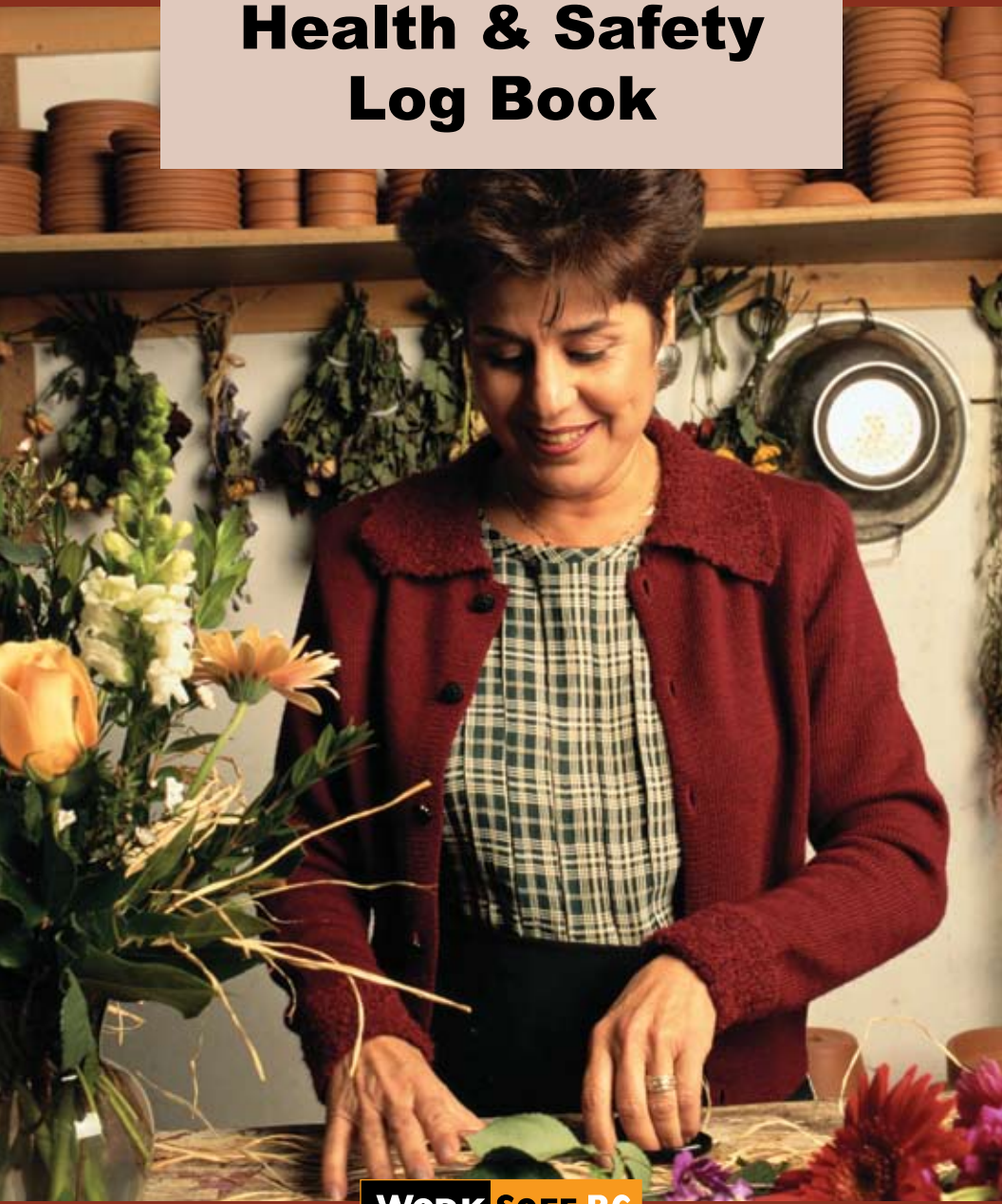
# Small Business Health & Safety Log Book



WorkSafeBC

WORKING TO MAKE A DIFFERENCE

| Quick reference — My business info |
| --- |
| Name of business: |
| WorkSafeBC registration number: |
| Revenue Canada business (GST) number: |

| Key WorkSafeBC contacts |
| --- |
| |
| |
| |
| |

For WorkSafeBC contact information, see pages 50–51. For additional copies of this log book or other materials related to small business, email smallbiz@worksafebc.com.

# Small Business Health & Safety Log Book

**for the time period:**

**from** _____

**to** _____

WorkSafe BC

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worksafebc.com

## 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.

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# Introduction

This guide is aimed at smaller businesses that have one to five employees. Small-scale operations often don't have a lot of time or resources to devote to health and safety, but it is still important to take some simple steps to help prevent injuries and ensure that your business meets the requirements of the Occupational Health and Safety Regulation (the Regulation).

This guide includes easy-to-use checklists and blank forms that will walk you through the process of establishing a health and safety program. It also refers you to other publications and resources that you may find useful.

**Occupational Health and Safety Regulation**

The Regulation specifies requirements for safe work practices, hazardous materials, incident investigations, and more. Many sections of the Regulation have accompanying Guidelines that help clarify requirements.

Visit WorkSafeBC.com for searchable electronic copies of the Regulation and the Guidelines.

## Higher-risk businesses

This guide only covers general information that applies to smaller businesses with lower-risk levels. If your business engages in activities that are associated with higher levels of risk, you should refer to the Regulation and specific health and safety publications to find out more about the health and safety requirements for your operation.

# WorkSafeBC terms

This section defines some terms that are used in this log book and in other WorkSafeBC publications.

***hazard***
A thing or condition that may expose a person to a risk of injury or occupational disease.

***incident***
An accident or other occurrence which 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 (see *near miss*)

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

***material safety data sheet (MSDS)***
A technical bulletin that suppliers provide with hazardous materials (controlled products). MSDSs supplement product-label information by providing more detail regarding hazard information, safe handling procedures, and emergency procedures.

***near miss***
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.

***risk assessment***
A process for evaluating the aspects of a task — the *risk factors* — that could cause injury to workers. Risk assessments help determine how likely the risk factors are to cause injury so that higher-risk tasks can be prioritized for risk control.

***risk control***
The process of eliminating or minimizing risk factors that have been assessed.

***safe work practices***
Guidelines or procedures, either written or verbal, that describe how to perform tasks safely and efficiently. Safe work practices help identify hazards and explain what must be done to eliminate or minimize them.

***small business***
Generally, any operation that employs fewer than 20 workers, including one-person operations (sole proprietorships). Small businesses in B.C. include retail stores, restaurants, construction companies, logging outfits, business consultancies, wilderness guiding companies, bed-and-breakfast operations, and many other types of businesses.

***WorkSafeBC prevention officers***
Field officers who help employers and workers understand the Regulation and ensure that they comply with Regulation requirements. Occupational safety officers (OSOs) deal with general health and safety issues. Occupational hygiene officers (OHOs) deal specifically with hazardous materials such as air contaminants, chemicals, and fibres.

***worker health and safety representative***
A worker who works cooperatively with the employer and other workers to identify and resolve workplace health and safety issues.

***workplace hazardous materials information system (WHMIS)***
A nationwide program that provides information about hazardous materials (controlled products) used in the workplace. For more information, see page 46.

# General health and safety requirements

Every small business owner or employer should start by answering the following questions:

- Are you required to register with WorkSafeBC? If yes, have you done so?
- Do you know your rights and responsibilities and those of your workers, according to the Regulation?
- Do you have a basic health and safety program?

## Basic health and safety topics

The following checklist will help you determine whether or not you have addressed the health and safety topics that are common to most small businesses:

- ☐ Have you provided first aid equipment and training?
- ☐ Have you supplied personal protective equipment and ensured that workers use it and know *how* to use it?
- ☐ Do your workers follow WHMIS guidelines for hazardous materials?
- ☐ Do you have emergency procedures? Are your workers familiar with them?
- ☐ Do you provide workers with orientation and ongoing education and training?
- ☐ Do you have effective methods for identifying, assessing, and controlling hazards?
- ☐ Have you made information on hazards available to workers?
- ☐ Do you know how to report and investigate incidents?
- ☐ Are workers supervised when necessary?

## Additional health and safety topics

Some small businesses may also need to address the topics in the following checklist. You can find the related publications at WorkSafeBC.com. Click "Publications," or use the search box in the upper right corner to find the specific publication you are looking for.

**Note:** The *Traffic Control Manual* is available from the Ministry of Transportation and Infrastructure (www.gov.bc.ca/tran/).

| Health and safety topic | Publication |
|---|---|
| ☐ Do you work with chemicals or other hazardous materials? | • *WHMIS at Work* |
| ☐ Do you work at heights? | • *An Introduction to Personal Fall Protection* |
| ☐ Do you work with machinery or equipment? | • *Lockout*<br>• *Safe Operation of Lift Trucks*<br>• *Safeguarding Machinery and Equipment: General Requirements* |
| ☐ Do you work with or around electricity? | • *Working Safely Around Electricity* |
| ☐ Do you work around traffic? | • *Traffic Control Manual for Work on Roadways* |
| ☐ Do you manually lift or move heavy or awkward loads? | • *Back Talk: An Owner's Manual for Backs* |
| ☐ Do you work with a computer or do other physically repetitive tasks? | • *How to Make Your Computer Workstation Fit You*<br>• *Understanding the Risks of Musculoskeletal Injury (MSI)* |
| ☐ Do you deal with the public or handle money or valuables at work? | • *Take Care: How To Develop and Implement a Workplace Violence Prevention Program*<br>• *Preventing Violence, Robbery, and Theft: A Guide for Retail Owners, Managers, and Workers* |
| ☐ Do you have new or young workers in your operation? | • *3 Steps to Effective Worker Education and Training*<br>• *Health and Safety Guide for New Retail Workers* |

# Tips for successful businesses

Make health and safety part of your business plan by following these guidelines:

- Set measurable objectives and assign responsibilities to your workers.
- Include questions on health and safety knowledge when hiring workers. For example, ask about previous training and worker attitudes toward health and safety.
- Consider health and safety issues when purchasing new equipment. For example, look at safety features and consider equipment size and placement in the workplace.
- Consider health and safety issues when modifying work processes or upgrading. For example, when expanding an operation, consider the effects on work flow.

Here are some tips that are not requirements but are simply good business practices:

- Lead by example. For instance, don't use broken or unsafe equipment. If it's broken, fix it or replace it.
- Communicate openly. Listen to your workers' concerns about health and safety. Provide them with feedback on their safety performance.
- Don't put off what can be done immediately. Deal with health and safety issues such as broken equipment quickly, whenever possible.
- Allocate company resources to health and safety.

# Hazard identification checklist

**Note:** The checklist continues across page 9.

| Description of hazard | Where to look or what to look for |
|---|---|
| **Falls from elevation** | ☐ Stairways<br>☐ Ladders and stepladders<br>☐ Loading docks and platforms |
| **Slips and trips (on same level)** | ☐ Hallways or other narrow work areas<br>☐ Uneven surfaces<br>☐ Areas where water is used |
| **Cuts** | ☐ Knives or cutting equipment |
| **Sprains and strains** | ☐ Storage areas<br>☐ Busy or cluttered work areas<br>☐ Heavy or bulky loads |
| **Falling or moving objects** | ☐ Forklifts, vehicles, or equipment<br>☐ Falling objects<br>☐ Swinging doors |
| **Moving parts in machinery** | ☐ Equipment into which material is fed<br>☐ Equipment that has exposed moving parts |
| **Violence** | ☐ Retail areas<br>☐ Areas where cash or merchandise are stored |
| **Exposure to chemicals or biohazards** | ☐ Cleaners or disinfectants<br>☐ Paint products or solvents |
| **Temperature extremes** | ☐ Outside work areas in summer or winter<br>☐ Inside work areas near ovens, kilns, or walk-in fridges or freezers |
| **Fires or explosions** | ☐ Pressurized gas cylinders<br>☐ Flammable liquids<br>☐ Fire extinguishers |

| Examples of what to do | Person responsible |
|---|---|
| ☐ Inspect surfaces regularly for clutter, dirt, and grease.<br>☐ Inspect ladders regularly, and repair or replace as needed.<br>☐ Other _____ | |
| ☐ Keep walkways and hallways free of clutter.<br>☐ Clean up spills immediately. Use rubber mats in wet areas.<br>☐ Other _____ | |
| ☐ Wear protective equipment such as cut-resistant gloves.<br>☐ Use the right knife for the job and make sure it is sharp.<br>☐ Other _____ | |
| ☐ Use safe lifting technique.<br>☐ Store heavier items at waist height.<br>☐ Other _____ | |
| ☐ Make sure you are visible when working around vehicles.<br>☐ Wear protective headgear.<br>☐ Other _____ | |
| ☐ Make sure all guards are in place before using equipment.<br>☐ Lock out machinery before cleaning or repairing it.<br>☐ Other _____ | |
| ☐ Train workers to defuse potentially violent situations.<br>☐ Do not chase or physically restrain robbers or thieves.<br>☐ Other _____ | |
| ☐ Use PPE as recommended by the manufacturer.<br>☐ Read labels and material safety data sheets (MSDSs).<br>☐ Other _____ | |
| ☐ Wear appropriate clothing for the work conditions.<br>☐ Minimize time spent in hot or cold areas.<br>☐ Other _____ | |
| ☐ Develop and implement an emergency plan.<br>☐ Provide emergency training for workers.<br>☐ Other _____ | |

# Establishing a health and safety program

All small businesses are required to have at least an informal health and safety program that will help prevent injuries and other accidents. (In some cases, small businesses may require a formal program — see sections 3.1 to 3.4 of the Regulation.)

This log book describes eight steps that you can use to establish an effective health and safety program for your small business:

1. State your goals and expectations.
2. Orient new and young workers.
3. Educate and train workers.
4. Hold regular meetings.
5. Conduct regular inspections.
6. Report and investigate incidents.
7. Maintain records and statistics.
8. Keep your program current.

Most of the sections listed above include blank forms that will help you establish your program. These forms will also serve as records that you can refer back to when you need documentation of your health and safety activities.

# 1. State your goals and expectations

Think about the aims of the program and your responsibilities, as well as those of your workers and supervisors. For example, aims may include reducing injuries, reducing damage to equipment, and keeping long-term staff healthy. Responsibilities may include following safe work practices, using personal protective equipment, and reporting unsafe work.

| My health and safety program |
| --- |
| Aims: |
| Employer responsibilities: |
| Worker responsibilities: |
| Supervisor responsibilities: |

# 2. Orient new and young workers

Workers must receive new orientation training whenever they:

- Start a new job
- Go to a new work location
- Face new hazards (for example, when there is new equipment)
- Are assigned to a different task

Explain to workers that they should not perform any task that they are not trained to do safely. Encourage them to ask questions whenever they are unsure about anything. Every orientation or training session should include the following four steps:

1. ***Evaluate the situation and prepare for training***
   List the various tasks the worker will be expected to do. Prepare written instructions for any specific tasks that require them.

2. ***Train the worker***
   Go over the checklist in the orientation log with the worker. Walk around to show them where they will be working and the locations of first aid equipment and emergency exits. Demonstrate specific work procedures.

3. ***Test and supervise the worker***
   Make sure the worker understands their training by asking questions about what you have told and shown them. Supervise the new worker over the next few weeks or months to ensure they are following procedures.

4. ***Keep records of the orientation***
   Document all training. Provide the worker with copies of the checklist and other relevant materials, and keep copies for your own records.

For a more detailed list of orientation and training requirements, see the WorkSafeBC publication *3 Steps to Effective Worker Education and Training.*

For more information on young workers, see page 40.

| Orientation log |
| --- |
| Worker: |
| Position and tasks: |
| Date hired or transferred: |
| Date of orientation: |
| Supervisor (trainer): Phone number: |

Include the following basic topics in every orientation, whether the worker is newly hired or simply moving to a new task or worksite:

- ☐ Name and contact information for the worker's supervisor/employer.
- ☐ Right to refuse unsafe work — How to do so.
- ☐ Hazards — How to report them and who to report to.
- ☐ Safe work practices — Go over general rules, including how to perform specific tasks. Demonstrate the tasks, including safe work procedures such as locking out equipment before cleaning it.
- ☐ Equipment — How to safely use, maintain, and clean it.
- ☐ Personal protective equipment (PPE) — When it is necessary, where it is located, and how to use it.
- ☐ WHMIS — What hazardous materials workers will encounter. How to read and understand MSDSs, chemical labels, and other product labels. How to clean up hazardous materials.
- ☐ First aid — Where and how to get it.
- ☐ Injuries — How to report them and who to report to.
- ☐ Workplace violence — How to avoid it and how to respond to it.
- ☐ Working alone or in isolation — How and when check-in will occur.
- ☐ Emergency procedures — Locations of fire exits and fire extinguishers. What to do in an emergency.

| Orientation log |
| --- |
| Worker: |
| Position and tasks: |
| Date hired or transferred: |
| Date of orientation: |
| Supervisor (trainer): Phone number: |

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- ☐ First aid — Where and how to get it.
- ☐ Injuries — How to report them and who to report to.
- ☐ Workplace violence — How to avoid it and how to respond to it.
- ☐ Working alone or in isolation — How and when check-in will occur.
- ☐ Emergency procedures — Locations of fire exits and fire extinguishers. What to do in an emergency.

| Orientation log |
| --- |
| Worker: |
| Position and tasks: |
| Date hired or transferred: |
| Date of orientation: |
| Supervisor (trainer): Phone number: |

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- ☐ Equipment — How to safely use, maintain, and clean it.
- ☐ Personal protective equipment (PPE) — When it is necessary, where it is located, and how to use it.
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- ☐ First aid — Where and how to get it.
- ☐ Injuries — How to report them and who to report to.
- ☐ Workplace violence — How to avoid it and how to respond to it.
- ☐ Working alone or in isolation — How and when check-in will occur.
- ☐ Emergency procedures — Locations of fire exits and fire extinguishers. What to do in an emergency.

# 3. Educate and train workers

Instruct workers about workplace hazards, health and safety requirements, and their responsibilities. Train them in safe work practices. Follow up by observing workers to make sure they demonstrate an understanding of their education and training. For a list of training resources, see page 51.

| Education and training log |
| --- |
| Date and duration of training session: |
| Trained by: |
| Topics covered: |
| Who attended: |
| Comments and follow-up actions: |

## Tips

Education and training topics may include:

- How to avoid known hazards and what to do about new potential hazards
- Where to find PPE and how to use and care for it
- Specific safe work practices such as cash deposits

| Education and training log |
| --- |
| Date and duration of training session: |
| Trained by: |
| Topics covered: |
| Who attended: |
| Comments and follow-up actions: |

| Education and training log |
| --- |
| Date and duration of training session: |
| Trained by: |
| Topics covered: |
| Who attended: |
| Comments and follow-up actions: |

| Education and training log |
| --- |
| Date and duration of training session: |
| Trained by: |
| Topics covered: |
| Who attended: |
| Comments and follow-up actions: |

# 4. Hold regular meetings

Hold regular meetings with workers to discuss health and safety issues. Try to identify unsafe conditions and practices and find solutions to these problems. For example, a worker may point out that paints and solvents aren't being stored safely.

| Meeting log |
| --- |
| Date of meeting: |
| Who attended: |
| Health and safety issues discussed: |
| Possible solutions: |
| Comments and follow-up actions: |
| Person responsible for follow-up: |

## Tips

If you work in a lower-risk industry, you might need to meet once a month. Higher-risk industries may call for weekly or even daily meetings. These are just guidelines; how often you meet will depend on the specific type of work you do.

| Meeting log |
| --- |
| Date of meeting: |
| Who attended: |
| Health and safety issues discussed: |
| Possible solutions: |
| Comments and follow-up actions: |
| Person responsible for follow-up: |

| Meeting log |
| --- |
| Date of meeting: |
| Who attended: |
| Health and safety issues discussed: |
| Possible solutions: |
| Comments and follow-up actions: |
| Person responsible for follow-up: |

## Tips

These tips can make for a productive meeting:

- Write down an agenda. Ask workers if they have any concerns that they want added to the agenda.
- Give everyone a chance to speak and keep it brief.
- Record decisions and assign tasks to specific people with a timeline for completion.

| Meeting log |
| --- |
| Date of meeting: |
| Who attended: |
| Health and safety issues discussed: |
| Possible solutions: |
| Comments and follow-up actions: |
| Person responsible for follow-up: |

| Meeting log |
| --- |
| Date of meeting: |
| Who attended: |
| Health and safety issues discussed: |
| Possible solutions: |
| Comments and follow-up actions: |
| Person responsible for follow-up: |

| Meeting log |
| --- |
| Date of meeting: |
| Who attended: |
| Health and safety issues discussed: |
| Possible solutions: |
| Comments and follow-up actions: |
| Person responsible for follow-up: |

# 5. Conduct regular inspections

Inspect your workplace to prevent accidents and injuries from occurring. Look for physical hazards related to equipment, machinery, and materials. Consider work procedures and day-to-day practices as well.

| Health and safety inspection log |
| --- |
| Date of inspection: |
| Names of inspectors: |
| List of equipment, procedures, and specific areas inspected: |
| Hazards identified: |
| Possible controls to eliminate or minimize risks: |
| Resources needed for risk control: |
| Action deadline and person responsible: |

## Tips

You might start by conducting inspections once a month. After a few inspections, if you find it necessary, hold them more often — twice a month, weekly, or even more often, depending on your circumstances.

| Health and safety inspection log |
| --- |
| Date of inspection: |
| Names of inspectors: |
| List of equipment, procedures, and specific areas inspected: |
| Hazards identified: |
| Possible controls to eliminate or minimize risks: |
| Resources needed for risk control: |
| Action deadline and person responsible: |

| Health and safety inspection log |
| --- |
| Date of inspection: |
| Names of inspectors: |
| List of equipment, procedures, and specific areas inspected: |
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| Resources needed for risk control: |
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| Health and safety inspection log |
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| Date of inspection: |
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| Hazards identified: |
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| Action deadline and person responsible: |

| Health and safety inspection log |
| --- |
| Date of inspection: |
| Names of inspectors: |
| List of equipment, procedures, and specific areas inspected: |
| Hazards identified: |
| Possible controls to eliminate or minimize risks: |
| Resources needed for risk control: |
| Action deadline and person responsible: |

# 6. Report and investigate incidents

If an incident occurs in the workplace, you may need to report the incident to WorkSafeBC and conduct an incident investigation.

## Serious incidents

Employers must immediately report the following serious incidents to WorkSafeBC:

- a fatality or serious injury (for example, an amputation, a serious fracture, or a head 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

To report a workplace incident call the WorkSafeBC Prevention Information Line (see page 50 for contact numbers).

*Serious incident in which a worker is injured*

- Report the incident to WorkSafeBC immediately, and initiate a claim with the Claims Call Centre (see page 51) within three days.
- Investigate the causes and contributing factors of the incident, and determine procedures or modifications to prevent similar incidents in the future.

If a worker is injured, ensure that the worker receives first aid and, if necessary, immediate medical treatment.

*Serious incident in which no worker is injured*

- Report the incident to WorkSafeBC immediately.
- Investigate the causes and contributing factors of the incident, and determine procedures or modifications to prevent similar incidents in the future.

## Other reportable incidents

Employers must also report some other types of incidents that are not considered serious, including the following:

- 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.

For these types of incidents, employers must do the following:

- Initiate a claim by reporting the incident to the Claims Call Centre (see page 51) within three days of the day the worker reports the incident to you, or the day you become aware of the incident, whichever is earlier.
- Investigate the causes and contributing factors of the incident, and determine procedures or modifications to prevent similar incidents in the future.

## Incident investigations

Even if an incident does not result in a serious injury, you may need to conduct an incident investigation. Initiating a WorkSafeBC claim is *not* the same thing as conducting an incident investigation. 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 (near misses)

When conducting an investigation, you need to collect the information that is asked for on Form 52E40 — Incident Investigation Report (see the sample on pages 34–35). You can use your own form, if you like, or you can find an up-to-date, full-size version of Form 52E40 at WorkSafeBC.com.

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# 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 *(including nearest city)* | |
|---|---|
| Date *yyyy-mm-dd* | Time a.m. ❒ p.m. ❒ |

**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. |
|---|



Sample

**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 ❒ | Worker ❒ | Other ❒ | |
| | | Employer ❒ | Worker ❒ | Other ❒ | |
| | | Employer ❒ | Worker ❒ | Other ❒ | |

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)

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Sample

# 7. Maintain records and statistics

Written records and statistics can help you identify trends for unsafe conditions or work practices so you can take steps to correct these potential hazards. Up-to-date records can also provide you with documentation in case a WorkSafeBC officer asks for it, or if an incident occurs and you need to prove that you did all you could reasonably do to prevent it.

Here is a list of written records that you may find useful:

- Orientation log (see page 13)
- Education and training log (see page 16)
- Meeting log (see page 20)
- Health and safety inspection log (see page 26)
- Health and safety program review (see page 37)
- First aid record (see page 47)

# 8. Keep your program current

Review your health and safety program periodically (at least once a year) and discuss ways in which it can be improved and kept up to date. Communicate with workers about changes in the workplace, new hazards, and better procedures for doing jobs safely and efficiently.

| Health and safety program review |
| --- |
| Date of review: |
| Areas that need improvement: |
| Possible improvements or updates: |
| Resources needed: |
| Action dates: |

# WorkSafeBC communications records

It's a good idea to keep track of all your communications (for example, phone calls, emails, and letters) with WorkSafeBC in case you need to refer back to them. Always include your WorkSafeBC registration number in communications, and the worker's claim number if it's regarding an injury claim.

| My contact with WorkSafeBC |
| --- |
| Date: |
| WorkSafeBC name and contact information: |
| Notes: |

| My contact with WorkSafeBC |
| --- |
| Date: |
| WorkSafeBC name and contact information: |
| Notes: |

| My contact with WorkSafeBC |
| --- |
| Date: |
| WorkSafeBC name and contact information: |
| Notes: |

# Young workers

More than half of all work-related accidents involving young workers aged 15 to 24 happen during the worker's first six months on the job.

Use the following checklist after hiring young workers to ensure that you are doing all you can to protect them:

- ☐ Allow for a thorough health and safety orientation.
- ☐ Train workers to recognize hazards and follow safe work practices.
- ☐ Check routinely to see if they continue to recognize hazards and follow safe work practices.
- ☐ Make sure workers are properly supervised.
- ☐ Make health and safety regulations and safe work practices available to them.
- ☐ Encourage them to ask questions about health and safety concerns.
- ☐ Provide appropriate personal protective equipment (PPE) and clothing, and train workers in its proper use.
- ☐ Make sure that equipment is safe and workers know how to operate it.

Sections 3.22–3.25 of the Occupational Health and Safety Regulation deal specifically with young and new workers.

For general information on orientation and training requirements, see the WorkSafeBC publication *3 Steps to Effective Worker Education and Training.*

# Violence in the workplace

If experience in your workplace or a similar type of workplace indicates a potential for violence (for example, in the retail industry), you must conduct a risk assessment. Your assessment should result in a list of improvements to minimize the risks of violence. Use the following four steps as a guideline.

For more information on dealing with violence in the workplace, see sections 4.27 to 4.31 of the Regulation, as well as the WorkSafeBC publications *Preventing Violence, Robbery, and Theft* and *Take Care.*

*1. Inspect your workplace*
Use your knowledge of your business and work location to identify potential problems. Consider all aspects of your business, including store layout, design of sales counters and shelving, and visibility from outside.

*2. Involve your employees*
No one knows your business better than you and your employees, so make a point of asking for their input about potential risks for violence. For example, when and where do employees feel they could be unsafe? Do they feel confident that they know how to handle a violent situation? Are they aware of individuals or situations that have been problems in the past? Record all the information discussed.

*3. Set priorities and develop a written plan*
Prioritize the potential risks you have identified so that you know which ones to address first. Brainstorm with your employees, or a representative team, about how you can deal with each potential risk. Prepare a written plan, including a timeline for implementing controls.

*4. Share the written plan with your employees and implement it*
Post a simple one-page summary report explaining your violence prevention plan and timeline in the staff room, where employees can read it. Hold a staff meeting to go over the plan and to discuss other possible strategies.

# Personal protective equipment (PPE) and clothing

Personal protective equipment (PPE) and clothing help protect workers against workplace hazards that the employer is unable to control. Employers must ensure that their workers are properly trained in the use of any required equipment or clothing. See Part 8 of the Regulation for specific requirements. Employers should consider the following questions:

- ☐ What equipment or clothing is required?
- ☐ Where is the equipment or clothing required?
- ☐ Have workers received education and training on how to use, maintain, and inspect any required equipment or clothing?

| Type of PPE | Examples |
|---|---|
| Headgear | • Hard hats where there may be falling objects or moving equipment<br>• Headgear for motorized equipment such as ATVs |
| Eye protection | • Goggles, safety glasses, or face shields when working with cleaning products, or with hot grease or oil |
| Hearing protection | • Earplugs or earmuffs around loud machinery or in noisy settings such as live music venues |
| Respiratory protection | • Respirators when working around hazardous materials such as paints or solvents (see section 8.33 of the Regulation for more information) |
| Gloves | • Chemical-resistant gloves for cleaning<br>• Latex gloves for cleaning biohazards<br>• Cut-resistant gloves for knives or sharp edges |
| Clothing | • High-visibility vests, flame-resistant clothing, aprons, coveralls, and protective covers for footwear<br>• Hats, long-sleeve shirts, and pants for sun protection |
| Safety footwear | • CSA-certified (green triangle) footwear — steel-toe and steel-shank boots and shoes |
| Buoyancy equipment | • Personal flotation devices (PFDs) and lifejackets |

| Situations in your workplace that require PPE | Type of PPE needed |
|---|---|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

# Hiring contractors and subcontractors

Normally, employers are responsible for the health and safety of their own workers. At a multi-employer workplace, however, the owner of the company where the work is being carried out must coordinate health and safety activities. The owner is also responsible for the health and safety of all contractors and subcontractors on-site.

Ask contractors and subcontractors if they are registered with WorkSafeBC (ask for their WorkSafeBC numbers). If they aren't, your company could be liable for their insurance premiums if there's an injury or accident. You can get a clearance letter from WorkSafeBC that will tell you whether or not they are registered and up-to-date on premiums.

If you have questions about hiring contractors, call the Prevention Information Line (see page 50).

## Obtaining a clearance letter

Use one of the following options:

- Visit WorkSafeBC.com and under "Insurance" click "Get a clearance letter."
- Call the Clearance Section at 604 244-6380 or 1 888 922-2768 toll-free, or fax them at 604 244-6390.

| Contractor and subcontractor log |
| --- |
| Contractor name: |
| Registered with WorkSafeBC? ☐ Yes ☐ No<br><br>If yes, WorkSafeBC registration # _____ |
| Notes (affiliations, certifications, bonded, up-to-date on premiums): |

| Contractor and subcontractor log |
| --- |
| Contractor name: |
| Registered with WorkSafeBC? ☐ Yes ☐ No<br><br>If yes, WorkSafeBC registration # _____ |
| Notes (affiliations, certifications, bonded, up-to-date on premiums): |

# WHMIS (Workplace Hazardous Materials Information System)

Workers have a right to know about any hazardous materials they are working with. WHMIS is a nationwide system that provides specific health and safety information about hazardous materials (controlled products) used in the workplace. The system uses labels, MSDSs, and education and training programs to help reduce worker exposure to hazardous materials such as paint thinner and wood dusts.

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

If your business uses or produces any hazardous materials, you must establish and maintain an effective WHMIS program. The following checklist will help you get started:

- ☐ What are the hazards associated with the materials workers are using? For example, will paint or solvents affect air quality?
- ☐ How do workers protect themselves from these hazards? For example, should workers wear respirators?
- ☐ What do workers do if an emergency occurs while they are using the product? For example, where can workers find first aid and who should they call for help?
- ☐ Where can workers find out more about the product? For example, does it come with a product label and MSDS?

# First aid records

Maintain detailed records of all first aid treatments. For more information on first aid requirements, use the online First Aid Assessment Tool (www2.worksafebc.com/calculator/firstaid/).

| First aid record |
| --- |
| Date and time of injury or illness: |
| Name and occupation of injured worker: |
| Names of witnesses: |
| Date and time of report: |
| Description of injury or illness: |
| Treatments: |
| Signature of supervisor or first aid attendant: |

| First aid record |
| --- |
| Date and time of injury or illness: |
| Name and occupation of injured worker: |
| Names of witnesses: |
| Date and time of report: |
| Description of injury or illness: |
| Treatments: |
| Signature of supervisor or first aid attendant: |

## Tips

Requirements for first aid kits and whether or not you need a first aid attendant depend on: the hazard rating for your type of business, how far you are from a hospital, and how many workers you employ. Refer to Part 3 of the Regulation for more information about first aid requirements.

| First aid record |
| --- |
| Date and time of injury or illness: |
| Name and occupation of injured worker: |
| Names of witnesses: |
| Date and time of report: |
| Description of injury or illness: |
| Treatments: |
| Signature of supervisor or first aid attendant: |

# Resources

## WorkSafeBC resources

*Website*
Visit WorkSafeBC.com for health and safety news and information. You will also find electronic copies of many WorkSafeBC forms and publications, as well as searchable versions of the Regulation and the *Workers Compensation Act.*

*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 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 1 866 922-4357 (WCB-HELP) toll-free in British Columbia.

*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

*Claims Call Centre*
For information on claims or to receive copies of forms, contact the Claims Call Centre.

Phone: 604 231-8888 in the Lower Mainland
Toll-free: 1 888 967-5377 in B.C.
Hours: 8:00 a.m.–4:30 p.m., Monday–Friday

*Critical Incident Response Line*
WorkSafeBC coordinates critical incident interventions for work-related traumatic events. Page the CIR Program.

Pager: 1 888 922-3700 toll-free
Hours: 9:00 a.m.–11:00 p.m., seven days a week

*First aid information*
Visit the First Aid website or call one of the following numbers and ask for first aid information.

Web: www2.worksafebc.com/Topics/FirstAid/Home.asp
Phone: 604 276-3090 in the Lower Mainland
Toll-free: 1 888 621-7233 (621-SAFE) toll-free in B.C.

## Employers' Advisers Office

The Employers' Advisers Office is a branch of the BC Ministry of Skills Development and Labour, independent of WorkSafeBC. Employers' advisers provide impartial advice, assistance, representation, and training to employers about workers' compensation legislation, decisions, appeals, and policies. For more information and to find an Employers' Advisers Office near you, visit the Employers' Advisers website at www.labour.gov.bc.ca/eao/.

## Training resources

There are also lists of training providers on the WorkSafeBC website. Visit WorkSafeBC.com and search for "training providers."

## WorkSafeBC feedback survey for *Small Business Health & Safety Log Book*

It is important for us to know if the subject and content of publications are useful to you and your business. Your feedback will help us to make this and future publications more relevant to your needs. Please take a few moments to answer this questionnaire and return it to us. Thank you.

Please fill in your answers below and fax back to 604 233-9717.

Or mail to: Small Business Service Centre, ILS
WorkSafeBC (Workers' Compensation Board)
PO Box 5350 Stn Terminal
Vancouver BC V6B 5L5

Or email your comments to smallbiz@worksafebc.com

***Do you like the size and format of this booklet?*** ☐ Yes ☐ No
Suggestions?

***Do you find the information useful? Are the forms user-friendly?***

***Do you have any suggestions or comments to improve this booklet?***

***Your position:***
☐ Employer ☐ Supervisor ☐ Worker

☐ Health and Safety Personnel ☐ Other _____

# WorkSafeBC offices

Visit our website at WorkSafeBC.com.

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

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

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

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

**Kamloops**
321 Battle St. V2C 6P1
Phone: 250 371-6003
Toll-free: 1 800 663-3935
Fax: 250 371-6031

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

**Nanaimo**
4980 Wills Rd. V9T 6C6
Phone: 250 751-8040
Toll-free: 1 800 663-7382
Fax: 250 751-8046

**Nelson**
524 Kootenay St. V1L 6B4
Phone: 250 352-2824
Toll-free: 1 800 663-4962
Fax: 250 352-1816

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

**Prince George**
1066 Vancouver St. V2L 5M4
Phone: 250 561-3700
Toll-free: 1 800 663-6623
Fax: 250 561-3710

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

**Terrace**
4450 Lakelse Ave. V8G 1P2
Phone: 250 615-6605
Toll-free: 1 800 663-3871
Fax: 250 615-6633

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

**Head Office/Richmond**
*Prevention Information Line:*
Phone: 604 276-3100
Toll-free: 1 888 621-7233 (621-SAFE)

*Administration:*
6951 Westminster Hwy.
Phone: 604 273-2266

*Mailing Address:*
PO Box 5350 Stn Terminal
Vancouver, BC V6B 5L5

*After Hours Health & Safety Emergency:*
Phone: 604 273-7711
Toll-free: 1 866 922-4357 (WCB-HELP)

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