that the Workers' Compensation Board of B.C. is acknowledged. However, no part of this publication may be copied, reproduced, or distributed for profit or other commercial enterprise, nor may any part be incorporated into any other publication, without written permission of the Workers' Compensation Board of B.C.

2006 edition

Library and Archives Canada Cataloguing in Publication Data

Main entry under title:

Health & safety for retail small business. – 1998–

Irregular.

Publisher's original name continues to appear on publications.

Issued by the Board under its later name: WorkSafeBC, 2006–

ISSN 1718-441X = Health & safety for retail small business

1. Industrial safety – British Columbia. 2. Industrial hygiene – British Columbia. 3. Retail trade – British Columbia – Safety measures. I. Workers' Compensation Board of British Columbia. II. WorkSafeBC. III. Title: Health and safety for retail small business.

HF5429.215.C3H42

363.11'93811

C2006-960016-3

Contents

Purpose of this guide.....	1
What’s in this guide.....	2
Who should use this guide.....	2
Your keys to health and safety.....	3
Occupational health and safety programs	3
Occupational Health and Safety Regulation.....	5
Hazard identification and risk control.....	6
Safe work procedures	7
Education and training.....	9
Safety inspections.....	10
Hazardous materials.....	11
Incident investigation.....	12
First aid	15
Records and statistics	17
Health and safety meetings	18
Common questions and answers	19
Employers’ Advisers.....	22
WorkSafeBC resources	23
Forms and checklists	25
Sample health and safety program for small business.....	27
Annual review of health and safety program.....	29
Worker orientation checklist.....	31
Health and safety checklist for small business	32
Inspection checklist.....	33
Inspection report	35
Health and safety meeting record	36

Form 52E40 — Incident Investigation Report.....	37
Basic first aid kit.....	41
First aid assessment worksheet.....	42
First aid record.....	43
WorkSafeBC contact information	44

Purpose of this guide

Almost all workplaces in B.C., including retail small businesses, must follow the requirements in the Occupational Health and Safety Regulation (the Regulation) or the *Workers Compensation Act* (the Act). This guide will help you accomplish the following:

- Learn the basic health and safety requirements that apply to most retail small businesses in B.C.
- Learn what you need to do to meet these requirements and make your workplace healthier and safer.

A commitment to health and safety makes good business sense. For a small business, workplace accidents can be financially devastating. Consider the cost of training temporary employees, damage to property and stock, and potential WorkSafeBC fines. With a good health and safety program in place, you can focus your efforts on making your business grow.



Under the Workers Compensation Act, it's the employer's responsibility to protect the health and safety of workers.

Common accidents in retail small business

Each year, hundreds of workers are injured in retail small businesses in B.C. Some of the more common accidents include:

- lifting injuries
- getting hit by a falling object
- falling from a ladder or chair
- falling on a slippery surface
- tripping on a rough surface
- repetitive strain injuries
- falling on stairs
- assaults

What's in this guide

This guide describes the key components of health and safety for your retail small business. It includes sample forms and checklists that you can photocopy and use for your health and safety program. For example, use the “Inspection report” on page 35 to record the results of your regular workplace inspections.

Throughout this guide, you will see icons that indicate references for more information.



The clipboard icon indicates a form or checklist included in this guide.



The mouse-and-monitor icon indicates a reference to a resource outside of this guide, including WorkSafeBC publications, the Regulation, or the *Act*.

Online publications and other resources

You can find the publications mentioned in this guide at WorkSafeBC.com. Click “Safety at Work,” and then under “Industries” click “Small Business” for many other health and safety resources aimed at small businesses in B.C.



This guide includes information on the key components of an effective health and safety program, such as education and training of workers and supervisors.

Who should use this guide

Use this guide if you're an owner, employer, manager, supervisor, or worker in a retail business with fewer than 20 employees.

If your business has 20 or more employees, you'll still find useful information in this guide, but you'll need to refer to the Regulation for additional requirements that apply to your particular business.

The Regulation applies to almost all B.C. workplaces, including retail small businesses. The requirements in the Regulation make B.C. workplaces healthier and safer for everyone. For more information on the Regulation, see page 5.



Your keys to health and safety

The following keys to health and safety will help you prevent accidents and other incidents from occurring in your business:

- Set up an occupational health and safety program.
- Identify hazards and control risks.
- Provide safe work procedures.
- Educate and train workers.
- Conduct regular safety inspections.
- Control the use of hazardous materials.
- Investigate accidents and other incidents.
- Provide adequate first aid.
- Keep records and statistics.
- Hold regular health and safety meetings.

Read on for more information about each health and safety key.



Occupational health and safety programs

All retail small businesses are required to set up an occupational health and safety program.

A health and safety program is a process for managing health and safety in the workplace. It includes a written document that details health and safety policies and procedures.

The scope of your health and safety program depends on the hazards at your particular workplace. Generally, a small business can state its health and safety policy and describe its program in a few pages. Use the “Sample health and safety program for small business” on page 27 as a starting point for your program. Don’t just copy the sample word for word; your health and safety program should be unique and specific to your workplace.

Larger businesses and some smaller businesses may require a more comprehensive, formal health and safety program. For details about when a formal occupational health and safety program is required, see Section 3.1 of the Regulation.

Do you know your hazard rating?

WorkSafeBC now uses an assigned hazard rating system that replaces the hazard classification system formerly found in Schedule 7 of the Regulation. Hazard ratings are used to describe the risk levels of workplaces in B.C. The following table shows the hazard ratings and how they correspond to the old hazard classifications.

Schedule 7 equivalent	Assigned hazard rating
A	H = High risk
B	M = Moderate risk
C	L = Low risk

Most retail small businesses in B.C. are classified as low-risk workplaces; this guide is mainly for such businesses. If your business is a moderate- or high-risk operation, you can still use this guide. However, you should also refer to the online First Aid Assessment Tool to help assess your workplace (www2.worksafebc.com/calculator/firstaid/).

Once you have a health and safety program in place, you need to review it annually to make sure it addresses your current health and safety concerns. Use the “Annual review of health and safety program” on pages 29–30.

Joint health and safety committees and worker health and safety representatives



The Regulation

For more information on health and safety programs, see Sections 3.1 to 3.4.



Forms and checklists

- “Sample health and safety program for small business,” pages 27–28
- “Annual review of health and safety program,” pages 29–30



WorkSafeBC publication

For more information on health and safety programs, see the publication *Effective Health and Safety Programs: The Key to a Safe Workplace and Due Diligence*.

Joint health and safety committees help create safer work environments by recommending ways to improve workplace health and safety and promoting compliance with the Regulation and the *Act*.

All workplaces that regularly employ 20 or more workers must establish and maintain a joint health and safety committee. (*Regularly employed* means employed for at least one month, whether full-time or part-time.) The committee must include at least four members — usually two employer representatives and two worker representatives.

Workplaces that regularly employ more than 9 but fewer than 20 workers are usually required to have at least one worker health and safety representative rather than a joint health and safety committee.

Due diligence

Due diligence is the standard of care required to comply with the health and safety requirements and orders made under the *Workers Compensation Act* and enforced by WorkSafeBC. Due diligence means taking all reasonable care to protect the well-being of employees and co-workers.

To meet the standard of due diligence, you must take all reasonable precautions in the circumstances to carry out your work and your health and safety responsibilities.

Occupational Health and Safety Regulation

This guide does not replace the Occupational Health and Safety Regulation.

You will still need to refer to the Regulation to determine the exact requirements that apply to your particular business. The Regulation describes health and safety requirements for all workplaces under the jurisdiction of WorkSafeBC.

The Regulation consists of 32 Parts, as follows:

- Core Requirements, Parts 1–4, apply to all workplaces and include subjects such as ergonomics, first aid, and lighting.
- General Hazard Requirements, Parts 5–19, apply to many workplaces and include subjects such as WHMIS, personal protective equipment, and fall protection.
- Industry / Activity Specific Requirements, Parts 20–32, apply to specific industries and include subject areas such as construction, diving, and fishing.

The Regulation includes excerpts from the *Workers Compensation Act*, as well as accompanying Guidelines and Policies that help clarify requirements.

Search the Regulation online or on CD-ROM

Visit WorkSafeBC.com for searchable electronic versions of the Regulation and its accompanying Guidelines. For example, to get information about smoking at work, you can enter the search term *smoking* and then select the relevant sections of the Regulation in which smoking is mentioned. If you prefer a CD-ROM of the Regulation, you can request one by e-mailing smallbiz@worksafebc.com.



There have been many recent amendments to the Regulation, so it's important to refer to the online version to ensure that you are seeing the most up-to-date requirements.



Hazard identification and risk control

Musculoskeletal injury (MSI)

Musculoskeletal injury (MSI) is the most common type of injury affecting retail small businesses in B.C. Many of the ways in which we work — such as lifting, reaching, or repeating the same movements — may lead to strains and sprains, which are common MSIs. It's important for employers to educate workers about the risks of MSI and train them to eliminate or minimize these risks.



WorkSafeBC publications

For more information on how to prevent musculoskeletal injuries, see the following publications:

- *How to Make Your Computer Workstation Fit You*
- *Back Talk: An Owner's Manual for Backs*



The Regulation

For more information on working alone or in isolation, see Sections 4.21 to 4.23.

Identify workplace hazards, assess the risks, and find ways to eliminate or minimize the risks.

You can prevent most workplace injuries and illnesses by taking a proactive approach. Involve your workers during all three steps of the risk management process. They may be able to offer valuable suggestions.

1. Identify hazards in your workplace.

Go over every area of your workplace looking for hazards and thinking about what could possibly go wrong. You might find, for example, that workers are at risk when they work alone at night or that they face the risk of violence when dealing with the public.

2. Assess the risks that each hazard presents.

Try to determine the specific risks that each hazard presents so you can prioritize which hazards should be dealt with immediately and which ones can be dealt with later.

3. Control the risks by eliminating or minimizing them.

If possible, eliminate the risks completely. If this is unrealistic, minimize the risks as much as possible. The following are examples of risk control:

- Change your workplace design. For example, store stock at lower heights so workers don't have to climb ladders to retrieve it.
- Change work procedures. For example, tell workers to use main entrances, not secluded or rear exits, when leaving work to prevent incidents of violence.
- Make sure workers use personal protective equipment such as gloves, goggles, ear plugs, and safety footwear.
- Have only trained and experienced people perform hazardous tasks.



Safe work procedures

Provide written safe work procedures for all hazardous tasks performed at your workplace.

Safe work procedures are directions on how work is to be carried out safely. They identify hazards and clarify what must be done to eliminate or minimize risks. For example, you may need safe work procedures for using special equipment, dealing with shoplifters, or working alone.

Your written procedures must list any required personal protective equipment, when it must be used, and where workers can find it. For example, workers may be required to wear eye or hearing protection when using certain machinery.

Post your safe work procedures at workstations, and use the procedures to train workers.

Sample safe work procedure: Manual lifting

This sample should give you an idea of how much detail to include in a typical written safe work procedure.

1. To prepare for manual lifting, do the following:
 - Keep your feet apart, with one foot along the side and one foot behind the object you are lifting.
 - Keep your back straight, nearly vertical.
 - Keep your knees bent.
 - Use your full palm to grip the object.
 - Tuck your elbows in, and hold the load close to your body.
2. When performing the lift, do the following:
 - Keep your chin tucked in.
 - Keep your body weight centred over your feet and the load weight centred as close to your body as possible.
 - Avoid twisting.
 - Lift, bringing your back leg forward to provide a smooth transition from lifting to carrying.
 - Do not lift loads above chest height.

3. With a good handhold, a one-handed carry is effective for compact objects. You can carry more weight with both hands if your arms are straight in front of your body.
4. Wear gloves if there is a risk of injury to your hands.
5. Use a mechanical lift whenever practical.
6. Report any concerns with manual lifting to your supervisor.
7. Report any accidents or other incidents to your supervisor.

Preventing violence in the workplace

Owners and employers must take the following steps to help prevent violence in the workplace:

1. Determine if there is a risk of violence in the workplace.
2. Implement procedures to eliminate or minimize risks to workers.
3. Instruct workers about the hazards of workplace violence and appropriate responses to violent behaviour or threats.

Incidents of violence include attempted or actual assaults or any threatening statement or behaviour toward an employee by anyone other than a co-worker. For example, your staff may have to deal with shoplifters or people under the influence of drugs or alcohol. Workers need to know how to handle these kinds of situations before they happen.

Incidents don't always occur at the worksite. For example, workers may face risks walking to or from a bus stop on their way to work, especially at late hours. Workers may face risks when making bank deposits after closing.

If the interaction between your employees and persons other than co-workers presents any risk of threats or assaults, you need to conduct a risk assessment.



The Regulation

For more information on violence in the workplace, see Sections 4.27 to 4.31.



WorkSafeBC publication

For more information on preventing violence in the workplace, see the publication *Take Care: How to Develop and Implement a Workplace Violence Prevention Program*.



Education and training

Make sure that workers receive health and safety education and training.

Your occupational health and safety program should describe the type of education and training you will provide to workers and when you will provide it. For example, workers should receive instruction in the safe work procedures that they must follow when performing hazardous tasks. The written safe work procedures you have developed can be an excellent resource during the education and training process.

Emergency equipment and procedures

Workers should also be trained in the use of emergency equipment and procedures. For example, workers should know the locations of fire exits, fire extinguishers, and first aid kits, and how to use these items.

Orientations

Orientations are an important form of education because they provide an opportunity for the employer to establish health and safety guidelines *before* a worker starts at a new job or location, which will help prevent work-related accidents.

An orientation should include at least the following:

- Explain that the worker should not perform any task that the worker is not trained to do safely.
- Encourage the worker to ask questions whenever the worker is unsure of anything.
- Introduce the worker to the worker health and safety representative (or a member of the joint occupational health and safety committee).
- Tell the worker about potential workplace hazards such as hazardous materials or electrical equipment.
- Tell the worker about how to get first aid and how to report injuries and other incidents.

Young workers

Half of all work-related accidents involving young workers aged 15 to 24 happen during the worker's first six months on the job. Every week, five young workers are permanently disabled because of work-related accidents.

Young workers tend to be inexperienced and may not ask important questions because they are self-conscious about their lack of experience or simply don't know what to ask. Employers should spend extra time with young workers during their orientations and training and encourage them to ask questions whenever necessary.



WorkSafeBC publications

For more information on young workers, see the following publications:

- *Protecting Young Workers: Focus Report*
- *3 Steps to Effective Worker Education and Training*



Forms and checklists

- "Worker orientation checklist," page 31



Safety inspections

Refusing and reporting unsafe work

Workers have the right to refuse unsafe work. In fact, workers must not carry out (or cause to be carried out) any task that they have reasonable cause to believe would create an undue hazard to the health and safety of any person.

When a worker discovers an unsafe condition or believes that he or she is expected to perform an unsafe act, the worker must immediately report it to the supervisor or employer.

The supervisor or employer who receives the report must immediately investigate the matter. If there is an unsafe condition, it must be corrected without delay. Sometimes the supervisor or employer may not agree that the task is dangerous. In this case, Sections 3.12 and 3.13 of the Regulation list the steps to be followed.

Workers must not be disciplined for refusing to perform tasks that they have reasonable cause to believe are dangerous. The worker may be assigned other work at no loss in pay while the reported unsafe condition is being investigated.

Inspect your workplace regularly.

Regular workplace safety inspections will help you identify hazards so you can assess and control any risks to workers. Inspection is an ongoing task because the workplace is always changing.

When should inspections occur?

You need to inspect your workplace at regular intervals that will prevent the development of unsafe working conditions. You also need to inspect your workplace when there has been an accident or when you've added a new work process.

Who should conduct inspections?

Inspections should be conducted by a supervisor and a worker. If possible, the worker health and safety representative (or members of the joint health and safety committee) should be involved. For information on representatives and committees, see page 4.

What is the inspection process?

During the inspection, identify unsafe conditions and acts that may cause injury so you can take corrective measures. Look at how work is performed. For example, check that workers are using proper lifting procedures.

After the inspection, develop ways to eliminate or minimize any risks you've found. Remedy serious hazards or unsafe work practices immediately. Deal with other hazards as soon as possible. For example, if you find that a ladder has a loose or damaged rung, immediately remove it from service and repair it or replace it with a new ladder.



WorkSafeBC publication

For more information on safety inspections, see the *Safety Inspections* workbook.



Forms and checklists

- "Inspection checklist," pages 33–34
- "Inspection report," page 35



Hazardous materials

Follow WHMIS guidelines for any hazardous materials that are used in your workplace.

Some retail small businesses use or keep chemical or biological substances that could affect the health of workers. For example, camera stores may use hazardous photographic chemicals, and many retail small businesses use special cleaners and solvents.

Exposure to hazardous materials can contribute to serious health effects such as kidney or lung damage, sterility, cancer, burns, and dermatitis. Some materials can cause fires or explosions.

What is WHMIS?

WHMIS stands for Workplace Hazardous Materials Information System. WHMIS is a national program that provides information about hazardous materials (or *controlled products*) in the workplace. WHMIS uses labels, material safety data sheets (MSDSs), and education and training programs to help reduce worker exposure to hazardous materials.

If your small business uses hazardous materials, you need to ensure that they are properly labelled and that workers know the location of the MSDS and written safe work procedures for each of these materials. Suppliers of hazardous materials should provide MSDSs that describe how to handle and use the materials safely.



WHMIS controls the use of hazardous materials in the workplace.



The Regulation

For more information on WHMIS, see Sections 5.3 to 5.19.



WorkSafeBC publication

For more information on WHMIS, see the publication *WHMIS at Work*.



Incident investigation

What is an incident?

An *incident* is an accident or other occurrence that resulted in or had the potential for causing a death, injury, occupational disease, or damage to equipment or property. Incidents include:

- accidents in which a worker is injured or killed
- accidents in which no one is hurt but equipment or property is damaged
- near misses

The terms *incident* and *accident* are often used interchangeably, but the preferred term is *incident* because it includes near misses as well as accidents.

What is a near miss?

A *near miss* is an incident in which there is no injury or damage but that could have resulted in an injury, death, or damage to equipment or property. Near misses may indicate hazardous conditions or acts that need to be corrected.

What is a serious incident?

Serious incidents include the following:

- a fatality or serious injury
- a major release of a hazardous substance
- a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system, or excavation
- a blasting accident that causes personal injury, or any other dangerous incident involving explosives, whether or not there is an injury

Investigate all accidents and other incidents promptly.

Incident investigations help determine the causes of an incident so you can take steps to ensure that the same incident will not happen again. Employers are required to investigate and document the following incidents:

- serious incidents
- incidents that result in injuries that need medical treatment
- incidents that have the potential for serious injury (for example, near misses)

Employers are not required to investigate motor vehicle accidents that occur on public streets or highways; the RCMP or local police generally investigate such accidents.

Who should take part in an investigation?

Everyone in the business has a role to play. Workers must report incidents to their supervisors. Owners, employers, or supervisors must initiate incident investigations promptly. If possible, investigations should include at least one employer representative and one worker representative.

What are the goals of investigation?

As much as possible, an investigation must:

- determine the causes of the incident
- identify any unsafe conditions, acts, or procedures that contributed to the incident
- find ways to prevent similar incidents

How should I conduct an investigation?

Interview witnesses and the people involved in the incident even if they weren't present at the incident. For example, it may be appropriate to interview a supervisor who gave instructions at the start of the shift or a trainer who previously instructed the workers involved.

Questions to ask

The investigation should answer the following questions:

- Who was involved or injured?
- Where did the incident happen?
- When did it occur?
- What were the causes?
- Why was an unsafe act or condition allowed?
- How can similar incidents be prevented?

Factors to consider

Usually there are several factors that cause or contribute to an incident. Try to identify as many causes as possible. Factors to consider when investigating an incident include:

- unsafe or defective equipment
- unsafe environment or conditions
- poor housekeeping
- physical hazards
- poor planning
- poor instruction
- unsafe work practices
- unusual or unfamiliar work conditions
- personal factors

Filing an investigation report

After completing an investigation, the employer must prepare an incident investigation report and send copies to:

- the WorkSafeBC head office
- the joint health and safety committee or worker health and safety representative



The Workers Compensation Act

For more information on incident reporting and investigation, see Sections 172–177 of the Act.



WorkSafeBC publication

For more information on incident investigations, see the publication *Investigation of Accidents and Diseases: Reference Guide and Workbook*.



Forms and checklists

- Form 52E40 — Incident Investigation Report, pages 37–40

Reporting incidents to WorkSafeBC

Employers must immediately report serious incidents to WorkSafeBC. To report a serious incident, call 604 276-3100 in the Lower Mainland or 1 888 621-SAFE (7233) toll-free in B.C. To report after-hours and weekend incidents, call 604 273-7711 or 1 866 922-4357 toll-free.

Employers must report any of the following injuries (to initiate a claim) to WorkSafeBC within three days:

- A worker is injured and loses consciousness.
- A worker is sent for medical treatment by a first aid attendant or supervisor.
- A worker has an injury or disease that needs medical treatment.
- A worker states that he or she is going to get medical treatment or has already received medical treatment for an injury or disease.
- A worker is (or claims to be) unable to do his or her job because of any injury or disease.
- An artificial limb, eyeglasses, dentures, or hearing aid is broken in the incident.

To report an injury and initiate a claim, contact the Small Business Contact Centre (see page 44).

Examples of incidents requiring investigation

Consider the following examples, which may resemble incidents that you should investigate. What recommendations would you make to prevent these types of incidents in the future?

- Two people entered a store and demanded money from a worker, who was working alone. The robbers didn't produce a weapon, but one of them pushed the worker to the ground and verbally assaulted her.
- A worker was cutting some plastic, holding the knife toward himself. When he cut through the plastic, the knife jumped and cut his eye.
- A worker was on an unsecured 2.5 m (8 ft.) section of an extension ladder that was placed on a concrete floor. The bottom of the ladder slipped, and the worker fell, striking his upper body against the ladder's extension-locking device.
- A worker was retrieving building materials from a storage rack without an access ladder. When he tried to climb the rack itself, he slipped and fell about 2 m (7 ft.) to the floor.



First aid

Follow the first aid requirements that apply to your small business.

Employers must follow these basic first aid requirements:

- Conduct a first aid assessment for the worksite (see page 42).
- As a result of the first aid assessment, provide the appropriate first aid kit and, if required, first aid attendant.
- Develop and implement first aid procedures, including:
 - ~ the location of first aid and how to call for it
 - ~ how the first aid attendant is to respond to first aid calls
 - ~ the authority of the first aid attendant over the treatment of injured workers and the responsibility of the employer to report injuries to WorkSafeBC
 - ~ who is to call for transportation for the injured worker as well as the methods of transportation and calling
 - ~ prearranged routes in and out of the workplace and to medical treatment
- Post first aid procedures conspicuously in suitable locations throughout the workplace or, if posting is not practicable, adopt other measures to ensure that the information is effectively communicated to workers.
- Ensure that the first aid attendant and all other persons authorized to call for transportation of injured workers are trained in the procedures.

First Aid Assessment Tool

The online First Aid Assessment Tool (www2.worksafebc.com/calculator/firstaid/) will walk you through the assessment process. The tool also includes links to specific parts of the Regulation and Guidelines that apply to first aid.



The Regulation

For more information on first aid, see Sections 3.14 to 3.21.



Forms and checklists

- “First aid record,” page 43
- “Basic first aid kit,” page 41

First aid requirements for low-risk businesses (hazard rating “L”)

Distance from nearest hospital	Number of workers per shift	Requirements
20 minutes or less surface travel time	2–10	• Basic first aid kit
	11–50	• Level 1 first aid kit • Level 1 first aid attendant
More than 20 minutes surface travel time	2–5	• Basic first aid kit
	6–30	• Level 1 first aid kit • Level 1 first aid attendant

Note: In all cases, the employer must pay for emergency transportation.

First aid kits

Most retail small businesses only require a basic first aid kit (see page 41); some require a Level 1 first aid kit, which is more comprehensive. You can purchase your first aid kit from any safety supply company. Look in the Yellow Pages under *first aid equipment and supplies* or *safety equipment and clothing*.

First aid attendants

If your workplace requires a first aid attendant, the attendant must hold a first aid certificate of the level necessary for your workplace.



Retail small businesses must keep an appropriate first aid kit on-site.



Records and statistics

Maintain health and safety records and statistics.

Employers are required to keep health and safety records and statistics on file. Examples of documentation include training activities, first aid treatments, safety discussions, and incident investigations.

Written records and statistics can help:

- identify trends for unsafe conditions or work practices so you can take steps to correct these potential hazards
- provide material for education and training
- provide documentation in case a WorkSafeBC officer requests it or if an incident occurs and you need to prove that you did all you could reasonably do to prevent it



The Regulation

For information on access to first aid records, see Section 3.19.

What records and statistics should I keep?

Information on the number and types of injuries and diseases in your workplace can help you identify injury trends. In addition, maintain records and statistics for the following:

- Health and safety program reviews (see pages 29–30) can help you track the progress of your program.
- Worker orientation records (see page 31) can help ensure that workers are getting the education and training they need.
- Inspection reports (see pages 33–35) can provide historical information about hazards your business has encountered and how you have dealt with them.
- Health and safety meeting records (see page 36) can help monitor how promptly and how well “action items” have been carried out.
- Incident investigation reports (see pages 37–40) can clarify which hazards have caused incidents and how they were controlled.
- First aid records (see page 43) can provide injury statistics that will help prioritize health and safety efforts.
- First aid assessments (see page 42) can help determine the first aid requirements for your workplace.



Health and safety meetings

Hold regular meetings with workers to discuss health and safety matters.



The Regulation

For more information on meetings for small operations, see Section 3.2.



Forms and checklists

- “Health and safety meeting record,” page 36

Focus your meetings on identifying and correcting hazardous conditions or tasks, and making health and safety a priority in your workplace. Keep a record of each meeting (for example, minutes), including what was discussed and who attended. Bring to the meeting:

- your latest inspection report
- any incident reports completed since the last meeting
- any new safe work procedures
- the minutes for the previous meeting

Use the sample meeting agenda as a guideline for your regular meetings. Do not simply copy the sample; instead, use it as a starting point to develop your own unique agenda.

Sample meeting agenda

1. Accidents and other incidents

- Discuss accidents and near misses that have occurred since the last meeting, along with the results of any incident investigations.

2. Results of monthly inspection

- Discuss the results of your monthly inspection.
- Encourage workers and supervisors to identify unsafe conditions or tasks.
- Discuss ways to eliminate or minimize any unsafe conditions or tasks that have been identified.
- Assign responsibilities for eliminating or minimizing specific risks. Follow up on these assignments at your next health and safety meeting.

3. Education and training

- Discuss any new safe work procedures or other health and safety policies and procedures you are implementing, or discuss a health and safety topic.

4. Other concerns

- Encourage workers and supervisors to mention any other health and safety concerns.

5. Next Meeting

- Set the date for your next regular meeting.
- Remind everyone that health and safety is a top priority in your workplace.

Common questions and answers

This section answers commonly asked questions about health and safety in retail small business.

Common questions from employers

- Q. I operate a retail small business. Do I need to register with WorkSafeBC?**
- A.** Most small businesses in B.C. are required to register with WorkSafeBC and pay assessments (insurance premiums). To find out more about registration requirements or to register online, visit WorkSafeBC.com. If you want to download registration forms, click “Forms.” You can also call the Employer Service Centre at 604 244-6181 in the Lower Mainland or 1 888 922-2768 toll-free in B.C.
- Q. I know that all small businesses must keep a first aid kit on-site, but how do I determine if I need to have a first aid attendant?**
- A.** Some small businesses are required to have a first aid attendant certified by WorkSafeBC. To determine if you need a first aid attendant, see the table on page 16.
- Q. A row of shelves fell in my store. No one was injured. Do I need to conduct an investigation?**
- A.** Yes. Employers must investigate all incidents, including near misses like this one. Investigations help prevent the incident from recurring by determining why it happened in the first place. For more information, see “Incident investigation,” pages 12–14.
- Q. We’ve never had an accident at our workplace. Do I still need to set up a health and safety program?**
- A.** Yes. All B.C. workplaces — including retail small businesses — are required to have an occupational health and safety program. Your health and safety program will help you maintain your excellent safety record. For more information, see “Occupational health and safety programs,” pages 3–4.

Q. Can I or my workers smoke at work?

A. The owner or employer must control the exposure of workers to environmental tobacco smoke by prohibiting smoking in the workplace or restricting smoking to a designated smoking area. For more information, see Sections 4.81 to 4.83 of the Regulation.

Q. I recently hired a subcontractor. Am I responsible for the subcontractor's health and safety?

A. Yes. Employers are responsible for the health and safety of their own workers. Employers hiring contractors or subcontractors should check with WorkSafeBC to determine their obligations regarding health and safety matters. It's also a good idea to check with WorkSafeBC to make sure the contractors or subcontractors you hire are registered with WorkSafeBC. If they aren't, your company could be liable for their insurance premiums if there's an injury or accident. Clearance letters will tell you whether businesses, contractors, or subcontractors are registered with WorkSafeBC and up-to-date on their payments. To get a clearance letter, visit WorkSafeBC.com, call 604 244-6180 or 1 888 922-2768 toll-free, or fax 604 244-6390.

Common questions from workers

Q. I only work part-time. Am I entitled to benefits if I get hurt on the job?

A. Yes. All workers, including young and part-time workers, are entitled to workers' compensation benefits in the event of a work-related injury or illness.

Q. My job requires me to lift and stack heavy boxes. What is the maximum allowable lifting weight?

A. There is no specific maximum allowable lifting weight. However, if you are required to lift heavy boxes, the owner or employer must provide a safe work procedure for this task. See "Safe work procedures," pages 7–8.

Q. My supervisor or employer has asked me to perform a task I believe is dangerous. What can I do?

A. Workers have the right to refuse work that they have reasonable cause to believe is dangerous to their health. The first thing you should do is tell your supervisor or employer that you think the task is dangerous. Together, you may be able to find a safe solution. If this task is performed regularly, your employer must provide you with a written safe work procedure. For more information, see "Refusing and reporting unsafe work," page 10.

Q. I often work alone at night. What do I do if I'm robbed or injured?

A. Your employer must provide a written procedure and safeguards for working alone. These safe work procedures should be included in the health and safety program for your workplace, and your supervisor should review them with you as part of your training. For more information, see "Preventing violence in the workplace," page 8.

Employers' Advisers

The Employers' Advisers Office is a branch of the BC Ministry of Skills Development and Labour, independent of WorkSafeBC. Employers' advisers are funded by the WorkSafeBC premiums collected from employers. At no additional cost, advisers provide impartial advice, assistance, representation, and training to employers about workers' compensation legislation, decisions, appeals, and policies.

Employers' advisers have a right to access WorkSafeBC information on your behalf, but they cannot file reports for you. Employers' advisers also conduct educational seminars for employers on topics such as occupational health and safety requirements, claims management, disability management, and assessments.

You can visit the Employers' Advisers web site at www.labour.gov.bc.ca/eao/ or contact one of the following regional offices for help.

Employers' Advisers offices

Abbotsford

207–32555 Simon Ave. V2T 4Y2
Phone: 604 870-5492
Toll-free: 1 866 870-5492
Fax: 604 870-5498

Kamloops

101–70 2nd Ave. V2C 6W2
Phone: 250 828-4397
Toll-free: 1 866 301-6688
Fax: 250 828-4563

Kelowna

102–1726 Dolphin Ave. V1Y 9R9
Phone: 250 717-2050
Toll-free: 1 866 855-7575
Fax: 250 717-2051

Nanaimo

404–495 Dunsmuir St. V9R 6B9
Phone: 250 741-5500
Toll-free: 1 866 827-2277
Fax: 250 741-5508

Nelson

503–310 Ward St. V1L 5S4
Phone: 250 354-6139
Toll-free: 1 877 877-6138
Fax: 250 354-1716

Prince George

206–1577 7th Ave. V2L 3P5
Phone: 250 565-4285
Toll-free: 1 888 608-8882
Fax: 250 565-4288

Richmond

620–8100 Granville Ave. V6Y 3T6
Phone: 604 713-0303
Toll-free: 1 800 925-2233
Fax: 604 713-0345

Victoria

400–3960 Quadra St. V8X 4A8
Phone: 250 952-4821
Toll-free: 1 800 663-8783
Fax: 250 952-4822

WorkSafeBC resources

WorkSafeBC has a number of publications that will help you meet your health and safety requirements. You can find most of these publications at WorkSafeBC.com, including searchable versions of the Regulation and the *Workers Compensation Act*.

Retail small business

- ***Small Business Primer: A Guide to WorkSafeBC***
Provides basic information on registering with WorkSafeBC, paying premiums, preventing injuries, investigating incidents, and reporting claims.
- ***Health and Safety Guide for New Retail Workers***
Answers health and safety questions, and describes safety tips and how to deal with emergencies.

Also available summer 2006:

- ***Back to Work, Back to Health: Return to Work for the Retail Industry***
Provides information on how to respond to workplace injuries, how to work with health-care professionals and WorkSafeBC, and how to help an injured worker return to work quickly and safely.
- ***Preventing Violence, Robbery, and Theft: A Guide for Retail Owners, Managers, and Workers***
Describes how to prevent violent incidents in the workplace and how to deal with incidents that do occur.

Health and safety programs

- ***Effective Health and Safety Programs: The Key to a Safe Workplace and Due Diligence***
Explains how to implement your occupational health and safety program to meet the due diligence standard of care.
- ***Safety on the Job Is Everyone's Business***
Describes health and safety responsibilities for employers, supervisors, and workers, including the basics of training new workers.

Online incident and injury reporting

You can report injuries and other incidents by filing first aid reports and incident investigation reports online. Go to WorkSafeBC.com, and look under the “Claims” link.

Online young workers resource

WorkSafeBC.com also focuses on health and safety issues for young workers (workers under 25 years). Near the top of the page click “Safety at Work,” then under “Topics” click “Young Worker.”

Online registration

For information on registering with WorkSafeBC or to register online, visit WorkSafeBC.com, and under “Insurance” click “Register for coverage.”

Questions about health and safety?

Call the Prevention Information Line if you have questions about:

- workplace health and safety
- worker and employer responsibilities
- reporting a workplace accident

Call 604 276-3100 in the Lower Mainland, or call 1 888 621-7233 (621-SAFE) toll-free in B.C.

To report after-hours and weekend accidents and emergencies, call 604 273-7711 in the Lower Mainland, or call 1 866 922-4357 (WCB-HELP) toll-free in B.C.

Questions about registration or assessments?

For more information on registration and assessments (insurance premiums), call the Employer Service Centre at 604 244-6181 in the Lower Mainland or 1 888 922-2768 toll-free in B.C.

Questions about claims information?

For more information on claims and compensation, e-mail the Small Business Contact Centre at smallbiz@worksafebc.com, or call 604 233-5353 in the Lower Mainland or 1 866 338-3888 toll-free in B.C.

Prevention

- ***Back Talk: An Owner's Manual for Backs***
Describes common back injuries and how to avoid them.
- ***How to Make Your Computer Workstation Fit You***
Describes how to set up a computer workstation to prevent musculoskeletal injuries such as sprains and strains.
- ***3 Steps to Effective Worker Education and Training***
Explains a three-step process for providing education and training to new workers and young workers.
- ***Take Care: How to Develop and Implement a Workplace Violence Prevention Program***
Explains how to set up a violence prevention program to eliminate or minimize violence in your workplace.
- ***WHMIS at Work***
Describes WHMIS, its requirements, and how to implement WHMIS in your workplace.

Claims

- ***Claims Review and Appeal Guide for Employers***
Describes appeal procedures and rules governing payment of a claim during the employer's appeal process.
- ***Claims Review and Appeal Guide for Workers and Dependents***
Discusses the rights and obligations of claimants who wish to appeal the decision of a WorkSafeBC claims adjudicator.

Forms and checklists

This section includes forms and checklists that you can use to develop, implement, and maintain your health and safety program.

- Sample health and safety program for small business27
- Annual review of health and safety program29
- Worker orientation checklist31
- Health and safety checklist for small business.....32
- Inspection checklist33
- Inspection report.....35
- Health and safety meeting record36
- Form 52E40 — Incident Investigation Report37
- Basic first aid kit.....41
- First aid assessment worksheet42
- First aid record43

Sample health and safety program for small business

Use this sample as a guideline to help you prepare your written occupational health and safety program.

This is only a guideline. You should tailor it to meet the health and safety needs of your particular workplace. For example, you'll need to add specific information on written safe work procedures, state any personal protective equipment you need, list additional training and orientation topics, and provide details about first aid and emergency procedures.

HEALTH AND SAFETY POLICY

(Name of firm) _____ wants its workplace to be a healthy and safe environment. To achieve this, our firm will establish and maintain an occupational health and safety program designed to prevent injuries and disease. The employer is responsible for providing workers with adequate instruction in health and safety and for addressing unsafe situations in a timely, effective manner. All workers and service contractors are required to work safely and to know and follow our company guidelines for safe work procedures.

Signed: _____

Date: _____

Employer's responsibilities include the following:

- Establish the health and safety program.
- Conduct an annual review in *(month)* of each year.
- Train supervisors.
- Provide a healthy and safe work environment.

Supervisors' responsibilities include the following:

- Orient new workers.
- Train workers on an ongoing basis.
- Conduct regular staff safety meetings.
- Perform inspections and investigations.
- Report any health or safety hazards.
- Correct unsafe acts and conditions.

Workers' responsibilities include the following:

- Learn and follow safe work procedures.
- Correct hazards or report them to supervisors.
- Participate in inspections and investigations where applicable.
- Use personal protective equipment where required.
- Help create a safe workplace by recommending ways to improve the health and safety program.

WRITTEN SAFE WORK PROCEDURES

(You need to have written procedures for high-risk or complex tasks. List these high-risk tasks here. A WorkSafeBC prevention officer may be able to advise you on procedures you need to include. For example, you may need written safe work procedures for using special equipment, dealing with shoplifters, or working alone. Attach the procedures to this program.)

PERSONAL PROTECTIVE EQUIPMENT (PPE)

(List any PPE required, when it must be used, and where it can be found. For example, workers may be required to wear eye protection when using certain equipment. Attach this list to this program.)

EDUCATION AND TRAINING

All workers will be given an orientation by their supervisor immediately upon hiring. The following topics will be included in the orientation:

- fire exit routes and the marshalling area
- location of first aid kits and fire extinguishers
- how to report accidents and other incidents
- location of material safety data sheets (MSDSs) (Suppliers provide MSDSs for chemical products, which include information on how to handle and use the chemical product safely)
- Workplace Hazardous Materials Information System (WHMIS) training for any hazardous product in the workplace
- applicable written procedures

At the end of the orientation, each worker will be given a copy of this program and advised of their rights and responsibilities under the Occupational Health and Safety Regulation.

The employer will make sure that staff receive further training when necessary to ensure the safe performance of their duties. Staff meetings are one way to increase safety awareness.

(For higher hazard work areas and jobs, orientation in additional topics may be necessary. List these topics here.)

INSPECTIONS

A supervisor and a worker will conduct regular inspections to identify hazards and recommend how to eliminate or minimize the risks. Inspections will also look at how work is performed.

Serious hazards or unsafe work practices found during inspections or observed by workers, supervisors, or the employer will be dealt with immediately. Other hazards will be dealt with as soon as possible.

(State how often inspections will be performed — typically once a month or at other intervals that prevent the development of unsafe working conditions. It's useful to inspect the workplace before a staff meeting so results can be discussed with staff. You can use the "Inspection checklist.")

HAZARDOUS MATERIALS AND SUBSTANCES

(If you use hazardous materials or substances at your workplace, list them here. Also list the location of material safety data sheets and any applicable written safe work procedures.)

FIRST AID

This workplace keeps a (type) _____ first aid kit in the (location) _____. (Give the name of your first aid attendant if one is required. Also provide ambulance and hospital phone numbers.)

EMERGENCY PREPAREDNESS

- **Fire** — See the fire plan posted at (location) _____.

Fire extinguishers are located at (list locations) _____.

(Names of employees) _____

_____ are trained to use them.

- **Earthquake** — An annual inspection will be conducted, focusing on objects that may pose a hazard during an earthquake. The exit and marshalling procedures are the same as for fires. (Or, if not, note the location of earthquake procedures here.)
- (Note other emergency procedures, such as protection from violence.)

INVESTIGATING INCIDENTS

A supervisor and a worker must investigate any injuries or close calls on the same day they occur. Any incident that results in an injury requiring medical treatment, or that had the potential for causing serious injury, must be investigated immediately. The purpose of an investigation is to find out what went wrong, determine if our health and safety practices were faulty, and, most importantly, recommend actions that will prevent a recurrence of the problem. (You can use Form 52E40 — Incident Investigation Report.)

RECORDS AND STATISTICS

Accurate health and safety records provide an excellent gauge to determine how we are doing. The following records are maintained and will be reviewed annually:

- claims statistics
- first aid records
- completed inspection lists
- occurrence investigations
- material safety data sheets
- any WorkSafeBC inspection reports

These records are kept at (location) _____

Medically related records will be handled in a manner that respects confidentiality.



Annual review of health and safety program

Use this checklist to review the effectiveness of your occupational health and safety program.

PURPOSE

The purpose of reviewing your occupational health and safety program is to make sure it's up-to-date and effective. A program review helps you identify the strengths and weaknesses of your program and allows you to focus on the areas that need improvement. Involve employees in the review process.

HOW TO USE THIS CHECKLIST

- If you answer “no” to any of these questions, take action to correct the deficiency in your program.
- If you are unsure what a question means, read the relevant section in the guide, refer to the Occupational Health and Safety Regulation, or contact the Prevention Information Line at 604 276-3100 in the Lower Mainland or 1 888 621-7233 (621-SAFE) toll-free in British Columbia.

Company name: _____

Date of review: _____

Conducted by: _____

Written program	Yes	No	Safe work procedures	Yes	No
1. Do you have a written program?			8. Have you posted safe work procedures near any hazardous equipment or machinery used in your business?		
2. Do you keep a copy easily accessible?			9. If any employee works alone, have you developed written procedures for safeguarding the worker's well-being when working alone?		
3. Have you posted a copy of your program?			10. Have you conducted a risk assessment and developed procedures for preventing violence in the workplace?		
4. Does your written program include a policy statement?			11. Do you have written rules prohibiting horseplay and the use of drugs and alcohol at work?		
5. Does your policy clearly state the responsibilities of:			12. Do you enforce rules prohibiting horseplay and the use of drugs and alcohol at work?		
The employer?			13. Do you keep records when you discipline workers for not following these rules?		
Managers and supervisors?					
Workers?					
Safe work procedures	Yes	No			
6. Does your written program list all the written safe work procedures that you have developed for your business?					
7. Have you reviewed these safe work procedures in the last year?					

Identifying hazards and assessing risks		Yes	No	Hazardous materials		Yes	No
14. Do you have a method of identifying hazards?				32. Do you have a way to check that new controlled products include MSDSs?			
15. When hazards have been identified, do you conduct a risk assessment to help determine the best way to eliminate or control the risks?				33. Do workers understand how to read MSDSs and know what they mean?			
Education and training				Investigating incidents			
16. Does your orientation of new workers include information and instruction on your health and safety program?				34. Do you check all controlled products for supplier labels when received?			
17. Does your orientation of new workers include training on the safe work procedures used in your business?				35. Are decanted products labelled?			
18. Do you inform new workers about work rules prohibiting horseplay and the use of alcohol and drugs at work?				36. Are labels legible?			
19. Have you observed workers to determine if they need refresher training in safe work procedures?				37. Do workers know what hazardous materials are used in your business?			
20. Did you provide instruction and training for any new procedures, processes, equipment, or machinery that you introduced in the last year?				38. Do workers know how to safely handle, store, and dispose of hazardous materials?			
21. Have supervisors and workers received training in how to conduct safety inspections and incident investigations?				First aid			
Safety inspections				Records and statistics			
22. Do you inspect your workplace regularly?				39. Do you have a method for workers to report accidents and near misses?			
23. Do a supervisor and a worker conduct the inspection?				40. Do you investigate all accidents and near misses?			
24. Do you observe workers during inspections?				41. Do you focus on finding the root causes during incident investigations?			
25. Do you have a method of reporting hazards between inspections?				42. Do you take recommended corrective action identified during investigations?			
26. Do you have a system of rating hazards?				Monthly meetings			
27. Do you discuss the results of inspections at monthly safety meetings?				43. Do you keep records of the following?			
28. Do you have a system of following up on identified hazards to ensure that they have been corrected?				orientation of new workers			
Hazardous materials				education and training			
29. Do you have an inventory of controlled products used in your workplace?				injuries and other incidents			
30. Does each controlled product have a corresponding MSDS?				inspection reports			
31. Are MSDSs readily available to workers, and do workers know where to get them?				incident investigation reports			
				monthly health and safety meetings			
				49. Do you review accident statistics to see if trends are developing?			



Worker orientation checklist

Use this checklist when training new workers on health and safety in your workplace.

Worker's name: _____

Date worker was hired: _____

Supervisor's name: _____

Date of orientation: _____

Orientation topics covered?	Yes	No	
Health and safety responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	Written work procedures (list them here):
Health and safety rules	<input type="checkbox"/>	<input type="checkbox"/>	
How to get first aid	<input type="checkbox"/>	<input type="checkbox"/>	
Location of first aid kit	<input type="checkbox"/>	<input type="checkbox"/>	
Location of fire exits and fire extinguishers	<input type="checkbox"/>	<input type="checkbox"/>	
How to report unsafe conditions	<input type="checkbox"/>	<input type="checkbox"/>	
Right to refuse unsafe work	<input type="checkbox"/>	<input type="checkbox"/>	
WHMIS	<input type="checkbox"/>	<input type="checkbox"/>	
Location of MSDSs	<input type="checkbox"/>	<input type="checkbox"/>	
Use of personal protective equipment	<input type="checkbox"/>	<input type="checkbox"/>	
Emergency procedures (list them here):			
			Comments:

Health and safety checklist for small business

This checklist will give you some idea of the issues you need to address to improve health and safety in your small business.

WORKPLACE HAZARDS

- Do you have an effective method for identifying hazards?
- Do you have effective methods for eliminating, controlling, or minimizing hazards?

EDUCATION AND TRAINING

- Are you and your workers familiar with the health and safety regulations that apply to your business?
- Do your workers have information about hazards that they are, or could be, exposed to?
- Are your workers adequately trained in safety procedures for your operation? Is this information written and available to them?

EMERGENCY PREPARATION

- Are emergency procedures in place? Are you and your workers familiar with these procedures?
- Are emergency exits clearly marked?
- Are fire extinguishers properly located and regularly serviced? Do your workers know how to operate them?
- Do you have adequate first aid supplies? Do your workers know where to find and how to use them?

INCIDENTS

- Do you report all serious incidents to WorkSafeBC?
- Do you investigate all incidents?
- Do you keep a written record of all incidents?

YOUR WORK ENVIRONMENT

- Are your workers adequately supervised in the safe performance of their duties?
- Are workstations designed to suit your workers' physical requirements?
- Do you train your workers to prevent repetitive strain injuries?
- Are all work areas kept free of tripping and slipping hazards?
- Do you control noise at the source, where possible? Is loud machine noise controlled?
- Do your workers have access to current material safety data sheets (MSDSs) for all the chemicals that require MSDSs?
- Are all chemical containers properly labelled?
- Do your workers have access to and know how to use appropriate personal protective clothing and equipment?



Inspection checklist

Use this checklist when conducting your regular safety inspections. Go over every aspect of your workplace to identify possible hazards. Add or delete items as necessary for your particular workplace.

Floors and walkways	Yes	No	Storage	Yes	No
Are aisles clear of materials and equipment?			Are supplies and materials stored properly on shelves?		
Are main aisles at least 1 m (36 in.) wide?			Does your storage layout minimize lifting problems?		
Are doorways clear of materials or equipment?			Are trolleys or dollies available to move heavy items?		
Are carpets or tiles in good condition and free of loose or lifting carpeting or tile?			Are floors around shelves clear of rubbish?		
Are floors clean and free of oil or grease?			Are racks and shelves in good condition?		
Are floors kept dry?					
If supplies or materials are stored on the floor, are they away from doors and aisles and stacked no more than three boxes high?					
Stairs, ladders, and platforms	Yes	No	Electrical	Yes	No
Are ladders safe and in good condition?			Are electrical cords in good repair?		
Are stair handrails fastened to the wall securely?			Is there clear access to electrical panels and switch gear?		
Are stairwells clear of materials and equipment?			Are electrical cords secured?		
Are stairs and handrails in good condition?			Are proper plugs used?		
Are ladders and stairs provided with anti-slip treads?			Are plugs, sockets, and switches in good condition?		
			Are ground fault circuit interrupters available, if required?		
			Are portable power tools in good condition?		
Walls	Yes	No	Equipment and machinery	Yes	No
Are signs and fixtures securely fastened to the wall?			Are equipment and machinery kept clean?		
			Is the equipment regularly maintained?		
			Are operators properly trained?		
			Are start-stop switches clearly marked and in easy reach?		
			Is machinery adequately guarded?		
			Is there enough work space?		
			Are noise levels controlled?		
			Are fumes and exhaust controlled?		
			Do you have a lockout procedure in place?		
Lighting	Yes	No			
Are lighting levels in work areas adequate?					
Are work areas free of glare or excessive lighting contrast?					
Is task lighting provided in areas of low light or high glare?					
Are windows covered with blinds, drapes, or other means of controlling light?					
Does emergency lighting work?					

Chairs		Yes	No	Garbage		Yes	No
Are chairs in good condition?				Are bins located at suitable points?			
Are chairs properly adjusted?				Are bins emptied regularly?			
Computers		Yes	No	Hazardous materials		Yes	No
Are display screens free of dust?				Are material safety data sheets (MSDSs) provided for all hazardous materials?			
Are display screens bright enough with sufficient contrast?				Are containers clearly labelled?			
Are display screens positioned at a comfortable viewing level?				Are hazardous materials properly stored?			
				Are hazardous materials disposed of properly?			
Fire safety and security		Yes	No	Environment		Yes	No
Are fire extinguishers clearly marked?				Is air quality good?			
Are fire extinguishers properly installed on walls?				Are workers protected from cool drafts or excessive heat?			
Have fire extinguishers been inspected within the last year?				Are workers protected from excessive or irritating noise?			
Are workers trained to use fire extinguishers?							
Are flammable liquids properly stored?							
Will space heaters shut off automatically if tipped over?							
Are emergency phone numbers close to phones?							
Are smoke, fire, and burglar alarms in place?							
Entrances and exits		Yes	No	Parking		Yes	No
Is there safe access for workers and customers?				Are parking spots and walkways appropriately lighted?			
Are emergency exits clear of materials or equipment?				Are parking spots safe? (names should not be painted on spots)			
Are emergency exit signs working?				Are workers encouraged to use a buddy or escort?			
Are emergency lighting units provided? Are they working?				Is a speed limit posted in the parking lot?			
First aid		Yes	No	General worker questions		Yes	No
Is the first aid kit accessible and clearly labelled?				Do workers know where to go and who to call for first aid assistance?			
Is the first aid kit adequate and complete?				Do workers know where to find MSDSs for chemical products?			
Is the first aid kit clean and dry?				Do workers know where to find personal protective equipment (for example, disposable gloves or eye protection)?			
Are emergency numbers displayed?				Do workers know how to use personal protective equipment?			
Are accident report forms readily available?							



Health and safety meeting record

Use this sheet to record what has been discussed at your regular health and safety meetings.

Company name: _____ Date: _____

Participants: _____

1. Accidents and other incidents

List all accidents and other incidents that have occurred since your last meeting, or attach copies of incident reports to this record.

	Year to date	Previous year
Number of accidents		
Number of near misses		
Number of WorkSafeBC claims		

2. Results of monthly inspection

List all hazards in the table below. Or attach a copy of your inspection report to this record.

Type of hazard (critical, urgent, or important)	Describe hazard and precise location	Recommended corrective action	Person responsible	Date remedied

3. Education and training

List new safe work procedures and other matters discussed.

4. Other concerns

List other health and safety concerns discussed.

5. Next meeting

Date and time of next meeting: _____

List any matters that need to be followed up at the next meeting: _____



INCIDENT INVESTIGATION REPORT*Worker and Employer Services Division*

This form is provided to employers for the purpose of documenting the employers investigation into a workplace incident. Please attach a separate sheet if necessary.

Employer name	Employer number
Address where incident occurred (including nearest city)	

Incident Occurred *ref: s. 3.4(a) Occupational Health and Safety Regulation (OHSR)*

Place	Date <small>YY / MM / DD</small>	Time <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
-------	-------------------------------------	--

Injured Person(s) *ref: s. 3.4(b) OHSR*

Last name	First name	Job title
1)		
2)		

Nature of Injury/Injuries

1)
2)

Witnesses *ref: s. 174(4) WCA and s. 3.4(c) OHSR*

Last name	First name	Address	Telephone
1)			()
2)			()
3)			()

Incident Description *ref: s. 3.4(d)-(e) OHSR*

Briefly describe what happened, including the sequence of events preceding the incident.

Statement of Causes *ref: s. 174(2)(a)-(b) WCA and s. 3.4(f) OHSR*

List any unsafe conditions, acts, or procedures that in any manner contributed to the incident.

Recommendations *ref: s. 174(2)(c) WCA and s. 3.4(g) OHSR*

Identify any corrective actions that have been taken and any recommended actions to prevent similar incidents.

Recommended corrective action	Action by whom	Action by date
1)		
2)		
3)		
4)		

Persons Conducting Investigation *ref: s. 3.4(h) OHSR*

Name	Signature	Type of representative			Date
		<input type="checkbox"/> Employer	<input type="checkbox"/> Worker	<input type="checkbox"/> Other	
		<input type="checkbox"/> Employer	<input type="checkbox"/> Worker	<input type="checkbox"/> Other	
		<input type="checkbox"/> Employer	<input type="checkbox"/> Worker	<input type="checkbox"/> Other	
		<input type="checkbox"/> Employer	<input type="checkbox"/> Worker	<input type="checkbox"/> Other	

For additional information on the Workers' Compensation Board and on the requirements for incident investigations, please refer to the WCB web site: www.WorkSafebc.com

Mailing Address Workers' Compensation Board of B.C.
 PO Box 5350 Stn Terminal
 Vancouver BC V6B 5L5

Fax number: 604 276-3247

Telephone Information

Call centre: 604 276-3100 or toll free within B.C. 1 888 621-SAFE (7233)

After hours health and safety emergency: 604 273-7711 or toll free 1 866 922-4357 (WCB-HELP)



A GUIDE TO INCIDENT INVESTIGATION

Use this guide in conjunction with the requirements of the *Workers Compensation Act (WCA)*, Part 3 Division 10, and the Occupational Health and Safety Regulation (OHSR), section 3.4.

When is an investigation required?

Employers are required to immediately undertake an investigation into any accident or other incident that:

- Is required to be reported under section 172 of the *Workers Compensation Act*, or
- Resulted in injury requiring medical treatment, or
- Did not involve injury to a worker or involve a minor injury that did not require medical treatment but had the potential for causing serious injury, or
- Was an incident required by regulation to be investigated.

Who should conduct the investigation?

- Incidents must be investigated by people knowledgeable about the type of work involved at the time of the incident.
- If reasonably available, investigations must be carried out with the participation of one employer representative and one worker representative.

What is the purpose of an investigation?

The purpose of an investigation is to determine the cause or causes of the incident, to identify any unsafe conditions, acts, or procedures that contributed to the incident, and to recommend corrective action to prevent similar incidents.

Who receives copies of the report?

Incident investigation reports required by the *WCA* must be provided to the joint health and safety committee or worker representative as applicable, and to the WCB.

What follow-up action is required after an incident investigation?

After an investigation, the employer must without undue delay undertake any corrective action required to prevent recurrence of similar incidents and must prepare a report of the action taken. The report must be provided to the joint health and safety committee or worker representative as applicable. The follow-up report does not have to be provided to the WCB unless requested by a Board officer.

What information should be included in the investigation report?

An incident investigation report should answer the **WHO, WHERE, WHEN, WHAT, WHY, and HOW** questions with regard to the incident.

WHO Employer, injured person(s), other person(s) involved in the incident, witnesses, and persons carrying out the investigation

WHERE Place, location where incident occurred

WHEN Date and time of the incident

WHAT A brief description of the incident, including the sequence of events that preceded the incident

Before the incident occurred:

- What were the events that led up to the incident?
- What process(es) was/were occurring immediately prior to the incident?
- What was/were the worker(s) doing immediately prior to the incident?
- What was the last event before the incident occurred?

At the time of the incident:

- What happened at the time of the incident?
- What process(es) was/were occurring at the time of the incident?
- What was/were the worker(s) doing at the time of the incident?



- What hazard(s) was/were the worker(s) exposed to?
- What hazards may have contributed to the incident occurring?
- What hazards did the worker(s) encounter?
- What personal factors may have contributed to the incident occurring?

Other information:

- Other observations
- Other related information

WHY From the answers to “what,” identify any unsafe conditions, acts, or procedures that in any manner contributed to the incident. Why did the unsafe conditions, acts, or procedures occur? Why were the personal factors not identified and/or addressed before the incident occurred?

HOW An investigation report should recommend corrective actions to prevent similar incidents from occurring. Once it is known why an incident occurred, determine how to prevent recurrence. For example:

- Improve workplace inspection and maintenance programs
- Repair or replace equipment/building
- Install safeguards
- Establish or revise safe work procedures
- Train/retrain person(s)
- Improve supervision

Additional Information for Determining Why an Incident Happened

To determine the most probable cause(s) of an incident, consider all details of the investigation, including witness statements and, where possible, the injured worker’s statement.

Determine if the incident was due to an unsafe act, an unsafe condition, unsafe or inadequate procedures, or a combination of these. Consider whether the accepted/current procedures adequately address safety concerns associated with the activity that was taking place when the incident happened. Consider training, supervision, equipment controls, safeguards, and lock-out.

Unsafe Acts – An unsafe act is a specific action or lack of action by an individual that is under the individual’s control. Examples of unsafe acts include: knowingly not following established rules, knowingly not following established procedures, knowingly disregarding a hazard, willful misconduct, abusing equipment, knowingly using equipment incorrectly, choosing not to use personal protective equipment, and not locking out when required. Generally, violating a safety rule, not following a safe work procedure, or disregarding a hazard are considered unsafe acts.

Unsafe Conditions – Examples include poor housekeeping, congested areas, deficient equipment, equipment lacking safeguarding or having ineffective safeguarding, lack of personal protective equipment, poor visibility, poor weather conditions, and lack of or inadequate training. Inadequate training should be considered an unsafe condition as opposed to a deficiency in skill or ability (personal factors).

Inadequate Procedures – Indications that procedures are inadequate include:

- Procedures are not available in written form
- Procedures do not identify inherent hazards
- Procedures do not identify hazard control methods
- Procedures do not identify safeguards that must be in place
- Procedures do not address pre-operation inspection requirements
- Procedures do not address lock-out requirements
- Procedures direct improper use of equipment or tools

Personal Factors – A personal factor is a deficiency in skill or ability, a physical condition, or a mental attitude. It is a factor inherent in an individual at the time of the incident. Examples include work fatigue due to manual exertion, distress due to emotional problems, the influence of alcohol or drugs, or illness. A condition causing an allergic reaction in some but not most workers should be considered a personal factor, not an unsafe condition.



Basic first aid kit

These items must be kept in a container that can readily be taken to the scene of an injury. The container must be weatherproof if necessary to keep the items clean and dry.

12	14 cm x 19 cm wound cleansing towelettes, individually packaged
30	hand cleansing towelettes, individually packaged
50	sterile adhesive dressings, assorted sizes, individually packaged
6	10 cm x 10 cm sterile gauze dressings, individually packaged
2	10 cm x 16.5 cm sterile pressure dressings with crepe ties
2	20 cm x 25 cm sterile abdominal dressings, individually packaged
4	cotton triangular bandages, minimum length of base 1.25 m
2	safety pins
1	14 cm stainless steel bandage scissors
1	11.5 cm stainless steel sliver forceps
6	cotton tip applicators
1	2.5 cm x 4.5 m adhesive tape
1	7.5 cm x 4.5 m crepe roller bandage
1	pocket mask with a one-way valve (a pocket mask is only required if the person is trained in its use)
6	pairs of latex or waterproof gloves
1	instruction card advising workers to report any injury to the employer for entry in the first aid records, and how a worker is to call for assistance.

First aid assessment worksheet

1. Name of workplace: _____

Conduct a separate assessment for each identified workplace (see flow chart Step 1)

2(a) Hazard rating on Assigned Hazard Rating List L ___ M ___ H ___

2(b) Job functions, work processes and tools

Typical of industry? Yes ___ No ___

2(c) Types of injuries that can potentially occur

Typical of industry? Yes ___ No ___

2(d) Rating adjustment: if hazard rating is adjusted, provide documentation.

Overall workplace hazard rating L ___ M ___ H ___

3(a) Surface travel time to hospital _____ greater than 20 minutes
 _____ less than 20 minutes

4(b) Total number of workers per shift _____ (include dispatched workers and workers in lodgings)

5(f) Barriers to first aid

ASSESSMENT RESULTS
(different shifts may require different first aid services)

5(a) **Supplies/equipment/facilities required** _____

5(c) **Number and level of first aid attendants** _____

5(e) **Transportation needs** _____

Date: _____ Change in Business Operations: _____

Consulted (health and safety committee, worker representative, others):

Name: _____ Signature: _____



First aid record

Date of injury or illness: _____ Time of injury or illness: _____

Name of person injured: _____ Time and date reported: _____

Occupation: _____

DESCRIPTION OF INJURY OR REPORT OF ILLNESS

NATURE OF INJURY OR ILLNESS

TREATMENTS

Supervisor's or first aid attendant's signature: _____

Patient's signature: _____

Names of witnesses: 1. _____

2. _____

3. _____

REFERRAL OF CASE AND REMARKS



WorkSafeBC contact information

WorkSafeBC.com

Visit the WorkSafeBC web site for:

- health and safety news and information
- electronic copies of many WorkSafeBC forms and publications
- searchable versions of the Occupational Health and Safety Regulation and the *Workers Compensation Act*

WorkSafeBC Prevention Information Line

The Prevention Information Line can answer your questions about health and safety, including responsibilities, first aid, reporting incidents, and finding an officer in your area. Anonymous calls are accepted. Call 604 276-3100 in the Lower Mainland or 1 888 621-SAFE (7233) toll-free. For after-hours and weekend incidents and emergencies, call 604 273-7711 in the Lower Mainland or 1 866 WCB-HELP (922-4357) toll-free.

Small Business Contact Centre

A single point of contact for all your WorkSafeBC needs. The centre will connect you with services for health and safety, claims, assessments, and other WorkSafeBC services.

E-mail: smallbiz@worksafebc.com

Phone: 604 233-5353 in the Lower Mainland

Toll-free: 1 866 338-3888 in B.C.

Hours: 8:00 am–4:00 pm, Monday–Friday

For copies of this booklet and other materials related to small business, e-mail smallbiz@worksafebc.com.

WorkSafeBC offices

Visit our web site at WorkSafeBC.com.

Abbotsford

2774 Trethewey Street V2T 3R1
Phone: 604 276-3100
Toll-free: 1 800 292-2219
Fax: 604 556-2077

Burnaby

450 – 6450 Roberts Street V5G 4E1
Phone: 604 276-3100
Toll-free: 1 888 621-7233
Fax: 604 232-5950

Coquitlam

104 – 3020 Lincoln Avenue V3B 6B4
Phone: 604 276-3100
Toll-free: 1 888 967-5377
Fax: 604 232-1946

Courtenay

801 30th Street V9N 8G6
Phone: 250 334-8765
Toll-free: 1 800 663-7921
Fax: 250 334-8757

Kamloops

321 Battle Street V2C 6P1
Phone: 250 371-6003
Toll-free: 1 800 663-3935
Fax: 250 371-6031

Kelowna

110 – 2045 Enterprise Way V1Y 9T5
Phone: 250 717-4313
Toll-free: 1 888 922-4466
Fax: 250 717-4380

Nanaimo

4980 Wills Road V9T 6C6
Phone: 250 751-8040
Toll-free: 1 800 663-7382
Fax: 250 751-8046

Nelson

524 Kootenay Street V1L 6B4
Phone: 250 352-2824
Toll-free: 1 800 663-4962
Fax: 250 352-1816

North Vancouver

400 – 224 Esplanade Ave. W. V7M 1A4
Phone: 604 276-3100
Toll-free: 1 888 875-6999
Fax: 604 232-1558

Prince George

1066 Vancouver Street V2L 5M4
Phone: 250 561-3700
Toll-free: 1 800 663-6623
Fax: 250 561-3710

Surrey

100 – 5500 152 Street V3S 5J9
Phone: 604 276-3100
Toll-free: 1 888 621-7233
Fax: 604 232-7077

Terrace

4450 Lakelse Avenue V8G 1P2
Phone: 250 615-6605
Toll-free: 1 800 663-3871
Fax: 250 615-6633

Victoria

4514 Chatterton Way V8X 5H2
Phone: 250 881-3418
Toll-free: 1 800 663-7593
Fax: 250 881-3482

Head Office/Richmond

Prevention Information Line:

Phone: 604 276-3100
Toll-free: 1 888 621-7233 (621-SAFE)

Administration:

6951 Westminster Highway
Phone: 604 273-2266

Mailing Address:

PO Box 5350 Stn Terminal
Vancouver, BC V6B 5L5

After Hours Health & Safety Emergency:

Phone: 604 273-7711
Toll-free: 1 866 922-4357 (WCB-HELP)