

THE TURNING POINT

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The Vision of the Turning Point

This newsletter is to inform you of recent changes and trends regarding health and safety. The Turning Point is a monthly newsletter covering topics from various industries and sectors. The Turning Point will respond to your inquiries and inform you of current services and updates regarding Raising the Standard Consulting Inc. (RTSC).

VACATION IS OVER

Well it is that time of year again when we get back into the routine of life and reminisce over the fond memories of vacation. Some of us are even reluctant or disappointed to come back to work and deal with the challenges of the day (some more than others).

During a breakfast due diligence seminar recently, an individual from the audience stood up during my introductions and said she had to get something off of her chest and asked my permission to address the rest of the crowd. She said she heard I was speaking and had to come since I was presenting in her area.

I was so impressed with her story I thought I would relay it to you as she did that morning.

She came to work after a wonderful vacation a few months earlier. She was rested, alert and determined to not let stress build up in her how it had before her vacation. As she calmly sat down at her desk she noticed a business card. It was from a Ministry of Labour inspector. Her heart automatically started pounding and she felt sick to her stomach. She reminded herself to stay calm and not let

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MINISTRY OF LABOUR UPDATES

KITCHENER, ON, Sept. 24 /CNW/ - Sobeys Capital Incorporated, the retail grocer, pleaded guilty and was fined \$85,000 in the Ontario Court of Justice, September 16, 2008, in connection with an injury to a worker, January 19, 2007.

Justice of the Peace Robert Gay heard that a produce manager, trying to retrieve a small produce rack stored on a mezzanine at the chain's Cambridge store at 75 Dundas St., fell from a ladder and suffered hip and leg fractures and a separated shoulder. A Ministry of Labour investigation found that the employer had contravened section 45 (c) of Ontario Regulation 851 that requires material, articles or things to be removed from a storage area, pile or rack, in a manner that will not endanger the safety of any worker. This was contrary to section 25 (1) (c) of the Occupational Health and Safety Act.

WINDSOR, ON, Sept. 23 /CNW/ - Ford Motor Company of Canada Limited pleaded guilty and was fined \$100,000 in the Ontario Court of Justice, September 23, 2008, in connection with a worker injury, May 13, 2006.

Justice of the Peace Robert Ponton heard that a worker suffered burns while operating a skid steer loader in the melting department of Ford's Windsor Casting Plant, 2900 Trenton St., Windsor. The work involved moving foundry debris after it had fallen from a cupola into a hopper. However, a Ministry of Labour investigation found that steps were not taken to assess the temperature of the material before it was moved. At some point while the worker was backing out of the area with a load in the bucket, a fire erupted and spread to the loader's cab, seriously burning the worker. The investigation also found that workers were not instructed on how to safely complete a bottom drop at the cupola.

Ford pleaded guilty to failing to take the reasonable precaution of implementing a mandatory cooling period or other procedure to assess the temperature of the material before it was removed from a bottom drop cupola to protect the health or safety of workers, contrary to section 25(2)(h) of the Occupational Health and Safety Act.



RAISING THE STANDARD CONSULTING INC.

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things get to her.

She was in early so there was no one in the office to ask what had happened during the surprise visit. Actually she consoled herself by being thankful that it had happened while she was gone. She prepared for the day and went through her e-mails etc. until her boss arrived.

Once he came in she asked him how the inspection went. He said very nonchalantly "it went very well; I just told him that you would be in on Monday and the inspector was more than willing to postpone his inspection until 9:00 am today." It was about 8:35 am. She almost had a heart attack. Now she remembered how she felt before she went on vacation. Her vacation was officially over.

She had been working with Raising the Standard Consulting Inc. (RTSC) earlier that year. RTSC had completed their work about seven months earlier. During her time with RTSC they had developed a safety manual, conducted hazard assessments of each job, developed safe operating procedures and conducted senior management, supervisor and employee training and communication sessions. Most importantly they had developed a management system to keep them on track when RTSC was gone.

They had also improved their Joint Health and Safety Committee (JHSC) and senior management meetings. She got to work gathering the supervisor, JHSC and senior management inspections, corrective action forms from those inspections, meeting minutes etc., that had happened while she was gone.

When the inspector arrived she felt prepared. As he asked for their documentation and began his inspection she felt even better. He was actually impressed with the work they had done and most importantly the knowledge of the employees. As he left he asked if he could use some of the methods he had seen as best practice for other industries that were not as far along as they were.

After he left she thought back to last year and how differently the employees would have responded to the inspector's questions, or the documentation she would have had available for him to review and was amazed. She was most pleased in the fact that the management team was self-sufficient and had the tools to identify, evaluate and control hazards as they came across issues. She accredited this ability to the personal and professional approach of RTSC. She then went on to publicly thank me and our consultants for giving them the tools needed to improve their safety culture.

Well after that testimonial I had a very motivated and engaged audience. Our goal with our clients is to create a personal, comprehensive system that is run by the people that are affected by the hazards in their environment. If you properly train an employee at their workstation to identify and control hazards then they will be dealt with before any manager, supervisor or outside consultant will be able to notice it.

RTSC focuses on raising the standard of health and safety in an organization by empowering each employee to identify, evaluate and control hazards. We give management, supervisors and employees the tools and management system to

control the hazards in their workplace. For example, an effective way to train employees on legislated requirements is not only to provide quality training but to also review their workstation activities in teams and identify which daily activities are covered in the legislation. We then put the legislative requirements from those duties into a checklist and have the employee involved in doing regular inspections. In a short period of time that employee will be an expert in identifying and controlling those hazards and the validation for the training is evident in the daily inspections. Not to mention what other areas of the legislation are being covered by having operators conducting daily inspections. Most of all you will have an empowered employee - one that can truly protect themselves and reduce injuries in the workplace.

Please contact us for an evaluation of how we can help you empower your employees and establish systems that will ensure the safety of your workplace.

Stanford Brown B.Sc., CRSP, CSP, CHSC
Founder and Co-owner
Raising the Standard Consulting Inc.

THE BENEFITS OF WEB-BASED TRAINING

**Excerpt from Canadian Occupation Safety
Written by Nestor E. Arellano - September 09, 2008**

The use of online training for employee education programs has spiked in recent years as scores of companies recognize the flexibility and lower cost of rolling out these types of courses compared to traditional face-to-face instruction methods.

However, not all online courses are created equal and when it comes to occasionally tactile and skill-driven courses such as health and safety training, finding the appropriate mix of Web-based and in-person teaching strategies is essential.

"Online learning courses are rarely a one-shot-fix-all solution. Different courses require different tools," says Chris Moore, manager for training and education services at the Canadian Centre for Occupational Health and Safety (CCOHS) a federal government work-related injury and illness prevention centre based in Hamilton, Ontario.

In the last three years, the number of companies turning to online learning solutions to provide health and safety instructions for employees has increased, says Moore.

The advantages of e-learning are compelling. For one, instructors or students do not necessarily need to travel to meet at the classroom. This could potentially save companies anywhere from 30 to more than 50 per cent in traveling and infrastructure expenses, says Quilley.

Students can access instructional materials by accessing a course from a website, download a module, play a DVD or CD-ROM course or interact with other students and

instructors from different locations through webinars, online discussions of videoconferences.

The online course may be self-paced because students can access material from a computer wherever and whenever they have time to spare. There is no need for complicated juggling of work duties.

“Students can take the course when they need it and not when the instructor is available,” says CCOHS’s Moore.

The course content is fairly consistent because all the students have access to the same material, says Carol Ferguson-Scott, the Atlantic regional safety specialist for Jacques Whitford, a Dartmouth, Nova Scotia-based international health and safety consultancy and training firm.

WEB BASED TRAINING

Raise the safety, health, and productivity of your employees to the top of your agenda and provide training solutions that deliver real results. We provide web-based training programs for the convenience of your organization. Please visit our web-site to register.

Hand Tools and Automotive Lifts

Identify the Hazards and Controls Regarding: Hand Tools, Hoists, Fixed, Power, Electrical and Pneumatic Tools, Guarding, Powered Lifting Equipment, Automotive Lifts.

Joint Health and Safety Committee

Participants will be able to: know the legislative requirements for establishing a JHSC, describe the powers, functions and duties of JHSCs and their members, describe the activities of an effective JHSC, etc.

Machine Safety and Lockout / Tagout Procedure

Learn about Workplace Responsibilities, Machine Guarding and the Law, Understanding Machine Related Hazards Lockout / Tagout, Applicable Legislation, Hazard Identification, Lockout Procedures.

Health, Safety and The Law

Provide participants with a working knowledge of the Occupational Health and Safety Act and related legislation and more.

Manager and Supervisor Safety Orientation

Learn about Management Responsibilities, Right to Refuse, JHSC, Hazard Recognition, Workplace Accidents, Emergency Procedures, New Employee Orientation, Transfer and Promotion, etc.

Material Handling

This course is designed to teach workers about proper material handling techniques. Upon completion of this course, workers should be able to: describe what factors contribute to back injuries, explain proper lifting techniques, etc.

recognize the need for an investigation, investigate the scene of the accident, interview victims & witnesses, determine root causes, compile data and prepare reports, make recommendations, etc.

Health Hazards: Recognition, Assessment and Control

The goal of this module is to ensure you will be able to: understand the law pertaining to health and safety hazards, define occupational injury and illness, understand the four types of workplace health hazards, etc.

Workplace Inspection

Provide participants with an understanding of their legal rights and responsibilities with regard to workplace inspections and to prepare them for carrying out effective workplace inspections.

Slips, Trips and Falls

Objective of this training is to: understand the causes and effects of falls in the workplace, to understand legislation relating to slip, trip and fall hazards, to be able to identify potential slip, trip and fall hazards, etc.

WHMIS

Explain how WHMIS is implemented in law, explain how the law defines a controlled product, explain how the law defines hazardous ingredients, identify the exclusions, etc. Register to access the complete training material.

Worker Safety Orientation

Worker Responsibilities, Right to Refuse, Joint Health and Safety Committee, Hazard Recognition, First Aid, Workplace Accidents and more.

PUBLIC TRAINING COURSES

The following is an example of a few of the training courses we offer. For a full list, please contact us.

JHSC Certification Part 1 Training (2-day course)

\$349.00 +GST - 2-day Course

Oct. 7-8, Nov. 4-5, Dec. 2-3

JHSC Certification Part 2 Training (length depends on industry)

Service Sector (office, hotels/restaurants, retail, etc.)

\$245.00 +GST – 1 day:

Oct. 21, Nov. 18, Dec. 16

Healthcare, Warehouse/Distribution, Manufacturing

\$350.00 +GST – 2 days:

Oct. 21-22, Nov. 18-19, Dec. 16-17

Construction (including 1 day fall Protection)

\$475.00 +GST – 3 days:

Oct. 21-23, Nov. 18-20, Dec. 16-18