Occupational health and safety guide for retail workers and employers
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This guide is current to March 2017. The law is constantly changing with new legislation, amendments to existing legislation, and decisions from the courts. It is important that you keep up with these changes and keep yourself informed of the current law.

This guide is for general information only and may be applicable to assist in establishing a compliant health and safety system at your work site. However, it is critical that you evaluate your own unique circumstances to ensure that an appropriate program is established for your work site. It is strongly recommended that you consult relevant professionals (e.g. lawyers, health and safety professionals and specialists) to assist in the development of your program.

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Competent
Competent means you have the knowledge, skills and experience needed to safely perform work without supervision, or with minimal supervision.

Controls
Actions and measures taken to eliminate or lower risk to health and safety at work. Methods of control fall into one of three categories: engineering, administrative or personal protective equipment.

Direct cause
The unsafe conditions or behaviours that caused the incident.

Employer
A person who is self-employed, or who employs one or more workers, or who is designated by an employer as the employer’s representative (e.g. manager, supervisor).

Equipment
A thing used to equip workers at a work site and includes tools, supplies, machinery, instruments and sanitary facilities.

First aid
The immediate and temporary care given to an injured or ill person at a work site using available equipment, supplies, facilities or services, including treatment to sustain life, to prevent a condition from becoming worse or to promote recovery.

Hazard
A situation, condition or thing that may be dangerous to the health or safety of workers.

Imminent danger
A danger that is not normal for a particular occupation or under which someone engaged in that occupation would not normally carry out their work.

Indirect cause
The contributing factor that led up to the incident.

Job
The position a person has in an organization (e.g. sales representative, clerk, cashier, store manager, warehouse receiver, merchandiser).

Near miss
Also called a “close call,” a near miss is an incident in which injury did not occur but which could have caused an injury or loss under slightly different circumstances.

Occupational health and safety culture
The attitudes and behaviours an organization exhibits toward health and safety on a daily basis.

Retail
A business that sells consumer goods and related services directly to the public.

Root cause
The underlying or most basic condition that allowed the incident to happen.

Tasks
The activities a worker does as part of their job (e.g. open/close the store, process sales, make bank deposits, operate forklift).

Worker
A person engaged in an occupation.

Working alone
A worker is working alone at a work site where assistance is not readily available if there is an emergency or the worker is injured or ill.
Ten per cent of Alberta’s workforce is employed in the retail sector. Cashiers, retail managers, maintenance workers, warehouse receivers, security guards, accountants, truck drivers, marketing specialists — these are some examples of retail positions. If your job has something to do with selling goods directly to the public (for consumption, not resale), or managing people that do, then you work in retail. This guide is for you.

This guide contains information about occupational health and safety as it relates to Alberta retail workers and your employer. The front end provides a brief overview of what the law requires from each of you, at minimum. Additional legislated requirements are highlighted throughout the document, which also spotlights opportunities to go above and beyond the legal expectations for better health and safety performance. Not all requirements under the Occupational Health and Safety (OHS) Act, Regulations and Code are discussed in this handbook.

The middle section of this guide focuses mainly on the employer’s role in ensuring the workplace is healthy and safe. It introduces several key elements that every occupational health and safety management program should include. Sample templates are provided to help employers develop and grow their organization’s program. And because a health and safety management program is only as effective as the support it receives from everyone (i.e. management and workers), this section also includes questions workers can ask to help keep themselves and others safe on the job.

The final section highlights common hazards in the retail sector, providing at-a-glance safety tips to help workers avoid getting injured or ill on the job. These tips might be useful to those of you just starting out in retail. It might get you thinking about your health and safety in the workplace. For more experienced workers, the tips serve as reminders of the kinds of hazards that are possible on the job, and how best to control those hazards.

You might be asking yourself, “How could anyone possibly get sick or injured working in retail?” It’s an important question. Injuries are more common than you might think. This guide provides retail-specific examples that can point to your job-specific occupational health and safety challenges. It talks about situations you might encounter on the job. And hopefully, it will spark questions you might never have thought to ask.

You can hope to go home healthy and safe at the end of your shift — or you can plan on it. Use this guide to help make health and safety happen in your workplace.
Every employer shall ensure, as far as it is reasonably practicable for the employer to do so,

(a) the health and safety of

(i) workers engaged in the work of that employer, and

(ii) those workers not engaged in the work of that employer but present at the work site at which that work is being carried out, and

(b) that workers engaged in the work of that employer are aware of their responsibilities and duties under this Act, the regulations and the adopted code.

Occupational Health and Safety Act, Section 2(1)

In the event of a workplace incident, employers should be able to show that, despite your best efforts, no one could have seen the incident coming or had any real opportunity to prevent it from happening.
Know the law

Worker’s rights and responsibilities

You have a right to a safe and healthy workplace. It’s the employer’s responsibility to inform workers of any known hazards, and to educate you about the presence and proper use of adopted controls.

Workers share the responsibility of staying healthy and safe on the job. You are expected to look out for yourself and for other workers, to report any hazards you notice to your employer, and to follow your employer’s health and safety practices.

Every worker shall, while engaged in an occupation,
(a) take reasonable care to protect the health and safety of the worker and of other workers present while the worker is working, and
(b) co-operate with the worker’s employer for the purposes of protecting the health and safety of
   (i) the worker,
   (ii) other workers engaged in the work of the employer, and
   (iii) other workers not engaged in the work of that employer but present at the work site at which that work is being carried out.

*Occupational Health and Safety Act, Section 2(2)*

Refuse unsafe work

You must refuse to do work you believe would put yourself or other workers in imminent danger. Imminent danger refers to a danger that isn’t a normal part of your job or the job of someone in your occupation. To refuse unsafe work you must reasonably believe the work you’re being asked to perform poses an imminent danger to your health and safety or to that of other workers.

Example

A worker in the floral department of a grocery store is asked to assist in the deli. Since she hasn’t been trained in the safe use of the meat slicer she must refuse the work because doing it would place her in imminent danger.

When you refuse unsafe work you must report the problem to your employer as soon as possible. It is your employer’s duty to address the issue and eliminate the imminent danger. You cannot be punished for refusing to do unsafe work.

No person shall dismiss or take any other disciplinary action against a worker by reason of that worker acting in compliance with this Act, the regulations, the adopted code or an order given under this Act, the regulations or the adopted code.

*Occupational Health and Safety Act, Section 36*
Know the law

Report unsafe conditions

You must report unsafe work conditions or equipment to your employer immediately, even when there’s no imminent danger.

If you think something at your workplace is unsafe for you or other workers, you must:

1. **Tell your employer.** Your employer is responsible for looking into your concern.

2. **If your concern is not addressed,** then take the problem to your health and safety committee – if there is one at your workplace.

3. **If there is no committee, or if you are still not satisfied,** you should contact the OHS Contact Centre and ask someone to look into the problem. Anyone has the right to call, whether directly involved in the work or not. You can choose to identify yourself when you call, or to remain anonymous.

Call the Alberta Government OHS Contact Centre at

1-866-415-8690 (toll-free in Alberta) | 780-415-8690 (in Edmonton)
Know the law

Authority and non-compliance

Occupational health and safety legislation is in place to help keep Alberta work sites safe for everyone. It can only be effective if everyone co-operates.

When an employer or worker breaks the rules they endanger themselves and other workers. That’s not acceptable.

Occupational Health and Safety Officers inspect work sites throughout Alberta. Their job is to make sure employers and workers are meeting the basic requirements of occupational health and safety legislation. These Officers have the legal authority to enforce the law.

For the purposes of this Act, an officer may
(a) at any reasonable hour enter into or on any work site and inspect that work site.

*Occupational Health and Safety Act, Section 8(1)*

Officers have the authority to enter and inspect a work site, take samples of products, conduct tests, take pictures and recordings, and look at and copy relevant documents. If an Officer believes a work site is dangerous, he or she can order work stopped right away or call for corrective measures. An Officer can also order equipment shut down if it appears unsafe to operate.

No person shall interfere with or in any manner hinder an officer or peace officer who is exercising powers or performing duties or functions under this Act.

*Occupational Health and Safety Act, Section 40.4*

Both employers and workers have responsibilities relating to health and safety at work. During a work site inspection, Occupational Health and Safety Officers can expect full co-operation from everyone on site.

Every person at a work site shall, on request by an officer, provide proof of identity satisfactory to the officer.

Every employer involved in work at a work site shall, on request by an officer, identify to the officer the workers employed by that employer at the work site.

*Occupational Health and Safety Act, Section 4.1(1-2)*
Know the law

Tickets and administrative penalties

Occupational Health and Safety Officers can provide expert advice and direction to improve health and safety at a workplace. They can also issue tickets and recommend administrative penalties to workers or employers when deemed appropriate.

**Tickets** deliver an on-the-spot consequence to workers or employers caught breaking specific rules under the legislation. Tickets are issued for easily observable violations such as not wearing required personal protective equipment or smoking near a flammable substance. Tickets hold individuals accountable for their behaviour, much like traffic tickets.

**Administrative penalties** are determined by Alberta Occupational Health and Safety on a case-by-case basis. Various factors are considered in deciding an administrative penalty. It can be triggered by offenses such as failing to comply with a Stop Work Order, or continuing to use equipment that has a Stop Use Order.

Ticketing and administrative penalties are enforcement options for Occupational Health and Safety Officers. Voluntary co-operation with the law is in everyone’s best interest.

Prosecution

Violating the *Occupational Health and Safety Act*, Regulations or Code, or failing to follow an order given by an Officer may result in prosecution. A worker or employer being charged and convicted on an offense can be punished with a fine, jail time or both.
A safe and healthy work site doesn’t just happen. It’s something people plan for and work at.

An occupational health and safety management program spells out your organization’s approach to creating a safe and healthy workplace. What follows are the fundamental elements every health and safety management program should include. Start with what’s here and grow your program from there.

**Note:** This section of the guide focuses primarily on information for employers, but it also contains practical tips for workers.

### Overview

The scope and complexity of a health and safety management program varies depending on the type of workplace and the nature of the work performed. If you’re starting a program from the ground up, consider the following components a good place to begin:

- **Management commitment**
- **Hazard assessment and control**
- **Work site inspections**
- **Incident reporting and investigation**
- **Worker competency and training**
- **WHMIS**
- **Emergency response**
- **First aid**
- **Working alone**
- **Workplace violence**

This guide discusses each of the above elements in some detail. Additional help to develop your health and safety management program is available.

Alberta Occupational Health and Safety works with groups and associations called Certifying Partners through the Partnerships in Injury Reduction – Certificate of Recognition (COR) Program. They provide training and assistance in developing health and safety management systems. Find a list of Certifying Partners online at work.alberta.ca/ohs-partnerships.

A decent health and safety management program will address Alberta’s minimum legal requirements for occupational health and safety. A strong program will do more than promote basic compliance with the law. It will demonstrate leadership.

You can and should expand your program as your awareness about health and safety grows.
Management commitment

Lead by example

Commitment to health and safety has to start at the top. As an employer, you should take every possible opportunity to show your workers that you are committed to health and safety by becoming actively involved.

Workers need to see their leaders making health and safety a priority. This means talking about health and safety regularly, encouraging workers to do the same, and then doing something good with what comes out of these talks. There’s a need for action.

Employers have to lead. You also have to follow through by listening to workers’ concerns and investing the resources necessary to improve health and safety for everyone on the job.

How do you think you’re doing?

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you set health and safety goals, assign responsibilities and hold people accountable for them?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you hold yourself accountable for all your health and safety responsibilities?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is health and safety frequently discussed at meetings?</td>
<td></td>
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<tr>
<td>Are your workers given the opportunity to express their concerns?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do they feel comfortable about doing this?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you follow up on the concerns raised by your workers?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you enforce proper work procedures regardless of how busy people are?</td>
<td></td>
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</tr>
<tr>
<td>Does your operating budget include a line item for health and safety?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you take an active role in all aspects of your health and safety system?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Would your workers agree with all of your answers above?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Your answers above may be an indicator of your commitment to good health and safety practices as an employer. There are, of course, other questions you could ask.

It’s okay to ask your employer:

- Are there any hazards I should know about in this job?
- What can I do to avoid getting hurt at work?
- Who can I speak to if I have concerns?
Commit to a strong health and safety culture

Generally, the stronger an organization’s health and safety culture is, the better its related performance. A safe organization is a productive organization.

The benefits of a strong health and safety culture may include:

- improvements in day-to-day operations
- ownership of health and safety initiatives
- willing participation in those initiatives
- a more consistent, efficient and effective workplace
- lower operating costs

Commit to spreading the word

Information about health and safety at your workplace is information that everyone at your workplace needs to know. Employers should figure out the best, most effective way to get health and safety messaging out and into everyone’s hands — and brain — and to solicit worker feedback and suggestions.

Staying alert to everyday workplace hazards can be a challenge, particularly in jobs like retail where the hazards may be less obvious, and where busy work is often the routine.

Talking about workplace health and safety is a good idea. Put it on the agenda for staff meetings. Open discussion can stir up new ideas or remind us of details we may have forgotten. It prompts awareness and helps remind everyone to stay alert.
Management commitment

Since people absorb information or learn in different ways, it's best to communicate in a variety of formats. Below are a few common approaches.

Examples

- **Make health and safety** a regular agenda item **at staff meetings.** It can be very effective, offering the advantage of a captive audience and on-the-spot question and answer sessions.

- **Provide the information in take-away format** through internal newsletters, paycheque inserts, bulletins or safety alerts.

- **Create a health and safety committee** to collect and share information across the board. It's a good way to add a level of commitment and authority, and to promote consistency in health and safety messaging.

- **Post key** health and safety **messaging** in staff rooms.

- Use **company emails and an intranet website** to reinforce health and safety messaging.

Workplace health and safety committees

A joint work site health and safety committee consists of both worker and employer representatives working together. Their role is to identify health and safety issues in the workplace and to make recommendations for improvement.

These health and safety committees encourage active **worker engagement.** They provide an opportunity for workers to participate in making decisions that directly impact them and their co-workers. As such, they can be an effective way to grow and integrate a positive health and safety culture throughout the organization.

To find out more about joint work site health and safety committees, and how to get one started in your organization, download the **Joint Work Site Health and Safety Committee Handbook** at work.alberta.ca/documents/WHS-PUB_1i004.pdf.
Commit to keeping a written record

You are required to keep health and safety records. Over time these records can help identify trends of unsafe working conditions or unsafe work practices, and point to corrective actions. They can track who received what training when. And, in the event of an incident investigation, they can be called upon as part of a legal defense.

Examples of records that need to be kept include:

- hazard assessment and control
- worker training records
- work site inspection reports
- incident reports (including near miss)
- incident investigation reports
- first aid records
- health and safety meeting minutes
- emergency response

Make it a habit to include the date on all your records. It’s a legal requirement for some documents (e.g. hazard assessment and control, training, first aid), and a good practice to follow across the board.

Sample templates for many of these records are included in this guide. Additional resources are listed as well (see pp. 97 – 98), for your consideration.
A hazard is a situation, condition or thing that may be dangerous to the health or safety of workers.

Every workplace has situations, conditions or things that may be dangerous to the health and safety of workers. Employers and workers have to know what those hazards are in order to address them.

Common hazards in a retail setting include things like:

- manual material handling
- slips, trips and falls
- working alone
- workplace violence
- hazardous chemicals
- back injury
- broken arm
- medical emergency
- death
- chemical burn

Left unchecked, any one of these hazards has the potential to impact a person’s quality of life in some way for some time.

It’s your responsibility as an employer to ensure the workplace hazards are identified, and eliminated or controlled so workers stay healthy and safe on the job.

- use mechanical lift
- keep floors clean and dry
- provide communication device
- provide physical barrier
- wear protective gloves
Hazard assessments are required by law

The hazard assessment and control process is a documented approach to prevent work-related injury or illness to workers. It is a core part of every occupational health and safety management program. It identifies potential problems, and points to where to focus resources for improved health and safety performance.

While there are different ways of doing a hazard assessment, the law is clear that hazard assessments must be done.

An employer must assess a work site and identify existing and potential hazards before work begins at the work site or prior to the construction of a new work site.

**Occupational Health and Safety Code, Part 2, Section 7(1)**

A team approach is necessary

The law is also clear that you have to involve affected workers when doing hazard assessments. Different people have different ways of seeing things. Workers are the individuals doing the work. That puts them in the best position to provide insight.

An employer must involve affected workers in the hazard assessment and in the control or elimination of the hazards identified.

**Occupational Health and Safety Code, Part 2, Section 8(1)**

Employers must produce a written record of the process

You must document both the results of the hazard assessment and what you have done since to either eliminate or control any hazards identified.

An employer must prepare a report of the results of a hazard assessment and the methods used to control or eliminate the hazards identified.

**Occupational Health and Safety Code, Part 2, Section 7(2)**
Hazard assessment and control

Employers must communicate the results

You must share the information you learn from doing a hazard assessment with affected workers. Workers need to be aware of any known or potential hazards they could encounter. They need to know how to keep themselves and their co-workers healthy and safe on the job.

An employer must ensure that workers affected by the hazards identified in a hazard assessment report are informed of the hazards and of the methods used to control or eliminate the hazards.

**Occupational Health and Safety Code, Part 2, Section 8(2)**

Hazard assessments need to be repeated

You must repeat the hazard assessment and control process as appropriate. Whenever changes are introduced to a workplace (i.e. new tasks introduced or work conditions change), another hazard assessment must be completed. Changes at the work site can signal the need for a new hazard assessment.

You must share the information you learn from doing a hazard assessment with affected workers. Workers need to be aware of any known or potential hazards they could encounter. They need to know how to keep themselves and their co-workers healthy and safe on the job.

An employer must ensure that workers affected by the hazards identified in a hazard assessment report are informed of the hazards and of the methods used to control or eliminate the hazards.

**Occupational Health and Safety Code, Part 2, Section 8(2)**

Hazard assessments must also be considered for specialized equipment (e.g. balers, cardboard compactors). These targeted hazard assessments can provide an important on-site reminder of the specific hazards associated with the equipment.
The key is to keep hazard assessments current

It’s good practice to review existing hazard assessments periodically. This can prevent unsafe or unhealthy conditions from developing, and will help determine if existing controls are actually working as intended.

The date is an important part of the record

There should never be any question as to when a hazard assessment was completed. Alberta law requires you to put the date on them.

An employer must ensure that the date on which the hazard assessment is prepared or revised is recorded on it.

Occupational Health and Safety Code, Part 2, Section 7(3)

Do it your way but do it right

There are many ways to do a hazard assessment. Your approach will depend on the nature of your operations. The important thing is to do it effectively. You want to identify any real and potential hazards and then address them. Keep a written record of what you do, put the date on it and keep it up to date. All hazards must be recognized and either eliminated or controlled — always.

Find more detailed information on the hazard assessment and control process in:

work.alberta.ca/documents/ohs-best-practices-BP018.pdf

Here are the basics steps for conducting a hazard assessment:

1. Take a close look at the individual tasks that each job involves.
2. Look for any health or safety hazards related to those tasks.
3. Figure out what you can do to eliminate each hazard or, if that’s not possible, to control it.
4. Implement controls.
5. Write down both the hazards found and what’s being done about them, and discuss with all affected workers.

A template and completed sample forms are provided on pp. 25 – 29 to help get you started.
Hazard assessment and control

Think about health and safety hazards

A health hazard is anything that could harm someone’s health, either immediately or over time.

- loud noises
- repetitive movements
- sun exposure
- chemical exposure

A safety hazard is anything that could cause injury or damage. An injury caused by a safety hazard is usually immediate.

- falling objects
- slippery surfaces
- sharp equipment
- icy roads

Left unchecked, any one of these hazards has the potential to impact a person’s quality of life in some way for some time.

It’s okay to ask your employer:

- What are the hazards of my job?
- How are those hazards controlled?
- What training do I need to do my job safely?
- What is my role in health and safety?
- Who do I talk to about health and safety concerns?
Look beyond the obvious

Workplace hazards can be grouped into four main categories. When looking for workplace hazards, think about all four:

**Physical hazards**
- slipping/tripping
- working alone
- repetitive motions
- lifting heavy loads
- hot liquid (coffee/soup)

**Chemical hazards**
- cleaning products
- hazardous merchandise
- maintenance products

**Biological hazards**
- viruses
- bacteria
- body fluids
- sewage
- allergens

**Psychological hazards**
- harassment and bullying
- stress
- fatigue
- shiftwork
Follow the hierarchy of controls

Try to eliminate a hazard wherever you can. When elimination is not possible, it must be controlled.

If an existing or potential hazard to workers is identified during a hazard assessment, an employer must take measures in accordance with this section to

(a) eliminate the hazards, or
(b) if elimination is not reasonably practicable, control the hazard.

*Occupational Health and Safety Code, Part 2, Section 9(1)*

Alberta’s Occupational Health and Safety Code outlines the hierarchy of controls to follow when elimination of the hazard is not an option.

Hazard controls

**Elimination**

or if elimination is not possible:

1st choice

*Engineering controls* – control the hazard at the source.

2nd choice

*Administrative controls* – control the hazard along the path (i.e. between the hazard and workers).

3rd choice

*Personal protective equipment (PPE)* – control the hazard at the worker.

If the hazard cannot be eliminated, or controlled by using a single control method, the employer may use a combination of *engineering, administrative and personal protective equipment* to provide a greater level of worker health and safety.
Examples of engineering controls

Next to eliminating a hazard, controlling it at the source is the most effective means of preventing illness or injury to workers.

- Install physical barriers to protect those working alone
- Use safety guards
- Use a forklift to lift heavy loads
- Ensure vehicles are equipped with appropriate seasonal tires

Examples of administrative controls

When elimination isn’t an option and engineered controls are not feasible, employers are expected to do what they can to introduce controls between the hazard and the worker.

- Develop safe work practices and procedures
- Provide training and supervision for workers
- Limit exposure time by rotating jobs
- Display warning signs

Examples of personal protective equipment

Personal protective equipment (PPE) is an employer’s third line of defense for controlling hazards that cannot be eliminated. It’s introduced only after engineering and administrative controls are found to be unworkable for specific hazards.

- Wear approved footwear
- Wear safety glasses
- Wear protective gloves
- Wear reflective vests

Since personal protective equipment controls the hazard at the worker’s end, it can only be effective if workers use the equipment properly. Employers must provide thorough and proper training in the use, care, maintenance and limitations of any required personal protective equipment.
### Examples of personal protective equipment in the retail industry

<table>
<thead>
<tr>
<th>PPE</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Safety Vest" /> &lt;br&gt; safety vest</td>
<td>when working around moving equipment (e.g. delivery vehicles, forklifts)</td>
</tr>
<tr>
<td><img src="image" alt="Work Gloves and Safety Footwear" /> &lt;br&gt; work gloves and safety footwear</td>
<td>when working in storage areas or handling garbage</td>
</tr>
<tr>
<td><img src="image" alt="Disposible Gloves" /> &lt;br&gt; disposable gloves</td>
<td>when cleaning bathrooms</td>
</tr>
<tr>
<td><img src="image" alt="Cut-Resistant Gloves" /> &lt;br&gt; cut-resistant gloves</td>
<td>when opening cartons or cleaning equipment</td>
</tr>
<tr>
<td><img src="image" alt="Dust Mask" /> &lt;br&gt; dust mask</td>
<td>when exposed to dust (e.g. flour, sawdust)</td>
</tr>
<tr>
<td><img src="image" alt="Eye Protection and Gloves" /> &lt;br&gt; eye protection and gloves</td>
<td>when working with chemicals</td>
</tr>
<tr>
<td><img src="image" alt="Hearing Protection" /> &lt;br&gt; hearing protection</td>
<td>when working around loud noises</td>
</tr>
</tbody>
</table>

An employer must ensure that workers who may be required to use safety equipment or personal protective equipment are competent in the application, care, use, maintenance and limitations of that equipment.

**Occupational Health and Safety Regulation, Section 13(3)**

If personal protective equipment is required for any tasks in your workplace, your hazard assessment and control record and/or safe work procedures should say so. These health and safety documents should also spell out the organization’s process for training and monitoring its use.
Hazard assessment and control

In many cases, employers provide any required personal protective equipment to their workers, but they don’t have to.

In any case, employers must make sure that workers use personal protective equipment when it is necessary and that they do so safely.

Did you know?

Alberta law requires employers to provide and pay for personal protective equipment for emergency response, respiratory and hearing protection if it is required for the job. Any other required personal protective equipment (e.g. safety boots, gloves, eye protection) is actually the worker’s responsibility.

In many cases, employers provide any required personal protective equipment to their workers, but they don’t have to.

In any case, employers must make sure that workers use personal protective equipment when it is necessary and that they do so safely.

PPE related questions to ask your employer:

- What if any protective equipment will I be expected to have and use?
- If required, does the company provide it?
- Will I need any special training to use it?
- If so, when will I receive training?
# Hazard assessment and control (template)

<table>
<thead>
<tr>
<th>Job/position/work type</th>
<th>Date of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment performed by (names)</td>
<td>Reviewed/revised</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Hazards</th>
<th>Controls</th>
<th>Date implemented</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all tasks/activities of the job/position)</td>
<td>(List all existing and potential health and safety hazards)</td>
<td>(List the controls for each hazard: elimination, engineering, administrative, personal protective equipment)</td>
<td></td>
</tr>
</tbody>
</table>

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### Hazard assessment and control (sample form)

<table>
<thead>
<tr>
<th>Job/position/work type</th>
<th>Date of assessment</th>
<th>Date implemented</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipper/Receiver</td>
<td>January 19, 2016</td>
<td></td>
</tr>
</tbody>
</table>

**Assessment performed by (names)**
Darryl Morris, Store Manager; Deb Lafevre, Grocery Manager; Manny Bridges, Shipper/Receiver

**Tasks**
(List all tasks/activities of the job/position)

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Hazards</th>
<th>Controls</th>
</tr>
</thead>
</table>
| Pre/post inspections | Slippery surfaces | Eng: Good lighting  
Admin: Standard operating procedures for pre-use inspection and housekeeping |
| Operating pallet jack | Contact with other equipment or workers | Eng: Horn and convex mirrors  
Admin: Pallet jack competency training, pre-determine traffic routes; restricted access  
PPE: Steel-toed footwear |
| Objects falling from pallet | | Eng: Level flooring  
Admin: Standard operating procedures for stacking of product |
| Mechanical failure | | Admin: Pre-use inspection, Preventative Maintenance Policy |
| Working on loading docks: load, unload, sort, move | Truck pulls away from dock | Eng: Chock blocks  
Admin: Dock safety training |
| Manual handling | | Admin: Standard operating procedures for materials handling, safe lifting training, scheduled breaks |
| Vehicle exhaust/fumes | | Eng: Ventilation  
Admin: Standard operating procedures for dock safety, Anti-idling Policy |

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# Hazard assessment and control (sample form)

## Tasks

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Hazards</th>
<th>Controls</th>
<th>Date implemented:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating compactor/baler</td>
<td>Contact with moving parts</td>
<td>Eng: Equipment safeguards in place as per manufacturer's specifications</td>
<td>February 19, 2016</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Admin: Standard operating procedures for safe use of equipment</td>
<td></td>
</tr>
<tr>
<td>Crushing/cutting</td>
<td></td>
<td>Eng: Emergency shutdown switch, alarm</td>
<td>March 8, 2016</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Admin: Worker training</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PPE: Steel-toed footwear, protective gloves</td>
<td></td>
</tr>
<tr>
<td>Loud noises</td>
<td></td>
<td>PPE: Hearing protection</td>
<td>March 23, 2016</td>
</tr>
<tr>
<td>Mechanical failure</td>
<td></td>
<td>Admin: Pre-use inspection, Preventative Maintenance Policy</td>
<td>February 19, 2016</td>
</tr>
<tr>
<td>Repetitive motion</td>
<td></td>
<td>Eng: Ergonomic design of processing area</td>
<td>March 6, 2016</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Admin: Training in safe lifting, scheduled breaks, job rotation</td>
<td></td>
</tr>
<tr>
<td>Operating forklift</td>
<td>Contact with moving equipment</td>
<td>Eng: Backup alarm</td>
<td>February 19, 2016</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Admin: Operator safety training</td>
<td>March 7, 2016</td>
</tr>
<tr>
<td>Static posture</td>
<td></td>
<td>Eng: Adjustable cab ergonomics</td>
<td>May 12, 2016</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Admin: Scheduled breaks, job rotation</td>
<td></td>
</tr>
</tbody>
</table>

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**Hazard assessment and control (sample form)**

<table>
<thead>
<tr>
<th>Job/position/work type</th>
<th>Date of assessment</th>
<th>Assessment performed by (names)</th>
<th>Reviewed/revised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration/office work</td>
<td>February 15, 2016</td>
<td>Courtney Miller, Jay Parsons, Matt Phillips</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tasks (List all tasks/activities of the job/position)</th>
<th>Hazards (List all existing and potential health and safety hazards)</th>
<th>Controls (List the controls for each hazard: elimination, engineering, administrative, personal protective equipment)</th>
<th>Date implemented</th>
</tr>
</thead>
</table>
| Operating PC (general computer tasks)                | Extended periods of sitting                                       | Eng: Ergonomic set-up of workstation  
Admin: Take micro-breaks to get up and stretch          | April 20, 2016 |
|                                                      | Glare from monitor                                               | Eng: Anti-glare screens or monitors                           | April 28, 2016 |
| Photocopying, faxing, stapling, hole punching        | Repetitive motion                                                | Admin: Take breaks as necessary                               | March 15, 2016 |
| Refilling toners                                     | Contact with chemicals/toner                                      | Admin: Place toner lid from new cartridge on the old cartridge to prevent exposure; WHMIS training  
PPE: Use nitrile gloves                                           | March 15, 2016 |
| Filing                                               | Awkward positions                                                | Admin: Use stool, take breaks to stretch if required          | March 15, 2016 |
|                                                      | Struck by/crushed                                                | Eng: Cabinet engineered to not allow more than one drawer to be open at a time (prevent tipping)  
Admin: Ensure cabinets are loaded from the bottom up | March 15, 2016 |
| Operating paper shredder                             | Loose clothing or jewelry could be caught in shredder opening    | Eng: Auto shut-off switch/emergency shut off  
Admin: Ensure loose clothing, jewelry, long hair is tucked in before operating shredder; shred on a different day | March 15, 2016 |

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### Hazard assessment and control (sample form)

<table>
<thead>
<tr>
<th>Job/position/work type</th>
<th>Date of assessment</th>
<th>Assessment performed by (names)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery store clerk</td>
<td>September 3, 2015</td>
<td>Margaret Bland, Bill Higgins, Eric Silverman</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tasks (List all tasks/activities of the job/position)</th>
<th>Hazards (List all existing and potential health and safety hazards)</th>
<th>Controls (List the controls for each hazard: elimination, engineering, administrative, personal protective equipment)</th>
<th>Date implemented</th>
</tr>
</thead>
</table>
| Cashier duties                                       | Repetitive motion                                                  | Eng: | Adjusted workstation for custom ergonomic set-up  
Admin: Job rotation throughout shift, regular micro-breaks, worker training in workstation set-up | October 3, 2015 |
| Workplace violence                                   |                                                                    | Eng: | Panic button/alarm installed near cash register  
Admin: Awareness training in Workplace Violence Policy and Procedures; regular cash drops to limit amount on hand | October 3, 2015 |
| Stacking/storing inventory on shelves                | Falling from heights                                               | Eng: Proper equipment (step stool or ladder) provided  
Admin: Training in three-point contact on ladder | October 3, 2015  
October 10, 2015 |
|                                                      | Product falling from heights                                       | Eng: Secure shelving/storage matching product dimensions  
Admin: Standard operating procedures for safe storage technique including stacking heaviest items near the floor | October 3, 2015 |
|                                                      | Repetitive motion                                                  | Admin: Safe-lift training, scheduled breaks, job rotation | October 10, 2015 |
| Walk-in freezer storage                              | Slipping                                                           | Admin: Maintain good housekeeping practices, wet floor signage  
PPE: wear non-slip footwear | October 3, 2015 |

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Inspections can be a valuable tool

Regular internal inspections are an important way for you to find out whether or not day-to-day activities support the organization's overall health and safety goals.

These inspections don’t have to be overly complicated. They can be as low-key as a wide-eyed walk-through, taking note of anything that could present a hazard. And that could be anything from the way workers are doing their job to the equipment they’re using to do it.

**This is what you’re looking for:**

- Are workers following safe work procedures?
- Are tools and equipment in good working order?
- Are any unsafe or unhealthy conditions present?

It’s a good idea to conduct more formal, scheduled inspections as well. These are intended to check for and report on specific items in the workplace. Formal inspections establish a standard for gathering information and flagging concerns for follow-up.

Work site inspections can turn up hazards that may have been missed during hazard assessments. They can spot where controls introduced earlier might not be working. Or maybe the controls are working as intended, but new hazards have appeared as a by-product.

**This is what you do with what you find:**

1. Record any hazards identified during a work site inspection.
2. Address any serious hazards or unsafe conditions right away.
3. Control other hazards as soon as possible.

Inspections are performed to keep the workplace healthy and safe. Develop ways to eliminate or control all hazards found. Remedy serious hazards such as unsafe or unhealthy work practices right away. Control all other hazards as soon as possible.

A work site inspection template and completed sample form are provided on the next two pages to help get you started.
## Work site inspection (template)

<table>
<thead>
<tr>
<th>Company</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Date (Month/Day/Year)</td>
<td></td>
</tr>
<tr>
<td>Inspector’s name</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Describe hazard and precise location</th>
<th>Recommended corrective action(s)</th>
<th>Action</th>
<th>Assigned to</th>
<th>Due date</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

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## Work site inspection (sample form)

**Company**
Mega Grocery Store

**Location**
1122 - 33 Street

**Date (Month/Day/Year)**
May 1, 2016

**Inspector’s name**
Steven Brown

<table>
<thead>
<tr>
<th>Describe hazard and precise location</th>
<th>Recommended corrective action(s)</th>
<th>Assigned to</th>
<th>Due date</th>
<th>Completed</th>
</tr>
</thead>
</table>
| Blocked exit, north door of Warehouse| - Remove items from around exit doors immediately.  
- Discuss the need to keep the exits clear at next morning staff meeting.  
- Place caution tape on floor to remind workers to keep these areas clear. | Andrew Walburg, Grocery Manager | Immediately, May 2, 2016 | May 1, 2016, May 2, 2016 |
| Broken pallet, far end of canned goods aisle (sales floor) | - Take down product display with broken pallet. Replace with intact pallet or alternate display. | Glenna Rockwell, Merchandising | May 2, 2016 | May 2, 2016 |
| Unsafe knife storage - Meat Department | - Purchase a knife storage holder.  
| Chipped floor tile in front of dairy case - cheese section | - Inspect floor tiles throughout store and arrange for replacement as required. | Gord Macdonald, Building Maintenance | June 30, 2016 | June 17, 2016 |

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Incident reporting and investigation

First things first

When something goes wrong and somebody gets hurt on the job, get them appropriate medical care right away. Taking care of the injured is the first priority. Once an injured worker has been looked after, the incident needs to be reported.

A near miss is also called a “close call.” It is an incident that did not cause injury or damage but could have under slightly different circumstances. It’s one of those heart-pounding moments when you realize luck was the only thing that kept you or somebody else from getting hurt. Every near miss represents a second chance to eliminate or control a hazard, but only if you report it. Report it.

Reporting

Your company should have its own internal reporting procedures. Workers should know and follow those. Depending on the nature of the incident or its consequences, employers may be legally required to report it to Alberta Occupational Health and Safety as soon as possible.

Reporting to Occupational Health and Safety

Employers are legally required to report specific incidents to Occupational Health and Safety:

- an injury or accident that results in death
- an injury or accident that results in a worker being admitted to a hospital for more than two days
- an unplanned or uncontrolled explosion, fire or flood that causes or has the potential of causing a serious injury
- the collapse or upset of a crane, derrick or hoist
- the collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure

Call the Alberta Government OHS Contact Centre at

1-866-415-8690 (toll-free in Alberta) | 780-415-8690 (in Edmonton)

As an employer, if you’re not sure whether or not you have to report an incident to Occupational Health and Safety, call it in. The Occupational Health and Safety Contact Centre advisor will clarify what’s required.
Incident reporting and investigation

Reporting to Workers’ Compensation Board (WCB)

Employers must report to WCB within 72 hours of being notified of a work-related injury or illness that results in or is likely to result in a worker needing medical treatment beyond first aid, or a worker being unable to do his/her job beyond the day of the incident.

Call the Workers’ Compensation Board at
1-866-922-9221 (toll-free in Alberta) | 780-498-3999 (in Edmonton)

Incident investigation

With the injured worker taken care of and all reporting requirements met, the focus shifts to figuring out exactly what happened and why.

In the event of a reportable incident, take action to prevent further injuries or property damage. Beyond that, it’s important that no one disturbs the scene.

Workers who witnessed the incident may be asked to help figure out what happened. This isn’t about assigning blame. It’s about preventing a similar incident from happening again. Initiating an investigation is your responsibility as the employer. It is a legal requirement.

If a worker is injured or any other incident that has the potential of causing serious injury occurs, you must:

1. conduct an investigation
2. prepare a report on what happened and take action to prevent it from happening again
3. share the report with an Occupational Health and Safety Officer upon request
Incident reporting and investigation

An incident investigation will look at what caused the incident, both directly and indirectly. The final goal of the investigation is to identify and correct the root cause(s) of the incident.

**Direct causes** are the unsafe conditions or unsafe behaviours that led up to the incident (i.e. slippery floors due to spilled coffee; standing on a box instead of using a proper step stool or ladder; or lifting too heavy a load).

**Indirect causes** are the contributing factors leading up to the undesirable outcome (i.e. no one was available to mop up the spill; a step stool was nowhere to be found; a delivery came in through the store front instead of at the loading dock out back).

The **root cause** is the underlying or basic cause of the incident (i.e. a lack of housekeeping or cleanup procedures; proper equipment is not available on the work site; workers are not trained on proper shipping/receiving procedures by redirecting the shipment to the loading dock). The root cause is not always obvious. Finding the root cause and taking corrective actions is the best way to prevent future incidents.

**When we know the direct cause of an incident, we know what happened. When we know the indirect cause, we know the contributing factors. When we know the root cause we know the ultimate reason and what changes we need to make so that it doesn’t happen again.**

Incident investigations are an important part of an organization’s commitment to improve its health and safety performance. Changes have to be introduced to be effective. Any changes to process or operating procedures should be shared with workers.

A template and completed sample form for incident reporting and investigation are provided on the next few pages to help get you started.
## Incident reporting and investigation (template)

<table>
<thead>
<tr>
<th>Name of worker</th>
<th>Job title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of injury or illness (Month/Day/Year)</td>
<td>Time</td>
</tr>
<tr>
<td>Date injury or illness reported (Month/Day/Year)</td>
<td>Time</td>
</tr>
<tr>
<td>Incident reported to</td>
<td>Job title</td>
</tr>
<tr>
<td>Location of incident</td>
<td></td>
</tr>
</tbody>
</table>

**Type of incident**
- ☐ Near miss
- ☐ First aid
- ☐ Medical aid
- ☐ Reportable incident
- ☐ Other ________________

**Nature of injury** (if applicable)

**Damage to property or equipment** (if applicable)

<table>
<thead>
<tr>
<th>Witnesses</th>
<th>Name</th>
<th>Job title</th>
<th>Statement attached</th>
</tr>
</thead>
</table>

**Description of incident**

---

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## Incident reporting and investigation (template)

<table>
<thead>
<tr>
<th>Root cause</th>
<th>Action</th>
<th>Assigned to</th>
<th>Completed (date)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct causes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Indirect causes (contributing factors)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

### Investigation team

### Date (Month/Day/Year)

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### Incident reporting and investigation (sample form)

<table>
<thead>
<tr>
<th>Name of worker</th>
<th>Harold Parker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title</td>
<td>Salesperson</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of injury or illness (Month/Day/Year)</th>
<th>May 1, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>11:30</td>
</tr>
<tr>
<td>AM/PM</td>
<td>AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date injury or illness reported (Month/Day/Year)</th>
<th>May 1, 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>11:45</td>
</tr>
<tr>
<td>AM/PM</td>
<td>AM</td>
</tr>
</tbody>
</table>

**Incident reported to**

- **Janelle Wilson**
  - **Job title**: Store Manager

**Location of incident**

- Seasonal department/garden centre where patio stones are stored

**Type of incident**

- Near miss
- First aid
- Medical aid
- Reportable incident
- Other ________________

**Nature of injury** (if applicable)

Top of Harold's right foot had a 2 inch scrape and signs of bruising.

**Damage to property or equipment** (if applicable)

No

**Witnesses**

<table>
<thead>
<tr>
<th>Name</th>
<th>Job title</th>
<th>Statement attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tony Sloan</td>
<td>Salesperson</td>
<td>I written page</td>
</tr>
</tbody>
</table>

**Description of incident**

Harold was lifting a bag of landscaping rock (about 50 lbs) into a customer's cart. It slipped out of his hands and fell on his foot.

---

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## Incident reporting and investigation (sample form)

<table>
<thead>
<tr>
<th>Root cause</th>
<th>Corrective action(s)</th>
<th>Action</th>
<th>Assigned to</th>
<th>Completed (date)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Direct causes</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Improper lifting</td>
<td>Go over safe lifting policy and procedures with workers</td>
<td>Al Wright, Safety Manager</td>
<td>May 10, 2016</td>
<td></td>
</tr>
<tr>
<td>- Poor grip</td>
<td>Do monthly refresher talks</td>
<td>Al Wright, Safety Manager</td>
<td>First Monday of each month</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Post policy and procedures in lunchroom</td>
<td>Al Wright, Safety Manager</td>
<td>May 4, 2016</td>
<td></td>
</tr>
<tr>
<td><strong>Indirect causes (contributing factors)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Bag too heavy</td>
<td>Require steel-toe shoes for staff working in garden centre</td>
<td>Janelle Wilson, Store Manager</td>
<td>May 31, 2016</td>
<td></td>
</tr>
<tr>
<td>- No steel-toed boots</td>
<td>Provide appropriate gloves</td>
<td>Janelle Wilson, Store Manager</td>
<td>May 11, 2016</td>
<td></td>
</tr>
</tbody>
</table>

### Investigation team
- Al Wright, Safety Manager
- Janelle Wilson, Store Manager
- Harold Parker, Salesperson

### Date (Month/Day/Year)
- May 3, 2016

---

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Worker competency and training

Working safe is no accident. Workers need proper training and skills to stay safe on the job. They have to be competent. It’s your responsibility to make sure your workers have the knowledge, skills and experience needed to safely perform work without supervision, or with only minimal supervision.

If work is to be done that may endanger a worker, the employer must ensure that the work is done
(a) by a worker who is competent to do the work, or
(b) by a worker who is working under the direct supervision of a worker who is competent to do the work.

**Occupational Health and Safety Regulation, Section 13(1)**

You have to make sure workers are properly trained in the safe use of any work-related equipment or substances (e.g. ladders, tools, supplies, machinery, cleaning products).

An employer must ensure that a worker is trained in the safe operation of the equipment the worker is required to operate.

**Occupational Health and Safety Regulation, Section 15(1)**

If a worker may be exposed to a harmful substance at a work site, an employer must
(a) establish procedures that minimize the worker’s exposure to the harmful substance, and
(b) ensure that a worker who may be exposed to the harmful substance
   (i) is trained in the procedures,
   (ii) applies the training, and
   (iii) is informed of the health hazards associated with exposure to the harmful substance.

**Occupational Health and Safety Regulation, Section 15(3)**

Workers are required to take part in job training provided by their employer, and to apply what they learn on the job.

A worker must participate in the training provided by an employer.

**Occupational Health and Safety Regulation, Section 15(4)**
Check that the training is effective

You should consider testing the worker’s knowledge and skill level at the end of any training. An assessment will verify whether or not the worker fully grasps the training and knows how to apply it. It will also reveal whether or not training resources are providing value.

On-the-job observation to ensure safe work procedures are followed is another way to verify workers are properly trained in the work they perform.

Keep track

Keep good records of training provided to workers. This means including the names of the trainer and participants, the nature of the training and the dates the training happened.

Good record keeping helps an employer track which workers received what training, and when. It can help signal when workers are due for refresher training. Training records also help you confirm expectations of competency.

A template and completed sample form for worker training and orientation records are provided on the next few pages to help get you started.
# Summary record of training (template)

<table>
<thead>
<tr>
<th>Worker's name</th>
<th>Training completion date</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Site orientation</td>
<td>First aid</td>
<td>Emergency response plan</td>
<td>WHMIS</td>
<td>Safe work procedures</td>
<td>Comments/other</td>
</tr>
<tr>
<td></td>
<td>Initial</td>
<td>Retraining</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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## Summary record of training (sample form)

**Company**  
Mountainview Building Supplies

**Location**  
721 Foothills Crescent   Red Deer, Alberta

<table>
<thead>
<tr>
<th>Worker's name</th>
<th>Training completion date</th>
<th>Site orientation</th>
<th>First aid</th>
<th>Emergency response plan</th>
<th>WHMIS</th>
<th>Safe work procedures</th>
<th>Comments/other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allan Jackson</td>
<td></td>
<td>11/25/2015</td>
<td>Initial</td>
<td>05/24/2016</td>
<td></td>
<td>05/24/2016</td>
<td>OHS Rights &amp; Responsibilities 02/13/2016</td>
</tr>
<tr>
<td>Boris Snowdon</td>
<td></td>
<td>02/10/2011</td>
<td>02/14/2011</td>
<td>05/17/2016</td>
<td></td>
<td>05/24/2016</td>
<td>TIG training 06/28/2013 OHS Rights &amp; Responsibilities 02/13/2016</td>
</tr>
<tr>
<td>Julie Sengl</td>
<td></td>
<td>06/19/2013</td>
<td>06/23/2013</td>
<td>05/23/2016</td>
<td></td>
<td>05/24/2016</td>
<td>Julie has St. John Ambulance Standard First Aid training</td>
</tr>
<tr>
<td>Joanne Fellows</td>
<td></td>
<td>09/30/2016</td>
<td></td>
<td>10/12/2016</td>
<td></td>
<td>09/30/2016</td>
<td></td>
</tr>
<tr>
<td>Karen Adams</td>
<td></td>
<td>07/23/2015</td>
<td>08/11/2015</td>
<td>05/24/2016</td>
<td></td>
<td>05/24/2016</td>
<td>Ergonomics training 04/04/2016</td>
</tr>
<tr>
<td>Rudy Stephens</td>
<td></td>
<td>05/16/2016</td>
<td></td>
<td>05/24/2016</td>
<td></td>
<td>05/24/2016</td>
<td>OHS Rights &amp; Responsibilities 04/13/2016</td>
</tr>
</tbody>
</table>

This form is for example purposes only. Completing this form alone will not put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your workplace. Further, it is essential that this document is not only completed, but is used, communicated and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.
# Worker orientation record (template)

**Worker’s name**

**Date of hire**

**Date of orientation**

**Supervisor’s name**

<table>
<thead>
<tr>
<th>Orientation topics covered?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and safety responsibilities</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Health and safety rules</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>How to get first aid</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Location of first aid kit(s)</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Location of fire exits and fire extinguishers</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>How to report unsafe conditions</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Responsibility to refuse unsafe work</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>WHMIS training</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Location of safety data sheets</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Use of personal protective equipment</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Workplace violence prevention procedures</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Working alone procedures</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Emergency procedures</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>How to report an incident</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**Safe work procedures** (list them here)

**Other topics covered** (list them here)

**Comments**

---

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Worker competency and training

Worker orientation record (sample form)

Worker’s name
Charlotte Brown

Date of hire
June 10, 2016

Date of orientation
June 22, 2016

Supervisor’s name
Daniel Blais

Orientation topics covered? Yes No
- Health and safety responsibilities ■
- Health and safety rules ■
- How to get first aid ■
- Location of first aid kit(s) ■
- Location of fire exits and fire extinguishers ■
- How to report unsafe conditions ■
- Responsibility to refuse unsafe work ■
- WHMIS training ■
- Location of safety data sheets ■
- Use of personal protective equipment ■
- Workplace violence prevention procedures ■
- Working alone procedures ■
- Emergency procedures ■
- How to report an incident ■

Safe work procedures (list them here)
- Manual lifting
- Working on ladders
- Working alone
- Repetitive manual tasks
- Hot surfaces
- Chemical handling/WHMIS 2015

Other topics covered (list them here)
- Proper use of:
  - Gloves
  - Goggles

Comments

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About WHMIS

The Workplace Hazardous Materials Information System (WHMIS) is a national program for classifying and labelling hazardous workplace chemicals. It ensures workers have the information they need to work safely with hazardous materials.

If hazardous products are used in the workplace, you must ensure the WHMIS requirements are followed.

See Part 29 of the Occupational Health and Safety Code for specific information on the requirements. Additional information about WHMIS is available at whmis.org.

Ask yourself these four questions:

What are the hazards of the products I’m using?
How do I plan to protect myself from those hazards?
What am I going to do in the event of a spill or incident?
Where will I find the safety data sheets?

Your employer must train you in the safe handling and use of any hazardous products you’ll need on the job.
The three main parts of WHMIS

Product labels – provide basic information on safe handling of hazardous products.

Safety data sheets – provide more detail than the labels. They tell us how to safely use the product, how to recognize symptoms of exposure, and what to do if an incident occurs.

Worker education and training – ensures workers know how to recognize hazardous products, how to read labels and safety data sheets, how to work with hazardous products safely, and where to go for more information. Workers must also be trained on workplace specific procedures.

When implementing WHMIS, employers must ensure all hazardous products are properly labelled, safety data sheets are readily available to workers, and workers are appropriately trained. Workers must participate in the training and work safely by following safe work procedures.

Note: Many chemical products are not covered by WHMIS and may find their way into retail establishments (e.g. consumer chemicals). The employer must develop safe work procedures for circumstances where a worker may be exposed to a harmful substance, and train workers on these procedures. See Section 15 of the Occupational Health and Safety Regulation for more information.

Safety tips

Read the labels on chemicals.
Follow the manufacturer’s recommendations for safe handling and use.
Use chemicals only as directed.
Store chemicals properly when you’re finished using them.
Your organization must have a written emergency response plan that’s ready to roll out in an emergency.

An employer must establish an emergency response plan for responding to an emergency that may require rescue or evacuation.

**Occupational Health and Safety Code, Part 7, Section 115(1)**

This plan should anticipate and address any and all emergency situations that might realistically develop at your workplace. Examples might include:

- Fire
- Structural collapse
- Extreme weather (tornado/hail storms/flooding)
- Medical emergency
- Robbery
- Bomb threat
- Vehicle collision

Each work site requires its own emergency response plan specific to that location.

**Contents of plan**

An emergency response plan must include the following:

(a) the identification of potential emergencies;
(b) procedures for dealing with the identified emergencies;
(c) the identification of, location of and operational procedures for emergency equipment;
(d) the emergency response training requirements;
(e) the location and use of emergency facilities;
(f) the fire protection requirements;
(g) the alarm and emergency communication requirements;
(h) the first aid services required;
(i) procedures for rescue and evacuation;
(j) the designated rescue and evacuation workers.

**Occupational Health and Safety Code, Part 7, Section 116**
An emergency response plan is about emergency preparedness.

**Involve affected workers**
You must involve affected workers in the development of this plan. This could include scheduling a formal meeting, inviting comments during a walk-through, or asking workers to review a draft of the plan for feedback.

**Train those who will lead the response**
Those who will be responsible for activating the plan (e.g. managers or supervisors on site) need to be adequately trained in it.

**Educate the workforce**
Those expected to follow the plan in an emergency need to know what’s expected of them.

**Ensure access to the plan**
Emergency procedures must be in writing and readily available to everyone in the workplace.

**Practice the plan**
Practicing the procedures will help familiarize everyone with their roles in an emergency.
Debrief after a practice or drill to update or improve the plan.

**Keep it current**
You must ensure that an emergency response plan is current.

A template and a sample emergency response plan is provided on the next page to help get you started. Adjust this to meet your needs or develop a custom format as you choose. Just make sure your plan addresses all of the elements outlined in the Occupational Health and Safety Code.
Emergency response plan *(template)*

<table>
<thead>
<tr>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address or location</td>
</tr>
<tr>
<td>Completed by</td>
</tr>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>

**Potential emergencies**  
(refer to your hazard assessment to determine which hazards could require rescue or evacuation)

**Emergency procedures**  
(design procedures to be followed for each identified emergency)

**Location of emergency equipment**

**Emergency response equipment training and requirements**  
(List the names of workers trained to use each type of emergency equipment)

<table>
<thead>
<tr>
<th>Name</th>
<th>Training received</th>
<th>Frequency</th>
</tr>
</thead>
</table>

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## Emergency response plan (template)

<table>
<thead>
<tr>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location and use of emergency facilities</td>
</tr>
<tr>
<td>Fire protection requirements</td>
</tr>
<tr>
<td>Alarm and emergency communication requirements</td>
</tr>
<tr>
<td>First aid</td>
</tr>
<tr>
<td>Procedures for rescue and evacuation</td>
</tr>
<tr>
<td>Designated rescue and evacuation workers</td>
</tr>
</tbody>
</table>

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# Emergency response plan (sample form)

<table>
<thead>
<tr>
<th>Company</th>
<th>Fine Threads Boutique</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address or location</td>
<td>50 Elm Street, Small Town, Alberta</td>
</tr>
<tr>
<td>Completed by</td>
<td>Veronica Hall, Owner</td>
</tr>
<tr>
<td>Date</td>
<td>February 20, 2016</td>
</tr>
</tbody>
</table>

**Potential emergencies**

The following are identified as potential emergencies:
- Fire

**Emergency procedures**

In the event of a fire within or affecting the work site:
- The Shift Manager is the Fire Warden.
- Pull the fire alarm to initiate an evacuation and alert the Fire Department.
- All staff to calmly exit the building via nearest exit and meet at the muster point.
- Fire Warden is to ensure all staff and customers have exited and all staff is accounted for.
- Fire Warden to provide information to emergency response personnel.
- No one may re-enter the building until the Fire Warden approves.

**Location of emergency equipment**

Emergency equipment is located at:
- Fire alarm: Beside front and rear doors
- Fire extinguisher: Beside staff bathroom and rear door
- Fire hose: None
- Panic alarm: One at cashier and one in Manager’s office
- Other: First Aid kit beside Manager’s office door

**Emergency response equipment training and requirements**

<table>
<thead>
<tr>
<th>Name</th>
<th>Training received</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harper Winfield</td>
<td>Fire Warden training</td>
<td>Annual refresher</td>
</tr>
<tr>
<td></td>
<td>Fire extinguisher</td>
<td></td>
</tr>
<tr>
<td>Annie Ramsar</td>
<td>Standard First Aid</td>
<td>Every 3 years, with annual CPR refresher</td>
</tr>
</tbody>
</table>
### Emergency response plan (sample form)

| Location and use of emergency facilities | The nearest emergency services are located:  
- Fire Station: 10 Fir Street - 2 blocks east  
- Ambulance: 40 Sun Street - 10 blocks south  
- Police: 1 Police Plaza - 20 blocks west  
- Hospital: 101 Hospital Avenue - 4 blocks east |
| --- | --- |
| Fire protection requirements | The following fire protection equipment can be accessed by trained personnel at these locations:  
- All rooms of the store have automatic sprinkler systems.  
- Fire extinguishers are located beside staff bathroom and at rear door. |
| Alarm and emergency communication requirements | - Pulling the fire alarm will automatically alert the Fire Department and initiate an alarm within the building.  
- The fire alarm signal is intermittent sharp beeps |
| First aid | First Aid Kit type: No. 1 First Aid Kit  
Location: Outside Manager’s office  
Other supplies: Blankets in the back storage room  
First aider is: Annie Ramscar  
Transportation arrangements: Call 911 for ambulance |
| Procedures for rescue and evacuation | - Evacuate and meet at muster point located across the parking lot on the east side of the store.  
- Assist ill or injured workers and provide first aid  
- Call 911 for an ambulance if required |
| Designated rescue and evacuation workers | The following workers are trained in rescue and evacuation:  
- Harper Winfield - Fire Warden  
- Annie Ramscar - Standard First Aid |

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Alberta law requires employers to provide first aid measures at every workplace.

First aid here means the immediate and temporary care given to an injured or ill worker using available equipment, supplies, facilities, or services, including treatment to sustain life, to prevent a condition from becoming worse, or to promote recovery.

Your health and safety management program must include a first aid plan for your workers. A first aid plan is also a required component of an overall emergency response program.

Your first aid requirements are unique to your organization

To calculate the number of first aiders, the level of first aid training and the equipment and supplies required at your work site(s), consider the following three things:

- **the hazard level of the work performed at the workplace**
  - low
  - medium
  - high

- **the number of workers per shift**

- **the distance of the work site to the nearest recognized health care facility**
  - close – up to 20 minutes under normal travel conditions
  - distant – 20 – 40 minutes under normal travel conditions
  - isolated – more than 40 minutes under normal travel conditions

Refer to the Occupational Health and Safety Code Section 11 and to Schedule 2 to see where your work fits. An excerpt from Schedule 2 focusing on medium level hazard work sites is on the next page for reference. Most retail work environments will fall under the medium hazard work category.
First aid requirements for medium hazard work

The table below includes the first aid requirements for medium hazard work only. Refer to Schedule 2 of the Occupational Health and Safety Code for information on first aid requirements for low and high hazard work.

<table>
<thead>
<tr>
<th>Number of workers at work site per shift</th>
<th>Close work site (up to 20 minutes)</th>
<th>Distant work site (20 – 40 minutes)</th>
<th>Isolated work site (more than 40 minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>▪ Type P First Aid Kit</td>
<td>▪ Type P First Aid Kit</td>
<td>▪ Type P First Aid Kit</td>
</tr>
<tr>
<td>2 – 9</td>
<td>▪ 1 Emergency First Aider</td>
<td>▪ 1 Standard First Aider</td>
<td>▪ 1 Standard First Aider</td>
</tr>
<tr>
<td></td>
<td>▪ No. 1 First Aid Kit</td>
<td>▪ No. 2 First Aid Kit</td>
<td>▪ No. 2 First Aid Kit</td>
</tr>
<tr>
<td></td>
<td>▪ 3 blankets</td>
<td>▪ 3 blankets</td>
<td>▪ 3 blankets</td>
</tr>
<tr>
<td>10 – 19</td>
<td>▪ 1 Emergency First Aider</td>
<td>▪ 1 Emergency First Aider</td>
<td>▪ 2 Standard First Aiders</td>
</tr>
<tr>
<td></td>
<td>▪ 1 Standard First Aider</td>
<td>▪ 1 Standard First Aider</td>
<td>▪ No. 2 First Aid Kit</td>
</tr>
<tr>
<td></td>
<td>▪ No. 2 First Aid Kit</td>
<td>▪ No. 2 First Aid Kit</td>
<td>▪ 3 blankets</td>
</tr>
<tr>
<td></td>
<td>▪ 3 blankets</td>
<td>▪ 3 blankets</td>
<td></td>
</tr>
<tr>
<td>20 – 49</td>
<td>▪ 1 Emergency First Aider</td>
<td>▪ 1 Emergency First Aider</td>
<td>▪ 2 Standard First Aiders</td>
</tr>
<tr>
<td></td>
<td>▪ 1 Standard First Aider</td>
<td>▪ 1 Standard First Aider</td>
<td>▪ No. 2 First Aid Kit</td>
</tr>
<tr>
<td></td>
<td>▪ No. 2 First Aid Kit</td>
<td>▪ No. 2 First Aid Kit</td>
<td>▪ 3 blankets</td>
</tr>
<tr>
<td></td>
<td>▪ 3 blankets</td>
<td>▪ 3 blankets</td>
<td></td>
</tr>
<tr>
<td>50 – 99</td>
<td>▪ 2 Emergency First Aiders</td>
<td>▪ 2 Emergency First Aiders</td>
<td>▪ 3 Standard First Aiders</td>
</tr>
<tr>
<td></td>
<td>▪ 1 Standard First Aider</td>
<td>▪ 1 Standard First Aider</td>
<td>▪ No. 3 First Aid Kit</td>
</tr>
<tr>
<td></td>
<td>▪ No. 3 First Aid Kit</td>
<td>▪ No. 3 First Aid Kit</td>
<td>▪ 3 blankets</td>
</tr>
<tr>
<td></td>
<td>▪ 3 blankets</td>
<td>▪ 3 blankets</td>
<td></td>
</tr>
<tr>
<td>100 – 199</td>
<td>▪ 2 Emergency First Aiders</td>
<td>▪ 2 Emergency First Aiders</td>
<td>▪ 3 Standard First Aiders</td>
</tr>
<tr>
<td></td>
<td>▪ 2 Standard First Aiders</td>
<td>▪ 2 Standard First Aiders</td>
<td>▪ 1 Advanced First Aider</td>
</tr>
<tr>
<td></td>
<td>▪ No. 3 First Aid Kit</td>
<td>▪ No. 3 First Aid Kit</td>
<td>▪ No. 3 First Aid Kit</td>
</tr>
<tr>
<td></td>
<td>▪ Designated area for first aid services</td>
<td>▪ 3 blankets, stretcher, splints</td>
<td>▪ 3 blankets, stretcher, splints</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Designated area for first aid services</td>
<td>▪ Designated area for first aid services</td>
</tr>
<tr>
<td>200 or more</td>
<td>▪ 2 Emergency First Aiders</td>
<td>▪ 2 Emergency First Aiders</td>
<td>▪ 4 Standard First Aiders</td>
</tr>
<tr>
<td></td>
<td>▪ 2 Standard First Aiders</td>
<td>▪ 2 Standard First Aiders</td>
<td>▪ 1 Nurse or 1 EMT-P</td>
</tr>
<tr>
<td></td>
<td>▪ 1 Nurse or 1 EMT-P</td>
<td>▪ 1 Nurse or 1 EMT-P</td>
<td></td>
</tr>
<tr>
<td>Plus</td>
<td>▪ 1 Standard First Aider for each additional increment of 1 to 100 workers</td>
<td>▪ 1 Standard First Aider for each additional increment of 1 to 100 workers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ First Aid Room</td>
<td>▪ First Aid Room</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>200 or more</td>
<td>▪ 2 Emergency First Aiders</td>
<td>▪ 2 Emergency First Aiders</td>
<td>▪ 4 Standard First Aiders</td>
</tr>
<tr>
<td></td>
<td>▪ 2 Standard First Aiders</td>
<td>▪ 2 Standard First Aiders</td>
<td>▪ 1 Nurse or 1 EMT-P</td>
</tr>
<tr>
<td></td>
<td>▪ 1 Nurse or 1 EMT-P</td>
<td>▪ 1 Nurse or 1 EMT-P</td>
<td></td>
</tr>
<tr>
<td>Plus</td>
<td>▪ 1 Standard First Aider for each additional increment of 1 to 100 workers</td>
<td>▪ 1 Standard First Aider for each additional increment of 1 to 100 workers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ First Aid Room</td>
<td>▪ First Aid Room</td>
<td></td>
</tr>
</tbody>
</table>

Note: Number of first aiders indicated is for a shift at all times.
First aid

Your first aiders are essential

First aider means an emergency first aider, standard first aider or advanced first aider designated by an employer to provide first aid to workers at a work site.

A first aider must be trained by a training agency approved by Alberta Occupational Health and Safety. For a list of approved first aid training agencies visit work.alberta.ca/occupational-health-safety/first-aid-agencies-training.html.

Have a plan for emergency transportation of workers

Before work can begin at any work site, you must have arrangements in place for the transport of injured or ill workers to a health care facility where medical treatment is available.

In an urban setting, your transportation plan might be as straightforward as calling 9-1-1 for an ambulance. If you’ve got people working alone, or working in more remote locations, your plan for emergency medical transport will need to spell out more detailed procedures and specific contact information.

Communicate details with workers

Make sure your workers know important first aid plan details such as:

- how to summon the first aiders
- what the check-in procedures are when working alone or at an isolated work site
- where supplies and equipment are located
- what type of transportation is available to get injured or ill workers to medical care
- when and how to summon transportation
- when to report incidents to Alberta Occupational Health and Safety
**First aid**

**Make sure workers have access**

Workers must have access to first aid services, equipment and supplies, along with a first aid room if one is required by the Code. All first aid equipment and supplies must be properly stored so they remain at-the-ready: clean, dry and in serviceable condition.

Anyone who accesses supplies from their workplace first aid kit must record what is taken. This is true even if all you need is a Band-Aid. Among other things, the record signals the need to restock the first aid kit.

<table>
<thead>
<tr>
<th>How well do you know the first aid plan at work?</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you name the designated first aiders on site?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you know how to contact them if you need them?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you know where the first aid kit is located?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Required documentation

Employers must keep first aid records documenting every acute illness or injury that occurs at the work site. The employer is expected to record the details as soon as possible after the worker reports an acute illness or injury. The employer’s record must include:

- name of the worker
- name and qualifications of the person giving first aid
- description of the illness or injury
- first aid given to the worker
- date and time of the illness or injury
- date and time the illness or injury was reported
- where at the work site the incident occurred
- the work-related cause of the incident, if any

First aid records must be kept on file for three years from the date the incident was recorded. These records must be kept confidential.

A first aid record template and sample completed form are provided on the next two pages for reference. You should customize this to meet your organization’s specific needs. Make sure it meets all legislated requirements.
# First aid record (template)

<table>
<thead>
<tr>
<th>Date of injury or illness (Month/Day/Year)</th>
<th>Time</th>
<th>□ AM □ PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date injury or illness reported (Month/Day/Year)</td>
<td>Time</td>
<td>□ AM □ PM</td>
</tr>
<tr>
<td>Name of company or organization</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full name of injured or ill worker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description of the injury or illness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description of where the injury or illness occurred/began</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cause(s) of the injury or illness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First aid provided? □ YES □ NO (If “Yes” complete the rest of this page)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name of first aider</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First aider qualifications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Emergency first aider □ Nurse □ Emergency medical technician</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Standard first aider □ Emergency medical technologist – paramedic □ Emergency medical responder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Advanced first aider</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First aid provided</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CONFIDENTIAL:** Keep this record at least three years from the date the injury or illness is reported.

This form is for example purposes only. Completing this form alone will not put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your workplace. Further, it is essential that this document is not only completed, but is used, communicated and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.
First aid record (sample form)

<table>
<thead>
<tr>
<th>Date of injury or illness (Month/Day/Year)</th>
<th>Time</th>
<th>AM/PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 8, 2016</td>
<td>10:00</td>
<td></td>
</tr>
<tr>
<td>Date injury or illness reported (Month/Day/Year)</td>
<td>Time</td>
<td>AM/PM</td>
</tr>
<tr>
<td>April 8, 2016</td>
<td>10:02</td>
<td></td>
</tr>
<tr>
<td>Name of company or organization</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chef’s Supply Mart</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full name of injured or ill worker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Black</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description of the injury or illness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Worker was stocking shelves on the rolling ladder when he slipped and fell to the ground breaking his collar bone.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description of where the injury or illness occurred/began</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Half way down Isle 6 - small appliance area of the store.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cause(s) of the injury or illness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Worker slipped while going up the ladder to access the fourth shelf and fell about 2 metres to the concrete floor. Worker was not holding onto the side rails of the rolling ladder and had his hands full of stock. The worker’s view of the treads/steps of the ladder was blocked by stock and he missed the step and lost his balance and fell.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First aid provided?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☑ YES ☐ NO (If “Yes” complete the rest of this page)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name of first aider</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thomas Smith</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First aider qualifications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Emergency first aider</td>
<td>☐ Nurse</td>
<td>☐ Emergency medical technician</td>
</tr>
<tr>
<td>☑ Standard first aider</td>
<td>☐ Emergency medical technologist – paramedic</td>
<td>☐ Emergency medical responder</td>
</tr>
<tr>
<td>☐ Advanced first aider</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First aid provided</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workers arm immobilized and sling applied. Monitored for shock and taken to the hospital by first aider/employer.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CONFIDENTIAL: Keep this record at least three years from the date the injury or illness is reported.

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The law considers working alone a hazard. Employers must address working alone in their hazard assessment and implement safety measures to eliminate or reduce related hazards to workers.

A worker is working alone if they are at a work site and assistance is not readily available in the event of an emergency, injury, or illness.

An effective communication system is a required control. Whether in a remote warehouse or at an isolated store location, anyone working alone must be able to contact their employer or someone capable of providing assistance in an emergency. The employer must also be able to check in as appropriate. Since electronic communication isn’t a viable option in all locations, the law accepts other measures of contact, including physical visits to the worker.

An employer must, for any worker working alone, provide an effective communication system consisting of

(a) radio communication,
(b) landline or cellular telephone communication, or
(c) some other effective means of electronic communication

that includes regular contact by the employer or designate at intervals appropriate to the nature of the hazard associated with the worker’s work.

Occupational Health and Safety Code, Part 28, Section 394(1)

Working alone is not for everyone. There are age restrictions around who can and cannot work alone during specific times. For more information specific to the retail sector, please refer to Alberta’s Employment Standards Guide for the retail sector brochure. work.alberta.ca/documents/employment-standards-guide-for-retail-sector.pdf

You may want to download Working Alone Safely: A Guide for Employers and Employees. This best practice guide is intended to help employers and workers understand and comply with Alberta’s Working Alone requirements. work.alberta.ca/ohs-workalone
Workplace violence

Be aware

Retail workers could be exposed to threatening or violent situations on the job. It’s a possible hazard in any workplace, but perhaps more so for anyone working with the public, cash money, or in-demand merchandise. Every health and safety management program must address the issue.

Employers must identify situations that could put workers at risk of workplace violence. Recognizing these real and potential hazards is the first step to eliminating or controlling them. Identify controls and incorporate them in your policy and safe work procedures.

Types of workplace violence

Violence in the workplace includes threatened, attempted or actual assaults that cause, or are likely to cause physical injury. Workplace violence may fall into one of the following categories:

- criminal intent (i.e. robbery)
- customer violence
- co-worker violence
- violence related to domestic issues

Workplace violence is considered a hazard.
An employer must develop a policy and procedures respecting potential workplace violence.

*Occupational Health and Safety Code, Part 27, Sections 389–390*
Workplace violence

As an employer you must educate workers on the hazard of workplace violence, how to recognize the signs of danger early on, what to do about it, and how to report it.

An employer must ensure that workers are instructed in

(a) how to recognize workplace violence,

(b) the policy, procedures and workplace arrangements that effectively minimize or eliminate workplace violence,

(c) the appropriate response to workplace violence, including how to obtain assistance, and

(d) procedures for reporting, investigating and documenting incidents of workplace violence.

Occupational Health and Safety Code, Part 27, Section 391

A sample workplace violence policy statement and a template for prevention procedures are included on the following pages for your reference.
Prevention of workplace violence policy statement (template)

The management of ______________________ recognizes the potential for workplace violence and other aggressive behaviour directed at our employees. We will not tolerate behaviour from anyone that intimidates, threatens, harasses, abuses, injures or otherwise victimizes our employees, and will take whatever steps are appropriate to protect our employees from the potential hazards associated with workplace violence. We are committed to providing our employees with an appropriate level of protection from the hazards associated with workplace violence.

Management responsibilities

Management will:

- Inform workers if they are working in an area where there is a potential for violence, and identify any risks that are specific to that area.
- Ensure that appropriate procedures are in place to minimize the risk to our workers from violence.
- Ensure that workers are trained in recognizing and responding to situations involving workplace violence.
- Ensure that every reported incident of workplace violence is investigated, and potential areas for improvement are identified.

Worker responsibilities

- Workers of ______________________ are required to be familiar with and follow the procedures that are in place to protect them from workplace violence.
- All workers must participate in the instruction of workplace violence prevention.
- Workers are required to immediately report all incidents of workplace violence to their supervisor or alternate ______________________ (e.g. manager, foreman, security).
- Workers are also responsible for participating in work site hazard assessments and implementing controls and procedures to eliminate or control the associated hazards.

No worker can be penalized, reprimanded, or in any way criticized when acting in good faith while following the procedures for addressing situations involving workplace violence.

Signature

Date

Reference: Adapted from Alberta WCB: Preventing Workplace Violence.

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**Workplace violence**

**Workplace violence prevention procedures** *(template)*

Use this worksheet to help develop your workplace violence prevention program and procedures.

<table>
<thead>
<tr>
<th>Company name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Identify potential hazards (refer to your hazard assessment and record those specific to workplace violence)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>List the controls in place to prevent workplace violence (as per your hazard assessment)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Communicate the hazards and the controls (as per your hazard assessment)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Stay safe in a violent workplace situation (provide detailed safe work procedures)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Report an incident (how, when and to whom)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Investigate and document incidents (who is responsible for follow-up and what that entails)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Worker support (after an incident)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Worker training (who gets what training when)</th>
</tr>
</thead>
</table>

This worksheet is for example purposes only. Completing this worksheet alone will not put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your workplace. Further, it is essential that this document is not only completed, but is used, communicated and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.
Workplace violence prevention procedures (sample form)

Use this worksheet to help develop your workplace violence prevention program and procedures.

<table>
<thead>
<tr>
<th>Company name</th>
<th>Riverview Plumbing Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify potential hazards (refer to your hazard assessment and record those specific to workplace violence)</td>
<td>Handling cash. Angry/hostile customers. Confronting shoplifters. Customers under the influence of drugs or alcohol (unpredictable). Disgruntled employees or store managers.</td>
</tr>
<tr>
<td>List the controls in place to prevent workplace violence (as per your hazard assessment)</td>
<td>Visible security presence and devices (security cameras). Greeting each customer as they enter the store and make eye contact. Adequate lighting and clear lines of sight for retail counters. Buddy system - to avoid working alone or isolation. Access to alarm/panic button. Designated ‘safe area’ where applicable. Staying alert and monitoring behaviours. Keeping the amount of cash on site to a minimum. Worker education and training in recognizing aggression. Follow the company’s code of conduct.</td>
</tr>
<tr>
<td>Communicate the hazards and the controls (as per your hazard assessment)</td>
<td>Workplace violence-related hazards and corresponding controls are communicated to all workers at staff meetings. Any updates/notices are posted on staff bulletin boards. Specific threats are discussed with affected staff one-on-one as appropriate.</td>
</tr>
<tr>
<td>Stay safe in a violent workplace situation (provide detailed safe work procedures)</td>
<td>From public: play it safe never try to stop, detain or chase someone. Don’t argue or yell. Remain calm. Activate help (e.g. panic button). Get to a safe area if able and applicable (e.g. locked office, secure enclosure/booth, etc.). For other sources such as worker conflict, abusive customers, etc: remain calm and don’t yell, argue or escalate. Ask them to leave. Get help if possible, remove yourself from the situation. No matter what the source of violence, maintain a reasonable distance from the aggressor.</td>
</tr>
<tr>
<td>Report an incident (how, when and to whom)</td>
<td>Immediately report all types and sources of workplace violence to your direct supervisor and complete the incident reporting form. If applicable, report to the police as well.</td>
</tr>
<tr>
<td>Investigate and document incidents (who is responsible for follow-up and what that entails)</td>
<td>Affected worker(s) are to submit the incident reporting form and the supervisor will investigate the incidents to identify the cause(s) and how to prevent future occurrences.</td>
</tr>
<tr>
<td>Worker support (after an incident)</td>
<td>Any worker who is a victim of workplace violence will be provided access to the company’s employee assistance program and advised to consult with a health care professional for counselling.</td>
</tr>
<tr>
<td>Worker training (who gets what training when)</td>
<td>All workers are trained in the employer’s workplace violence policy and procedure as well as the code of conduct and respect-based interaction training. Refresher training will be completed annually or as new related work processes or conditions arise.</td>
</tr>
</tbody>
</table>

This worksheet is for example purposes only. Completing this worksheet alone will not put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your workplace. Further, it is essential that this document is not only completed, but is used; communicated and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.
Ten per cent of Alberta’s workforce is employed in the retail industry. Every workplace has its own health and safety standards, habits and performance record, but when workplace injuries and illnesses are reported, we can start to see patterns of cause and effect across industries.

What follows are some of the most common causes (hazards) of illness and injury among retail workers, and some tips (controls) on how to avoid becoming a statistic.

Note: This section of the guide presents information intended primarily for workers. Additional insights are included for employers.
As a retail worker you probably work with a lot of different people (e.g. co-workers and customers) and handle money throughout the day. That may expose you to biological hazards such as viruses, bacteria, cold/flu and body fluids/waste (e.g. blood, vomit, feces).

Hazards

- working near customers/co-workers who are sick
- contact with body fluids/waste
- contaminated sharp objects
- contact with animals/pests

Common controls

- wear appropriate personal protective equipment during high-risk activities (e.g. cleaning washrooms, administering first aid, cleaning mouse droppings)
- receive training in the safe handling and disposal of sharps or other biohazards (e.g. biohazard cleanup kits, sharps disposal)
- be alert to signs of flu and cold and avoid close contact
- wash hands well and often
- take time off work when you are sick

Safety tips

- Always wear disposable waterproof gloves to clean or pick up waste.
- Look before putting your hand in, behind, under or between objects.
- Lift garbage bags from the top with both hands.
- Wash your hands with soap and water thoroughly and often.
Working in retail can involve handling hazardous products. These may be part of your store inventory, or they could be in your cleaning supply cabinet and something you use during your regular housekeeping responsibilities on the job.

Hazards

- leaks
- spills
- splashes (into eye)
- skin contact with chemical
- accidental or inappropriate mixing of chemicals
- inhalation of toxic fumes

Common controls

- WHMIS training for anyone handling hazardous product
- proper labelling of hazardous products
- read the safety data sheets on all hazardous products you may be exposed to
- follow directions on product labels
- follow safe work procedures
- limit number/nature of cleaning products on site
- use appropriate protective equipment
- use the chemical as directed
- store chemicals properly
Chemical hazards

How much do you really know?

Workers who have received proper training in the safe use and handling of hazardous products should know the answers to the following questions:

- What are the hazards of the products you’re using?
- What can you do to protect yourself?
- What should you do in case of an emergency or spill?
- Where can you get more information on these products?

Safety tips

- Read the labels on chemicals.
- Use all protective equipment recommended by the manufacturer and employer.
- Use chemicals only as directed.
- Store chemicals properly when you are done.
Many retail settings include self-serve coffee stations or on-the-go hot food items. Setting up these stations, keeping them stocked, cleaning them or even just working around them introduces the possibility of burns.

Hazards

Contact with hot equipment
- coffee makers
- ovens
- rotisseries
- vacuum sealing machines
- light bulbs

Contact with hot products or steam
- coffee
- hot water
- soup

Common controls
- follow safe work practices (e.g. keep pot handles/ladies facing away from edges; lift lids back to front; turn equipment off prior to cleaning; dispose of hot remnants carefully)
- follow manufacturer’s instructions for equipment (e.g. cleaning, use)
- use appropriate utensils/equipment when handling hot objects (e.g. oven mitts, aprons)
- observe and follow posted safety signage
Think about all the things stored up high at your workplace. Getting them down can be a hazard if you don’t use the right equipment or you don’t use it correctly. Even something as straightforward as changing a light bulb or doing regular maintenance can be a challenge if it’s not done right.

### Hazards

- Slipping
- Falling
- Over-reaching
- Losing balance
- Base shifting, tipping or collapsing
- Not using proper equipment or using equipment improperly
- Ladder in poor working condition

### Common controls

- **Use the right equipment for the job** (e.g. ladders, step stools)
- **Check to make sure equipment is in good working order before using it** (e.g. not bent or missing any parts)
- **Get training in proper use of equipment**
- **Place ladder on a firm, level surface**
- **Maintain three points of contact at all times**
- **Wear proper footwear** (e.g. flat heels, closed toes, rubber grip sole)

### Maintain three-point contact

You should have either **two hands and one foot**, or **two feet and one hand** on the ladder at all times.
When lifting or carrying a load safely, technique is more important than brute strength. Just because you can lift something doesn’t mean you should. Avoid injuries to your back, neck and knees by planning every lift ahead of time and practicing safe lifting techniques.

**Hazards**

- twisting to move product
- moving/lifting heavy materials
- jolting movements
- repetitive movements

**Common controls**

- use safe lifting techniques
- push, pull or slide instead of lifting when possible
- use mechanical assistance where appropriate
- carry fewer items in one load to reduce the burden

An employer must provide, where reasonably practicable, appropriate equipment for lifting, lowering, pushing, pulling, carrying, handling or transporting heavy or awkward loads.

**Occupational Health and Safety Code, Part 14, Section 208(1)**

Workers must use the equipment provided for lifting, lowering, pushing, pulling, carrying, handling or transporting heavy or awkward loads.

**Occupational Health and Safety Code, Part 14, Section 208(3)**
## Safety tips

<table>
<thead>
<tr>
<th>Tip</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adopt a stable position</strong></td>
<td>Make sure your feet are positioned comfortably and are on stable ground.</td>
</tr>
<tr>
<td><strong>Use the right muscles</strong></td>
<td>Lift using your leg, butt and abdominal muscles, not your back.</td>
</tr>
<tr>
<td><strong>Pace your work</strong></td>
<td>Take your time and make every lift a safe lift.</td>
</tr>
<tr>
<td><strong>Close is best</strong></td>
<td>Keep the objects you lift as close to your body as possible.</td>
</tr>
<tr>
<td><strong>Turn with your legs, not your back</strong></td>
<td>Avoid rotating or twisting movements and awkward postures when lifting or lowering a load.</td>
</tr>
<tr>
<td><strong>Lift smoothly</strong></td>
<td>Jerking or jolting movements place unhealthy levels of stress on joints and muscles.</td>
</tr>
<tr>
<td><strong>Less is better</strong></td>
<td>Try to reduce the weight and size of the object you are lifting. It’s safer to make repeated light lifts than to attempt a single heavy lift.</td>
</tr>
<tr>
<td><strong>Stay centred</strong></td>
<td>Whenever possible, lift from waist level so you aren’t bending down or reaching up above your head.</td>
</tr>
</tbody>
</table>
Think about the tasks you perform. How do you do them and how often?

Improper handling and lifting of objects is a major source of injury. Sprains and strains (musculoskeletal injuries (MSIs)) are the most common type of work-related injury in retail.

Early diagnosis of MSI is important for recovery. The sooner you recognize the signs the better.

### Signs and symptoms of MSI include:

- **swelling**
- **redness**
- **difficult or pained movement**
- **numbness**
- **tingling**
- **pain**

Report any symptoms you may experience to your supervisor as soon as possible.

### Hazards

- one-hand grasping, lifting and swiping items at the till
- repetitive activities
- monotony
- twisting to move product
- poorly designed workspace

### Common controls

- use both hands to support objects
- routinely switch up tasks throughout a shift
- take regular breaks

Alberta’s Employment Standards outline the basic expectations workers can have of their employer regarding everything from work breaks and vacation to pay periods and overtime. If you have general questions, the Employment Standards Guide for the retail sector is a good place to start.

work.alberta.ca/documents/employment-standards-guide-for-retail-sector.pdf
If a worker reports to the employer what the worker believes to be work related symptoms of a musculoskeletal injury, the employer must promptly

(a) review the activities of that worker, and of other workers doing similar tasks, to identify work-related causes of the symptoms, if any, and

(b) take corrective measures to avoid further injuries if the causes of the symptoms are work related.

*Occupational Health and Safety Code, Part 14, Section 211*
Sharp objects, tools and equipment can bruise, cut or puncture our bodies. Follow safe work procedures when working with sharp tools or around sharp or pointy edges.

Hazards

- dull tool requiring excessive force
- sharp rotating blades
- sharp/pointed objects
- cutting an unbalanced load
- unsteady base/awkward angle

Built-in protection is in place for a reason. Ensure manufacturer's safeguards are engaged and in good working order.

Common controls

- obtain adequate training/instruction
- use the right tool for the job
- maintain tools in good working condition (i.e. replace blade as per manufacturer's recommendations)
- stabilize an object before cutting
- always cut away from your body
- work from a clean, dry, flat, stationary surface
- engage tool safety feature(s) during use, transport or storage
- use appropriate personal protective equipment (e.g. cut-resistant gloves)

If work is to be done that may endanger a worker, the employer must ensure that the work is done

(a) by a worker who is competent to do the work, or

(b) by a worker who is working under the direct supervision of a worker who is competent to do the work.

Occupational Health and Safety Regulation, Section 13(1)
Slips, trips and falls on floors or in cluttered aisles account for many injuries in the retail sector. Think about your work environment. What could create a slipping, tripping or falling hazard in your workplace?

Hazards

- puddles due to snow, ice, rain and mud tracked in on shoes from the outside
- uneven floors
- waxed floors
- recently mopped floors
- litter/debris
- spills or breakage of in-store products or customer food and beverage items
- poor lighting
- blocked sightlines and/or foot paths
- congested workspace
- wet footwear in a walk-in freezer or cooler

Common controls

- keep floors clean and dry
- turn on lights before entering a workspace
- display warning signage when surfaces may be slippery
- wear proper footwear (e.g. well-fitting, non-slip)
- clean up any spills and breakage right away
- keep lines of sight, aisles and footpaths clear of debris and merchandise

An employer must ensure that a work site is kept clean and free from materials or equipment that could cause workers to slip or trip.

Occupational Health and Safety Code, Part 12, Section 185
A falling object can cause significant damage to people and/or property. The hazard can relate to the storage system itself (e.g. shelving, racks, crates, stacks), its location in the workspace (e.g. tucked away or exposed) and/or the way things are stored.

### Hazards

- poorly designed storage
- improperly secured units/loads
- poor location for storage
- improper storage
- precariously stacked loads
- top-heavy loads

### Common controls

- use storage that's in good condition and designed for the load/job
- anchor self-standing units to perimeter wall studs/beams for support
- avoid stacking items too high
- limit the number of items stored
- store heaviest items near the bottom
- contain items stacked on open shelving (i.e. box, bind or wrap to create symmetrical packages)

An employer must ensure that racks used to store materials or equipment

(a) are designed, constructed and maintained to support the load placed on them, and

(b) are placed on firm foundations that can support the load.

*Occupational Health and Safety Code, Part 12, Section 187(2)*
Working alone is considered a hazard.

While Alberta legislation recognizes it to be its own hazard, working alone may introduce additional hazards that need to be addressed.

### Hazards

- Handling cash
- Isolated from public view
- Isolated in the event of a medical emergency
- Isolated in the event of a workplace incident

### Common controls

- Regular check-ins by employer throughout shift
- Worker has an effective means of communication to get help in an emergency
- Safeguard the workplace (e.g. good lighting/visibility, alarm system, security cameras, locked back entrance)
- Specific training (e.g. robbery awareness training)
- Specific procedures (e.g. for working late at night, handling cash)

### Safety checklist

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you know what to do in an emergency?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you have a name and number for emergency contact?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you know who is checking in on you and when?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did you park close to the building in good lighting?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are all the lights on inside and out for good visibility?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are rear doors closed and locked?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have outdoor tasks been completed before dark (e.g. garbage, fuel measurements, public washroom maintenance)?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Workplace violence

As a retail worker you may be exposed to workplace violence. The risk of this hazard is even higher if you work alone or late in the evening.

Hazards

- working at night
- working in isolated environment
- working in poorly lit environment
- working alone
- working in or near high-risk neighbourhoods
- robbery/theft of goods or cash

Common controls

- if you are required to work alone, your employer must regularly check in throughout each shift
- worker has an effective way to get help in an emergency (e.g. panic alarm)
- safeguard the workplace (e.g. good lighting/visibility, alarm system, security cameras, locked back entrance)
- specific training (e.g. robbery awareness training, handling irate customers, dealing with difficult co-workers)
- specific procedures (e.g. for working late at night, handling cash)
- separate worker(s) from the public with secure, physical barriers (e.g. shatterproof transparent kiosk, locked doors)

Are you in-the-know about workplace violence?

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>I know how to recognize workplace violence.</td>
<td>□</td>
</tr>
<tr>
<td>I know the policy, procedures and workplace arrangements meant to prevent or protect me from workplace violence.</td>
<td>□</td>
</tr>
<tr>
<td>I know the appropriate response to workplace violence, including how to obtain assistance.</td>
<td>□</td>
</tr>
<tr>
<td>I know the procedures for reporting, investigating and documenting incidents of workplace violence.</td>
<td>□</td>
</tr>
</tbody>
</table>

If you answered “No” to any of the above, get the information from your employer.
Additional resources

Know the law
Government of Alberta – OHS Laws
work.alberta.ca/ohs-legislation

work.alberta.ca/documents/WHSPUB_li009.pdf

work.alberta.ca/documents/WHSPUB_li008.pdf

Occupational health and safety management program
Government of Alberta – Building an Effective Health and Safety Management System

Government of Alberta – Partnerships in Injury Reduction
work.alberta.ca/ohs-partnerships

Management commitment
work.alberta.ca/documents/WHSPUB_li004.pdf

Hazard assessment and control
Government of Alberta – Hazard Assessment and Control: a handbook for Alberta employers and workers
work.alberta.ca/documents/ohs-best-practices-BP018.pdf

Canadian Centre for Occupational Health and Safety (CCOHS) – Hazard Control
ccohs.ca/oshanswers/hsprograms/hazard_control.html

Canadian Centre for Occupational Health and Safety (CCOHS) – Job Safety Analysis
ccohs.ca/oshanswers/hsprograms/job-haz.html

Work site inspections
Canadian Centre for Occupational Health and Safety (CCOHS) – Effective Workplace Inspections
ccohs.ca/oshanswers/prevention/effectiv.html

Canadian Centre for Occupational Health and Safety (CCOHS) – Inspection Checklists – Sample Checklist for Offices
ccohs.ca/oshanswers/hsprograms/list_off.html

Canadian Centre for Occupational Health and Safety (CCOHS) – Workplace Housekeeping – Checklist for General Inspection
ccohs.ca/oshanswers/hsprograms/cklstgen.html

Incident reporting and investigation
Government of Alberta – Reporting and Investigating Injuries and Incidents
work.alberta.ca/documents/WHSPUB_li016.pdf
WHMIS
Canada’s National WHMIS Portal
whmis.org

Emergency response
Canadian Centre for Occupational Health and Safety (CCOHS) – Emergency Planning
ccohs.ca/oshanswers/hprograms/planning.html

First aid
Government of Alberta – Developing a First Aid Plan
work.alberta.ca/documents/WHS-PUB_FA012.pdf
Government of Alberta – First Aid Records
work.alberta.ca/documents/WHS-PUB_FA009.pdf
Government of Alberta – First Aid Training
work.alberta.ca/ohs-firstaid
Government of Alberta – Workplace First Aiders and Legal Requirements
work.alberta.ca/documents/WHS-PUB_FA011.pdf

Working alone
work.alberta.ca/ohs-workalone
Canadian Centre for Occupational Health and Safety (CCOHS) – Working Alone – Off-Site
ccohs.ca/oshanswers/hprograms/workingalone_offsite.html

Workplace violence
Government of Alberta – Preventing Violence and Harassment at the Workplace
work.alberta.ca/documents/WHS-PUB-VAH001.pdf
Canadian Centre for Occupational Health and Safety (CCOHS) – Health Promotion/Wellness/Psychosocial Fact Sheets
ccohs.ca/oshanswers/psychosocial
Workers’ Compensation Board–Alberta – Preventing Workplace Violence
wcb.ab.ca/assets/pdfs/public/conduct_guidelines/workplace_violence.pdf

General
Government of Alberta – OHS Publications
work.alberta.ca/ohs-pubs-healthy
Government of Alberta – Employment Standards
work.alberta.ca/es
Occupational health and safety legislation

This guide is current to March 2017. It references:

Occupational Health and Safety Regulation, AR 62/2003 (with amendments up to AR 182/2013)
Administrative Penalty (*Occupational Health and Safety Act*) Regulation, AR 165/2013
Occupational Health and Safety Code 2009

The current occupational health and safety legislation is available on the website at:
[work.alberta.ca/ohs-legislation](http://work.alberta.ca/ohs-legislation)


[qp.alberta.ca](http://qp.alberta.ca)

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qp@gov.ab.ca
Contact us

Province-wide OHS Contact Centre

For general information or to order publications:

- Edmonton and surrounding area
  780-415-8690

- Throughout Alberta
  1-866-415-8690

  **For the deaf or hard-of-hearing (TDD/TTY)**

  - In Edmonton
    780-427-9999

  - Throughout Alberta
    1-800-232-7215

work.alberta.ca/OHS

This publication is also available in PDF format for download
work.alberta.ca/documents/OHS-best-practices-BP021.pdf

Feedback survey
work.alberta.ca/ohsresourcesurvey