



This newsletter is to inform you of recent changes & 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.

## could this happen AT YOUR WORKPLACE?

### Metal Recycling Company Fined \$105,000 After Worker Killed By Excavator

**PETERBOROUGH, ON** - A metal recycling company in Peterborough pleaded guilty and has been fined \$105,000 after a worker was killed by an excavator operating in reverse.

The incident took place at the Ajax-based Peterborough Iron & Metal Inc.'s facility at 740 Erskine Avenue in Peterborough on August 18, 2015. A worker was in the yard, adjacent to a narrow roadway, cutting apart the bucket portion of a front-end loader with a cutting torch. This was not the normal area where the worker would have performed this operation; the bucket had been moved to that location by an excavator operated by a co-worker. After dropping the bucket off, the co-worker then affixed the rear bumper of a city bus to the shear attachment of the excavator and proceeded to operate the excavator in reverse along the roadway, pulling the bumper in order to move it to another location close to where the worker was cutting apart the bucket. While reversing, the right rear track of the excavator struck and crushed the other worker, causing fatal injuries.

A Ministry of Labour inspector conducted an investigation into the cause of the incident and determined that the metal material was being moved in a manner that endangered the safety of a worker. The excavator being used to move the pieces of metal was being operated in reverse and the worker operating the excavator did not have a clear view of the intended path of travel, nor was there a signaler to assist with the task. In addition, the excavator in question did not have a working travel alarm. These were all violations of Section 56 of Ontario Regulation 851 (the Industrial Establishments Regulation).

Peterborough Iron & Metal Inc. failed as an employer to ensure that measures and procedures prescribed by the regulation were carried out at the workplace, contrary to Ontario's Occupational Health and Safety Act.

Retrieved from: [Worker Killed by Excavator](#)



### Injury to Worker at Kitchener Wastewater Plant Results in \$85,000 Fine

**KITCHENER, ON** - A Mississauga-based scaffolding company pleaded guilty and has been fined \$85,000 after a worker was permanently injured in a fall from a faulty scaffold.

The company, Echaufauds Plus (Laval) Inc., operating as Action Scaffold Services, is a supplier, erector and dismantler of scaffolds at construction projects, with its Ontario head office located at 7151 Fir Tree Drive in Mississauga.

Action Scaffold had been retained to supply scaffolds at a construction project which involved upgrades to the Kitchener Wastewater Treatment Plant at 368 Mill Park Drive in Kitchener.

On May 27, 2015, an Action Scaffold crew was dismantling a scaffold that had previously been erected inside the primary digester tank at the wastewater plant.

That morning, a sawn lumber plank of the scaffold snapped and broke, and a worker fell about seven metres to the floor of the tank.

As a result of the fall, the worker suffered permanent injuries and has not returned to work.

Retrieved from: [Worker Injured at Metal Recycling Plant](#)

### Disaster & Emergency Management

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# Disaster & Emergency MANAGEMENT

## How Social Media Is Changing Disaster Response

When Hurricane Katrina ravaged the U.S. Gulf Coast in 2005, Facebook was the new kid on the block. There was no Twitter for news updates, and the iPhone was not yet on the scene. By the time Hurricane Sandy slammed the eastern seaboard last year, social media had become an integral part of disaster response, filling the void in areas where cell phone service was lost while millions of Americans looked to resources including Twitter and Facebook to keep informed, locate loved ones, notify authorities and express support. Gone are the days of one-way communication where only official sources provide bulletins on disaster news.

Researchers have now started publishing data on the use of social media in disasters, and lawmakers and security experts have begun to assess how emergency management can best adapt. *"The convergence of social networks and mobile has thrown the old response playbook out the window,"* Michael Beckerman, president and CEO of the Internet Association, told the House Subcommittee on Emergency Preparedness, Response, and Communications on June 4.

The new playbook will not do away with the emergency broadcast system and other government efforts. Rather, it will incorporate new data from researchers, federal agencies and nonprofits that have begun to reveal the exact penetration of social media in disasters.

The Federal Emergency Management Agency (FEMA) wrote in its 2013 National Preparedness report last week that during and immediately following Hurricane Sandy, *"users sent more than 20 million Sandy-related Twitter posts, or 'tweets,' despite the loss of cell phone service during the peak of the storm."* New Jersey's largest utility company, PSE&G, said at the subcommittee hearing that during Sandy they staffed up their Twitter feeds and used them to send word about the daily locations of their giant tents and generators. *"At one point during the storm, we sent so many tweets to alert customers, we exceeded the [number] of tweets allowed per day,"* PSE&G's Jorge Cardenas, vice president of asset management and centralized services, told the subcommittee.

Following the Boston Marathon bombings, one quarter of Americans reportedly looked to Facebook, Twitter and other social networking sites for information, according to The Pew Research Center. The sites also formed a key part of the information cycle: when the Boston Police Department posted its final *"CAPTURED!!!"* tweet of the manhunt, more than 140,000 people retweeted it. Community members via a simple Google document offered strangers lodging, food or a hot shower when roads and hotels were closed. Google also adapted its Person Finder from previous use with natural disasters.

Each disaster sparks its own complex web of fast-paced information exchange. That's a good thing, says Mark Keim, associate director for science in the Office of Environmental Health Emergencies at the U.S. Centers for Disease Control and Prevention (CDC), it can both improve disaster response and allow affected populations to take control of their situation as well as feel empowered.

Drawing up an effective social media strategy and tweaking it to fit an emergency, however, is a crucial part of preparedness planning, says disaster sociologist Jeannette Sutton, a senior research scientist at the University of Colorado at Colorado Springs who studies social media in crises and disaster. For the Boston Marathon incident, she found no consistent hashtag on Twitter, which can make tracking relevant information difficult. Even searching for the word "Boston" may fall short, she says, because it could lead to unrelated matter like Boston tourism or fail to capture relevant tweets that did not include the word Boston.

As part of disaster preparedness, she says, it would be useful to teach the public how to use social media effectively, how to get information from the Web and also how to put out useful information. *"Tweets flow so quickly it's like a fire hose where you're trying to extract bits of information that are relevant."*

All the fast-paced information available via social media does pose inherent risks when navigating emergency situations. One is the rapid spread of misinformation—as was the case after the Boston bombings with the identification of a missing man as a possible

suspect. Although mistakes often get fixed via the *"Wikipedia effect,"* in which other users correct the errors, Sutton notes that false information can easily go viral. Rumor Control, run by FEMA, attempts to nip misinformation in the bud, but in general there are no clear lines about who has responsibility to police social media information or how—or even if—that would work.

Another key risk is scammers using social media to steal cash. Whereas the American Red Cross proved that new technologies can efficiently raise money for humanitarian assistance, generating more than \$5 million via text message donations in the 48 hours following the Haiti earthquake in 2010, the FBI has warned that social media can also be a lucrative platform for scam artists that crop up in the wake of tragedy. After the Newtown, Conn., school shooting, for example, the FBI arrested a woman who allegedly claimed to be the relative of a dead victim and solicited money via Facebook and other sources.

The Haiti earthquake is often pointed to as the watershed moment that changed how social media is used in disasters. Social media was independently evolving in the years leading up to 2010, but the size and inherent emotional appeal of that disaster created the right environment for it to flourish, says CDC's Keim. *"I think what we're seeing now is the beginning of an age where it's very difficult to predict what will be the next outlet [in disasters];"* he says. *"These things are spontaneous and meet unique needs in the same way that you couldn't predict what app on your smartphone you may need or want in the next year."*

Retrieved from: <https://www.scientificamerican.com/article/how-social-media-is-changing-disaster-response/>

## Emergency Management Interview

Raising the Standard Consulting Inc. contacted Dana Fleming for her opinion and insight on how social media has changed aspects of Emergency Management. Dana Fleming is the Coordinator of the Emergency Management Program at the University of Ottawa, which she joined in 2008 following 10 years managing an Emergency Communications Centre where she first began her career as a dispatcher. Dana is also a member of uOttawa's Emergency Operations Centre (EOC) during active emergency situations.

In addition, Dana is a regular contributor to community forums, white papers and research studies on emergency management in higher education settings.

Social media has impacted many areas of all different industries and emergency management is no exception to that. Like many things, social media can be used as a tool or become a hindrance and Dana recognizes that social media has *"made communication more complex but it has also made it easier to reach a wider audience."* The main advantage of social media networks is that majority of people all around the world are on one site or another, meaning that if used correctly, it can warn, inform, and protect people who are at risk of emergencies. Dana has adapted to the changes of social media by posting *"alerts during emergency situations and encourage everyone to retweet or share our messages direct from the official source."* The continuing problem with social media outlets is the misinformation that quickly gets circulated around. Majority of the time the first few messages cannot be controlled by any responding agencies but corrections and accurate information can be given with updates throughout the response and recovery stages of an emergency.

There are ways in which organizations can use social media to their advantage. Dana described a few ways that organizations can implement social media tactics into their preparedness and emergency planning: *"It depends on the organization and resources available but there are many options. You can monitor social media for threats. You can monitor social media during an emergency to correct any misinformation or get leads on new information. You can use it to alert a wide population and keep them updated on the progress of an incident. You can use it for outreach to spread awareness and preparedness messages."* When properly planned for social media can be a great asset during an emergency. Should you or your organization need assistance in preparing and managing your social media outlets during an emergency please contact Shannelle Brown at [ssbrown@rtsconsulting.com](mailto:ssbrown@rtsconsulting.com)



# Mental Health

## ACCOMMODATIONS IN THE WORKPLACE

Historically, persons with mental illness have been considered by and large to be unemployable, or somehow undesirable as employees. However, in all but the rarest exceptions, the opposite is true. People with mental illness represent a largely untapped and vast source of labour, knowledge, and ideas. They are largely under-represented in the Canadian workforce. "Their potential productive energy has been overlooked at an enormous cost to the individual as well as at a significant social and economic cost to the community." The cost to the individual is akin to the cost that a person without mental illness would suffer if they couldn't find work; a person who chronically struggles to find work/financial sustenance undergoes a great deal of stress and lowered self-esteem. Individuals who have mental illness are no different in this respect.

### What is Mental Illness

The Canadian Mental Health Association (CMHA) defines mental illness as when the brain does not work in the way that it is supposed to. CMHA compares this to an illness where the lungs, or heart don't work the way that they are supposed to, in order to drive home the fact the mental illness is just that: an illness. A person cannot stop being mentally ill no more than they can stop themselves from having cancer. Like an individual suffering from a physical ailment, people with mental illness can play a part in their recovery, but they do not choose to be ill. Examples of mental illnesses include depression, post-traumatic stress disorder (PTSD), schizophrenia, anxiety, and bi-polar disorder, just to name a few. There are many more. Sometimes we work with individuals with a mental illness and do not ever realize it. Other times, coworkers with mental illness require accommodation. Additionally, sometimes employers wish to hire people with mental illness and are aware of their illness prior to hiring and want to accommodate them.

### What is Stigma

Sometimes people with mental illness choose not to disclose it in the workplace or ask for accommodation, even though accommodation may help make doing their job easier. The reason one may choose to keep a mental illness to themselves is because there is a stigma associated with mental illness and with accommodation. Stigma manifests itself in incorrect, negative stereo types and sometimes discriminatory (intentional or more likely, unintentional) behaviours. The antidote to stigma is open discussion, accepting attitudes, and education about mental illness.

Without education and information, accommodations for individuals with mental illness may be perceived erroneously as favouritism, or preferential treatment. Changing this opinion is a major challenge for employers. The best way to help all workers understand accommodation and how it benefits both the employee and the overall organization is through open discussion, education, and information. If knowledge is power, the understanding mental illness and its impact on an individual will help workers accept accommodations as the employer's way of providing equitable treatment to all workers in the workplace.

## Accommodating Mental Illness in my Workplace

In her work *Diversity Works: Accommodations in the Workplace for People with Mental Illness*, Lana M. Frado outlines the following principles of accommodation:

- Create an environment where accommodations are accepted by addressing the individual needs of each employee
- Respect employees' desire for confidentiality and identify the form and degree of confidentiality
- Be willing to engage in joint problem solving
- Make accommodations voluntary
- Be prepared to review accommodations and make changes as required
- Be flexible with traditional policies and their enforcement
- Put all accommodations in writing and be concrete and specific when identifying the parameters of the accommodations

By keeping principles as the above in mind, employers can create a positive and accommodating environment for all workers. Accommodations that can be made for employees are limited only by your imagination and the ideas of yourself and the worker. Examples of accommodations for mental illness include a private workspace for a person easily distracted, earlier start/end times for a person who gets anxious on crowded transit, flex time for a worker who has daytime mental health appointments, or a work from home arrangement for an employee who struggles with interpersonal interactions. Mental illness isn't the only reason to allow accommodation. Consider the stress level of workers, and the sky is the limit with accommodation that can reduce their stress and make them happier, healthier, and therefore more productive: flexible start/end times to help parents with children in care, a work at home arrangement for those workers caring for elderly parents in the home (those workers caring for both children and elderly parents are known as the "sandwich generation"), allowing workers to bank OT to take time off, or allowing sick days to be used for physical illness and emotional illnesses.

### Communication & Education are the Key

Without proper education and information, the stigma toward mental illness will persist. As soon as you educate workers and open the floor for open communication regarding mental illness, you will find that the primary accommodation desired by employees with mental illness is equitable treatment and a chance to prove themselves as a worker. Mental illness does not define a person; therefore, it does not define their ability.

The move toward an accepting and open organizational climate is not one that will happen in a day; however, it is one that is already rapidly growing across Canada.

As mental illness becomes more understood, so too does the need for accommodation.



# 2017 Course Calendar

## Joint Health and Safety Committee (Basic) Training

The Occupational Health and Safety Act requires an employer to establish a Joint Health and Safety Committee (JHSC) at a workplace with 20 or more workers. If you are required to have a JHSC, you are also required, by law, to have at least two "certified members": one representing workers and the other management.

RTS offers a 3 day JHSC Certification Part 1 course, which has been approved by MOL & provides participants with the basic knowledge and skills necessary to become certified JHSC members.

**Cost:** Public (3 days) \$450 + HST (Lunch & materials included)

**Location:** Brampton

**Schedule:** May 9-11 | June 6-8 | Aug. 1-3 | Oct. 17-19 | Dec. 12-14

## Joint Health and Safety Committee (Part 2) Training

This course has been designed to provide participants with an understanding of the hazards commonly found in offices, restaurants, hotel, retail, warehouse/distribution, manufacturing, healthcare, and construction workplaces.

**Cost:** Public (2 days) \$350.00 + HST

**Location:** Brampton

**Schedule:** May 23-24 | June 20-21 | Aug. 29-30 | Oct. 25-26 | Dec. 18-19

## CRSP Examination Preparation Workshop

The objective of the RTS Consulting CRSP Examination Preparation Workshop is to cover the exam Competency Categories to help you determine which areas of the exam require more in-depth study or attention. Our instructors our experienced and have developed tools and methods to assist you in identifying areas of opportunities to assist you in meeting your goal of passing the exam. Stanford Brown has attained not only the CRSP designation but the internationally recognized Certified Safety Professional (CSP) designation. Past clients have stated that *"His in-depth understanding, practical examples and memory aids used are exemplary."* His advanced understanding of the Competent Categories of the exam will ensure you are adequately prepared to study for the exam.

**Cost:** Public (2 days) \$600 + HST (lunch & materials included)

## Globally Harmonized System (GHS) Training (New WHMIS)

The mandatory GHS training must include information to help employees understand how to read new GHS chemical labels (including pictograms) and what chemical safety information is included on new chemical safety data sheets (SDS). Training must be in a format that employees can easily understand, and employers must document their training efforts to demonstrate proof of compliance if inspected.

### Who Needs It

Any business that uses or stores hazardous chemicals must comply with the GHS training requirement. Most work environments (doctor's offices, dental offices, restaurants, manufacturing, construction, auto repair shops, etc) have at least one chemical present that may be covered by MOL's standard. Common chemicals include paints, oils, inks, fuels, industrial-strength cleaning supplies, medicines, etc.

**Cost:** Public (1 hour) \$40 + HST

## Supervisor Health and Safety Awareness Training - 4hr training

When a person is hired or promoted to the position of a supervisor, it usually means a pay raise. But it also means more responsibilities, including legal responsibilities relating to the health and safety of the workers under your supervision. As a supervisor, you are a crucial part of your workplace's Internal Responsibility System. This is a very important concept for workplace health and safety and you will learn more about this throughout this one day of training. This training will focus on:

- How the Occupational Health and Safety Act works
- Rights and responsibilities of workers and supervisors under the OHSA
- Roles of workplaces parties, health & safety representatives, & joint health & safety committees
- Roles of the Ministry of Labour and Workplace Safety and Insurance Board
- Recognition, assessment, control and evaluation of hazards and getting the help you need

**Cost:** Public \$125 + HST

## Worker Health and Safety Awareness Training- 4hr training

Everyone in the workplace, from the employer to the newest worker, has different but important duties to keep the workplace safe. This one day of training will explain your rights and responsibilities on the job, and help you understand so that you can be safe at work every day.

This training will focus on:

- How the Occupational Health and Safety Act works
- Rights and responsibilities of workers and supervisors under the OHSA
- Common workplace hazards and protecting you from hazards
- How you can get involved in safety
- The right to refuse unsafe work and getting the help you need

**Cost:** \$125 + HST

## 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, Power 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.

## Worker/Supervisor Health & Safety Awareness Train the Trainer- 8hr training

Do you have a large number of employees/employees in multiple locations? Let us train some of your employees as trainers so they can go back to their various workplaces and do the training for your company.

**Cost:** \$250 + HST

**RTS Consulting Inc. can also conduct this training at your workplace for all your staff. Please contact us for more information.**

