

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).

EMOTIONAL INTELLIGENCE

The True Secret to Success?

Written By: Linda Beck, President & Lead Facilitator of PILLAR PERFORMANCE

Leaders who Touch the Heart leave a Legacy

Think for a moment about the leaders who have influenced your life and why. For me, it was the president of a large chocolate company who visited its Toronto subsidiary to meet with all the District Managers from across Canada of whom I was one at the time.

What struck a lasting chord with me about this gentleman? Was it his long list of academic credentials? Or, the business conquests that he achieved? Perhaps it was the revenues he amassed while at the helm? No. And in fact he chose not to share his resume with us. Instead, he began the meeting by taking the time to slowly and considerately shake hands with all 50 of the District Managers in the room, asking each person his or her name and warmly welcoming each one of us individually. WOW! What an unusual introduction to a corporate meeting. Clear evidence of emotional intelligence. But that was just the beginning. He then began to tell us a

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MINISTRY OF LABOUR UPDATES

TORONTO, May 6 /CNW/ - The Toronto Transit Commission (TTC) today pleaded guilty in connection with the death of a subway tunnel worker in 2007 and was fined \$200,000 in the Ontario Court of Justice.

Justice Robert Bigelow, presiding in court at Toronto's Old City Hall, heard that a subway tunnel asbestos removal crew set up a work zone on the Yonge line between Eglinton and Lawrence stations at approximately 2:30 a.m., April 23, 2007. The crew used a system of work platforms on a flatbed work car. The platforms could be extended on both sides of the flatbed from their stowed positions.

Work was completed at approximately 4:35 a.m. and the crew was to fully retract the work platforms prior to departing down the line on the train. However, one unit remained extended about 59 centimetres to the side. As the train rolled down the track, the extended platform first caught on a bundle of cables on the wall and then hit the block wall of an electrical room enclosure at the Lytton Boulevard emergency exit. On impact, the module rose out of its mounting holes. It then struck the steel liner of the subway tunnel and was forced backwards, flipping into the front of a second car where the work train operator was stationed. The operator suffered fatal injuries. Two other workers were injured. The TTC pleaded guilty to failing, as an employer, to take every precaution reasonable in the circumstances for the protection of a worker at a workplace, contrary to section 25(2)(h) of the Occupational Health and Safety Act, specifically failing to take the reasonable precaution of ensuring that the work platforms on the modules were fully retracted and secured prior to leaving the work location.

TORONTO, April 10 /CNW/ - A British Columbia-headquartered film production company pleaded guilty and was fined \$250,000 on three counts under the Occupational Health and Safety Act today in connection with the death of one worker and serious injury of another on a Toronto film shoot in 2007.

Justice of the Peace A. Napier heard that one employee of Jumper Productions Ltd. of 1040 West Georgia St., Vancouver, had been injured and another killed while dismantling a filming location for the movie "Jumper" at 75 Commissioners Street, Toronto, on January 25, 2007.

The court heard that granular sand and gravel materials

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RAISING THE STANDARD CONSULTING INC.

62 Barr Crescent ~ Brampton ~ ON ~ L6Z 3E4 ~ 905-840-1918 ~ Fax: 905-840-3135 ~ www.rtsconsulting.com ~ rtsc@rtsconsulting.com

story about his only son, who worked as a waiter in a prominent restaurant in Los Angeles. He did not play up his son's accomplishments, but simply shared his story. He shared with us that his son had struggled with finding his niche and that he was trying to become an accomplished chef. Part of the training ground was to work as a waiter. *We* were all emotionally hooked and felt the president's vulnerability in sharing this information.

The story continued. One day his son brought one of his customers a bottle of wine. After tasting the wine the customer was unhappy and became verbally abusive to the son who did not know how to please the customer. The son became extremely stressed and finally sought the advice of the *maitre d*. The *maitre d* politely and professionally asked the customer what the problem was and the customer bellowed out his concerns that the wine was rancid. The *maitre d* tasted the wine himself, and calmly explained to the customer in his polite and professional manner the following: "The wine is fine sir, but if you would like another bottle, I would be happy to get that for you".

The son was confused about how to handle the situation because he believed the mantra that the 'customer was always right no matter what'. The *maitre d* clarified this concept to him. "The customer is *not* always right... however, the customer *must* always come first." This comment was the key message the president wanted to convey to his audience of District Managers. Did he accomplish his mission? Absolutely! We all wanted to follow this man. Why, because he touched us emotionally, showed us that he was human, and illustrated how we can all make ourselves and the company better. How? Not with 'rah, rah' hypes on achieving sales figures and increasing profits, but by tapping into our emotions.

To paraphrase Stephen Covey... to accomplish results we should focus on preserving and enhancing relationships. This is done by touching people's hearts. That truly is emotional intelligence.

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

June 3-4, July 8-9, August 12-13

JHSC Certification Part 2 Training (length depends on industry)

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

\$245.00 +GST – 1 day – June 24, July 22, August 26

Healthcare, Warehouse/Distribution, Manufacturing

\$350.00 +GST – 2 days – Jun. 24-25, July 22-23, Aug. 26-27

Construction (including 1 day fall Protection)

\$475.00 +GST – 3 days – Jun. 24-26, July 22-24, Aug. 26-28

covering the external stage set had been exposed to the winter elements and were frozen into a dense, rock-like state. On a sunny afternoon, four workers were sorting lumber debris when the frozen sand and gravel adhering to a wall broke away in large slabs and fell on top of two of the workers, burying one of them who subsequently died of injuries received. The other worker sustained serious injuries.

A Ministry of Labour investigation found that there had been a thaw separation between the front face of the plywood wall and the wall of partially frozen granular materials attached to it. Vibrations of heavy equipment being operated nearby and the tearing action of an excavator on the corner of the wooden structure also contributed to the separation and collapse.

Neither workers nor supervisors on the project were wearing protective head gear, court heard.

Jumper Productions pleaded guilty to: Failing, as an employer, to ensure that granular material was not placed or left in a manner that would endanger a worker, as prescribed by section 113 of Ontario Regulation 213/91, contrary to section 25(1)(c) of the Occupational Health and Safety Act; Failing, as an employer, to ensure that precautions were taken to prevent injury to a person on or near a project that might result from the demolition, dismantling or moving of a structure, as prescribed by section 214(2) of Ontario Regulation 213/91, contrary to section 25(1)(c) of the Occupational Health and Safety Act; Failing, as an employer, to ensure that every worker wore protective head gear at all times while on a project, as prescribed by section 22 of Ontario Regulation 213/91, contrary to section 25(1)(d) of the Occupational Health and Safety Act.

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.

Accident Investigation

The goal of this module is to ensure you will be able to: 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.



MINISTRY OF LABOUR INSPECTOR VISITS

There is no way to know exactly what the inspectors will focus on because each inspector is different. We have found out that the following has been the focus of some of the visits to other facilities:

- Anesthetic gas machines – maintenance and testing of them
- O2 tank storage and compliance
- Sharps disposal containers
- Isolation signs and carts, and policies & procedures
- Preventative maintenance program on HVAC system
 - Internal & external inspection reports
 - Filters and fans semi-annual inspections
 - What type of report goes to the JOH&SC (at one location the MOL felt that a formal written report needed to go to JOH&SC semi-annually)
- Guarding in place (reviewed this in the Boiler Rooms)
- Confined space – current inventory list of confined space and confined space procedures
- Electrical panels – Safe Operating Procedures (SOP) for each piece of equipment needing lock out
- Legionella Disease Prevention Program
- Review of Health and Safety policies
- Review of JOH&SC minutes
- Inspection of sterilization process
- Inspections of Pharmacy, Lab, Boiler Room, Maintenance Shop and Inpatient Units
- Ladder safety
- Eyewash stations
- Mechanical room lifting device requiring a lift inspection/service
- Compliance with Healthcare and Residential Facilities Regulations

CAREER OPPORTUNITIES

We are currently seeking intermediate and senior consultants. We require a formal education in the field of occupational health and safety with a good knowledge of the Occupational Health and Safety Act and Workwell Audit Compliance. We also require skill in program development and conducting public training sessions. We also require 3-5 years' experience working in the occupational health and safety field. If interested, please forward your resume.