



LOWER THAMES VALLEY
CONSERVATION AUTHORITY
2026 HEALTH AND SAFETY MANUAL



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LOWER THAMES VALLEY CONSERVATION AUTHORITY

HEALTH AND SAFETY MANUAL

1. INTRODUCTION

This manual is prepared as a supplement to the Lower Thames Valley Conservation Authority (LTVCA) Personnel Regulations. This manual contains the regulations that will be used as the standards of safety by all employees of LTVCA. These regulations are minimum criteria only and amplification or further reference can be gained from one or more of the following legislative acts.

The Occupational Health and Safety Act -
<https://www.ontario.ca/laws/statute/90o01>

Workplace Violence and Harassment - <https://laws-lois.justice.gc.ca/eng/Regulations/SOR-2020-130/index.html>

The Pesticides Act - <https://www.ontario.ca/laws/statute/90p11>

Explosives Act of Canada - <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2013-211/index.html>

In the event of conflict, the above Acts take precedence over this manual.

Questions of interpretation or suggestions for modification, either to these regulations or to the above mentioned Acts are welcome and should be forwarded to a Safety Committee member (or the Safety Officer, if applicable).

2. DEFINITIONS

1. "Authority" means the Lower Thames Valley Conservation Authority.
2. "Confined Space" means a space in which, because of its construction, location or contents, the accumulation of a hazardous gas, vapor, dust or fume or the creation of an oxygen-deficient atmosphere may occur.
3. "Construction" includes erection, alteration, repair, dismantling, demolition, structural maintenance, painting, moving, land clearing, earth moving, grading, excavating, the laying of pipe and conduit whether above or below ground level, street and highway construction, concreting, equipment installation and alteration and the structural installation of construction components and materials in any form or for any purpose and includes any work in connection therewith.

4. "*Constructor*" means:
- (i) a person who contracts with any person to undertake all the work on a project or
 - (ii) an owner who contracts with more than one person for parts of the work on a project or undertakes all or part of the work on project himself.
5. "*Injury*" means physical damage, harm, or trauma sustained by the body. It broadly refers to a lesion at the organic level caused by external factors such as an accident, violence, or sudden overexposure to mechanical, thermal (e.g. heat source or sun burn), electrical, or chemical energy.
6. "*Subcontractor*" means a person who contracts for any part of the work on a project.
7. "*Worker*" means a person who is on a project for any purpose in connection therewith.
8. "*Project*" means:
- (i) a residential, industrial, institutional, commercial, hotel, office or other building or any part thereof,
 - (ii) a bridge, silo, chimney, earth retaining structure, water control structure, dock material handling structure, elevating or lifting structure or other structure or any part thereof,
 - (iii) a shaft, tunnel or caisson whether work is under compressed air or not,
 - (iv) a street, highway, roadway, railway, monorail, airport runway, parking lot or any part thereof,
 - (v) a conduit, including a trench to be used for the inspection, installation, removal or repair of a conduit,
 - (vi) a well other than a well as defined in section I of the Petroleum Resources Act, January 1, 2026,
 - (vii) any combination of i, ii, iii, iv, v, vi or,
 - (viii) works of a like nature,

under construction whether upon public or private property and includes any land, any part of a public highway or private right of way or any excavations, building, structures, works or undertakings or appurtenances used in connection with the construction.

9. "*Obstruction*" means any item or content in a working area or location which is placed in such a location as to afford potential for causing an accident.
10. "*Electrical*" means any situation where a danger of electrical fire exists due to short circuit and/or overload and incurs but is not limited to faulty plugs, too many appliances/equipment plugged into socket (overload), loose or faulty wall socket or plug, electrical plug.
11. "*Safety Officer*" means an employee designated by the Authority who shall be suitably trained in the knowledge and enforcement of the Authority's safety policy, the Ontario Health and Safety Act and Regulations, and other applicable legislation.

NOTES

Attention is drawn to the provisions of Section 263 of the Criminal Code of Canada with respect to the duty imposed upon persons in charge of an excavation to guard it adequately to prevent accidental falls and to warn the public of its existence.

3. SAFETY POLICY

It is the intent of the Authority to implement and maintain a health and safety program at all levels of its organization by continuing to:

- (a) ensure that all its properties and their facilities and features are maintained in a safe manner in accordance with applicable acts, regulations and policies to ensure employee and public safety;
- (b) where appropriate or as required, provide protective equipment and apparel for carrying out a wide variety of Authority work functions;
- (c) provide staff with the most current health and safety information and training (physical and mental);
- (d) encourage supervisors to promote the need for safe work practices and the elimination of potential hazards from all our work sites and areas utilized by the public;
- (e) make all participants aware of their responsibilities in regards to health and safety.

4. JOINT HEALTH AND SAFETY COMMITTEE MEMBERS

The 2026 Joint Health and Safety Committee consists of the following members:

Administration Office – Valerie Towsley - certified member - worker representative

Administration Office – Todd Casier - certified member - management representative
Administration Office – Sarah Rabideau - worker representative
Administration Office – Greg Van Every - worker representative
C.M. Wilson Conservation Area – Adam Gibb - management representative
C.M. Wilson Conservation Area – Alyssa Broeders - worker representative
Longwoods Road Conservation Area – Tyler Thornton - worker representative
Longwoods Road Conservation Area – Nicole Clark - certified member - worker representative

The date, time and location of the Committee meetings and Conservation Area inspection dates will be set after the March nominations to the Committee. A recording secretary shall be designated at the first meeting after elections in March. They will be responsible for preparing any notices, agendas and meeting minutes as per legislation.

PURPOSE

The primary purpose of the committee is to make the workplace safer and healthier for all.

The secondary purpose of the committee is to incorporate "Risk Management" to ensure Public Safety.

POWERS AND FUNCTIONS

It is the function of the committee, and it has the power to:

- (a) identify situations that may be a source of danger or hazard to workers and/or the public;
- (b) make recommendations to the employer and the workers for the improvement of the health and safety of workers;
- (c) recommend to the employer and the workers the establishment, maintenance and monitoring of programs, measures and procedures respecting the health or safety of workers; and
- (d) obtain information from the employer respecting:
 - (i) the identification of potential or existing hazards of materials, processes or equipment; and
 - (ii) health and safety experience and work practices and standards in similar or other industries of which the employer has knowledge.

RESPONSIBILITIES

1. The committee shall maintain and keep minutes of its proceedings and make the same available for examination.
2. The members of the committee shall designate members to inspect the physical condition of the work place, at least once a month (e.g. Administration Office, Longwoods Road Resource Centre and Museum, C.M. Wilson Learning Centre, Longwoods Road Shop and C.M. Wilson Shop).
3. The members of the committee shall investigate a death or critical injury and a report shall be prepared.
4. Names and work locations of committee members will be available to all employees.
5. The committee shall meet at least once every three months.

5. RESPONSIBILITIES OF PARTICIPANTS

Briefly described below are the responsibilities of the employer, supervisor and worker. More detailed definition of responsibilities is outlined in the Occupational Health and Safety Act.

(a) Responsibility of Employer

An employer shall be responsible for the overall health and safety of workers within their employ. This generally includes the training of workers and the implementation of an Authority approved Health and Safety Program. Employers shall ensure that every reasonable attempt is made but not restricted to the following:

- provide information, instruction and supervision to protect the health and safety of the supervisors and workers;
- provide or make provisions to supply equipment and/or materials to protect the worker in the workplace;
- ensure that the provisions outlined in all applicable legislation are adhered to at all levels within the workplace.

(b) Responsibility of Supervisor

Supervisors shall be responsible for initial health and safety instruction to new employees and for the continuing training and education of all employees in safe working procedures and occupational health matters. Supervisors must advise all employees of existing and potential health and safety hazards in the work place. Supervisors shall ensure that every reasonable

precaution for the protection of the employee is taken, including but not restricted to the following:

- wearing or using protective devices and equipment provided;
- working in a safe manner as required by the Occupational Health and Safety Act and Regulations;
- receiving instructions in writing where required as to Health and Safety measures and procedures (e.g. Standard Operating Procedures (SOP's)).

(c) Responsibility of Worker

Every employee has a continuing responsibility for safety. This applies equally to the employee's own safety and to the safety of fellow employees.

Any unsafe acts or conditions observed by employees should be reported to the appropriate supervisor. Employees are required to use equipment supplied for the job in a proper and safe manner. Employees must work in compliance with the provisions of the Occupational Health and Safety Act and Regulations, and all other applicable legislation and safety codes. The success of the program is dependent upon every employee learning to recognize potential hazards and taking precautionary steps to:

- remove them, or
- guard against them, or
- learn the proper procedures to work around them safely.

6. TRAINING INFORMATION AND EDUCATION

The Authority has a training, information and education program to promote safety awareness for its employees, on Authority lands as well as on private lands. This program will be implemented by:

- (a) presenting safety modules;
- (b) putting up safety posters in conspicuous locations;
- (c) inviting staff to discuss aspects of safety;
- (d) conducting employee training sessions to pertinent personnel:
 - First Aid (including CPR)
 - Chainsaw Safety
 - Heavy Equipment Operation & Maintenance

- Small Equipment Operation & Maintenance
- Water Safety
- Personal Protective Clothing & Equipment
- Housekeeping
- Hazardous Materials Handling and Storage
- Fire Suppression
- Security and Regulations Enforcement Safety Measures
- WHMIS Training and Updates
- Occupational Health and Safety Act
- Workplace Harassment and Violence Prevention
- etc.

- (e) providing new employees with this Safety Manual and briefing the employee on relevant safety practices.

7. ACCIDENT REPORTING AND RECORDING

The Authority has an accident reporting and documentation program including the following:

- (a) In the event of an accident or injury involving a non-employee or employee, regardless of the severity, the details relating to the incident shall be reported to their supervisor as soon as possible (to be submitted no later than 3 days from the incident).
- (b) In the case of an employee incident/injury, Worker's Compensation Board Accident Report forms, fully describing the details of any injury/incident shall be promptly forwarded to the administration office, who in turn will forward it to the Workers Compensation Board. In the case of a non-employee incident/injury an Authority Accident Report form shall be completed and forwarded to the administration office.
- (c) Every employer shall, at all times, keep posted in conspicuous places, in the place of employment, the Worker's Compensation Board's poster known as Form 82 respecting the necessity of reporting all accidents and receiving first aid treatment.
- (d) Every employer shall keep a record of all circumstances respecting an accident as described by the injured employee including:
 - the date and time of its occurrence,
 - the names of witnesses,
 - the nature and exact location of the injuries to the employee,
 - time and nature of each first aid treatment given.

Similar information shall be reported on non-employee related incidents/injuries on the Authority Accident Report.

- (e) In cases where an employee is killed or is critically injured from any cause at a work place, special attention must be made to the appropriate section of the Occupational Health and Safety Act regarding the investigation into the incident and the proper recording and notification of the incident.

OHSA - If a workplace fatality occurs, employers must immediately notify the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) Reporting workplace incidents and illnesses. Within 72 hours (3 business days), a written report must be submitted, along with mandatory notifications to the Joint Health and Safety Committee (JHSC) and the WSIB within three business days.

8. PROPERTY SAFETY

On lands owned and managed by the Authority, the Authority shall take such care under all circumstances to see that persons and their property that enter the premises are reasonably safe.

The two most significant pieces of legislation in this regard are:

The Occupier's Liability Act - <https://www.ontario.ca/laws/statute/90o02>

The Trespass to Property Act - <https://www.ontario.ca/laws/statute/90t21>

Under these pieces of legislature, agricultural lands, vacant or under developed premises, forested or wilderness premises and marked recreational trails, require the user to assume all risks and is subject to the person not to create a danger with the deliberate intent of doing harm or damage to the person or the property and to not act in a reckless disregard of the presence of the person or their property.

Under the Trespass to Property Act 1990, entry is considered prohibited on agricultural land and reforested land where the trees are less than two metres high. Therefore, the public should not be on these lands unless signing specifically encourages it. On agricultural lands, the Authority should execute "hold - harmless" agreements with the tenant.

On the remaining lands, conservation areas and forested properties where the trees are greater than two metres in height, the Occupier's Liability Act remains in effect.

Where entrance fees are charged or where facilities are developed, a duty of care greater than the basic duty of care may be required.

It is therefore, the responsibility of the Authority to identify the uses that its properties (conservation areas and forested areas) can be put to and to provide at least the basic duty of care for those uses.

Specific forms to ensure basic duty of care are included in the appendix.

The Authority is responsible to identify uses desired on the properties and to provide adequate funding to maintain the safety for uses identified. Authority staff are responsible to bring to the attention of their Supervisor any hazardous situations or damage.

Any property or structure or feature which cannot be adequately maintained should be removed or closed to public use.

It is the responsibility of the Supervisor and their staff, (or other designated Authority staff) to undertake regular inspections and to correct all identified problems as quickly as humanly possible.

9. PRIVATE LAND ACCESS

On lands owned by private individuals, CA staff has the right to enter onto the property:

- To undertake surveys and collect data - Conservation Authorities Act, Section 21(1)(b);
- For the purpose of administering the Conservation Authority Regulations - Conservation Authorities Act, Section 30(2);
- For the purpose of collecting information for the preparation of a source protection plan and a monitoring plan - Clean Water Act Section 88(1);
- For a variety of watershed and stewardship programs, with landowner consent / presence.

Under all scenarios, CA staff should make their presence known to the landowner by way of direct communication at the time of the visit, by telephone, or written notice by way of mail or e-mail that a site visit will be taking place. If the landowner cannot be immediately contacted, a business card will be left with contact information. If the landowner is on site and denies access, CA staff will leave the property.

If the visit is to undertake surveying, or site assessment that was previously arranged with the landowner but no specific date provided, the survey will be undertaken. The information gathered from the site inspection will then be provided to the proponent explaining the purpose of the visit (i.e. undertaking survey in order to determine a flood proofing elevation) with the date noted in the correspondence.

If an offence is believed to be occurring, or is occurring, and the landowner cannot be contacted, as much detail from the roadway will be gathered without trespassing onto the lands. In all cases of offences / potential offences, efforts should be made by CA staff to mediate the situation with the landowner. If there are reasonable grounds to believe an offence has been committed, and the landowner is not cooperating with the process, then a warrant **MUST** be obtained prior to entry onto the lands and prior to any evidence being gathered. Any evidence without a warrant may not be admissible in court.

Any entry onto a farm that requires a bio-security protocol, will follow the "Nutrient Management Protocols for Ontario: Regulations Made Under the Nutrient Management Act, 2002", and follow any requirements requested by the landowner. If attending a site without the express permission of the landowner and a Bio-security notice is apparent for the property (posted at the landway entrance/buildings), then staff should not enter the property without prior contact with the landowner.

If weapons are present at the site, or staff believe in any way that they are in danger from the landowner, they should immediately leave the site and report the situation to their immediate supervisor and/or CAO. A decision will then be made on whether to contact the local authorities and advise them of the situation.

10.FIRST AID

The LTVCA provides first aid kits:

- (a) in each building, area of a building or location where work is being performed, as detailed below;
- (b) in each vehicle owned, or operated on behalf of the Authority, as detailed below;
- (c) each first aid kit required under paragraph "a" and "b" shall be in the charge of an employee trained in first aid and who works in the immediate vicinity;
- (d) inspection and restocking of first aid kits at intervals of not more than three months is a work site supervisory responsibility. Each kit shall be provided with an inspection card on which the date of the inspection shall be recorded;
- (e) first aid training will be arranged for employees by a member of the JHSC at required intervals, so that a sufficient number of employees are available with first aid knowledge.

First Aid Supply Requirements

- (i) Every employer employing more than five workers and not more than fifteen workers (Reg. 1101 - 9.(1)) in any one shift at a place of employment (LRRC, LR Shop, Burwell House, CMW Shop, CMWLC) shall provide and maintain a first aid station with a first aid box containing as a minimum,
 - (a) a current edition of a standard St. John Ambulance First Aid Manual;
 - (b) 1 card of safety pins; and
 - (c) dressings consisting of,
 - (i) 24 adhesive dressings individually wrapped,

- (ii) 12 sterile gauze pads, 3 inches square,
 - (iii) 4 rolls of 2-inch gauze bandage,
 - (iv) 4 rolls of 4-inch gauze bandage,
 - (v) 4 sterile surgical pads suitable for pressure dressings, individually wrapped,
 - (vi) 6 triangular bandages,
 - (vii) 2 rolls of splint padding, and
 - (viii) 1 roll-up splint.

- (ii) Every employer employing not more than five workers (Reg. 1101 - 8.(1)) in any one shift at a place of employment shall provide and maintain at the place of employment a first aid station with a first aid box containing as a minimum,
 - (a) a current edition of a standard St. John Ambulance First Aid Manual;
 - (b) 1 card of safety pins; and
 - (c) dressings consisting of,
 - (i) 12 adhesive dressings individually wrapped,
 - (ii) 4 sterile gauze pads, 3 inches square,
 - (iii) 2 rolls of gauze bandage, 2 inches wide,
 - (iv) 2 field dressings, 4 inches square or 2 four-inch sterile bandage compresses, and
 - (v) 1 triangular bandage.

- (iii) Every employer employing more than fifteen and fewer than 200 workers (Reg. 1101 – 10.(1)) in any one shift at a place of employment shall provide and maintain at the place of employment one stretcher, two blankets and a first aid station with a first aid box containing as a minimum,
 - (a) a current edition of a standard St. John Ambulance First Aid Manual;
 - (b) 24 safety pins;
 - (c) 1 basin, preferably stainless steel; and
 - (d) dressings consisting of,

- (i) 48 adhesive dressings, individually wrapped,
 - (ii) 2 rolls of adhesive tape, 1 inch wide,
 - (iii) 12 rolls of 1-inch gauze bandage,
 - (iv) 48 sterile gauze pads, 3 inches square,
 - (v) 8 rolls of 2-inch gauze bandage
 - (vi) 8 rolls of 4-inch gauze bandage,
 - (vii) 6 sterile surgical pads suitable for pressure dressings, individually wrapped,
 - (viii) 12 triangular bandages,
 - (ix) splints of assorted sizes, and
 - (x) 2 rolls of splint padding. R.R.O. 1990, Reg. 1101, s. 10 (1).
- (iv) Every employer using a vehicle to transport workers shall equip the vehicle with a first aid box containing,
 - (a) a current edition of a standard St. John Ambulance First Aid Manual (or download from phone);
 - (b) 1 card of safety pins;
 - (c) dressings consisting of,
 - (i) 16 adhesive dressings, individually wrapped,
 - (ii) 6 sterile gauze pads, 3 inches square,
 - (iii) 4 rolls of 3-inch gauze bandage,
 - (iv) 2 sterile surgical pads suitable for pressure dressings, individually wrapped, and
 - (v) 4 triangular bandages.
- (v) Where a worker is operating heavy construction and maintenance equipment in a place where a first aid station is not readily available to staff in the event of an accident, the employer shall equip the machinery with a first aid kit containing the items required by subsection (3).
 - (a) a current edition of a standard St. John Ambulance First Aid Manual;
 - (b) dressings consisting of,

- (i) 12 adhesive dressings, individually wrapped,
- (ii) 1 four-inch bandage compress,
- (iii) 2 two-inch bandage compresses, and
- (iv) 1 triangular bandage.

11. PERSONAL PROTECTION

- (a) No Authority employee shall conduct themselves so that they are likely to endanger themselves or other persons.
- (b) The Authority requires every person to wear or use such personal protective clothing, equipment or device as is necessary for the employee's protection from the particular hazard to which the employee may be exposed.
- (c) For periodic tasks that are not a regular part of the employee's work, but for which they are qualified, they shall be supplied with any required safety equipment by the department having control of the work.
- (d) A task hazard analysis (THA) shall be undertaken prior to any work taking place.

12. HEAD PROTECTION

All outside workers, including Supervisory, shall wear safety hats at all times whilst on projects involving construction or when exposed to conditions which would bring them within the provisions of the applicable sections of the Occupational Health and Safety Act.

A safety hat shall consist of a shell and suspension that will adequately protect the head against impact and from flying or falling small objects and have the dielectric strength to withstand 20,000 volts phase to ground.

Long hair shall be suitably confined to avoid entanglement in any rotation shaft, spindle, gear, belt or other source of entanglement.

Safety head gear or head band assembly shall not be altered or defaced in any manner without approval.

13. EYE PROTECTION

- (a) Where an employee is exposed to eye injury from:
 - (i) flying particles

(ii) hot or corrosive or poisonous substances

(iii) harmful light or other rays or

(iv) other substances,

they shall be protected by screen, clear or colored safety glasses or eye shields or other suitable device appropriate in the circumstances.

(b) Eye protection shall be worn in the following:

(i) using a grinding wheel, wire or buffing wheel

(ii) using a pneumatic drill or using any drill in an overhead position

(iii) using or holding masonry or concrete drill while hand drilling

(iv) chipping concrete, masonry, paint, cast iron and other metals or drilling concrete and masonry

(v) sand blasting, welding and spray painting

(vi) blowing out machines and equipment with compressed air

(vii) using wood chippers and power saws

(viii) handling or using strong acids or alkalis

(ix) working under trucks or other mobile equipment

(x) welding or using cutting torches

(xi) washing or spraying equipment with cleaning solutions or high pressure water or steam

(xii) or any other job where an employee is exposed to eye injury as spelled out in section (a)

(c) A task hazard analysis (THA) shall be undertaken prior to any work taking place.

14. HEARING PROTECTION

(a) Where an employee is exposed to a sound level of 90 db. or greater:

- (i) measures shall be taken to reduce the sound level to below 90 db. and, the duration of exposure shall not exceed the following:

Sound Levels Decibels	Duration Hours per 24-hour day
90 (lawnmower)	8.0
92	6.0
95 (motorcycle)	4.0
97	3.0
100 (chainsaw)	2.0
102	1.5
105	1.0
110 (pneumatic drill)	0.5
115	0.25
Over 115 (jackhammer / infant crying)	0.0

- (b) Warning signs will be posted in any location where the sound level exceeds 90 dbs. and these signs will indicate:
 - (i) maximum exposure (per 24-hour day)
 - (ii) requirement for hearing protection
- (c) A task hazard analysis (THA) shall be undertaken prior to any work taking place.
- (d) Hearing protection must be provided and worn at all times during the task involving sound levels above 90 db or greater.

15. RESPIRATORY PROTECTION

- (a) No worker shall be present in an area where they are likely to be exposed to the hazard of injury from:
 - (i) inhaling a noxious gas, fumes or dust; or
 - (ii) a lack of oxygen unless the worker is protected by adequate mechanical ventilation or respiratory equipment.
- (b) Respiratory protection devices will be supplied to the employee by the Department responsible for the operation.
- (c) A task hazard analysis (THA) shall be undertaken prior to any work taking place.

16.FOOT PROTECTION

- (a) All employees who are exposed to danger of injury to their toes from compression or impact shall supply and wear safety footwear at all times. This shall include all employees whose duties take them on construction sites and any other employees, including supervisory staff who, whilst their principle function may not include working under conditions exposed to the above hazards have occasion to visit construction sites or to be exposed to conditions which would bring them within the provisions of the applicable sections of the Occupational Health and Safety Act.
- (b) Safety footwear used on construction projects shall meet the requirements of the Occupational Health and Safety Act and the regulations made thereunder (green patch). They shall:
 - (i) consist of a shoe or boot;
 - (ii) have a box toe that will protect the worker's toes against injury due to compression or impact; and
 - (iii) have a sole that will protect the worker's feet against injury due to puncture by a sharp object.
- (c) At all times, footwear shall be of such a design so as not to impede the safe performance of any work being carried out.

17.PROTECTIVE CLOTHING

- (a) A worker's body shall be fully clothed with long pants and a shirt when working on projects as defined in the Occupational and Safety Act.
- (b) Where an employee is exposed to the hazards of injury from contact of their skin with any hazardous substances, they shall be protected:
 - (i) by wearing apparel sufficient to protect them from injury; or
 - (ii) by a shield, screen or similar barrier.
- (c) Protective clothing or other safety devices which are worn:
 - (i) next to the skin; and
 - (ii) by more than one person shall be cleaned and disinfected prior to being worn by other personnel.

- (d) Fluorescent clothing colored orange or red shall be worn by all personnel when working on public roadways.
- (e) Gloves that will provide adequate protection for the specific task to be performed shall be worn by all employees engaged in work where a hazard to the hands exists or is likely to exist.
- (f) Ties, loose clothing or jewelry which is loose or dangling shall not be worn while operating machinery or carrying out any task where a source of tanglement is present.

18.CARE AND MAINTENANCE OF SAFETY EQUIPMENT

- (a) Each employee is responsible for the care and maintenance of safety equipment issued to them.
- (b) Personal protective equipment shall not be painted or otherwise modified by employees and other protective devices shall not be altered without the authority of the Employer.
- (c) Issued safety equipment will be repaired or replaced by exchange if it is:
 - (i) damaged in an accident
 - (ii) no longer of the correct size
 - (iii) medically unsuitable
 - (iv) beyond its useful lifetime, as determined by the Supervisor or the JHSC.
- (d) Safety hats shall not be placed on the rear window shelf of Authority automobiles or left lying loose in the back of Authority trucks.
- (e) Suspensions for safety hats shall be replaced and shells checked annually. Shells of safety hats shall be replaced every five years. A safety hat shall be replaced after receiving a severe blow.
- (f) Safety lines, belts or harnesses that have been involved in an actual fall will be replaced immediately.

19.HAZARDOUS SITUATIONS

- (a) No employee may operate or permit any person to operate, any equipment that they have reason to believe is unsafe.

- (b) No employee may operate or permit any person to operate, any equipment in an unsafe manner.
- (c) Any person who has reason to believe that a piece of equipment is unsafe or is being used in an unsafe manner, shall report immediately the circumstance to the nearest Supervisor, who will take action to correct the situation.
- (d) If an employee finds the operation of a piece of equipment to be unsafe, they shall take action to ensure that no one else attempts to operate the equipment by notifying the nearest Supervisor who will notify other staff not to use the equipment until further notice.
- (e) Where safety devices required for an operation are not available, the operation shall not be performed unless an alternative safe method that does not require these devices is found.
- (f) Where there is reasonable cause for disagreement between an employee and their Supervisor as to the safety of a piece of equipment or its operation, the use of it will be determined by the safety committee after consulting with an experienced third party.

20. WATER SAFETY

- a) All persons engaged in boating activities shall be familiar with and observe guidelines contained in the Canadian Coast Guard Handbook.
- b) All boats and canoes shall be suitable for the task, properly equipped and maintained, including the provision of lifejackets suitable for all users (correctly sized).
- c) Appropriate safety equipment shall be provided, used and maintained during activities in or adjacent to water. Some of these activities may include stream gauging, data logger installation, water and snow sampling and flood monitoring.
- d) All staff are required to wear a Coast Guard-approved or Transport Canada-approved Personal Flotation Device (PFD) whenever you are working within 4 m (12 ft) of the water's edge or above open water. Never work alone; enforce a buddy system, maintain an active emergency rescue plan, and keep rescue gear like throw bags, ropes and ring buoys within immediate reach.
- e) All staff are to wear non-slip, slip-resistant footwear to prevent falls on wet surfaces, boat decks or docks.
- f) Boat operators shall obtain weather briefings from Environment Canada prior to embarking.

- g) Prior to setting out an itinerary shall be left with a responsible person, any changes shall be reported at the earliest opportunity.
- h) All construction and dam maintenance/operation activity in or near water shall place due regard to the potential hazards and employers shall have on-site safety equipment suitable for rescue operations.
- i) When installing and removing Data loggers, staff need to assess the amount of rain that has fallen during the last few days to a week. Consider how the amount of rain that has fallen recently will impact the water depth and the speed of water moving through the field site. Do not conduct fieldwork if the water depth or speed of flow is unsafe. Always refer to the relevant THA prior to undertaking any installation/retrieval work.
- j) A task hazard analysis (THA) shall be undertaken prior to any work taking place.

21. VEHICLES

- (a) All Authority vehicles shall be equipped with:
 - (i) First Aid Kits meeting minimum requirements of the Workmen's Compensation Board and Regulation 1101: First Aid Requirements (refer to Section 10).
 - (ii) Fire extinguishers.
 - (iii) Where vehicles and heavy equipment are equipped with seat belts, they shall be worn when the vehicle is in motion.
 - (iv) No rider stickers on the front windshield.
 - (v) Top-mounted revolving or flashing blue light if used for snow and ice removal.
 - (vi) 360 degree beacon light.
- (b) Vehicles shall be maintained in such condition that they are safe to operate and shall not be used when being repaired or serviced.
- (c) If a vehicle becomes inoperable because of a defect, mechanical or other, it shall be reported to the Manager of Conservation Lands and Services and the vehicle placed out of service and repaired as soon as practical.
- (d) Vehicles shall be checked daily by the drivers, prior to being put into service, i.e. horn, lights, brakes, wipers, etc. (Section (d) is not applicable to a person under the instruction of a qualified person).

- (e) No employee shall operate a vehicle unless they have the training and experience necessary and is authorized and qualified by law to operate a vehicle on a highway.
- (f) If an employee who drives an Authority vehicle has their driver's license removed, restricted or altered, they shall report this to their supervisor immediately.
- (g) Refueling of vehicles shall not be carried out inside buildings. The engine shall be switched off. The "**NO SMOKING**" rule shall be strictly enforced in the refueling area and no source of ignition shall be within 3 metres of the dispensing point.
- (h) After collection or delivery of each load, a walkaround shall be carried out to ensure the vehicle and load are in order and the area clear.
- (i) When a vehicle is being loaded by a crane or power shovel, no person shall remain in or on the cab of the vehicle.
- (j) When a vehicle is being reversed and the driver's view is obstructed, a signal person shall assist the operator by using pre-arranged visual signals.
- (k) Where an unattended vehicle is on sloping ground or next to a trench or excavation, the brakes shall be applied and wheels blocked to prevent movement.
- (l) Hands free device must be used at all times with the exception of calling 911 or when the vehicle is lawfully parked.

22. TRAFFIC CONTROL

- (a) When applicable, in order to protect persons while work is being carried out on a roadway, the following items shall be utilized as required:
 - (i) warning signs
 - (ii) flag person
 - (iii) barriers, flashing lights and lane control devices

23. CONFINED SPACE ENTRY

- (a) No employee shall enter a confined space unless:
 - (i) they have met the requirements for personal protection and respiratory protection;

- (ii) an easy egress from the space is provided;
 - (iii) mechanical equipment in the space is disconnected from its power source and lock out;
 - (iv) all pipes and other supply lines are blocked off;
 - (v) no hazard exists and there is no likelihood of a hazard developing while any person is in the confined space having regard to the nature and duration of the work to be performed;
 - (vi) they are monitored by another worker stationed outside the confined space, who has been instructed in emergency procedures and
 - (vii) adequate arrangements, including the wearing of a safety harness, where practical, have been made to remove the worker from the confined space where they require assistance.
- (b) Where a hazard exists in a confined space and entry is imperative, entry may be only after all precautions have been taken and approved by the Supervisor.

24.LOCKOUT

- (a) An employee who is to work on a piece of mechanical or electrical equipment shall disconnect the power supply whenever possible and lock it out.
- (b) An approved lock, properly tagged, must be used and the key shall be retained by the person who places the lock.
- (c) Each lock tag used will be marked with the work being carried out and signed by the person placing the lock.

25.EXCAVATIONS AND TRENCHES

- (a) When excavating in areas where services such as gas, water, etc., are suspected, their location shall be ascertained with the assistance of the appropriate service, prior to the work commencing.
- (b) Where gas, electrical and other services are likely to endanger a worker having access to an excavation, the utilities shall be shut off and disconnected by the appropriate service provider prior to commencement of work on the excavation, and service supply lines shall be supported where necessary.

- (c) Ladders or other suitable means of egress, must be provided so that no employee is required to travel more than 50 feet to reach one. Each ladder must extend at least three feet above the top of the excavation.
- (d) Each part of the excavation over four feet deep which employees are required to enter shall have, except where a trench box is used, either:
 - (i) sloped walls such that a collapse may not occur (generally 45 degrees or less from the horizontal is considered safe)
 - (ii) adequate shoring (Occupational Health and Safety Act)
- (e) A level area extending two feet or more back from the top of each wall of an excavation shall be maintained free from all equipment and materials.
- (f) Adequate precautions shall be taken to prevent any person from falling into the excavation, by providing warning signs, barriers or flashing lights as appropriate.
- (g) Every excavation shall be kept reasonably free from water at all times.
- (h) Due to the possible existence of such unforeseen conditions as loose rock or stone formations or earth pressures caused by an adjacent hill, a slope must be closely watched and properly maintained at all times.
- (i) Deep sand and gravel excavations should be terraced. The depth of the terrace should be equal to at least half the length of the sloped wall below it. "Gophering" is forbidden (e.g. burrowing small, irregular and unsystematic underground works, lacking proper supports, prone to collapses, poor ventilation, and dangerous working conditions).

26.LADDERS

- (a) Where a step ladder is being used as a self supporting unit:
 - (i) the legs shall be fully extended and the spreader shall be locked;
 - (ii) the top of the step ladder shall not be used as a step;
 - (iii) the pail shelf shall not be used as a step.
- (b) A portable ladder shall:
 - (i) have non-slip feet;
 - (ii) be placed on a firm footing;

(iii) where it:

- (a) exceeds 6 m (20 feet) in length and is not securely fastened; or,
- (b) is likely to be endangered by traffic, it is to be held in place by one or more persons while being used; and
- (c) when not securely fastened, be inclined so that the horizontal distance from the top support to the foot of the ladder is at least 1/4 of the length of the ladder.

- (c) Ladders constructed of conducting materials must not be used for work on or near any electrical power source.
- (d) When a ladder is to be used to gain access to a level, the ladder shall extend at least one metre (three feet) above the level.
- (e) Ladders shall be inspected and unsafe conditions corrected before use. Wooden ladders shall not be painted or coated with any opaque material.

27. POWER AND HAND TOOLS

- (a) All tools shall be maintained in operable condition and if any are not fully operational, they shall be placed out of service and tagged for repair.
- (b) All tools and equipment shall be operated in a correct and safe manner and each tool shall be used for the job that it was designed for.
- (c) No employee will use any cord-connected electrical equipment or tool unless it is effectively grounded.
- (d) The use of a non-grounded electrical tool will be permitted provided the tool bears the Canadian Standards Association label, indicating it is of double insulated quality.
- (e) Every reasonable precaution shall be taken to prevent danger to an employee from live electrical conductor or from any electrical equipment.
- (f) Electrical cords must be inspected regularly and if frayed or any other way deteriorating, shall be replaced. Loose or faulty electrical outlet (switches and plugs) should similarly be reported, inspected and replaced.
- (g) Electrical equipment shall not be used in the presence of flammable vapors unless so designated.
- (h) Repairs to tools and equipment shall be carried out by qualified personnel.

- (i) Electrical outlets are not to be overloaded through use of too many cords/equipment beyond the capacity of the outlet, so as to cause a short.

28. MATERIALS

- (a) **Storage:**

Materials and equipment shall be stored so that the pile or stack is secure against tipping or falling and that the material and equipment can be removed safely.

- (b) **Handling:**

Materials shall be moved with such precautions and safeguards that the safety of the person doing the moving or any other person is not in danger.

- (c) **Transport:**

Materials shall be placed on, secured or removed from the vehicle of conveyance in a manner that conforms to safe practices. Securing materials such as blocks, ropes, chains, etc., shall not be removed until it has been ascertained that the material being moved will not endanger a worker.

29. HAZARDOUS MATERIALS

This applies to all flammable, corrosive or toxic materials.

- (a) **Storage:** All flammable, corrosive or toxic materials shall be clearly marked. They shall be securely stored and protected from physical harm. No smoking rules shall be observed in these areas. Personal protective equipment shall be available to employees working in or around these areas.
- (b) All employees handling flammable, corrosive, explosive or toxic materials shall be adequately attired with personal protective equipment and other safety devices as required for the potential hazard. Instructions on handling and use shall be prominently displayed in the area of use.
- (c) In any area where flammable, corrosive, toxic and explosive materials are used, a safety program to minimize hazards is required. This program will include personal hygiene measures, provisions of protective equipment and the development of emergency procedures appropriate to the hazard.
- (d) One or more dry chemical fire extinguishers, the contents of which are discharged under pressure and which have a capacity of at least 1.8 kg (4 pounds), or one or more equally

effective extinguishers shall be provided where flammable liquids are stored or handled or where oil or gas fired equipment is used or a tar or asphalt kettle, trailer or tank is used.

- (e) Posters displaying the different types and marking symbols of hazardous materials will be placed in each work area.
- (f) All pressurized cylinders will be transported in an upright position.

30.HEAVY EQUIPMENT

- (a) No vehicle or other machinery shall be driven, operated or located so near to the edge of an excavation as to endanger a person by affecting the stability of the walls of the excavation.
- (b) Authority equipment shall be properly maintained, not to be used while undergoing repair and be inspected by a competent person prior to the initial use on a project and daily thereafter when in use.
- (c) No person shall be on a platform, bucket, basket load, hook or sling that is supported or suspended from the boom of a crane or other hoisting device including a fork lift, front-end loader or other similar machinery.
- (d) When a bucket of a front-end loader or backhoe, blade of a bulldozer, forks of a lift truck, load of a crane or other hoisting machinery is in a raised position, the operator shall not leave the controls of the vehicle or equipment unattended.
- (e) Where an operator of equipment may be exposed to overhead hazards, a cab screen or other adequate overhead protection shall be provided to such equipment.
- (f) Every hoisting hook shall be equipped with a safety catch.
- (g) No one will operate hoisting equipment so that it passes over the body of a worker.
- (h) When earth-moving equipment is purchased or rented, safety features will be a major consideration.
- (i) No worker shall move a backhoe, shovel, crane or other similar lifting device, or its load, closer than the length of the boom of the lifting device to an electrical power line of more than 750 volts unless they have another worker stationed within view to warn the worker when any part of the lifting device or its load is approaching the minimum distance from the power line, as follows:

<u>Voltage of Powerline:</u>	<u>Minimum Distance</u>
750 to 150,000 volts	3 metres (10 feet)
150,000 to 250,000 volts	4.5 metres (15 feet)
250,000 volts plus	6 metres (20 feet)

This does not apply where the owner of the power line has disconnected the electrical supply to the power line or has insulated the power line. Regardless, extreme caution is advised whenever working near power lines.

- (j) No person shall travel with the loader part of a front end loader more than 1.2 metres (4 feet) off the ground.

31. GRASS CUTTING

- (a) Adequate ear and eye protection where appropriate and safety shoes or boots shall be worn.
- (b) Before starting to mow:
 - (i) clear all loose material from the area, e.g. stones, broken glass, garbage, etc.,
 - (ii) survey the area for any obstacles that may interfere with the mowing, e.g. curbs, tree roots, and ensure the fuel tank is full to minimize the need for refueling and
 - (iii) if mowing on a slope, check that the grass is not wet and slippery.
- (c) Plan the mowing so that:
 - (i) a hand-propelled mower is pushed in front of you to cut, never pulled,
 - (ii) mowing across slopes and
 - (iii) if mowing up and down a slope, the mower is firmly secured with a rope.
- (d) When operating:
 - (i) ensure the discharge chute is not aimed at anyone,
 - (ii) ensure you always have a sure footing and
 - (iii) ensure that the mower is under control at all times.
- (e) Shut the engine off:

- (i) whenever leaving the mower unattended,
 - (ii) when moving from one area to another and
 - (iii) allow to cool for a reasonable time before refueling.
- (f) For maintenance:
- (i) disconnect the spark plug before performing any maintenance on the machine,
 - (ii) remove the spark plug before repairing or adjusting blade and
 - (iii) spare fuel shall be stored in safety cans.

32. TREE TRIMMING AND REMOVAL

- (a) A felling area shall be entered by persons authorized by the Authority.
- (b) Employees in the area shall be dressed in appropriate protective equipment and clothing, i.e. safety hat, eye protection, gloves.
- (c) A power saw shall:
 - (i) be examined prior to operation and be maintained at regular intervals by qualified personnel,
 - (ii) be guarded when being transported,
 - (iii) when being carried, have the guarded chain turned in the opposite direction of travel of the employee,
 - (iv) have the motor stopped before being carried and
 - (v) be operated in a safe manner and as recommended in the saw's operation manual.
- (d) When tree removal is in the vicinity of power lines, Ontario Hydro or local utility authorities shall be consulted prior to removal.
- (e) When trees are removed from the area of power lines, non-conductive ropes shall be used.

- (f) A tree or portion of a tree shall be felled only when all persons are clear of the area of danger and the employee cutting the tree is able to stand clear of the tree or portion of the tree during its fall.

33.SNOW PLOWING AND SALTING/SANDING OPERATIONS

- (a) Personnel engaged in such operations shall be fully attired with proper safety protection for the job and weather conditions.
- (b) The vehicle used for these operations shall be fully operational mechanically and otherwise, utilizing lights, flashers, signs, etc. as required for the safe operation with regard to the crew and public.
- (c) Operations shall be carried out at a speed conducive to conditions. When conditions are marginal, the Supervisor in charge shall decide to cease operations.
- (d) Such vehicles and associated equipment, shall be checked prior to and after each shift. Malfunctions shall be repaired as soon as safety possible. Any malfunction that may create a hazard for the crew or the public shall be cause for the equipment to cease operation.

34.PESTICIDES

- (a) Personnel involved in:
 - (i) the transportation, storage or application of pesticides will:
 - be those employees who have been trained and instructed in the proper procedures and properly licensed under the Pesticides Act.
 - (ii) the application of pesticides should ensure that:
 - environmentally safe pesticides in regard to persistence, toxicity and volatility be used;
 - application is at the recommended dosage rate and non-target areas are not affected;
 - application equipment is regularly maintained and calibrated;
 - all personnel are fully briefed on safe procedures and are properly supervised by a licensed exterminator and protected by goggles, respirators and gloves as required;

- liaison is pre-arranged with local medical facilities;
- personnel receive physical examinations, as necessary;
- personnel working with pesticides do not work alone in conditions under which prompt medical assistance could not be received;
- containers are inspected for leaks before handling;
- containers are handled with care;
- should a leak occur, immediately report to your supervisor, who will notify the Ministry of the Environment Conservation and Parks;
- vehicles are inspected for contamination;
- contaminated vehicles do not leave the site;
- a supply of sawdust, clean water and a first aid kit are on site;
- food, drink, cups or cutlery etc. are not kept anywhere in the work area or in or affixed to work cloths (e.g. water bottles clipped to belt loops, etc.);
- eating, drinking and smoking are not conducted in the work area;
- protective clothing and respirator are worn whenever recommended;
- contaminated clothing or faulty protective covering, especially gloves, are discarded if this is recommended;
- instructions and labels are read carefully; if seeking medical aid, take a picture or take a label from the pesticide in question to the hospital with you.

(b) Transportation

- (i) No person shall transport a pesticide by a vehicle unless the:
 - pesticide is secured in a manner to prevent the escape or discharge of the pesticide from the vehicle.
- (ii) No person shall transport any pesticide together with:
 - food or drink intended for human or animal consumption;

- household furnishings;
 - toiletries, clothes, bedding or similar commodities, unless the pesticides are separated from the commodities in a manner that will prevent likely contamination.
- (iii) When pesticides are transported on a highway or road in bulk, the vehicle shall display warning signs stating pesticides present.
- (iv) Have on hand a supply of sawdust, clean water and a first aid kit.
- (c) Storage of pesticide will follow that:
- (i) pesticides shall not be stored in an area where they can come into contact with food or drink;
 - (ii) any room where pesticides are stored:
 - shall be ventilated to the outside atmosphere if odors are being given off;
 - shall have a placard affixed and maintained on the outside of each door into the room bearing the words (Chemical Storage Warning - Authorized Persons Only) in block letters clearly visible;
 - shall not be entered unless permission is obtained from the person responsible;
 - (iii) whenever possible, pesticides shall be stored in a separate building;
 - (iv) fire precautions in areas where pesticides are stored:
 - inspect wiring,
 - ensure adequate fire extinguishers are available,
 - keep containers marked flammable and keep away from heat,
 - investigate where water from fire hoses would run and plan diking to form pools which will contain the runoff. Do not allow it to run into the sewers or drains,
 - advise the fire department what type and quantity of pesticides are being stored;
 - (v) a supply of sawdust is kept on hand to control minor spills and water to wash splashes from body;
 - (vi) whenever possible, containers are kept off cement floors on wooden skids to prevent corrosion and rusting.

- (d) When empty, pesticide containers should be rinsed at least three times, the rinse being added to the spray tank, and shall be disposed of as stated in the Pesticides Act.
- (e) In the event of fire:
 - (i) sound the alarm - call the fire department; advise them of stored pesticides,
 - (ii) attempt to extinguish the fire only if you can do so safely,
 - (iii) keep everyone clear of the area,
 - (iv) spectators must be kept well away and residents downwind may have to be evacuated,
 - (v) the Ministry of Environment, Conservation and Parks will be notified by the Supervisor.
 - (vi) persons entering the fire area will wear rubber protective clothing and self-contained breathing equipment,
 - (vii) all clothing, including protective clothing, should be washed as soon as possible; any articles that can not be washed, i.e., leather shoes, should be disposed of as directed,
 - (viii) persons suspected of poisoning shall be dispatched to the nearest hospital and the hospital notified to expect persons exposed to pesticide fumes,
 - (ix) decontamination and clean-up shall be carried out according to instructions from the Ministry of the Environment, Conservation and Parks.

35. FIRE PROTECTION

Fire protection is a vital concern to every employee and employees should recognize and report apparent fire hazards in order to maintain a work environment which is essentially free from unnecessary risk due to fire.

PRIOR TO AN EVENT

- (a) Procedures for notifying the local fire department should be posted at all work places.
- (b) Fire extinguishers shall be suitable for the class of fires that might be reasonably expected in the area.

- (c) All employees shall know the location of fire extinguishers in their general and immediate work area.
- (d) All extinguishers shall be charged and ready for use at all times. A partially used extinguisher is an empty extinguisher.
- (e) Fire extinguishers shall be strategically placed and protected from physical damage and readily available.
- (f) All staff shall be instructed in emergency fire procedures and shall be trained in the use and care of fire protection equipment.
- (g) All extinguishers shall be inspected monthly by an appropriate person who shall date and initial the attached record card.
- (h) All extinguishers shall have the required maintenance including hydro-static testing done as per the Ontario Fire Code.

UPON AN EVENT

In the event of a fire the prime consideration shall be the safe evacuation of all occupants.

- (a) During an event of a fire in a building, the person discovering the fire shall:
 - (i) raise the alarm,
 - (ii) evacuate the building via the closest exit,
 - (iii) telephone the fire department,
 - (iv) attempt to extinguish the fire only if it is safe to do so,
 - (v) give details to the fire department when they arrive.
- (b) On hearing the fire alarm, employees shall:
 - (i) direct members of the public to the closest exit,
 - (ii) evacuate the building.
- (c) In the event of a fire, not in a building, employees shall:
 - (i) move clear of the area,

- (ii) telephone the fire department,
- (iii) keep others away,
- (iv) extinguish the fire only if safe to do so.

36.OFFICE SAFETY

- (a) Doors that are solid (without glass) shall be opened cautiously if they open into a traveled area.
- (b) Overcrowding of work areas create accidents and shall be avoided.
- (c) Illumination levels shall be such that all work and travel areas are adequately lit.
- (d) Office equipment shall be well located for its intended purpose, operated by a trained employee and the area properly ventilated if using toxic liquids.
- (e) Filing cabinets shall be treated as hazardous.
 - (i) close with hands, not by bumping with body or by applying the foot.
 - (ii) open one drawer at a time and close after use.
 - (iii) do not leave file drawers open if leaving area, even for a few seconds.
 - (iv) do not climb on file drawers.
 - (v) small ladders or stools used in reaching higher drawers shall be kept out of the way when not in use.
- (f) Floor mounted telephone or electrical boxes shall be marked if exposed, until they can be removed or covered. Faulty switches and plugs reported.
- (g) Extension cords should be avoided - they are dangerous lying around. All cords should be covered or taped to the floor when they run across floor space.
- (h) Do not overload electrical outlets (too many items plugged in it).
- (i) Employ proper lifting techniques at all times.
- (j) Proper ergonomic set up of desks and chairs will be accommodated.
- (k) Keep sharp or pointed objects guarded and out of the way.

- (l) Be aware of First Aid and Fire Protection procedures for your work area.
- (m) Each employee should ensure proper housekeeping in their immediate work area. Floors, aisles, stairways and passage ways shall be kept clear of spills, obstacles or obstructions.
- (n) Any potential health hazards, such as excessive noise, smoke or odors, etc. shall be reported for investigation.
- (o) Electrical equipment such as computers, air purifiers, shredders and copying machines shall be inspected regularly and worn or damaged cords repaired or replaced. Avoid use of octopus connections.
- (p) Proper steps or ladders shall be used to reach high shelves.
- (q) Envelopes and labels shall be moistened with a sponge or other wetting device, not the tongue.
- (r) All personnel shall be advised of any potential hazards associated with Visual Display Terminal (V.D.T.) operations prior to their use (VDT operations simply means the daily tasks and duties performed while working on a computer or screen, such as typing, data entry, graphic design, or monitoring systems).
- (s) Where appropriate, regular Optometrist appointments for vision testing should be scheduled by workers.

37. HARASSMENT AND VIOLENCE IN THE WORKPLACE

POLICY STATEMENT

The Lower Thames Valley Conservation Authority (LTVCA) is committed to providing a respectful, supportive, healthy, safe, accessible and inclusive work environment for all employees, who are entitled to work in an environment free from violence, threats of violence, intimidation and other disruptive behaviour. The LTVCA is also committed to providing a safe and respectful environment for all those who enter its facilities and access its services.

The intention of this policy is to prevent violence from taking place, and where necessary to act upon incidents of violent behaviour promptly, fairly and judiciously. The most effective element in preventing violence in the workplace is education. The LTVCA will provide education, information and promote awareness of violence issues to foster a safe, secure and respectful workplace.

SCOPE

This policy applies to all employees of the LTVCA, including but not limited to regular, temporary, probationary and contract employees and to students, volunteers and interns. Members of the general public, visitors to LTVCA facilities, individuals conducting business with the LTVCA and employees of contractors or other organizations providing services to the LTVCA are expected to refrain from violence towards employees. Should such violence occur, the LTVCA will take all available steps to ensure a workplace free from violence.

Definition

For the purpose of this policy, “*Violence*” includes but is not limited to:

Threatening behaviour – such as shaking fists, verbal threats, destroying property or throwing objects.

1. *Verbal or written threats* - any expression of an intent to inflict harm.
2. *Cyberstalking/Harassment* - Repeated unwanted messages, threats, or stalking on social media, texts, or email.
3. *Impersonation* - Creating fake profiles to ruin reputations or send embarrassing messages.
4. *Doxing* - Publishing private or identifying information.
5. *Non-consensual Image Sharing* - Distributing intimate images or videos without consent.
6. *Defamation/Smearing* - Spreading, publishing, or creating false/harmful information, rumours, or doctored images.
7. *Harassment* - any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying or other inappropriate activities.
8. *Verbal abuse* - swearing, insults or condescending language.
9. *Physical attacks* - hitting, shoving, pushing or kicking.
10. Displays of any kind of *weapon*.

RESPONSIBILITIES

Responsibility of Employer

- a) Provide a workplace free from all forms of violence, threats of violence, intimidation and other disruptive behaviour.
- b) Provide violence awareness education and information to employees.
- c) Create an environment that encourages victims of violence and witnesses to report all incidents of violence.

Responsibility of Supervisor

- d) Understand and uphold the principles of this policy.
- e) Ensure that violence is not tolerated, ignored or condoned.
- f) Communicate this policy and its procedures to all employees.
- g) Take all reasonable and practical measures to minimize or eliminate risks identified through the hazard assessment process, workplace inspections, or the occurrence of an incident.
- h) Respond promptly to all reports of violence, address immediately all incidents of workplace violence and not condone or permit any behaviour contrary to this policy.
- i) Ensure that all known incidents of workplace violence are investigated and to the extent appropriate based on the nature of each incident and the actual or potential threat it posed to worker safety:
 - consult with other parties (e.g. CAO, JHSC, Local Police Services, Human Rights Office),
 - take all reasonable and practical measures to minimize or address risks identified by the incident and
 - document the incident, its investigation and corrective action taken.
- j) Take all reasonable and practical measures to protect workers, acting in good faith, who report workplace violence or act as witnesses, from reprisal or further violence.

Responsibility of Joint Health and Safety Committee

- k) Conduct workplace violence hazard assessments to determine whether the nature of the work or the work environment places or may place employees at risk of violence. Develop practical steps to minimize or eliminate identified risks.

- l) Establish a process for reporting, investigating, documenting and debriefing incidents of violence (through management).
- m) Review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement.
- n) Recommend corrective measures for the improvement of the health and safety of workers.
- o) Respond to employee concerns related to workplace violence and communicate these to management.

Responsibility of Worker

- p) Maintain a safe work environment, whenever possible.
- q) Not engage in or ignore violent, threatening, intimidating or other disruptive behaviours.
- r) Report promptly to their supervisor any incident where the employee is subjected to, witnesses or has knowledge of workplace violence or has reason to believe that workplace violence may occur.

REPRISAL

This policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

38.ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

BACKGROUND

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, were created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The standards came into effect on January 1, 2008. The regulation sets out the obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario. This policy will ensure that people with disabilities are given equal opportunity to obtain, use and benefit from the Lower Thames Valley Conservation Authority (LTVCA) programs and services.

POLICY STATEMENT

The LTVCA is committed to providing optimal customer service to all of its clients and customers. Our goal is to ensure that people with disabilities are provided with an equal opportunity to enjoy the LTVCA programs and services as people without disabilities.

GENERAL PRINCIPLES

Objectives

The objective of this policy is to ensure compliance with Regulation 429/07, Accessibility Standards for Customer Service. As part of compliance, the LTVCA will ensure that its programs and services are:

- Provided in a manner that respects the dignity and independence of persons with disabilities;
- Communicated in a manner that takes into account an individual's disability;
- Identical to those available to people without disabilities, unless an alternate measure is necessary to ensure a person with a disability can obtain, use or benefit from the goods and services.

Assistive Devices, Service Animals and Support Persons

It is understood that people with disabilities may require the use of assistive devices, service animals and/or support persons to access the LTVCA's programs and services. Any restrictions under other regulations that may interfere with such assistance will be clearly identified and the LTVCA will use reasonable efforts to make alternatives available to the customer. In the event where a fee is applicable and a support person is required by the customer with a disability, the support person will be permitted free of charge. This information will be included in all marketing publications offered by the LTVCA as well as on the LTVCA website www.ltvca.ca.

Temporary Service Interruptions

Periodically, interruptions in LTVCA operations or services may take place. These may be planned events, such as scheduled maintenance procedures, or unexpected occurrences, such as power outages. Regardless, the LTVCA will strive to ensure that our customers and clients are aware of any such interruption and the impact that it may cause, in advance of the interruption if possible or soon after if no forewarning is possible. The communication will include key information with respect to the reason for, duration of the interruption and alternatives to the services being offered.

Training for Staff

The AODA clearly outlines the training requirements for all LTVCA staff, volunteers, contractors and third parties that act on our behalf with respect to the policy, practices and regulations. Such training will be provided to current staff and will be part of the regular orientation for all new staff.

All staff will be trained, but the level of training received will be based on that position's level of interaction with the public. Records will be kept to verify that training has taken place. Training will include the purposes of the AODA and the requirements of the standards. It will also include but not be limited to:

- interacting and communicating with people with various disabilities,
- interacting with people who use assistive devices,
- service animals and/or support person and use of assistive devices and equipment associated with the services that we provide on our premises, and
- how to handle those situations when a person with a particular type of disability is having difficulty accessing our goods and services.

Availability, Document Formats

As per LTVCA practice, all policies, procedures and regulations are available to the public upon request. When providing these documents to a person with a disability, the disability will be considered when determining the format in which the information will be shared. Information will be posted on the LTVCA website www.ltvca.ca, Administration Office and Conservation Area park offices with respect to the availability of documents as outlined in the Accessibility Standards for Customer Service.

Feedback and Suggestions

The LTVCA regularly evaluates the level of service being offered to its customers. The most effective evaluation tool is the feedback received from visitors and clients. Comments can be provided by email to admin@ltvca.ca, by telephone, in person or in writing. Occasionally, surveys regarding our facilities and services are also available. All comments and feedback will be reviewed by appropriate staff and steps will be taken to determine the best way to address any issues brought forward (e.g. annual policy review meetings, unit meetings, etc.) in a timely fashion.

39. ACCESSIBILITY STANDARD FOR INFORMATION & COMMUNICATION PROVIDING EMERGENCY AND PUBLIC SAFETY INFORMATION

The LTVCA is dedicated to providing assistance to all employees, volunteers, clients and persons with and without a disability. If there is an emergency situation at an LTVCA building, event or conservation area, employees are to be trained and ready to provide assistance to all visitors

but are specially trained to provide any extra assistance, upon request, necessary to those with disabilities. Every LTVCA employee will provide this public safety information to all visitors upon request. All LTVCA employees are trained to assist disabled persons in understanding the public safety notices and information.

ACCESSIBILITY EMERGENCY AND PUBLIC SAFETY PLANNING

Emergency situations, especially to those with a disability can range very widely and have different effects depending on the severity of a disability. All employees are trained to recognize an emergency situation and upon request assist those with a disability according to their needs. Employees shall remember the steps to diffusing an emergency situation and shall remember that not all persons with the same disability require the same assistance. All employees shall assist those who request assistance with a disability in realizing and understanding public safety information.

THE LAW

According to The Ministry of Community and Social Services:

- Upon request, make your emergency and public safety information accessible to people with disabilities.
- Work with the person requesting the information to figure out how you can meet their needs, as soon as possible.

ACHIEVING THE LAW

Each LTVCA employee will help create communication support, to help disabled persons better understand public safety and emergency procedure information. This will be achieved by:

- (a) Providing verbal or pictorial descriptions of emergency or public safety information upon request.
- (b) Providing captioning of any video associated with emergency situation or public safety information upon request.
- (c) Providing braille or other accessible signage where employees are not present to give verbal descriptions of an emergency or public safety concern upon request.

Each LTVCA employee will work with and assist people with a disability who request assistance in hearing, seeing and understanding the emergency procedures and public safety information.

- (a) Each employee will, to the best of their ability, assist any disabled person who requests their help.

- (b) In any situation where an employee cannot fulfill the request for emergency procedures or public safety information, they will work together with another employee and the disabled person and any support people to provide the procedures and information in a timely fashion.

The LTVCA will progressively work with persons who have a disability to meet their needs and requests. The accessibility of all persons is valued and requests for emergency procedures and public safety information will be processed quickly between an employee and the requestor.

Approved By:

Mark Peacock, P. Eng.
CAO/Secretary-Treasurer