

NOTE: The numbering of the *Workers Compensation Act* has changed, effective April 6, 2020. See [worksafebc.com/wca2019](https://www.worksafebc.com/wca2019).

Health & Safety for RETAIL SMALL BUSINESS



WORK SAFE BC

WORKING TO MAKE A DIFFERENCE
[worksafebc.com](https://www.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 48 of this guide. For additional copies of this guide or other materials related to small business, email smallbiz@worksafebc.com.

HEALTH & SAFETY FOR RETAIL SMALL BUSINESS

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 at worksafebc.com. 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 website.

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

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2012 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

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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

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.

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 39 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.

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 pages 27–28 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 uses an assigned hazard rating system to describe the risk levels of workplaces in B.C. There are three levels of assigned hazard ratings.

Assigned hazard ratings

H = High risk

M = Moderate risk

L = Low risk

For a list of assigned hazard ratings, see the Guidelines (First Aid Supplementary Materials) for Part 3 of the Regulation.

Retail stores in B.C. are generally classified as low-risk workplaces. This guide is mainly for such workplaces.

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

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 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.



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*.

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 Act, as well as accompanying Guidelines and Policies that help clarify requirements.

Where to find the Regulation

Online

You can search the Regulation and the accompanying Guidelines and Policies at worksafebc.com. Under “Quick Links” click “OHS Regulation.”

Mobile devices

A searchable version of the Regulation is now available on Android and Apple mobile devices.

CD-ROM

You can also order a copy of the Regulation on CD-ROM from worksafebcstore.com.

The screenshot shows the WorkSafeBC website's 'OHS Regulation & Related Materials' page. It features a navigation menu with 'Publications', 'Policies', 'Guidelines', and 'WCB Standards'. The main content area displays a list of 32 Regulation Parts, with parts 1 through 27 listed. A search bar is located above the list. To the right, there is a 'Spotlight' section for the 'OHS Regulation Mobile App' and an 'Updates & Decisions' section mentioning 'Regulatory Amendments May/June 2012' and 'Public hearings scheduled for proposed 2012 Amendments Effective April 15, 2012'.

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 is 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 4.20.1 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.



WorkSafeBC resources

For more information on health and safety for retail, see the following resources:

- *Small Business Primer: A Guide to WorkSafeBC*
- *Health and Safety Guide for New Retail Workers*
- *Back to Work, Back to Health: Return to Work for the Retail Industry*
- *StartSafe Safety Tips—Retail* (series of seven bulletins)
- *Preventing Robbery, Violence, and Theft: A Guide for Retail Owners, Managers, and Workers*
- *How to Prevent Violence—Safety for Retailers* slide show

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

- "Sample worker orientation checklist," pages 31 – 35



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 37–38
- "Inspection report," page 39



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*.

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



Incident investigation

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*.

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.



Forms and checklists

- Form 52E40— Incident Investigation Report, pages 40–43

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 Service Centre (see page 48).

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:

- Determine the minimum levels of first aid required for your worksite (see table below).
- Based on your requirements, 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.



The Regulation

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



Forms and checklists

- Form 55B23—First Aid Record, page 47
- “Personal first aid kit,” page 44
- “Basic first aid kit,” page 45
- “Level 1 first aid kit,” page 46

Minimum levels of first aid 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	1	• Personal first aid kit
	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.



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

First aid kits

Most retail small businesses only require a basic first aid kit (see page 45). Some require a Level 1 first aid kit, which is more comprehensive (see page 46). You can purchase your first aid kit from any safety supply company. Look in the Yellow Pages or online—search for *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.



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

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 pages 31–35) can help ensure that workers are getting the education and training they need.
- Inspection reports (see pages 37–39) 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 40–43) can clarify which hazards have caused incidents and how they were controlled.
- First aid records (see page 47) can provide injury statistics that will help prioritize health and safety efforts.



The Regulation

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



Health and safety meetings



The Regulation

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



Forms and checklists

- “Health and safety meeting record,” page 36

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

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 15.
- 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 604.244.6380 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.

Late night retail premises

The Regulation includes specific requirements for retail premises that operate during late night hours. See section 4.22.1 and its associated guidelines for the most current requirements.

Late night retail premises means a retail location that is open to the public for late night hours, including the following:

- A gas station or other retail fueling outlet
- A convenience store or any other retail store where goods are sold directly to consumers

Employers' Advisers

The Employers' Advisers Office is a branch of the B.C. Ministry of Labour and Citizens' Services, 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 website at www.labour.gov.bc.ca/eao/ or contact a regional office for help. You can now reach all Employers' Advisers regional offices using the following numbers:

- Phone: 604.713.0303
- Toll-free: 1.800.925.2233
- Toll-free fax: 1.855.664.7993

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.
- ***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.
- ***StartSafe Safety Tips—Retail (series of seven bulletins)***
Highlights common hazards and safe work practices to prevent work-related injuries.
- ***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.
- ***How To Prevent Violence—Safety for Retailers (slide show)***
Describes how to prevent violent incidents in the workplace and how to deal with incidents that do occur.

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, email the Small Business Service Centre at smallbiz@worksafebc.com, or call 604.214.6912 in the Lower Mainland or 1.888.621.7233 (621.SAFE) toll-free in B.C.

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.

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
- Sample worker orientation checklist31
- Typical orientation and training topics34
- Health and safety meeting record36
- Inspection checklist37
- Inspection report.....39
- Form 52E40—Incident Investigation Report40
- Personal first aid kit44
- Basic first aid kit.....45
- Level 1 first aid kit.....46
- Form 55B23—First Aid Record47

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 confirm that all workers know the location of the first aid kit?			
28. Do you have a system of following up on identified hazards to ensure that they have been corrected?				44. Do workers know who the first aid attendant is and how to contact first aid?			
Hazardous materials				Records and statistics			
29. Do you have an inventory of controlled products used in your workplace?				45. Have you instructed workers to report all injuries?			
30. Does each controlled product have a corresponding MSDS?				46. Do you record all injuries?			
31. Are MSDSs readily available to workers, and do workers know where to get them?				47. Have you confirmed that workers know how to obtain assistance in emergencies?			
				48. Do you keep records of the following?			
				orientation of new workers			
				education and training			
				injuries and other incidents			
				inspection reports			
				incident investigation reports			
				monthly health and safety meetings			
				49. Do you review accident statistics to see if trends are developing?			
				50. Do you hold monthly safety meetings?			
				51. Do workers attend most of the meetings?			
				52. Do you include an educational topic on your agenda?			



Sample worker orientation checklist

Employee name: _____

Position (tasks): _____

Date hired: _____ Date of orientation: _____

Person providing orientation (name and position): _____

Company name: _____

Topic	Initials (trainer)	Initials (worker)	Comments
1. Supervisor name: _____ Telephone #: _____			
2. Rights and responsibilities (a) General duties of employers, workers, and supervisors			
(b) Worker right to refuse unsafe work and procedure for doing so			
(c) Worker responsibility to report hazards and procedure for doing so			
3. Workplace health and safety rules a) _____ b) _____ c) _____ d) _____			
4. Known hazards and how to deal with them a) _____ b) _____ c) _____ d) _____			
5. Safe work procedures for carrying out tasks a) _____ b) _____ c) _____ d) _____			
6. Procedures for working alone or in isolation			

Topic	Initials (trainer)	Initials (worker)	Comments
7. Measures to reduce the risk of violence in the workplace and procedures for dealing with violent situations			
8. Personal protective equipment (PPE)—what to use, when to use it, where to find it, and how to care for it a) _____ b) _____ c) _____ d) _____			
9. First aid (a) First aid attendant name and contact information			
(b) Locations of first aid kits and eye wash facilities			
(c) How to report an illness, injury, or other accident (including near misses)			
10. Emergency procedures (a) Locations of emergency exits and meeting points			
(b) Locations of fire extinguishers and fire alarms			
(c) How to use fire extinguishers			
(d) What to do in an emergency situation			
11. Where applicable, basic contents of the occupational health and safety program			
12. Hazardous materials and WHMIS (a) Hazardous materials (controlled products) in the workplace			
(b) Hazards of the controlled products used by the worker			
(c) Purpose and significance of hazard information on product labels			
(d) Location, purpose, and significance of material safety data sheets (MSDSs)			
(e) How to handle, use, store, and dispose of hazardous materials safely			
(f) Procedures for an emergency involving hazardous materials, including clean-up of spills			
13. Where applicable, contact information for the occupational health and safety committee or the worker health and safety representative			



HOW TO FILL OUT THE WORKER ORIENTATION CHECKLIST

The orientation checklist on pages 31–32 covers the topics specified in section 3.23(2) of the Regulation. Checklist topics #3, 4, 5, and 8 include blank lines so you can add topics specific to your workplace. Once a topic has been discussed or demonstrated, the trainer and the employee should initial the item. If the topic is irrelevant, mark “N/A” in the Comments column. Also indicate in the Comments whether any follow-up is necessary. Here’s a brief explanation of each item on the checklist:

1. Provide workers with written contact information for their supervisors. If possible, introduce supervisors to workers immediately.
- 2a. Go over the responsibilities specified in sections 115–117 of the *Workers Compensation Act*. Make a copy of the Act and the Occupational Health and Safety Regulation available to workers, or point them to the online version at worksafebc.com.
- 2b. Tell workers that it is their duty to refuse to perform work if they believe it may be dangerous to themselves or others, and that they cannot be punished for doing so. See sections 3.12–3.13 of the Regulation.
- 2c. Tell workers that hazards should be reported immediately, and identify who they should report hazards to (for example, their supervisor or a safety coordinator). See section 3.10 of the Regulation.
3. Go over general rules, which include following work procedures, using personal protective equipment, and operating equipment safely.
4. Inform workers about any known hazards that apply to them and tell them how to deal safely with these hazards. For example, tell them to wear respirators while sanding and discuss respirator care.
5. Demonstrate specific tasks (for example, cleaning equipment or using ladders) and safe work procedures (for example, locking out equipment before cleaning or repairing it).
6. Tell workers about person check procedures for working alone or in isolation. Teach them safety strategies such as keeping the back door locked. See sections 4.21–4.23 of the Regulation.
7. Warn workers about any potential for violence. Tell them how to prevent incidents (for example, remain calm with abusive customers) and how to deal with incidents (for example, do not attempt to restrain shoplifters or robbers). See sections 4.27–4.31 of the Regulation.
8. If workers need to use PPE (for example, respirators while painting), tell them what equipment to use and teach them how to use it properly. See Part 8 of the Regulation.
9. Make sure workers know what to do if they or someone else is injured. They need to know where to find first aid supplies and who to report the injury to (all injuries must be reported).
10. Explain evacuation procedures. Show workers emergency exits, meeting points, locations of fire alarms and fire extinguishers, and how to use extinguishers.
11. Explain what an occupational health and safety program is and go over it briefly with workers. Tell them where they can find a written copy of the program. See sections 3.1–3.3 of the Regulation.
12. Workers need to know about hazardous products such as paints, solvents, or cleaning products. Tell them how to handle and dispose of such products safely, and where to find more information (for example, on product labels and MSDSs). If workers are uncertain about proper procedures, they should always talk to a supervisor.
13. Where applicable, introduce workers to committee members or the worker representative and identify the location of the joint health and safety committee minutes. Tell them why there is a committee or representative, and provide them with contact information.

Typical orientation and training topics

The following table describes key orientation topics. Each topic includes examples of areas for discussion during training, as well as references that you can use for more information. This table is not comprehensive—your orientation should include topics that are specific to your workplace, which may not be described here. That’s why it’s important to do a hazard assessment in your workplace. An assessment will help you identify any other necessary health and safety topics for training.

The “Resources” column in the following table includes three types of resources. Regular text is used for references to the Occupational Health and Safety Regulation and web resources. *Italicized text* is used for references to other publications (booklets and guides). You can find a searchable version of the Regulation and electronic versions of publications online at worksafebc.com.

Topic	Things to discuss	Resources
Worker rights and responsibilities	<ul style="list-style-type: none"> • Responsibility to follow the Regulation and other health and safety rules • Responsibility to use PPE when required • Right to refuse unsafe work 	<ul style="list-style-type: none"> • Regulation: Part 3, Rights and Responsibilities • Regulation: Sections 115–117 of the <i>Workers Compensation Act</i>
Falls from elevation (including ladder safety)	<ul style="list-style-type: none"> • Fall protection system being used • Fall protection procedures • Proper use of fall protection equipment • Ladder safety • Inspection and maintenance of ladders and fall protection equipment 	<ul style="list-style-type: none"> • Regulation: Part 11, Fall Protection • <i>An Introduction to Personal Fall Protection Equipment</i>
Lockout (for machinery and power tools)	<ul style="list-style-type: none"> • Define lockout • Types of lockout • When to lock out • Review procedures for specific equipment 	<ul style="list-style-type: none"> • Regulation: Part 10, De-energization and Lockout • <i>Lockout</i>
Lifting and moving objects or people (sprains and strains)	<ul style="list-style-type: none"> • Demonstrate safe lifting technique • Use of specialized equipment for lifting or moving materials or people • Storage priorities (heavier items at lower heights and lighter items higher up) 	<ul style="list-style-type: none"> • Regulation: Sections 4.46–4.53 • <i>Handle With Care: Patient Handling and the Application of Ergonomics (MSI) Requirements</i> • <i>Understanding the Risks of Musculoskeletal Injury (MSI): An Educational Guide for Workers on Sprains, Strains, and other MSIs</i> • <i>Preventing Musculoskeletal Injury (MSI): A Guide for Employers and Joint Committees</i>
Guarding (for machinery and power tools)	<ul style="list-style-type: none"> • Types and purposes of guards • Inspection and use of guards • Requirement to leave guards in place 	<ul style="list-style-type: none"> • Regulation: Sections 12.1–12.6 • <i>Safeguarding Machinery and Equipment</i> • <i>Safeguarding in Manufacturing</i>



Topic	Things to discuss	Resources
Forklifts and other mobile equipment	<ul style="list-style-type: none"> • Maintaining eye contact with equipment operator • Speed limits and locations of travel lanes • Equipment inspection and maintenance • Load limits and procedures for safe operation • Operators must demonstrate competency in using equipment 	<ul style="list-style-type: none"> • Regulation: Part 16, Mobile Equipment • <i>Safe Operation of Lift Trucks</i>
Confined spaces (for example, working in tanks, silos, vats, rail cars, hoppers, or sewers)	<ul style="list-style-type: none"> • Location of any confined spaces in the workplace, and the hazards they pose • Who may or may not enter a confined space • Procedures workers must follow if they are required to enter a confined space 	<ul style="list-style-type: none"> • Regulation: Part 9, Confined Spaces • <i>Hazards of Confined Spaces</i> • <i>Confined Space Entry Program: A Reference Manual</i>
Personal protective equipment (PPE)	<ul style="list-style-type: none"> • When and how to use specific PPE • Where to find PPE • Limitations of protection • Storage, maintenance, and inspection 	<ul style="list-style-type: none"> • Regulation: Part 8, Personal Protective Clothing and Equipment
WHMIS	<ul style="list-style-type: none"> • Reading and understanding labels • Reading and understanding MSDSs • Location of MSDSs • Hazards of products being used • Control measures and appropriate PPE 	<ul style="list-style-type: none"> • Regulation: Sections 5.3–5.19 • OHS Guidelines: G5.3-1–G5.15 • <i>WHMIS: The Basics</i>
First aid and emergency procedures	<ul style="list-style-type: none"> • Names and locations of first aid attendants • Locations of first aid kits • Locations of fire exits • Locations of fire extinguishers and how to use them 	<ul style="list-style-type: none"> • Regulation: Sections 3.14–3.21 • Online First Aid Assessment Tool www2.worksafebc.com/calculator/firstaid/
Violence	<ul style="list-style-type: none"> • Procedures for identifying and dealing with aggressive customers, clients, or patients • Procedures for preventing and dealing with shoplifting and robbery incidents • Procedures for handling money • Procedures for opening and closing 	<ul style="list-style-type: none"> • Regulation: Sections 4.27–4.31 • <i>Preventing Violence, Robbery, and Theft</i> • <i>Preventing Violence in Health Care</i> • <i>Home and Community Health Worker Handbook</i> • <i>Take Care</i>
Working alone	<ul style="list-style-type: none"> • Procedures for person checks • Work activities that may place workers at risk of injury, and which should not be performed when working alone • Procedures for late-night work • Procedures described under “Violence” (see previous topic) 	<ul style="list-style-type: none"> • Regulation: Sections 4.20.1–4.23 • OHS Guidelines: G4.20.1–G4.22.2 • <i>Handbook for Employers: Working Alone, Late Night Retail, and Prepayment of Fuel</i>

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: _____



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?			
Lighting		Yes	No	Are operators properly trained?			
Are lighting levels in work areas adequate?				Are start-stop switches clearly marked and in easy reach?			
Are work areas free of glare or excessive lighting contrast?				Is machinery adequately guarded?			
Is task lighting provided in areas of low light or high glare?				Is there enough work space?			
Are windows covered with blinds, drapes, or other means of controlling light?				Are noise levels controlled?			
Does emergency lighting work?				Are fumes and exhaust controlled?			
				Do you have a lockout procedure in place?			

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?							



INCIDENT INVESTIGATION REPORT

Worker and Employer Services Division

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

Employer name	Employer number
Employer head office address	

Incident occurred *ref: s. 3.4(a) Occupational Health and Safety Regulation (OHS Regulation)*

Address where incident occurred <i>(including nearest city)</i>	
Date <small>yyyy-mm-dd</small>	Time a.m. <input type="checkbox"/> p.m. <input type="checkbox"/>

Injured person(s) *ref: s. 3.4(b) OHS Regulation*

Last name	First name	Job title	Age	Length of experience with this employer	Length of experience at this task/job
1)					
2)					

Nature of injury/injuries

1)	
2)	

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

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

Incident description *ref: s. 3.4(d)-(e) OHS Regulation*

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) OHS Regulation*

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) OHS Regulation*

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) OHS Regulation*

Name	Signature	Type of representative			Date
		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"/>	

For additional information on WorkSafeBC (Workers' Compensation Board of B.C.) and on the requirements for incident investigations, please refer to WorkSafeBC's web site: WorkSafeBC.com

Mailing address WorkSafeBC
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 (OHS Regulation), 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 WorkSafeBC.

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 WorkSafeBC unless requested by a WorkSafeBC 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.

Personal first aid kit

These items must be kept clean and dry. A weatherproof container is recommended.

1	pressure dressing
6	sterile adhesive dressings, assorted sizes, individually packaged
1	wallet-sized instruction card advising the worker to report any injury to the employer for entry in the first aid records, and instructions on how the worker is to call for assistance
6	14 cm x 19 cm wound cleansing towelettes, individually packaged



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)
6	pairs of latex or waterproof gloves
1	instruction card advising the worker to report any injury to the employer for entry in the first aid records, and instructions on how the worker is to call for assistance

Level 1 first aid kit

These items must be kept clean and dry and must be ready to take to the scene of an accident. A weatherproof container is recommended for all items except the blankets. Blankets should be readily available to the first aid attendant.

3	blankets
24	14 cm x 19 cm wound cleaning towelettes, individually packaged
60	hand cleansing towelettes, individually packaged
100	sterile adhesive dressings, assorted sizes, individually packaged
12	10 cm x 10 cm sterile gauze dressings, individually packaged
4	10 cm x 16.5 cm sterile pressure dressings with crepe ties
2	7.5 cm x 4.5 m crepe roller bandages
1	2.5 cm x 4.5 m adhesive tape
4	20 cm x 25 cm sterile abdominal dressings, individually packaged
6	cotton triangular bandages, minimum length of base 1.25 m
4	safety pins
1	14 cm stainless steel bandage scissors or universal scissors
1	11.5 cm stainless steel sliver forceps
12	cotton tip applicators
1	pocket mask with a one-way valve and oxygen inlet
6	pairs of medical gloves (preferably non-latex)
	first aid records and pen





This record must be kept by the employer for three (3) years. This form must be kept at the employer's workplace. Do **NOT** submit to WorkSafeBC unless requested by a WorkSafeBC officer (fax 604 233-9777; toll-free 1 888 922-8807).

Sequence number

Name	Occupation
Date of injury or illness (yyyy-mm-dd)	Time of injury or illness (hh:mm) a.m. <input type="checkbox"/> p.m. <input type="checkbox"/>
Initial reporting date and time (yyyy-mm-dd) a.m. <input type="checkbox"/> p.m. <input type="checkbox"/>	Follow-up report date and time (yyyy-mm-dd) a.m. <input type="checkbox"/> p.m. <input type="checkbox"/>
Initial report sequence number	Subsequent report sequence number(s)

Description of how the injury, exposure, or illness occurred (What happened?)

Description of the nature of the injury, exposure, or illness (What you see – signs and symptoms)

Description of the treatment given (What did you do?)

Name of witnesses

1.	2.
----	----

Arrangements made relating to the worker (return to work/medical aid/ambulance/follow-up)

Provided worker handout	Yes <input type="checkbox"/> No <input type="checkbox"/>	A form to assist in return to work and follow-up was sent with the worker to medical aid	Yes <input type="checkbox"/> No <input type="checkbox"/>
Alternate duty options were discussed	Yes <input type="checkbox"/> No <input type="checkbox"/>		
First aid attendant's name (please print)	First aid attendant's signature		
Patient's signature			

WorkSafeBC contact information

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

Worksafebc.com

Visit the WorkSafeBC website 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 Service Centre

For specific information and publications related to small business, contact the Small Business Service Centre.

Email: smallbiz@worksafebc.com

Phone: 604.214.6912 in the Lower Mainland

Toll-free: 1.888.621.7233 (621.SAFE) in B.C.

Employer Service Centre

For information on assessments and registration, contact the Employer Service Centre.

Phone: 604.244.6181 in the Lower Mainland

Toll-free: 1.888.922.2768 in B.C.

Hours: 8:30 a.m.– 4:30 p.m., Monday–Friday

WorkSafeBC offices

Visit our website at worksafeBC.com.

Abbotsford

2774 Trethewey Street V2T 3R1
Phone 604.276.3100
1.800.292.2219
Fax 604.556.2077

Burnaby

450 – 6450 Roberts Street V5G 4E1
Phone 604.276.3100
1.888.621.7233
Fax 604.232.5950

Coquitlam

104 – 3020 Lincoln Avenue V3B 6B4
Phone 604.276.3100
1.888.967.5377
Fax 604.232.1946

Courtenay

801 30th Street V9N 8G6
Phone 250.334.8765
1.800.663.7921
Fax 250.334.8757

Kamloops

321 Battle Street V2C 6P1
Phone 250.371.6003
1.800.663.3935
Fax 250.371.6031

Kelowna

110 – 2045 Enterprise Way V1Y 9T5
Phone 250.717.4313
1.888.922.4466
Fax 250.717.4380

Nanaimo

4980 Wills Road V9T 6C6
Phone 250.751.8040
1.800.663.7382
Fax 250.751.8046

Nelson

524 Kootenay Street V1L 6B4
Phone 250.352.2824
1.800.663.4962
Fax 250.352.1816

North Vancouver

400 – 224 Esplanade Ave. W. V7M 1A4
Phone 604.276.3100
1.888.875.6999
Fax 604.232.1558

Prince George

1066 Vancouver Street V2L 5M4
Phone 250.561.3700
1.800.663.6623
Fax 250.561.3710

Surrey

100 – 5500 152 Street V3S 5J9
Phone 604.276.3100
1.888.621.7233
Fax 604.232.7077

Terrace

4450 Lakelse Avenue V8G 1P2
Phone 250.615.6605
1.800.663.3871
Fax 250.615.6633

Victoria

4514 Chatterton Way V8X 5H2
Phone 250.881.3418
1.800.663.7593
Fax 250.881.3482

Head Office / Richmond

Prevention information line:
Phone 604.276.3100
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 and safety emergency

604.273.7711
1.866.922.4357 (WCB.HELP)

