

New Leaf: Living and Learning Together Inc.  
Policies and Procedures

**Health and Safety Policies and Procedures**  
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**HEALTH & SAFETY POLICY STATEMENT**

New Leaf: Living and Learning Together Inc. will make every effort to provide a safe, healthy work environment. All employees must also share in and be dedicated to the continuing objectives of reducing risk of injury.

Health and safety in our business must be a part of every operation. Without question it is every employee's responsibility at all levels. Your cooperation in detecting hazards and, in turn, controlling them is a condition of your employment. Inform your manager immediately of any situation beyond your ability or authority to correct.

Management and supervisors are responsible to ensure a safe work environment and that the employees work in compliance with established safe work practices and procedures. Employees will receive adequate training in their specific work tasks to protect their health and safety.

Every employee, sub-contractor and worker of sub-contractor(s) must protect his or her own health and safety by following the law, New Leaf's safe work practices and procedures. All workers are responsible to report all unsafe or unhealthy situations or practices immediately.

Our objective is a health and safety program that will reduce the number of injuries and illnesses to an absolute minimum. Our goal is nothing less than zero accidents and injuries. All parties are expected to consider health and safety in every activity. Commitment to health and safety must form an essential part of this organization from the Executive Director to the front line workers.

**WORKPLACE VIOLENCE:**

New Leaf believes in the prevention of violence and promotes a violence-free workplace in which all people respect one another and work together to achieve common goals. Any act of violence committed by or against any member of our workplace or member of the public, is unacceptable conduct and will not be tolerated.

New Leaf provides services to some individuals who due to their disability have a history of engaging in violent behaviour. New Leaf will take all necessary steps to ensure staff working with such individuals are fully aware of all potential risks related to work with identified individuals. Training, information, and protective measures will be provided to all staff as required to insure their personal safety. New Leaf is committed to reducing the

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threat of violence through appropriate therapeutic interventions to reduce and eliminate maladaptive violent client behaviour.

Staff will read and comply with all agency policies and procedures related to violence in the workplace.

If you witness or are a victim of violence in the workplace you are required to report it immediately to Management who will investigate the matter.

WORKPLACE HARASSMENT:

New Leaf believes that all workers have the right to a respectful workplace. Workplace harassment is unacceptable and will not be tolerated.

“Workplace harassment” means engaging in a course of vexatious comments or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. Workplace harassment may involve conduct that is verbal or non-verbal, a single incident or a series of incidents.

Staff must familiarize themselves with New Leaf’s policies and procedures regarding workplace harassment. All incidents of harassment must be reported to management and these reports will be investigated.

Ron McCauley,  
Executive Director

\_\_\_\_signed document on file\_\_\_\_

Date: June 15, 2010

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## **Duties, As Required under the Occupational Health and Safety Act**

Part III of the Occupational Health and Safety Act outlines the Duties for Employers, Workers, Supervisors and Directors.

### **Directors' and Officers' Duties**

Every director and every officer of a corporation shall take due diligence to ensure that the corporation complies with, (s. 32)

- this Act and the regulations;
- orders and requirements of inspectors and Directors; and
- order of the Minister. 1990, c. 7, s. 19.

### **General Duties of Employers**

As an employer in Ontario who is covered by the OHSA, New Leaf has an obligation to:

- Instruct, inform and supervise workers to protect their health and safety (s. 25(2)(a));
- Assist in a medical emergency by providing any information – including confidential business information – to a qualified medical practitioner who requests the information in order to diagnose or treat any person (s. 25(2)(b));
- Appoint competent persons as supervisors (s. 25(2)(c)). ‘Competent person’ has a very specific meaning under the Act. He or she must:
  - be qualified – through knowledge, training and experience – to organize the work and its performance;
  - be familiar with the Act and the regulations that apply to the work being performed in the workplace;
  - know about any actual or potential danger to health and safety in the workplace;

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- inform a worker, or a person in authority over a worker, about any hazard in the work and train that worker in the handling, storage, use, disposal and transport of any equipment, substances, tools, material, etc. (s. 25(2)(a));
- help committees and health and safety representatives to carry out their duties (s. 25(2)(e));
- not employ underage workers or knowingly permit underage persons in or near the workplace (s. 25(2)(f) and (g));
- take every precaution reasonable in the circumstances for the protection of a worker (s. 25(2)(h));
- post in the workplace a copy of the Occupational Health and Safety Act, as well as explanatory material prepared by the ministry that outlines the rights, responsibilities and duties of workers. This material must be in English and the majority language in the workplace (s. 25(2)(i));
- prepare a written occupational health and safety policy, review that policy at least once a year and set up a program to implement it (s. 25(2)(j)).
- post a copy of the occupational health and safety policy in the workplace, where workers will be most likely to see it (s. 25(2)(k));
- provide the joint committee or the health and safety representative with the results of any occupational health and safety report that the employer has. If the report is in writing, the employer must also provide a copy of the relevant parts of the report (s. 25(2)(l));
- advise workers of the results of such a report. If the report is in writing, the employer must, on request, make available to workers copies of those portions that concern occupational health and safety (s. 25(2)(m)); and
- ensure that every part of the physical structure of the workplace can support all loads to which it may be subjected, in accordance with the Building Code Act and any standards prescribed by the ministry (s. 25(1)(e)). This duty also applies to the self-employed.

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### **Prescribed Duties of Employers**

The word 'prescribed' appears in many sections of the Act. It means that a Regulation exists specifying how to put into effect the requirements of that section. Where there is no regulation, the requirements of that section are considered a 'general duty' and do not have specific requirements as to how to put the duty into effect.

Employers and supervisors have an obligation to know which regulations apply to their workplaces. If there is any uncertainty, an inspector should be consulted. At New Leaf, we are under the Health Care Regulations. Here is a list of duties for employers, under the Act, which may be prescribed. The first seven duties also apply to the self-employed. Where there is a regulation, an employer must:

- Provide and maintain in good condition any prescribed equipment, materials and protective devices (s. 25(1)(a) and (b));
- Ensure that the above are used in accordance with the regulations (s. 25(1)(d));
- Carry out any measures and procedures that are prescribed for the workplace (s. 25(1)©);
- Keep and maintain accurate records, as prescribed, of the handling, storage, use and disposal of biological, chemical or physical agents (s.26(1)©);
- Ensure, where prescribed, that only workers who have taken any prescribed medical examinations, tests or X-rays and who have been found physically fit to work, be allowed to work or be in a workplace (s.26(1)(j));
- Where so prescribed, provide a worker with written instructions on the measures and procedures to be taken for his or her protection (s.26(1)(k)); and
- Carry out any prescribed training programs for workers, supervisors and committee members (s.26(1)(l))

### **Notices Required from Employers**

If workplace accidents or illnesses occur, the employer has the following duties to notify certain people as outlined in the Workplace Safety Insurance Act (WSIA):

- If a person has been critically injured or killed on the job, the employer must immediately notify an inspector, the joint committee (or health and safety representative) and the union, if

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- there is one. (section 25(1)). Please see the Module in this training package for more information on Critical Injuries.
- If an accident, explosion or fire occurs and a worker is disabled or requires medical attention, the employer must notify a director of the Ministry of Labour, the joint committee (or health and safety representative) and the union, if any, within four days of the accident. This notice must be in writing and must contain any prescribed information (section 26(1)).
- If an employer is told that a worker has an occupational illness, the employer must notify a director of the Ministry of Labour, the joint health and safety committee (or health and safety representative) and the union, if any, within four days. This notice must be in writing and must contain any prescribed information (section 26(2)). The duty to notify applies not only to current employees but also to former ones (section 26(3)).
- Even if no one is hurt, written notice of an accident or unexpected event that could have caused an injury at a construction site or in a mine or mining plant is required from the constructor of the project or owner of the mine or mining plant. This notice must be given to a director of the Ministry of Labour, the joint committee (or health and safety representative) and the trade union, if any, within two days and must contain any prescribed information (section 27).

## **Duties of Supervisors**

The OHS Act sets out certain specific duties for workplace supervisors. A supervisor must:

Ensure that a worker complies with the Act and regulations (section 27(1) (a)).

Ensure that any equipment, protective devices or clothing required by the employer is used or worn by the worker (section 27(1) (b)).

Advise a worker of any potential or actual health or safety dangers known by the supervisor (section 27(2) (a)).

If prescribed, provide a worker with written instructions about the measures and procedures to be taken for the worker's protection (section 27(2) (b)); and

Take every precaution reasonable in the circumstances for the protection of workers (section 27(2))



## **Duties of Workers**

Workers also have several general duties under the Act. A worker must take responsibility for personal health and safety insofar as he or she is able. Under the Act, a worker must:

- Work in compliance with the Act and regulations (section 28(1)(a))
- Use or wear any equipment, protective devices or clothing required by the employer (section 28(1)(b))
- Report to the employer or supervisor any known missing or defective equipment or protective device that may be dangerous (section 28(1)©)
- Report any known workplace hazard to the employer or supervisor (section 28(1)(d))
- Report any known violation of the Act or regulations to the employer or supervisor (section 28 (1)(d))
- Not remove or make ineffective any protective device required by the employer or by the regulations (section 28(2)(a))
- Not use or operate any equipment or work in a way that may endanger any worker (section 28(2)(b))
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct (section 28(2)©). Racing ATV's / golf carts or seeing who can pick up the most boxes are examples of unsafe and unacceptable workplace conduct.

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## **INTERNAL RESPONSIBILITY SYSTEM**

The Internal Responsibility System (IRS) is one of the key concepts in occupational health and safety. It is the fundamental framework supporting occupational health and safety law and guiding the management of workplace problems. Basically it means that the responsibility for identifying occupational health and safety problems and solving them rests on the shoulders of people in the workplace.

The IRS can be thought of as your organizational chart, with a clear set of statements about responsibility and authority for health and safety listed for each person –NO EXCEPTIONS. Accountability, in theory, is built right into the organizational structure. People in this hierarchical structure then interact with each other to identify and solve health and safety problems and to seek opportunities to improve the process they are involved with. Everyone, at all levels, takes initiative on health and safety. As well, everyone is obligated to report upwards unresolved concerns and to respond properly to the unresolved concerns of others.

The IRS is the best answer to the question “Who does health and safety here?” The answer should be “Everyone”.

Fifteen years ago, there were three good reasons for the legislation to include the IRS as the governing philosophy in occupational health and safety. These reasons have not changed over the years. Firstly, the IRS takes advantage of the knowledge in the workplace. People who do the job, know the job best. Secondly, the IRS takes advantage of personal motivation. It is your life, your health and the life and health of your coworkers. And lastly, the IRS is much cheaper than any sort of command and control system which relies on government inspectors. More than 300,000 workplaces exist in Ontario alone, how many inspectors would be needed for checking weekly or monthly?

### **IRS Principles**

From the OHSA we can derive the following principles about the philosophy of the Internal Responsibility System:

**Personal Responsibility** – this is the most important element of the IRS, the idea that each individual in the workplace is personally responsible for identifying OH&S problems and seeking solutions.

**Inclusivity** – there is no one that is not involved in the IRS. It is clearly a multi-party philosophy.

**Accountability** – the IRS relies on sets of obligations (translated to legal duties) so it therefore also relies on the accountability that these obligations are being met.

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**Cooperation** – the IRS is intended to be cooperative. The goal of everyone is the same – the protection of life and health.

**Information flow** – there are serious obligations to deal with hazards and with rights not to have hazards imposed therefore there has to be a continual information flow occurring about what the hazards are and what controls are necessary.

**Proactive** – the IRS adopts the idea that we should not wait for an accident to happen before taking action to prevent and reduce risk and exposure.

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**Joint Health and Safety Committee**

**Effective Date:** April 1, 2010

**Policy #:** HS-02

**Revision Date:** \_\_\_\_\_

**PURPOSE**

The Joint Health and Safety Committee (JHSC) is the basic auditor of the Internal Responsibility System, within which the employees and employer of New Leaf work together to continuously improve health and safety conditions in the workplace. The committee has four principle functions: to identify potential hazards, to evaluate these potential hazards, to recommend corrective action and to follow up implemented recommendations. Other functions of the committee can include promoting education and awareness of Health and Safety and to receive information regarding the identification of potential or existing hazards or work practices in the external community (ie SARS, West Nile, etc).

**MEMBERSHIP**

Working in compliance with the Occupational Health and Safety Act (OHSA), a joint health and safety committee is required at a workplace in which twenty or more workers are regularly employed (S 9. (2)(a)). A committee shall consist of at least four persons or such greater number as may be prescribed for a workplace where fifty or more workers are regularly employed (S.9.(6)(b)).

The members of the committee who represent workers shall be selected following the guidelines or processes identified by the Union (SEIU). Members of the committee representing management will be selected by giving consideration to their knowledge of operations and to their duties and responsibilities as they relate to work procedure and safety.

New Leaf will post and keep posted at each Program/Worksite/Administrative Office the names and work locations of the committee members on the Joint Health and Safety Committee (S. 9. (32)).

A member of the committee who ceases to be employed at the workplace ceases to be a member of the committee (S. 9. (10)).

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All new committee members will be paired up with a senior member of the committee to receive training on the Health and Safety Binder and the Health and Safety Manual. The committee endeavors to certify all committee members when funds are available.

**CERTIFIED MEMBERS**

The committee will commit to have a minimum of two (2) Certified members of which one will represent the worker and one will represent management. When there is more than one Certified member representing the workers and more than one Certified member representing the employer, the union and the employer shall designate one or more of them who then become solely entitled to exercise the rights and required to perform the duties under the Act of a certified member (S.9. (15 &16)). Certified members will carry out their duties as outlined in the OHSA and will report to the committee the outcome of their duties when so carried out.

**CO-CHAIRS**

Two of the members of the committee shall co-chair the committee, one of whom shall be selected by the members who represent workers, and the other of whom shall be selected by the members who exercise managerial functions (S. 9.(11)). The term of office for a co-chair is two (2) years, or until the co-chair is unable to carry out his or her duties effectively. Co-chairs will communicate to the employer through the Executive Director. Co-chairs are accountable to assign such tasks as critical injury investigation, work refusal investigation, and other duties as needed. Co-chairs are responsible for reviewing the minutes of each meeting prior to being distributed to the membership and to set the agenda for the next meeting.

**QUORUM**

The committee shall have a quorum of at least four(4) members of which half (2) must be worker members. The number of worker members in attendance shall not be less than the number of management members for the committee meeting to commence.

**FREQUENCY OF MEETINGS**

The committee will meet on a minimum of a quarterly basis (S. 9.(33)) or more frequently as needed. Dates, place and time of the meetings will be determined by the committee.

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**RIGHTS AND DUTIES OF THE COMMITTEE MEMBERS**

**Rights:**

- a) To obtain information from the employer on actual or potential hazards of materials, processes or equipment. (s. 9(18)(d)(i))
- To obtain information on health and safety work practices and standards in similar and other industries. (s. 9(18)(d)(ii))
- To obtain any information and assistance necessary to carry out regular inspections. (s. 9(29))
- To not be hindered or interfered or furnished with false information in the exercise of a power or a performance of a duty under the Act. (s. 62(5)(a)(b))
- To receive a response to committee recommendations in writing within 21 days, including a timetable for implementation or reasons for disagreeing. (s. 9 (20))
- To obtain information concerning any testing program to any equipment or work environment. (s. 9(18)(e))
- To be consulted before testing of any equipment, machines or work environment and to have a worker member present for all testing. (s. 9(18)(f))
- To receive a copy of the inspector's decision following his or her investigation of the workplace or work refusal. (s. 43(9))
- To receive information and advice from Ministry inspectors relating to administration of the Act, and for protection of the workers. (s. 12(3))
- Receive written notice of lost time injuries caused by accident, explosion or fire at the workplace and any occupational illnesses known to the employer. (s. 12(1))
- To be consulted in the development and implementation regarding any training or instruction regarding toxic substances to be given to workers. (s. 42(2))
- To be paid to attend committee meeting, inspections and investigations. (s. 9(34)(b))
- To be paid for preparation time of one hour (or more) before every committee meeting. (s. 9(34)(a)). Note: only if preparation time is required.

**Duties:**

- \* To meet on a minimum of a quarterly basis. (s. 9(33))
- To maintain and keep minutes of the meetings and to make them available to the workers and to any Inspectors if requested. (s. 9(22))
- To inspect the physical condition of a Program/Work Site at least once per month and to report all findings to the committee. (s. 9(27)) Completed inspections are kept in the Health and Safety Binder in the Main Administrative Office and should be made available for all workers. Each program/worksites is to be inspected annually.
- To investigate all work refusals and to report findings to the committee. (s. 43(4)(b))
- To investigate all critical injuries and to report findings to the committee. (s. 9(31))
- To identify and report any workplace hazards. (s. 9(18)©)
- To accompany Ministry of Labour Inspectors and to report all findings to the committee. (s. 43(7))
- To maintain confidentiality of all information as part of fulfilling their duties, except where disclosure of information is specifically required by the OHSA. (s. 63(1)(a))

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- To report any unresolved safety concerns, near misses, incidents and accidents to the committee and to accept suggestions for resolving the same. (s. 9(30))
- To forward any issues or items of relevance to the co-chairs to be added to the meeting agenda.
- To complete special tasks as assigned by the committee.

**PROTECTION**

A committee member is protected from actions or proceedings for damages for acts done or not done in good faith in the execution or intended execution of their duties under the OHSA (S.65 (1)(d)).

**Critical Injuries**

The Occupational Health and Safety Act (OHSA) requires an employer to contact by phone or other direct means an Inspector at the Ministry of Labor, the Joint Health and Safety Committee (JHSC), the Health and Safety Representative and the Union when a person is killed or critically injured from any cause at a workplace. The employer shall also, within 48 hours after the occurrence, send to a Director at the Ministry of Labor a written report of the circumstances of the occurrence. (Section 51(1))

- Q.) So how do we know that there has been a critical injury for the purpose of section 51?  
A.) Regulation 834 under the OHSA clarifies this for us.

Ontario  
**Regulation 834**

- For the purposes of the Act and The Regulations, “critically injured” means an injury of a serious nature that,
  - places life in jeopardy;
  - produces unconsciousness;
  - results in substantial loss of blood;
  - involves the fracture of a leg or an arm but not a finger or a toe;
  - involves the amputation of a leg, arm, hand or foot but not a finger or a toe;
  - consists of burns to a major portion of the body; or
  - causes the loss of sight in an eye.

**The Scene of a Critical Injury or Fatal Accident**

If a person is “critically injured” or killed at a workplace, no person is allowed to alter the accident scene without the permission of the Inspector from the Ministry of Labour. This means that no one can interfere with, disturb, destroy, alter or carry away any wreckage,

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article or thing at the scene of the accident. The only time you can alter or disturb the scene of an accident is in order to: save a life or relieve human suffering, maintain an essential public utility service or public transportation system, or prevent unnecessary damage to equipment or other property. (Section 51(2))

Apart from critical injuries and fatalities, there are other times that the employer will need to notify the Ministry of Labour regarding accidents. The chart below outlines when, who and how the employer is responsible for contacting people.

<b>CIRCUMSTANCE</b>	<b>NOTIFY</b>	<b>HOW</b>	<b>WHEN</b>
Critical Injury or Fatality	<ul style="list-style-type: none"> <li>• Ministry of Labour, Inspector</li> <li>• Certified member of Joint Health and Safety Committee</li> <li>• Union</li> <li>• Ministry of Labour, Director</li> <li>• RBC Insurance</li> </ul>	Direct means (telephone, telegram, facsimile, personally)	<p>Immediately</p> <p>Written report within 48 hours of accident.</p>
When told a worker has an occupational illness. Applies to former and current employees.	<ul style="list-style-type: none"> <li>• Ministry of Labour Inspector</li> <li>• Joint Health and Safety Committee</li> <li>• Union</li> </ul>	Written, with prescribed information	Written report within 4 days

In reality however, it is possible that a critical injury could occur when a Manager is not present in the workplace. What would happen then? The following is a listing of the people who should be contacted right away so that appropriate support can come in and deal with the accident.



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**Front Line Protocol for Critical Injuries or Fatalities**

- Call 911 to engage Emergency Medical Help for the injured person.
- Call the following people in the order listed until you have reached and have spoken to one person directly to report the incident to:
  - On call Manager
  - Director of Human Resources
  - Any Representative from the Health and Safety Committee

## The Right to Refuse Work

Effective Date: April 1, 2010

Policy #: HS-03

Revision Date: \_\_\_\_\_

The Occupational Health and Safety Act (OHSA) gives a worker the right to refuse work that he or she believes is unsafe (Section 43 (3)).

Along with this right, the OHSA also sets out specific procedures that must be followed to enact this right of a work refusal. It is important that all workers, including employers, supervisors and Health and Safety Representatives understand this procedure.

### **Do all workers have the right to refuse unsafe work?**

Yes, but for some workers this right is limited. Certain workers cannot refuse unsafe work if the danger in question is a normal part of their job or if the refusal would endanger the life, health or safety of another person. (Section 43 (1) (a)(b)).

Workers referred to in the above paragraph that have this limited right to refuse include: Police Officers, Firefighters, Ambulance Services, workers employed in Correctional Institutions, and Health Care Workers employed in workplaces like Hospitals, Nursing Homes, Psychiatric Institutions, Rehabilitation Facilities, Mental Health Homes, Residential Group Homes, or any other facility for persons with behavioral, emotional, or physical handicaps (Section 43 (2)(a)(b)(c)(d)).

It is important to understand that just because a worker has a limited right to refuse, this does not mean that they could never refuse. It simply means that they cannot refuse work that is inherent to their job or if it puts someone's life, health or safety in danger. For example, a police officer could not refuse to intervene in a robbery attempt on the grounds that it was unsafe because the robber might be armed, nor could they refuse to police a particular area because it was considered to be a dangerous area. These situations are considered an inherent part of their job. However a police officer could before beginning patrol duty refuse to do so in a vehicle that had defective brakes.

### **When can a worker refuse to work and what is the procedure?**

Ontario's Occupational Health and Safety Act is very specific regarding when and how a worker can refuse to work. The work refusal procedure has basically been separated into two stages.

First Stage: A worker can refuse to work if he or she has reason to believe that one or more of the following is true:

- any equipment, machine, device or thing the worker is to use or operate is likely to endanger himself, herself or another worker (Section 43 (3)(a));

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- the physical condition of the workplace or the part thereof in which he or she works or is to work is likely to endanger himself or herself: (Section 43 (3)(b));
- any equipment, device, machine or thing he or she is to use or operate or the physical condition of the workplace or the part thereof in which he or she works or is to work is in contravention of this Act or the regulations and such contravention is likely to endanger himself, herself or another worker (Section 43(3)©).

This is considered to be the subjective stage as a worker only has to have reason to believe they could be in danger. Reason to believe can include a bad feeling, gut instincts etc.

If a worker feels that he or she has reason to believe that he or she or any other worker could be in danger if they do the work, the worker must immediately tell their Supervisor or Employer that the work is being refused and to explain why (Section 43 (4)). The Supervisor or Employer must in response investigate the situation immediately in the presence of the refusing worker and

- a Joint Health and Safety Committee member who represents workers (if possible this should be a certified member) or
- a health and safety representative in those workplaces that do not have a committee, or
- another worker who because of their knowledge, experience and training has been selected by the workers (or union) to represent them. (Section 43 (4)).

This investigation must occur immediately. Therefore if the Supervisor or Employer is not at the project the refusing worker must contact them at home so they can respond as soon as possible. In the interim, the refusing worker must remain in a safe place near the work station until the investigation is complete (Section 43 (5)).

At this point in the work refusal no other staff is able to do the work that is being refused.

During the investigation the Supervisor or Employer, the Joint Health and Safety Representative and the refusing worker will investigate the work/machine/device/area that is being refused and the following can occur:

- find and agree that there is a hazard and order a stop work on the machine/device/area until the danger is eliminated or reduced. Worker assigned alternative duties in meantime.
- Find and agree that there could be a potential hazard and make alternative arrangement for the work to be done in a safer manner. Worker returns to work.
- Decide that there is not a safety issue. Worker returns to work.

The result of the investigation by the Supervisor or Employer and the worker and worker representative ends the first stage of the work refusal. If the refusing worker is satisfied with the response and no longer feels there is a safety issue and has returned to work, this is the end of this work refusal.

If however the refusing worker is not satisfied with the result of the investigation the work refusal would go into the second stage.

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Stage Two: The worker can continue to refuse to do the work if he or she has reasonable grounds for believing that the work continues to be unsafe. (Section 43 (6)). This stage is considered to be the objective stage because a worker can no longer refuse on just a belief that it is not safe. The refusing worker must have some sort of objective information that makes him or her believe that it is not safe. The worker does not have to be right, but they do need some sort of objective information.

If the refusing worker still believes the work to be dangerous then the Supervisor or Employer or the refusing worker or the Health and Safety Representative must notify the Ministry of Labor to have an Inspector come out to investigate the issue.(Section 43 (6)).

While waiting for the Inspector to come out, the worker must remain in a safe place and near the work station. At this point in time an employer may assign some other reasonable work during the workers normal hours. If no such work exists, the employer can give other directions to the worker. While waiting for the Inspectors investigation the Supervisor or Employer may ask another worker to do the work that is being refused. The Supervisor or Employer can only do this after telling the other worker that the work has been refused and why. This conversation must occur in the presence of the Joint Health and Safety Representative (or Health and Safety Representative if there is no committee or a worker chosen by the workers or union to represent them) (Section 43 (11)).

When the Inspector arrives, he or she will have to investigate the work or process that is being refused. The Inspector will do the inspection with the Supervisor or Employer present, the refusing worker, and the Health and Safety Representative (Section 43 (7)). The Inspector will decide if the work/process/machine/device etc is likely to endanger the worker or another person. The Inspector's decision must be given in writing as soon as possible to the employer, the refusing worker, and the health and safety representative (Section 43 (9)). The Inspector's decision will result in one of two things happening:

- the Inspector decides the situation is unsafe. The Inspector will issue the Employer Orders that must be complied with to make the situation safe. Once the Orders have been complied with the worker will return to work
- the Inspector decides that there is not an endangerment to either the worker or another worker. The refusing worker must return to work.

It is important to note a couple of things regarding the above process. Either the refusing worker or the Supervisor/Employer may appeal an Inspector's decision to an Adjudicator at the Ministry of Labor. While the appeal is pending all decisions by the Inspector stand and must be followed until the appeal process is finished. Also, during this whole process the refusing worker and the health and safety representative are deemed to be at work and therefore must be paid for the time spent carrying out their duties. Finally, no Employer or person acting on behalf of the employer can dismiss, threaten to dismiss, discipline, suspend or impose any penalty on a worker for acting in compliance or invoking their rights under the OHSA (Section 50 (1)). However this provision does not apply if the work refusal was made in bad faith or if the worker continues to refuse after the Ministry of Labor Inspector finds that the work is safe. If a worker believes that they were unfairly disciplined by the Employer the worker has recourse either by putting in a complaint to

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the Ontario Labor Relations Board, or by having the complaint dealt with under the grievance procedure in their Collective Agreement.

### **The Difference Between Reporting a Hazard and Refusing Unsafe Work**

It should be rare that an actual work refusal happens. If the Internal Responsibility System is working, that is if workers are reporting hazards and supervisors or employers are being duly diligent in responding to the reports, then there should be little need for a worker to refuse to work.

A worker's duty to report hazards to the Supervisor or Employer does not prevent a right to refuse work. In fact, at any time during the reporting process of a hazard it can shift over into a work refusal. It is important to understand though, if a worker is reporting a hazard or refusing work because the duties and responses are different. For example:

#### Section 28

##### Worker's Duty to Report Hazards

*Worker reports hazard to supervisor*

*Supervisor investigates*

*Action taken to reduce or eliminate hazard*

*Problem solved*

*If not solved right to refuse work*

#### Section 43

##### Worker's right to Refuse Unsafe Work

*Worker reports hazard to supervisor*

*Supervisor calls in health and safety rep*

*Supervisor, worker and rep. Investigate*

*Worker returns to work or Inspector called*

*Inspector investigates and gives decision*

The general rule of thumb is, if a Supervisor or Employer is not sure if the worker is refusing or reporting a hazard they will ask directly if it is a report or a refusal.

### **Unilateral and Bilateral Work Stoppages**

In addition to a worker's right to refuse work, the Occupational Health and Safety Act (OHSA) also gives certified health and safety members the right to stop work if they believe that dangerous circumstances exist at the workplace. The OHSA is very specific in their definition of "dangerous circumstance". A dangerous circumstance means a situation in which the provision of the OHSA or the Regulations is being contravened, the contravention imposes a danger or a hazard to a worker and the danger or hazard is such that any delay in controlling it may seriously endanger a worker (Section 44 (1)).

If a certified member finds that there is a dangerous circumstance and that it is likely to endanger someone if there is a delay, the certified member will enact a work stoppage and inform the workers to stop all work that is posing a danger. The certified member must report this work stoppage to the supervisor or employer right away and the supervisor or employer will investigate the matter right away in the presence of the certified member (Section 45 (1)). The certified member may request that a second certified member investigate the matter if they have reason to believe that dangerous circumstances continue to exist after the investigation and any remedial actions (Section 45 (2)). If both certified members find that the dangerous circumstance exist the employer must ensure all dangerous work ceases until either the certified

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members are satisfied that the danger no longer exists or the employer may call for an Inspector from the Ministry of Labor to come in to investigate (Section 45 (6)). After taking steps to remedy the dangerous situation the employer may request the certified members or the Inspector to cancel the direction for a work stoppage.

HS-03

## **The Workplace Hazardous Materials Information System**

**Effective Date:** April 1, 2010

**Policy #:** HS-04

**Revision Date:** \_\_\_\_\_

### **What is WHMIS?**

WHMIS is a nation-wide scheme, involving federal and provincial legislation, which sets out a system for providing information and education about hazardous materials to workers. It was developed through negotiations between federal and provincial authorities, industry groups, and organized labour. It came into effect October 31, 1988.

### **What is the Purpose of WHMIS?**

- To fulfill the worker's Right to Know about hazards in the workplace.
- To enhance the ability of the Internal Responsibility System to identify and eliminate or control hazards in the workplace.
- To ensure consistency of hazard information systems across Canada.

### **What is a "Hazard"?**

A hazard is an object, material, force, event, behavior or condition, which is a risk to the life, health, security or activity of a person.

### **What Kinds of Hazards are Covered by WHMIS?**

- Primarily chemical hazards.
- Biological hazards (infectious bacteria, virus, etc.) are covered, but these are significant in only a minority of workplaces.

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- Physical hazards (radiation, vibration, cold and heat stress, etc.) are not required under WHMIS nationally. Ontario has, however, included them in its WHMIS legislation but has not yet made specific regulations dealing with such hazards.

**Where Does the “Right to Know” Come From?**

- Various schools of moral philosophy agree that a person has the moral right to know about risk, which may be imposed by others.
- The moral right to know is translated into a legal right to know through a political consensus reached between labour, industry and government and executed through the legislatures of federal and provincial governments.
- The legal right to know about hazards in the workplace is now found in federal and provincial Acts and Regulations, which together create the national system called WHMIS.

**What does the “Right to Know” Mean?**

- A “right” is a claim against another creating a “duty” on the part of the other towards the right-holder.
- The purpose of the right to know about hazards in the workplace is to protect the life and health of a person who is at risk.
- “To know” means to know enough about the nature and degree of the hazard, and the means of eliminating or controlling of the hazard, such that the right-holder, given the resources, may act so as to protect their own life and health.
- “To know” therefore means a sufficient degree of understanding so as to act, thus requiring education and training in addition to the simple provision of information.
- In the context of an organization under the OHSA, “to act” does not mean to act independently, but means to use the mechanisms for the provision of injury and illness provided by the Internal Responsibility System.



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**Doesn't a Right To Know Already Exist?**

- Yes, in sections 25(2) and 27(2) of the Ontario OHS Act and in the education and training provisions of the Designated Substances Regulations.
- Section 25(2): ... an employer shall,
  - provide information, instruction and supervision to a worker to protect the health and safety of the worker.
- Section 27(2) ... a supervisor shall,
  - advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware;
  - where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken of the worker.
- The problem with these provisions is that they are not specific enough; they do not provide sufficient guidance as to the nature, amount and form of information to the provident, and they do not indicate any requirement to ensure that the worker understands the information.

Unless otherwise noted, the OHS Act refer to the Ontario Act.

**What are the Elements of WHMIS?**

- The WHMIS Triad – All Canada
  - Labels
  - Materials Safety Data Sheets (MSDSs)
  - Worker Instruction (Training)
- Extras – Ontario
  - inventory of all hazardous materials
  - floor plan showing location
  - “assessments” to determine if materials are hazardous
  - community right to know
  - eventually – physical hazards

### **Who Have Legal Duties Under WHMIS?**

- Outside the Workplace
  - Importers of hazardous materials
  - Producers of hazardous materials
  - Suppliers of hazardous materials
  
- Inside the Workplace
  - Employers
  - Supervisors
  - Corporate Officers
  - Workers
  - Joint Health and Safety Committee (JHSC)

### **What Must Suppliers Do?**

- Classify hazardous materials into the six WHMIS classes.
- Provide “supplier labels” on hazardous materials going to the workplace.
- Provide MSDSs with hazardous materials going to the workplace.

### **What Must Employers Do?**

- They must assess all biological and chemical agents produced in the workplace to see if they are hazardous materials except:
  - Wood
  - Tobacco
  - Manufactured articlesThere are no WHMIS duties concerning these.

They do not need to ensure they have supplier labels or MSDSs for:

- Explosives
- Cosmetics, food, drugs
- Pesticides
- Radioactive materials
- Consumer products
- Hazardous wastes

But they may have to provide WHMIS training for these.

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- They do have to have workplace labels and worker instruction for:
  - Hazardous wastes (simple identifying label)
  - Any controlled product in the workplace, even if the supplier would not have had label and MSDS duties (i.e., materials in #2 above). A workplace MSDS is required for these.
- They must provide worker instruction for:
  - “fugitive emissions”
- They have to ensure supplier labels with MSDS are received and worker instruction is provided for any controlled product received from suppliers. If the supplier’s material is poured out of the original container, the workplace containers must have workplace labels.
- Do an assessment of all biological and chemical agents produced in the workplace for use in that workplace to determine if these agents are hazardous materials.
- In a medical emergency, provide any information they have, including trade secrets (confidential business information), to a doctor or nurse.

**What Must Supervisors Do?**

Supervisors have an individual legal duty to advise workers of hazards (OHSA, s.27(2) (a)). But their responsibilities go deeper than that. Supervisors must be “competent” because:

s.25 (2) ( c) ... an employer shall, when appointing a supervisor, appoint a competent person ...

- s. 1 “competent person” means a person who,
- is qualified because of knowledge, training and experience to organize the work and its performance,
  - is familiar with the provisions of this Act and the regulations that apply to the work, and
  - has knowledge of any potential or actual danger to health or safety in the workplace.

Which means supervisors have a legal duty to be familiar with:

- the WHMIS requirements
- all hazards of the job

And, furthermore, they have a legal duty to advise their workers of any hazards of the job.

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### **The Duty of Corporate Officers**

OHSA, S. 32:

Every director and every officer of a corporation shall take all reasonable care to ensure that the corporation complies with,

- this Act and the regulations;
- orders and requirements of inspectors and (MoL) Directors; and
- orders of the Minister

### **What Must Workers Do?**

- They have a legal duty to work in compliance with WHMIS.
  - They must participate in WHMIS instruction.
  - They must use their WHMIS training to work safely on the job.
  - They must not interfere with WHMIS labels (remove or deface them).
- Note: Even though WHMIS is for the purpose of protecting a worker's "right", WHMIS is not a voluntary scheme which one may choose to participate in or not. Unlike other rights, you cannot waive the "right to know".

### **What Must the JHSC Do?**

- It must receive copies of MSDSs where required.
- It must be consulted in the development and implementation of WHMIS instruction.
- It must be consulted in an annual review of WHMIS instruction.

### **Enforcement of WHMIS**

#### **Federal (Across Canada)**

- Fines for breaching the federal WHMIS legislation range up to \$1,000,000.00.
- These fines apply mainly to Importers and Suppliers.

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**Ontario (OHSA)**

- The fines for individuals under the provincial WHMIS legislation range up to \$25,000, a year in jail or both. The maximum fine for a corporation is \$500,000. (OSHA, S.66(1) and (2)).
- The MOL Inspector on his announced inspections can issue Orders for breach of the OHSA. Note: A new type of Order, an “s.57(8) WHMIS order” allows the Inspector to require that a hazardous material not be used until labels and/or MSDS are presents. This can, in effect, be a “Stop Work Order”.
- Charges are laid usually where there is flagrant breach of an Order and almost always where a worker is killed or critically injured.
- Employers, supervisors, workers and, now, corporate officials individually may be charged for breach of their duties.

## **WHMIS Classification**

### **Which Hazardous Materials are Covered by WHMIS?**

Suppliers must determine if any of their products fit into one of the six WHMIS Classes.

If it does, it is a controlled product, and the supplier must provide labels and MSDSs to the workplace receiving the product.

#### **Classes:**

- compressed gas
- flammable and combustible material
- oxidizing material
- poisonous and infectious material
- corrosive material
- dangerously reactive material

#### **But not:**

- consumer products
- explosives
- cosmetics, drugs, food
- pesticides
- radioactive materials
- wood
- manufactured articles
- tobacco
- hazardous wastes

## **Ergonomics**

**Effective Date:** April 1, 2010

**Policy #:** HS-05

**Revision Date:** \_\_\_\_\_

Ergonomics can be described as the study of the interaction that occurs between a worker and his or her environment. How work is both designed and organized has the potential to cause harm to the worker's body. This occurs by unnatural or unaccustomed stresses being placed on the musculoskeletal system. This results most frequently in strain injuries or related illnesses to various parts of the worker's body. Work design includes the design of the work station, tools and equipment, the physical environment and general work organization. When any of these elements are not designed well they can overload and damage muscles, tendons, ligaments and associated nerve and blood vessels of the musculoskeletal system. The goal is to reduce the incidence of musculoskeletal injuries (MSI's) by minimizing or eliminating MSI risk factors.

### **Risk Factors**

Common causes or risk factors that increase the likelihood of a worker suffering a MSI include:

- Use of excessive force
- Highly repetitive movements
- Awkward and/or static postures
- Manual handling of heavy loads
- Poor tool, equipment or workplace design
- Cold/Hot temperatures
- Vibrations

Of key interest to us here at New Leaf is posture, exertion (excessive force) and repetition. Material handling will be discussed later in this section.

**Posture:** The posture or the position of a worker's body can cause or contribute to a MSI. Workers who must bend, squat, crouch and stoop in order to perform a job are at a higher risk of injury to their body. Postures held for too long a time also put a worker at risk. Sitting and standing tasks also cause back, neck, and shoulder problems due to the pooling of blood in the lower limbs if control measures are not taken.

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Exertion: This is the force or amount of work a muscle must do to perform a task or action. Exertion is also required by the body to hold itself in a certain position. There are two types of work: static and dynamic. When muscles are holding a certain position this is considered static work. When the muscles are alternatively contracting and relaxing in order to make the body move this is considered dynamic work. Dynamic work is easier and healthier than static work. Static work or when there is a forceful exertion there is an overloading of the tendons and ligaments which can result in injuries to those areas.

Repetition: The repeated use of the same muscles, joints and connective tissues over time can have a negative effect on those tissues. When the same tissues are involved in work over a period of time they begin to ache. This is the first sign that the tissues are in distress. As the work continues over time the supply of blood to the muscles decreases and waste products build up in the tissues. As the muscles become more distressed other muscles which are not designed for that type of work try to take over. The muscles eventually are less able to stabilize the joints and the body becomes more prone to strain and sprain injuries.

### **Sprains and Strains**

Sprains and Strains are the number one injury to workers according to WSIB. They account for about 40% of all reported injuries with the number one location being the back. Despite this, and despite the fact that physical hazards are listed under the Ontario WHMIS Legislation there are no specific Regulations dealing with such hazards.

Sprains occur when the ligaments around a joint are overstretched causing it to tear. It causes pain, swelling and discoloration around the joint. A strain occurs when a muscle is overstretched. This results in some fibres of the muscle tearing, causing pain and swelling. This can occur as a result of compensating for other injuries, or it can result from an injury that occurs at one time.

### **Back Injuries**

There are many common causes or risk factors that are associated with the causation of back injuries in workers. Most often these are associated with material handling. Material handling includes moving any object or load from one location to another. At New Leaf this can include lifting boxes, laundry, supplies etc or physically moving our residents (transfers and lifts). Therefore back injuries can result from material handling or other factors which include:

- Weight of the object being lifted or handled
- Distance of a lifted load from the spine

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- Bending or twisting the spine while lifting or handling
- Distance over which a load is carried
- Awkward size or shape of the load
- Frequency of lifting
- Obstacles that interfere when lifting or carrying a load
- Strength of the person
- Lack of convenient hand holds
- Deconditioned muscles
- Bending, stooping, and static work
- Previous injuries and other jobs

**Solutions**

Good work practice includes continually identifying the most hazardous tasks and implementing controls to help reduce or prevent injuries in those tasks.

HS-05

**Musculoskeletal Disorder (MSD) Prevention**

**Effective Date:** March 20, 2012      **Policy #** HS-05(a)

**Revision Date:** \_\_\_\_\_

**POLICY:**

New Leaf: Living & Learning Together Inc. (New Leaf) is committed to providing a safe and healthy working environment for all staff and members. New Leaf will demonstrate its commitment by providing financial, physical and human resources to ensure that all staff understand and are aware of Musculoskeletal Disorder Prevention (MSD), and that appropriate ergonomic equipment is used where appropriate for MSD prevention. This policy applies to day-to-day physical demand activities of all staff.

**PURPOSE:**

The purpose of this policy is to:

- To decrease the physical demands of daily tasks.
- To decrease the risk of musculoskeletal disorders.
- To promote and support the health and safety of all employees.
- To provide equipment, resources and effective training.
- To ensure all members are assessed for their mobility status.
- To promote the use of ergonomic equipment.
- To ensure caregivers have the appropriate training and skills with respect to MSD prevention and use of all available ergonomic equipment.

**What are Musculoskeletal Disorders?**

MSD is an umbrella term for a number of injuries and disorders of the muscles, tendons, nerves, etc. Other terms that mean the same as MSD include:

- Repetitive strain injury (RSI).
- Musculoskeletal injury (MSI, MSK).
- Occupational overuse syndrome (OOS).
- Sprain and strain.

**RESPONSIBILITIES:**

All staff are expected to comply with the outlined policy and procedures.

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***Employer:***

- Enforce the policy, procedures and program.
- Provide equipment, necessary resources and initial and ongoing staff training.
- Maintain the MSD Prevention Program through Continuous Quality Improvement.
- Annually evaluate and update the program.

***Managers:***

- Enforce program through regular monitoring strategies.
- Conduct accident/incident investigations.
- Report all findings of investigations to senior management.
- Ensure all staff are educated in MSD symptoms and proper equipment use
- Maintain education records.
- Ensure all new staff receives general and site-specific orientation to the policy and program.
- Maintain ergonomic equipment assigned to their department.
- Include the auditing of worker practice in the planned and unplanned inspections and report on findings to senior management.
- Take every reasonable precaution for the protection of the worker.

***Workers:***

- Comply with policy and procedures at all times.
- Participate in regular education as established by the organization.
- Report any unsafe acts, hazards, equipment problems, or any other unsafe tasks immediately to the supervisor or on call designate.
- Report any incidents, accidents, and near misses to the supervisor immediately and co-operate in the investigation as required by management.

***Joint Health and Safety Committee:***

- Review incident/accident data related to musculoskeletal disorders.
- Review absenteeism reports.
- Review policy and program annually.
- Make recommendations in writing to management.

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**PROCEDURES:**

***Inspection of Equipment by Staff***

- Any unsafe or inappropriate equipment shall be removed from service and a maintenance request form forwarded to the maintenance department.

***Maintenance of Equipment by Environmental Services***

- Maintain all ergonomic equipment in safe operating condition.
- Ensure complete and accurate documentation of preventive maintenance.

***Evaluation***

The MSD program will be evaluated annually by the Health and Safety Committee. The following indicators will be collected in a timely manner by the designated authority and forwarded to the Director: Human Resources, who will collate, analyze and summarize the data and make recommendations for program enhancements to senior management.

- Employee incidents/accidents.
- Accident investigations.
- Absenteeism reports.
- Near misses/hazards.
- Equipment inspections.
- Planned/unplanned monthly inspections - auditing of worker technique and practice etc.

Any changes to the program will be documented, approved by the Executive Director and communicated immediately to all affected staff and management. The designated authority will implement any changes within their area and will keep the program leader informed.

HS-05(a)

## Personal Protective Equipment Use Policy

Effective Date: April 1, 2010

Policy #: HS-06

Revised Date: \_\_\_\_\_

### SCOPE:

All employees and volunteers at New Leaf

### POLICY STATEMENT:

New Leaf has provided personal protective equipment (PPE) to be used by any staff or volunteer who has occasion to use a chemical based oven cleaner or any other chemical where the manufacturer recommends the use of such equipment. Any staff who uses a chemical based oven cleaner or other noxious chemical must use the provided PPE on every occasion.

### GENERAL:

Hazardous inhalants such as chemical based oven cleaners have the potential to pose health risks if inhaled or if the product makes contact with skin or eyes. Accordingly, New Leaf has provided the following equipment to all housekeeping staff and staff in the residences: An approved respirator, chemical resistant gloves and eye protection. This equipment must be used when staff may be in contact with, and/or in proximity of, chemical oven cleaner and other hazardous chemicals. If any piece of this equipment is damaged or not functioning correctly, it is staff's responsibility to inform their manager and ensure that functional equipment is provided prior to resuming work with chemical oven cleaners.

It is recommended that respirators are wiped out with an alcohol pad after each use ensuring that the equipment is in sanitary condition for themselves or other staff to use later.

### REFERENCES:

Occupational Health and Safety Act, Product Material Safety Data Sheet(s)

HS-06

## Personal Protective Equipment

As we have learned, there are three possible sources for protecting workers. They are, in order of priority (1) at the source (2) along the path and (3) at the worker. The use of personal protective equipment (PPE) is usually to be considered the last line of defense in the control of exposure to hazards for a worker. However in the health care field, since you are dealing with people, it is not always possible to look at the first two sources and often PPE at the worker is the best source of protection.

There are many different kinds of PPE. These can include, but are not limited to the following:

- safety headgear
- eye and face protection (ie. Masks)
- limb and body protection (ie. Gloves and Gowns)
- footwear (ie Policy on closed toe/heel footwear, and safety boots)
- buoyancy equipment (in pool area)
- respiratory protection (ie, dust masks)

It is important to note that the use and requirement of PPE is different dependent upon which regulations the work falls under and these regulations must be consulted to ensure that the appropriate protection is used.

In addition to compliance, for personal protective equipment to be effective:

- it must fit and be maintained
- workers must be trained in the proper use and care
- workers need to understand why and under what circumstances it is to be used
- where appropriate, workers should be involved in the selection
- it must be specific for the type of work being performed

It is the Manager or Supervisor's duty under the OHSA to ensure

- that the appropriate PPE is available to all workers
- that all workers wear and/or use all PPE required and provided
- and to ensure that all equipment is properly maintained.

It is each worker's duty

- to use all equipment in accordance with training and instructions
- wear all PPE provided, and to report any equipment malfunction to the Manager or Supervisor.

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It is the Employer's duty

- to always ensure that the required PPE is available and is being used
- and to ensure that all workers who use PPE or equipment is adequately instructed in the correct use.

**Dress code and Footwear**

New Leaf has a dress code and footwear policy which can be found in the Personnel Policy Manual outlining provisions for how staff should dress for work and the footwear required. Shoes, boots, and athletic shoes which cover the entire foot as well as sturdy sandals with heel straps are permitted. Footwear such as high-heeled shoes or boots, flip-flops and sandals without a heel strap are not permitted. While at the day programme, steel-toed boots or shoes are required.

**Routine Practices & Universal Precautions**

Routine Practices are a proactive approach to prevention and control precautions used on a daily basis to help reduce the spread of disease or infection to others. These precautions protect both the healthcare worker and the client during times when body fluids may be present. It is expected that all staff adhere to these practices.

Routine Practices include:

- Frequent and thorough hand hygiene
- Use of alcohol-based hand sanitizers
- Use of Personal Protective Equipment, i.e.; gloves, face shield, aprons, goggles, etc. when appropriate
- Ongoing education to the individual's we support on health related issues to promote the safety and well-being for the individual
- Food safety, handling, preparation and cross-contamination awareness
- Healthy workplace practices including frequent and thorough cleaning in all areas and disinfecting surfaces, objects and equipment on a daily basis

For personal protection:

- Wear gloves when in contact with blood or other body fluids, excrement or non-intact skin.
- Wear gloves when in contact with articles such as clothing or surfaces that have been contaminated with blood or body fluids, and while cleaning or decontaminating an area.
- Wear gloves when performing any other procedure involving blood.

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- Replace torn or punctured gloves immediately.
- Wear a new pair of gloves for every client.
- Wear plastic aprons or gowns when body fluids are likely to soil clothing.
- Wear masks, face shields or goggles when body fluids are likely to splash mucous membranes, e.g. eyes, mouth.

Hand washing is the most effective way to prevent the spread of infection from one person to another. Care givers need to wash their hands before and after direct client contact, immediately when there has been any contact with blood or other body fluid and after removing gloves.

Hand washing can be performed using plain soap (it does not have to be anti-bacterial). Lather for 30 seconds rubbing your hands (and between fingers) together as it is the friction that removes the dirt/germs (not just the application of soap). Rinse off and use paper towels to wipe your hands and to turn off the taps. If you do not have visible dirt on your hands, an alcohol-based hand sanitizer is a good option, applied to all surfaces of the hands and fingers until dried.

Environmental Cleaning:

It is important to clean surfaces that have been contaminated with blood or body fluids. To clean up after a blood or body fluid spill follow these steps:

- Put on a pair of household rubber gloves.
- Clean up the spill using paper towels, and then wash the area with detergent and water.
- Wipe the surface with a fresh solution of bleach (50 ml bleach to 450 ml water or 1/4 cup bleach to 2-1/4 cups water).
- Leave the solution in contact with the surface for at least 10 minutes. This will kill any germs left on the surface.
- Dispose of used paper towels in the garbage bin, remove gloves and wash your hands.
- To clean environmental surfaces that have not been contaminated by blood or body fluid you can use any general cleaning product. It is important that you follow the manufacturer's directions to make sure it is most effective.

Handle Sharps Safely:

Take care to prevent injuries when using needles, and other sharp instruments or devices; when handling sharp instruments after procedures and when disposing of used needles. Use safety engineered needles for injections. Place used disposable syringes and needles and other sharp items in puncture-resistant containers for disposal. Avoid sharing personal items such as razors and toothbrushes. Never share needles for injections.

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## **Workplace Violence and Workplace Harassment Policy and Program**

**Effective date:** April 10, 2010

**Policy #:** HS-07

**Revision or review date:** November 19, 2013; November 20, 2014

### **Background/Purpose**

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New Leaf: Living & Learning Inc. is committed to ensuring a healthy and productive work environment where the dignity and worth of all employees is respected. This commitment supports the agency's belief in fair and ethical employment practices. New Leaf does not tolerate workplace harassment, violence or bullying (including psychological bullying) and will take all reasonable steps to both prevent and deal effectively with any violations that may occur.

The responsibility for creating and maintaining a safe and positive work environment rests with all persons sharing the workplace. All employees are expected to recognize and refrain from actions or words that will harm, offend, embarrass or humiliate any other person, whether intentional or not.

New Leaf management has an ongoing responsibility to demonstrate appropriate behaviour in the workplace and to respond immediately to stop any activity that undermines this policy, whether or not a complaint is made.

Similarly, employees have a responsibility not to make frivolous or vindictive complaints or accusations, and to report any violation of this policy that they become aware of.

## **Workplace Violence and Workplace Harassment Policy**

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New Leaf: Living & Learning Together Inc. is committed to providing a safe working environment in which all people are treated with respect and dignity.

New Leaf will not tolerate workplace violence, harassment or bullying under any circumstances or to any degree in any of our workplace environments. This includes homes, offices, day services and other community based locations where services may be provided. New Leaf's policy regarding workplace violence, harassment and bullying is in accordance with Bill 168 amendments to the *Occupational Health and Safety Act (OHS Act)*. Action will be taken to minimize the risk of workplace violence, harassment and bullying.

This policy applies to all agents of New Leaf. These include employees, residents, clients, volunteers, students, visitors, contracted workers or anyone authorized to conduct work on behalf of the agency. All employees/agents are responsible for adhering to this policy and reporting any workplace violence, harassment or bullying that threatens or has the potential to threaten a safe work environment.

New Leaf provides services to people who, as a result of personal experiences, disability or disorder, may demonstrate disruptive and, at times, aggressive/responsive behaviour.

The OHS Act now extends the right to refuse work to an employee who has reason to believe that workplace violence is likely to endanger him/her. However, as employees of New Leaf, the right to refuse work and/or stop work under The Occupational Health and Safety Act, Section 43 (2)(d)(ii) may be limited by the following:

The Occupational Health and Safety Act states the following:

### The Right to Refuse Work

Certain workers cannot refuse unsafe work if the danger in question is inherent in the worker's work or is a normal condition of the worker's employment. These workers include;

- A person employed in the operation of a residential group home or other facility for persons with behavioural or emotional problems or a physical, mental or developmental disability (*OHS Act Sec. 43 (2) (d-ii)*).

New Leaf will provide the necessary information and training to minimize risk to people receiving service, to employees and agents.

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## Roles & Responsibilities

### Supporting the workplace violence policy and the workplace violence program

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#### Employer

- Ensure that measures and procedures identified are carried out and that management is held accountable for responding to and resolving complaints of workplace violence or harassment.
- Ensure reasonable precautions are taken to protect employees if the employer becomes aware, or should reasonably be aware, that domestic violence, that would likely expose an employee to physical injury, may occur in the workplace.
- Ensure that information is provided to employees, including personal information, of a person with a history of violent behaviour if the employee can be *expected to* encounter that person in the course of their work and the risk of violence is likely to expose the employee to physical injury. The information disclosed cannot be more than what is reasonably necessary to protect the employee from physical injury.
- Ensure compliance by all persons who have a relationship with the organization, such as therapists, physicians, contractors, volunteers, etc.
- Conduct minimally an annual review of the Workplace Violence and Workplace Harassment Prevention program.
- Ensure that regular risk assessments take place, control measures are established and training and education is delivered to all employees.
- Review of all reports of violence, threats of violence or harassment in a prompt, objective and sensitive manner. This includes a review of all investigations associated with violence related incidents.
- Take corrective action and provide response measures.
- Ensure any deaths or critical injuries have been reported to a Ministry of Labour (MOL) inspector, the Ministry of Community and Social Services (as required), the police (as required), the JHSC, the Health and Safety Representative (HSR) and Union representative. Ensure deaths or critical injuries are investigated with the JHSC and that a report goes to all parties in writing within forty-eight (48) hours of the occurrence on the circumstances of the occurrence, including such information and particulars as the Occupational Health & Safety Act and Regulations prescribe.
- Ensure claim forms are submitted to ACE INA Insurance of all accidents where an employee loses time from work. Details of accident information (where there is no critical injury) must be provided to the JHSC within four (4) days of the occurrence as the Occupational Health & Safety Act and Regulations prescribe.

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## Manager

- Enforce policy and procedures and monitor employee compliance.
- Demonstrate a leadership style that promotes a workplace that does not tolerate violence, harassment or bullying to any degree.
- Identify and alert employees/agents to any new or potentially violent situations that may arise in the course of their duties.
- Ensure employees know and follow positive behaviour support plans.
- Develop workplace procedures that minimize the risk of workplace violence, harassment and bullying.
- Identify training requirements and implement appropriate supports in collaboration with the Directors of Services and Human Resources.
- Ensure that debriefing is completed for those either directly or indirectly involved in the incident.
- Investigate incidents of workplace violence and harassment as directed by the Director: Human Resources.
- Ensure that all employees/agents understand documentation and reporting procedures.
- Ensure the security and safety of all parties involved during an investigation of incidents of workplace violence, harassment or bullying.
- Contact emergency services as needed.
- Track and analyze incidents to identify trends and make recommendations for prevention initiatives.

## Employee

- Adhere to procedures that minimize the risk of workplace violence, Harassment and bullying.
- Report all incidents or injuries of violence, harassment or threats of violence to their Manager or designate immediately. This may include threats of violence that may expose an employee to physical injury at work by parties not directly related to the organization (e.g. employee's spouse or family member, or community member).
- Participate in education and training programs to be able to respond appropriately to any incident of workplace violence or workplace harassment.
- Understand and comply with *Workplace Violence and Workplace Harassment Policy* and all related procedures.
- Inform your manager and/or the HS representative about any concerns about the potential for violence or harassment in the workplace.
- Contribute to the completion of any risk assessments.
- Participate in a review at least annually of the Workplace Violence and Workplace Harassment Prevention program.

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### **Joint Health and Safety Committee (JHSC)**

- Be consulted about the development, establishment and implementation of workplace violence and workplace harassment prevention measures and procedures.
- Be consulted and make recommendations to the employer to develop, establish and provide training in workplace violence and workplace harassment prevention measures and procedures.
- Take part in a review at least annually of the Workplace Violence and Workplace Harassment Prevention program.
- The employee designate should investigate all critical injuries related to violence.

## Workplace Violence and Workplace Harassment Program

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- a. New Leaf is contracted by the Ministry of Community and Social Services to provide residential, vocational and social services to “hard to serve” adults. Our residents are clinically diagnosed with a developmental disability and also have behavioural, emotional, psychiatric or physical difficulties. Inherent to this diagnosis is that a resident at times may display aggression, both verbal and physical. Therefore employees could be at risk of personal injury.
- b.
- c. Current measures in place to mitigate risk are as follows:
- d.
  - Staff training in Non-Violent Crisis Intervention (CPI).
  - Positive Behaviour Supports training – an approach to intervention that combines the technical features of Applied Behaviour Analysis with person centered values.
  - Collaboration with the clinical behaviour team at Behaviour Management Services of York and Simcoe (BMSYS) in regard to the provision of behavioural supports.
  - Clearly written and regularly reviewed Behaviour Support Plans (PRN protocols and Crisis Plans).
  - External Behaviour Review Committee - to provide third party review and recommendations regarding the use of intrusive support strategies (including psychotropic medications).
  - Work Alone Policy.
  - Behaviour Policy.
  - Workplace Violence and Harassment Policy.
  - Direct Alert as a tool for staff to get immediate help (particularly when working alone).
  - Workplace Violence and Harassment Working Group to assess risk and make recommendations.
  - Crisis Response Training – Specialized training for staff to review Crisis plans, staff response to target behaviours, and a review of training around physical interventions so staff can protect themselves during high risk times.
  - Protective apparel (where required) such as Kevlar sleeves and gloves with protocols set in place outlining expectations of use.
  - Adherences and/or monitoring of Support Plans and protocols - training and/or feedback provided by New Leaf where deficiencies are found.
  - Video monitoring (program specific) - monitoring done from one central point also ensuring safety and security.
- e.
- f. The assessment and mitigation of risk is a central and integral part of programming and service delivery practice by New Leaf.

## **i. Definitions**

**“Workplace Violence”**: Any action, incident or behaviour that is unreasonable/irrational and has negative physical/psychological and/or emotional impact on an employee/agent.

**“Personal Relationship Violence”**: This type of violence occurs when a person who has a personal relationship with a worker, such as a spouse or former spouse, current or former intimate partner or a family member, who may physically harm, or attempt or threaten to physically harm him/her while at work. In these situations, domestic violence is considered workplace violence if witnessed, reported and/or suspected in the workplace.

**“Workplace Bullying”** exists when unwelcomed behaviour is repetitive, unnecessary, offensive, deliberate and unprovoked, and is used to intimidate, humiliate, or threaten an employee.

**“Workplace Harassment”**: Involves unwelcome and offensive comments, conduct or gestures, or contact based on or related to grounds covered by the Ontario Human Rights Code.

Harassment occurs when the behaviour concerned:

- Is likely to be offensive, embarrassing or humiliating;
- Might, on reasonable grounds, be perceived as placing a condition on employment, its terms, or continued employment;
- Has the purpose or effect of interfering with an individual’s work performance or of
- Creating an intimidating, threatening, hostile or offensive work environment

Harassment occurs when the individual knows or reasonably should know that the behaviour is offensive. Workplace harassment includes instances of psychological harassment or bullying. In some circumstances, a single incident of inappropriate behaviour may be substantial enough to create a poisoned work environment, whether or not the behaviour is directed toward a specific individual.

Harassment may involve behaviour such as the following:

- Jokes, comments, derogatory, degrading or insulting remarks or gestures;
- Taunting or scapegoating;
- Practical jokes which cause embarrassment, endanger safety or negatively affect work performance;
- Refusing to work with or cooperate with others;
- Picking a fight, shoving;

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- Displaying or distributing offensive pictures, graffiti or other material (e.g. offensive computer screens, email);
- Verbal abuse or threats;
- Threats or promises regarding job security, job opportunities, or treatment based on rejecting or accepting harassing behaviour.

**ii.**

**“Sexual Harassment”:** Is a particular form of workplace harassment, which involves unwelcome sexually oriented behaviour based on gender or sexual orientation, which an individual knows or ought to reasonably know to be unwelcomed.

- iii. All New Leaf employees have the right to be free of any personal invitation, advances, or sexual solicitations from any other employee, volunteer, student, visitor or contractor or person supported. Sexual harassment may occur between persons of the opposite sex or of the same sex.

**iv.**

- v. Sexual harassment may involve behaviour such as the following:

- Sexist or sexually oriented jokes or comments or derogatory, insulting or degrading remarks;
- Sexually suggestive gestures, innuendos or leering;
- Sexually explicit pictures or materials (e.g. pinups, offensive computer screens or games, graffiti);
- Unnecessary physical contact such as touching pinching or patting;
- Sexually oriented practical jokes which are likely to be embarrassing;
- Inquiries about a person’s body, sex life, relationships or physical appearance;
- Unwelcome flirtation, advances or propositions;
- Threats or promises regarding job security, job opportunities or treatment based on rejecting or accepting any of the above behaviours (e.g. insisting on dates or sexual favours or on tolerating offensive jokes or comments, etc.)

**vi.**

**vii. Prohibited Conduct**

- g.
- h. The following conduct is prohibited under this policy and will lead to discipline up to and including termination of employment.

**i.**

**Workplace Violence (may include, but is not limited to):**

- The use or the attempt to use physical force against an employee/agent
- A statement or behaviour that it is reasonable for an employee/agent to interpret as a threat to exercise physical force



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- An instance in which a person is assaulted, threatened, harmed or injured in the course of, or as a direct result of his/her work
- Any other act that would arouse fear in a reasonable person in the circumstances.

**ii.**

**Workplace Harassment (may include, but is not limited to):**

- Remarks or gestures that are derogatory, degrading or insulting that cause embarrassment and negatively affect work performance; examples may include gossip or spreading malicious rumours, jokes or innuendos that demean, ridicule, intimidate or offend, sabotaging someone else's work, making false allegations about someone.
- Displaying or distributing offensive material in any format (electronic, print, etc.).
- Threats or promises regarding job security, job opportunities, or treatment based on rejecting or accepting harassing behaviour.

**iii. Workplace Bullying (may include, but is not limited to):**

- Attempting to coerce another employee or person to do something they don't want to through threats of violence, intimidation, or blackmail.
- Putting another person down in front of coworkers or subjecting them to constant ridicule.
- Leaving offensive messages via email or telephone.
- Spreading gossip, false or malicious rumours about a person with the intent to cause damage to the person's employment or reputation.
- Maliciously excluding a person from workplace activities.
- Creation of an oppressive and/or unhappy work environment.
- Threats of dismissal, excessive supervision or criticism.
- Using loud and abusive, threatening or derogatory language toward someone, usually in front of other employees or agents of New Leaf.

**iv.**

**v. Domestic Violence (may include, but is not limited to):**

- Threatening emails and phone calls.
- An incident that takes place at work.
- Unwelcome visits at the workplace.

vi. These actions, incidents and behaviours will include but are not limited to physical, sexual, verbal assault, personal relationship violence and bullying.

**vii.**

### **viii. Workplace Violence, Harassment & Bullying Reporting Procedures:**

Any employee/agent who is subjected to, a witness of, or has knowledge of, any incidents or threats of workplace violence, harassment or bullying, is required to immediately report the incident as per procedures below. ***In the event of immediate danger, call 911. The employee(s) must remove themselves from harmful situations if they have reason to believe that they are at risk of imminent danger due to workplace violence.***

1. Report the incident to the immediate manager and/or the Director: Human Resources. If the immediate manager is not available utilize the New Leaf on call system. If the incident involves the immediate manager, the employee/agents must report to the next appropriate level in the organizational structure and/or access the Director: Human Resources directly. The Manager or designate receiving the report must ensure that immediate measures have been taken to safeguard employees and residents and curtail the violence or risks.
2. The employee/agents reporting the incident must record/document details on the Workplace Violence, Harassment & Bullying Complaint Form. The employee or agent must file the incident that documents his/her concerns with the Director: Human Resources.
3. Any other employee (including volunteer, student, agency staff, etc.), witnessing the incident, will complete an independent Incident Report.
4. In no circumstances will any person, who in good faith reports an incident of harassment, threats, intimidation or violence, or assists in its investigation, be subject to any form of retribution, retaliation or reprisal.
5. Any employee who makes or participates in such retribution or retaliation, directly or indirectly, will be subject to disciplinary action, up to and including termination of their employment. An employee who believes she/he has been or is being subjected to retribution or retaliation for reporting or assisting in the investigation of a report of violence, should immediately notify their Manager, the Director of Services, the Director of Human Resources or the Executive Director.

ix.

### **x. Investigation Procedures:**

1. Upon receipt of a formal complaint of workplace violence, harassment or

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bullying the Director: Human Resources will initiate an investigation as follows:

- a) Advise the person who has reported the incident/made a complaint of the investigation process.
- b) Assign the investigation to a minimum of 2 management employees or external people.
- c) Oversee the investigation.

During an investigation, every effort will be made to ensure that the person reporting the incident/complaint and the person who is accused are accommodated to promote a positive, safe working environment. Employees may be assigned alternative work assignments. Where an assignment of reasonable alternative work is not practical, the Director: Human Resources may give other direction to the employee(s). The Director: Human Resources may also suspend an employee with pay pending the outcome of the investigation.

2. The investigators will promptly and impartially explore all allegations by interviewing both parties and others who may have knowledge of the incident or circumstances that led to the incident/complaint.
3. The investigators will make a recommendation of:
  - a) Sufficient evidence to support a finding of violation of this policy.
  - b) Insufficient evidence to support a finding of violation of this policy.
  - c) No violation of this policy.
  - d) False allegations (employee to employee).
4. Following the recommendations, the investigators will:
  - a) Make a written report of investigation findings with recommendations.
  - b) Forward the report to the Director: Human Resources.
5. When the investigation is complete the manager, in consultation with the Director: Human Resources, shall determine what actions are necessary and will meet with the complainant and respondent to discuss the path forward. will with the support of the manager:

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## **Monitoring and Evaluation**

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### **Risk Assessment**

New Leaf, with employee involvement, through the Workplace Violence and Harassment Prevention Working Group in consultation with the JHSC will assess workplace violence and workplace harassment risks in all jobs and in the workplace as a whole.

A Workplace Violence and Workplace Harassment assessment will be completed and reviewed annually.

The Workplace Risk Assessment will be updated / reviewed following any incident of workplace violence or workplace harassment, or whenever new jobs or worksites are created or substantially changed.

### **Education and Training**

A copy of the Workplace Violence and Workplace Harassment Policy will be posted on the Health and Safety Board at all New Leaf locations.

All new employees, students and volunteers, will receive both general and site-specific orientation to the Workplace Violence and Workplace Harassment Prevention program. In addition, all employees will complete an annual review of both the general and site-specific components of the program.

Where appropriate, incidents and their outcomes will be shared with employees through memos, team meetings or site specific training.

### **Program Evaluation**

The Workplace Violence and Workplace Harassment Program is evaluated annually by the Workplace Violence and Harassment Prevention Working Group which includes the Director of Services and the Director of Human Resources and reviewed by the JHSC. This evaluation will include a review of all incidents of workplace violence and/or workplace harassment. The evaluation will be shared with the Executive Director. Everyone is accountable for the policy and procedures related to workplace violence and workplace harassment.

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**NEW LEAF: LIVING AND LEARNING TOGETHER INC.**

**WORKPLACE VIOLENCE COMPLAINT FORM**

**CONFIDENTIAL**

*To investigate your complaint, it will be necessary to interview you, the alleged offender(s), and any witnesses with knowledge of the allegations. New Leaf will notify all persons involved in the investigation that it is confidential and that unauthorized disclosures of information concerning the investigation could result in disciplinary action.*

*Submit complaints by mail or in person to:  
New Leaf: Living and Learning Together Inc.  
Eelkje Jongema: Director Human Resources  
19601 Leslie Street, P.O. Box 230  
Queensville, Ontario L0G 1R0*

*Exceptions for submission:  
If the complaint is against a Director,  
the form is filed with the Executive  
Director. If it is filed against the  
Executive Director, it is filed with the  
Chair of the Board of Directors.*

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**Name of complainant:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**I wish to complain against:** \_\_\_\_\_

*(Identify the person(s) directly responsible for the alleged violation)*

**Date of incident of alleged violation:** \_\_\_\_\_

**Place of incident of alleged violation:** \_\_\_\_\_

**Describe in detail the specific incident that is the basis of the alleged violation:**

*(Please be as detailed as possible. Use additional paper if needed.)*

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**List and identify all witnesses to the incident(s) or persons who have personal knowledge of information pertaining to your complaint:**

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**Have you previously reported or otherwise complained about this or related acts of workplace violence? If so, please identify the individual to whom you made the report, the date you made the report and the resolution.**

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**Please submit any additional information pertaining to the alleged violence:**

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**What would you like New Leaf to do as a result of your complaint – what resolution are you seeking?**

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**If an advisor will assist you in the complaint process, indicate the individual's name:**

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**Complaint Acknowledgement:**

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*I certify that to the best of my knowledge the information that I have provided is accurate and the events and circumstances are as I have described them.*

*I understand and acknowledge that a copy of this complaint, along with attachments, will be furnished to the alleged offender (“respondent”). I have attached to this complaint any supportive evidence and/or documentation such as e-mails, records, materials which I believe supports my allegation. I also understand and consent to the disclosure of information contained in this complaint to appropriate administrators and witnesses interviewed for the purpose of investigating this complaint. I am willing to cooperate fully in the investigation and provide whatever evidence New Leaf deems relevant. I understand that the nature of this complaint, correspondence, and all discussions conducted in the course of investigation of the information contained in this complaint are confidential to the extent permitted by law and unauthorized disclosures of information concerning the investigation could result in disciplinary action. I agree to abide by these guidelines.*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Please note: If you indicate you will be assisted by an advisor, your signature below authorizes the named individual to be privy to the information contained in this complaint and to accompany you to any meetings.*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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**WORK ALONE POLICY**

**EFFECTIVE DATE:** \_\_\_November 21, 2011\_\_\_

**POLICY #:** \_\_\_HS-08 \_\_\_

**REVISION DATE:** \_\_\_\_\_

**SCOPE:**

New Leaf: Living and Learning Together Inc. is committed to providing a safe work environment for all employees, volunteers, students and independent contractors. In doing so, New Leaf will take all reasonable and practical measures to eliminate or minimized risks of injury of people who are performing their duties in areas or conditions, where they are required to work alone.

Each worksite must develop their own protocols according to the hazards identified, their needs and this policy.

**POLICY STATEMENT:**

The goals of this protocol are to:

- Increase staff awareness of safety issues relating to working alone;
- Ensure that the risk of working alone is assessed in a systematic and ongoing way and that safe systems and methods of work are put in place to reduce the risks so far as is reasonably practicable;
- Ensure that appropriate training is available to all staff to equip them to recognized risks within their workplace and provide practical advice to maintain their personal safety at all times;
- Ensure that appropriate support is available to staff who have to work alone;
- Encourage full reporting and recording of all incidents, near misses, and injuries to staff relating to working alone.

**REFERENCE:**

Occupational Health and Safety Act and Regulations (R.S.O.1990), Section 25.



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**DEFINITIONS:**

“**Working alone**” means that the employee is the only worker at that worksite or is working in an area removed from other persons at the work site in circumstances where assistance is not readily available to the worker in the event of an injury, illness and emergency.

**RESPONSIBILITIES:**

**Executive Director:**

- Ensure that appropriate policies and procedures for all aspects of health and safety at work are developed
- Ensure that these policies and procedures are applied fully and consistently, and that all employees are aware of the standards and behaviours required under them
- Ensure that there are arrangements for identifying, evaluating, and managing risk associated with working alone
- Ensure that there are arrangements for monitoring incidents linked to working alone and that the Joint Health and Safety Committee regularly reviews and updates with regard to the effectiveness of this policy

**Managers:**

- Ensure that staff are aware of the policy
- Ensure that risk assessments are carried out and reviewed regularly as required
- Ensure that each employee reviews behavioural program/protocols on a monthly basis and have signed off indicating a review took place
- Ensure all staff is adequately trained yearly in safe and effective methods of preventing violence in the workplace
- Monitor documents and evaluate worker performance and safety concerns and enforce safe work practices and procedures
- Ensure that incident report investigations are conducted for all violent incidents and that appropriate recommendations and corrective actions are taken to reduce the risk of reoccurrence
- Ensure that all Serious Occurrences are reported within 24 hours

**Supervisors and Employees:**

- Take reasonable care of themselves and others affected by their work activities
- Report any dangers or potential dangers, and concerns identified in respect of working alone
- Review every six months the behavioural program or protocols for individuals receiving behavioural services
- Participate in creating and maintaining a safe work environment by following the work alone policy

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- Be aware of the behaviour support plans for all individuals they are servicing
- Request additional training as required
- Report unusual behaviours
- Establish, maintain and demonstrate competency in the application of prevention strategies
- Attend required training sessions.

**Health and Safety Committee:**

- Provide assistance in the hazard assessment if required and provide recommendations to management to reduce and minimize the risk of injury
- Bring forward working alone concerns to management
- Review this policy and any health and safety procedures on an annual basis and make recommendations for revisions.

**TRAINING**

Appropriate training is an essential component in protecting staff from the risks of working alone. Managers must ensure that all staff has the level training that is relevant to their work site. All staff at New Leaf is required to participate in mandatory CPI training and First Aid training as well as recertification.

**EMPLOYEES WHO TRAVEL AWAY FROM THEIR HOME BASE WITH SUPPORTED INDIVIDUALS**

Have someone contact the employee periodically to ensure the employee's safety. Contact can be made in person, by telephone or by any other means. Some examples of this include:

- Telephone contact at regular intervals
- Visual contact

**EMPLOYEES WHO TRAVEL ALONE**

Some of the risks to employees travelling alone involve injuries from motor vehicle accidents. The risk is greater when employees cannot communicate in remote areas or are unable to summon help.

Well maintained vehicles prevent exposing employees to unnecessary risk.

The employer will establish a procedure (travel plan) appropriate to the hazards to track

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the whereabouts of their employees. Make sure you include rest time in the plan.

Appropriate First Aid and emergency supplies must be provided.

**EMPLOYEES WHO WORK THE NIGHT SHIFT**

Employers must closely examine and identify existing or potential safety hazards in the workplace.

Employers must ensure that all employees are trained and educated so they can perform their jobs safely.

Prominently display emergency phone numbers.

Use other prevention tips as required which can be used for a wide variety of situations.

For example:

- Telephone contact at regular intervals
- Visual contact

**Each worksite must develop their own protocols according to their needs and this policy.**

**PROCEDURE:**

- Situations where employees may be working alone must be examined and identified.
- Potential workplace hazards and safety risks must be identified and communicated to affected employees. Employees must be consulted when identifying risks and discussing potential corrections.
- The Joint Health and Safety Committee or Health and Safety Representative, as applicable, shall be involved in the process of assessment, identification and elimination or reduction of any risks.
- Any identified hazards or risks shall be eliminated or reduced if practicable.
- An effective means of communication and other security measures shall be available to all employees who work alone, and appropriate training related thereto shall be provided.
- Employees must take the cell phone when away from the location. Employees must carry the cordless phone when alone at the location. Telephones are pre-programmed with emergency contact numbers.
- All incidents, occurrences, concerns of employees will be recorded and assessed. Where possible, corrective measures will be taken to prevent recurrences.
- All security practices and working alone procedures shall be thoroughly reviewed every six months and adjusted accordingly.

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## **SEVERE WEATHER POLICY**

**Effective Date:** April 1, 2010

**Policy #:** HS-09

**Revision Date:** \_\_\_\_\_

### **SCOPE:**

All employees, volunteers, residents, day program attendees

### **RATIONALE:**

The weather can have an incredible influence on our daily lives, having a direct impact on a wide array of activities. It can pose a serious threat to our health and safety.

We recognize the importance of being informed, having a plan in place when conditions dictate normal operating procedure be interrupted or suspended, implementing this plan whenever it be deemed necessary.

## **SEVERE WEATHER POLICY**

### **General:**

The Manager of Day Services, or his/her designate, will be responsible for monitoring special weather statements, watches and warnings, those which affect us most often being listed below, informing those affected of impending changes to scheduled services.

### **High Heat and Humidity / Heat Waves / Humidex:**

A humidex or high heat and humidity special weather statement is issued when a threshold for temperature and humidity are exceeded.

An Environment Canada Humidex Advisor is issued when temperatures are expected to reach or exceed 30 degrees Celsius and the humidex values are expected to reach or exceed 40. Humidex values represent the effect which high humidity and high temperatures have on the human body. The higher the humidex, the harder it is for perspiration to evaporate and cool the body.

When the humidex reaches or exceeds 40, during the hours in which we would normally operate, all outdoor activity will be suspended.

When the humidex reaches or exceeds 45, during the hours in which we would normally operate, Day Services will close for the day.

Keep in mind that there is an urban heat island effect that makes the City of Toronto hotter than the suburbs and surrounding rural areas. Masses of stone, brick, asphalt and cement absorb heat in the day and radiate it during the night contributing to warmer nights. As well, there are few trees to provide shade.

### **Wind Chill:**

Wind chill is the cooling condition caused by the combined effect of temperature and wind chill. The wind chill index compares the way your skin feels under certain wind and temperature conditions to a temperature on a calm day.

At values of -25, wind chill units begin to appear in your forecast. There is a risk of frostbite in less than 10 minutes when the wind chill is near -40.

When a wind chill warning is issued, all outdoor activity will be suspended. Day Services will commence at the regular time, breaks to be taken at individual sites so as to minimize our exposure to the elements. When the wind chill is forecast to be below -35, during the hours in which we would normally operate, Day Services will close down for the day.

When a Wind Chill Warning is issued, expect very cold temperatures combining with wind to create outdoor conditions hazardous to human activity. Warning will be issued when the winds are expected to be at least 15km/h and these extreme wind chills will persist for at least three hours.

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It is *expected* that those who participate on Day Services come appropriately prepared for prevailing, forecasted weather conditions. This includes the application of products designed to protect the individual from the harmful effects of the sun, insect bites, etc.

Summer in Ontario – time to pack the sun screen, sunglasses, umbrella, sweater and rain jacket for a day's outing.

Remember and know the drugs that your residents are taking and that certain medication that the residents are on have advisories on the patient to wear sun screen and protective clothing to prevent photosensitivity reactions. Monitor residents and notify health professional if headaches, weakness, nausea, anorexia, anxiety or insomnia persist. Extremes of temperature (exercise, hot weather, hot baths or showers) should also be avoided. Some drugs impair the body's ability to regulate temperature.

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## **FIRE SAFETY POLICY**

**Effective Date:** April 1, 2010

**Policy #:** HS-10

**Revision Date:** \_\_\_\_\_

### **SCOPE:**

All staff supporting clients in any location which is operated by New leaf.

### **RATIONALE:**

In order to minimize risk to the people we support and to the staff who provide that support it is critical that all people working at New Leaf locations and those receiving service at New Leaf be ever vigilant regarding fire safety practices. Staff must be able to identify fire hazards and take steps to correct them, must understand fire suppression and evacuation procedures in addition to the steps that must be taken should a fire occur at one of New Leaf's locations.

### **POLICY STATEMENT:**

New Leaf is committed to ensuring a safe and comfortable living environment for all individuals residing at its properties. A teamwork approach to fire safety and prevention is emphasized in order to reduce the chances of harm and injury residents and property. We continue to work closely with the local fire departments in order to maintain a high level of safety.

Every residence shall be provided with a Fire Safety manual that includes a Fire Evacuation Plan and Fire Safety Procedures specific to that building and the people who live there. The manual shall remain on site and all forms filled out shall remain in the manual. The staff assigned to that residence shall be familiar with the manual and the procedures and practices required upon the orientation provided during their first shift. Staff members will receive additional annual competency based training related to fire safety (review of policies and procedures, participation in emergency response drills at minimum)

### **REFERENCES:**

Ontario Fire Code, New Leaf Evacuation Policy, New Leaf Emergency Response Procedures, New Leaf Fire Safety Plans, Commission on Accreditation of Rehabilitation Facilities (CARF)-Employment and Community Services Standards Manual

## **FIRE SAFETY POLICY**

### **GENERAL:**

#### **Fire Prevention: Procedures and Practices for Residences, Offices and Day Program buildings**

The In Charge staff will complete the nightly checklist related to client and property safety and security which includes inspection of cigarette butt boxes, dryer lint traps, fireplaces, appliances, miscellaneous heating equipment and any other fire hazards and will rectify any and all concerns immediately and record remedial action required on the nightly checklist.

The Supervisor or In Charge staff will ensure that:

- the Fire Safety Plan at their location is available and reviewed regularly by staff in addition to a documented review at a staff meeting on an annual basis at minimum.
- The Fire Safety Plan is centrally located and posted at all access and egress doors at the location.
- All nightly checklists are completed, reviewed, corrective action taken and documented and filed at the location.
- All monthly checks of fire equipment are completed and all fire equipment deficiencies are reported to the Maintenance Supervisor and Property Director immediately.
- All new employees are instructed on fire safety, fire evacuation procedures and how nightly checklists are to be completed.
- All program employees are provided with competency-based training on an annual basis as part of the Performance Appraisal Process.

The Maintenance Supervisor and/or Property Director will ensure that:

- All fire equipment in need of repair is repaired or replaced immediately.
- All fire equipment and suppression systems are inspected on a yearly basis by an authorized service agent.

#### **Fire Evacuation: Procedures and Practices for Residences, Offices and Day Program Buildings**

The Supervisor will ensure that:

- Monthly fire drills and forms are completed and filed.
- All residents are familiar with fire evacuation procedures and participate in monthly fire drills.

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- Monthly fire drills occur at different times ensuring that all shifts experience and practice evacuation procedures.
- All program employees are provided with annual competency based training related to evacuation policies and procedures as part of the Performance Appraisal Process.
- Residents who have basement bedrooms practice evacuation procedures through egress windows at least once every two months.
- 
- The Program Manager will ensure that:
  - Fire drills are conducted and forms completed and filed at all program locations and at the office.
  - All staff members, including Supervisors and employees at office locations are familiar with evacuation procedures and participate in evacuation drills.
  - All program employees and office staff are provided with competency-based training on an annual basis as part of the performance review process.

**Fire Response: Procedures and Practices for Program Locations and Offices**

- Staff members on shift at program locations are responsible to immediately evacuate the site in a manner consistent with the posted evacuation plan as practiced in monthly fire drills.
- Staff members on shift at program locations are responsible to facilitate safe evacuation for all clients and visitors and to account for those individuals upon evacuation ensuring the safety of all evacuees.
- Once evacuated safely, staff members are to call 911 for emergency fire response. This is to be immediately followed by a call to the On-Call Manager at (905) 955-9511 who will ensure that the Director of Property and Maintenance is also contacted.
- Once evacuated all occupants are to proceed to the designated meeting place, consistent with the posted evacuation plan for the particular location. Individuals are to remain in that location until directed otherwise.
- Staff members are never to attempt to fight a fire unless they have the proper type and size of fire fighting equipment and have received the appropriate training.
- If conditions allow staff to isolate the fire by closing doors and creating added fire separation they may do so only if that action does not compromise the safe evacuation of all occupants.
- A sweep of all occupied floors of each office building will be conducted by a designated staff member ensuring the safe evacuation of all occupants and visitors of the offices and occupied Day Program buildings.
- All residential locations will have an established alternate location to attend in order to offer refuge from darkness, poor weather and other dangerous and disagreeable situations. Staff members are to contact the alternate location and make arrangements for shelter and accommodation following safe evacuation. The On-Call Manager should be notified of this relocation so they are apprised of the whereabouts of effected clients and staff.
- Management staff members will ensure proper notification of appropriate authorities as the circumstances require.

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**EMERGENCY/INFLUENZA PANDEMIC PLAN**

**Effective Date:** April 1, 2010

**Policy #:** HS-11

**Revision Date:** April 12, 2013

***Locations:***

New Leaf: Living and Learning Together Inc.

**Main Administrative Office**

19601 Leslie Street  
Queensville, Ontario  
L0G 1R0  
905-478-1418

**Aspens Residence**

19591 Leslie Street  
Queensville, Ontario  
L0G 1R0  
905-478-2168

**Birches Residence**

21394 Leslie Street  
Queensville, Ontario  
L0G 1R0  
905-478-4445

**Cedars Residence**

16796 Warden Ave.  
Whitchurch Stouffville  
L3Y 4W1  
905-853-1276

**Drake Will Residence**

19601 Leslie Street  
Queensville, Ontario  
L0G 1R0  
905-478-4224

**Elms Residence**

20953 Warden Avenue  
Queensville, Ontario  
L0G 1R0  
905-478-2734

**Farm Residence**

19601 Leslie Street  
Queensville, Ontario  
L0G 1R0  
905-478-8266

**Lindens Residence**

5639 Smith Boulevard  
Baldwin, Ontario  
L0E 1A0  
905-722-7972

**Maples Residence**

21672 Warden Avenue  
Queensville, Ontario  
L0G 1R0  
905-478-8093

**Oaks Residence**

19420 Durham Road  
Mount Albert, Ont  
L0G 1M0  
905-473-6567

**Pines Residence**

20967 Concession #2  
RR#1 Newmarket, Ontario  
L3Y 4V8  
905-478-8724

**Tamaracks Residence**

20644 McCowan Road  
Mount Albert, Ontario  
L0G 1M0  
905-473-9825

**Willows Residence**

3442 Ravenshoe Road  
Queensville, Ontario  
L4P 3E9  
905-478-4855

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***The following person is our primary crisis manager and will serve as the company spokesperson in an emergency.***

Ron McCauley	905-478-1418 ext.202
Executive Director	905-806-1773 (cell)
<a href="mailto:ron@newleaf.ca">ron@newleaf.ca</a>	

***If the person is unable to manage the crisis, the person(s) below will assume management duties.***

Dean Johnson – Director	905-478-1418 ext.216
Bill Wheeler – Director	905-478-1418 ext. 207
Eelkje Jongema – Director	905-478-1418 ext.222
Margaret Patrowicz – Director	905-478-1418 ext.214

***Pandemic emergency contact information***

Public Health Agency Canada Toll-free Number: 1-800-484-8302

Health Canada: 1-800-999-7612

York Region Public Health: 905-895-4511

Ministry of Community & Social Services:

Toronto Region –1-416-325-0500

Central East Region – 1-905-868-8900

***Emergency Planning Team***

***The following people will participate in emergency planning and crisis management:***

Ron McCauley – Executive Director

Dean Johnson – Director: Residential Services

Bill Wheeler – Director: Property Development

Eelkje Jongema – Director: Human Resources

Margaret Patrowicz – Director: Finance

All current Joint Health and Safety (JHSC) Members

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### *Our Critical Operations*

*The following is a prioritized list of our critical operations, persons in charge and action plans we need to recover from a pandemic influenza emergency:*

<u>Operation:</u>	<u>Person in charge:</u>	<u>Action Plan:</u>
Human Resources	Eelkje Jongema	-
Residential Services	Dean Johnson	- attached
Maintenance	Bill Wheeler	- attached
Purchasing	Shar Wheeler	-
Finance	Margaret Patrowicz	- attached

### **Pandemic Action Plan-Residential Programs**

Should New Leaf be affected by an influenza pandemic, the direct care and well being of the residents will be the highest priority of the residential staff. As there is a working assumption that staff levels could fall as low as half during a pandemic, the primary care focus will be the provision of **basic personal needs, reduced opportunities for infection (re-infection), access to and provision of appropriate and relevant medical care** and, presuming that some level of social isolation will occur, staff will endeavor to create a semblance of **daily structure** that is so critical to our residents' well being while keeping in mind risk reduction for infection.

#### **Basic Personal Needs:**

- Provision of nutritious food. New Leaf has alternate suppliers in place should there be a disruption with current wholesale company.
- Homes to be maintained to the highest standards of cleanliness and order possible. Increased participation of residents may be required. Cleaning staff may be limited to assigned locations to reduce possible spread of infection.
- Clothing to be maintained, laundered and kept in good repair as appropriate for the season. Shopping opportunities may be limited so a stock of clothing and personal items (such as hygiene supplies) should be maintained at all times.

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- Regular medication administration to continue in addition to any newly prescribed or OTC medications. New Leaf has alternate pharmaceutical suppliers available should current supplier experience disruption of service.

**Reduced Opportunities for Infection/Re-infection:**

- All staff to practice universal precautions and assist residents to do the same.
- If directed by management, in consultation with the local health authority, staff may be required to monitor temperature and symptoms when arriving on shift in addition to bringing a change of clothes for work purposes. If required, staff may be required to wear masks and/or gloves or other protective equipment provided by New Leaf.
- Access to the community or other locations may be limited in order to reduce the threat of infection/ re-infection.

**Medical Care:**

- Residents will continue to receive relevant and appropriate medical care in situations that are deemed to be necessary (urgent and or critical cases).
- Non-urgent medical appointments may need to be cancelled in an effort to reduce the possibility of exposure to infection. Such appointments may include: Eye doctor, dentist, podiatrist, massage and physiotherapist and perhaps psychiatric reviews.

**Daily Structure:**

- In cases where daily routines are disrupted and/or social isolation must be imposed, staff are to make every effort to ensure that, inasmuch as is possible, a daily routine can be established that is based around the needs and desires of the residents in their care. A routine that provides stability and predictability is essential for the continued mental health of our residents. Community and Day Program and Respite Program participation may be altered or suspended for some or all residents and staff during an influenza pandemic.

## **Pandemic Action Plan – Maintenance and Farm Program**

New Leaf is somewhat unique in that New Leaf's maintenance staff directly provides approximately 95% of the maintenance requirements for our agency. Therefore, if staffing levels were to be maintained as normal, most of our maintenance requirements would be met.

If staffing were to be reduced the maintenance needs would be adjusted to the most necessary requirements with water, hydro and heat being a priority. The resident's safety, care and well being would continue to be our highest priority. Pre-planned maintenance programs may have to be suspended until staffing levels return to normal.

New Leaf's homes all have generator back-up therefore water, heat, cooking and refrigeration would be maintained.(please see attachment for additional propane fuel suppliers). If residential staff numbers were to drop or become lower than a safe and workable number of staff per residence then the effected residents would be relocated to New Leaf's main farm. Most of the vocational areas have been designed for complete accommodation of all of New Leaf's residents in the case of an ongoing emergency.

It should be assumed that the Day Program would be temporarily closed down; maintenance staff would therefore maintain and feed the farm animals. Animal feeds generally have a 2-3 month supply on hand; animal feed should not be a concern. Housekeeping staff may have to be limited to certain areas to reduce the spread of possible infection.

Housekeeping and maintenance staff may also assist in the provision of groceries and supplies to the programs as required.

## **Pandemic Action Plan – Finance / Administration Department**

Should New Leaf be affected by an influenza pandemic, the direct care and well being of the residents will be the highest priority of the administrative staff. The provision of basic personal needs, reduction of opportunities for infection and the provision of necessary medical care will be of the utmost importance.

The Finance Department will endeavor to provide the following services in the case of such a situation:

**Residents:** Funds will be made available to provide the necessary personal needs (i.e.: hygiene) and dietary needs (groceries). If New Leaf is unable to receive and/or distribute food from the central location, funds will be distributed to individual houses in order that they are able to purchase food items as needed.

**Employees:** Payroll distribution will continue as usual. If specifics regarding staff and hours worked are not available, payroll will be based on published schedules. Any debits or credits to employees will be reconciled upon return.  
Benefits will continue to be provided as usual.

**Vendors:** Utilities will continue to be paid via automatic bank debit. Vendors paid directly will be addressed on an individual basis.

**General Public Inquiries:** Phone messages will be adjusted to reflect the situation and will be amended on a daily basis where possible. Questions posed to New Leaf regarding the status of a particular situation will be forwarded to the Executive Director for response.

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***Suppliers and Contractors:*** Prescription Medication, over the counter medication.

SmartMeds Pharmacy  
960 Cumberland Avenue  
Burlington, Ontario L7N 3J6  
*Contact Name:* Stefani Daws 905-320-8189

***Alternate Supplier:*** Prescription Medication, over the counter medication.

Shoppers Drug Mart  
111 Davis Drive, Newmarket, Ontario L3Y 8X2  
905-898-7771  
Newmarket, Ontario  
*Contact Name:* Mohammed Zahid

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***Suppliers and Contractors:*** Propane

Ed Pro  
520 Sovereign Road. London, Ontario N5V 4K4  
519-690-0000  
Acct# 45878625

***Alternate Supplier:*** Propane

Budget Propane  
1011 Beiers Rd. RR#1, Gravenhurst, Ontario P1P 1R1  
1-888-405-7777  
budget@budget\_propane.net

***Alternate Supplier:*** Propane

Superior Propane  
P.O. Box. 87, Peterborough, Ontario K9J 6Y5  
K9J 6Y5  
1-877-873-7467

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***Suppliers and Contractors:*** Drinking Water

Culligan

600 Haines Road, Newmarket, Ontario L3Y 6V5

905-836-1792

***Alternate Supplier:*** Drinking Water

Cedar Springs

45 Villarboit Crescent, Concord, Ontario L4K 4R2

1-800-952-3327

***Alternate Supplier:*** Drinking Water

Water Depot

16700 Bayview Avenue, Newmarket, Ontario

905-836-6077

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***Suppliers and Contractors:*** Heating Oil

Petro Canada (Petro Partners)

3993 Keele Street, North York, Ontario M3J 2X6

416-461-0991

Acct# 55803276

***Alternate Supplier:*** Heating Oil

Ultramar

4950 Mt. Albert Road, Mount Albert, Ontario L0G 1M0

1-888-820-4443

Acct# 3999000

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***Alternate Supplier:*** Heating Oil

Imperial Oil (Esso)

1150 Finch Avenue West, North York, Ontario M3J 2E4

416-736-2700

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***Suppliers and Contractors:*** Gasoline and Diesel Fuel

Kidd Fuels Ltd.

1741 Albion Road, Toronto, Ontario M9V 1C3

416-741-2343

Acct# 7202398

***Alternate Supplier:*** Gasoline and Diesel Fuel

Ultramar

4950 Mt. Albert Road, Mount Albert, Ontario L0G 1M0

1-888-820-4443 Acct# 3999000

***Alternate Supplier:*** Gasoline and Diesel Fuel

Imperial Oil (Esso)

1150 Finch Avenue West, North York, Ontario M3J 2E4

416-736-2700

***Suppliers and Contractors:*** Food Service

Serca (Sysco) Food Service Inc.

7055 Kennedy Road, Mississauga, Ontario L5S 1Y7

1-888-440-2525

Acct# 39485001

*Contact Name:* Cindy Monforton (pgr# 416-680-1097)

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***Alternate Supplier:*** Food Service  
Stewart Foodservice Inc.  
201 Saunders Road, P.O. Box 970, Barrie, Ontario L4M 5E1  
1-200-461-4473  
*Contact Name:* Laurie Williams [lwilliams@stewartfoodservice.com](mailto:lwilliams@stewartfoodservice.com)

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***Suppliers and Contractors:*** Janitorial Supplies  
Swish Maintenance Ltd.  
2512 Bristol Circle, Oakville, Ontario L6H 5S1  
1-800-509-3563  
Acct# 361020  
*Contact Name:* Rob Haddow

***Alternate Supplier:*** Janitorial Supplies  
Mr. Janitorial Supplies  
1188 Gorham Street, Newmarket, Ontario L3Y 8W4  
1-800-667-2604  
*Contact Name:* Ross Ferreri (cell) 905-955-1531

***Suppliers and Contractors:*** Staff Replacement  
Jodal Health Care Inc.  
130 Davis Drive Suite 210, Newmarket, Ontario L3Y 2N1  
905-895-8500 fax - 905-895-8504  
[jodalh.c@on.aibn.com](mailto:jodalh.c@on.aibn.com)  
*Contact Name:* Ayo Alabi

***Alternate Supplier:*** Staff Replacement  
Dorvict Home and Health Care Services  
80 Bradford Street Suite 107, Barrie, Ontario  
1-888-825-3804 fax – 705-727-1287  
*Contact Name:* Leeann Erwin

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**New Leaf: Living and Learning Together Inc.**

**Emergency Preparedness  
&  
Disaster Response  
Plan  
(General)**

Site specific plans are located at each program

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Health & Safety Policies

New Leaf: Living and Learning Together Inc.  
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**Introduction to this Manual**

This is the New Leaf “Emergency Preparedness & Disaster Response Policies and Procedures” Manual. This manual contains information pertaining to operations within New Leaf: Living and Learning Together Inc. during an emergency situation or disaster.

The purpose of this plan is to insure the safety and well-being of both our clients and our staff if an emergency situation or disaster occurs.

Emergency situations include, but are not limited to, the following:

Natural disasters such as tornadoes, earthquakes, floods

- Fire
- Pandemic outbreaks
- Power outages
- Bomb threats
- Medical emergencies
- Missing clients

You will be informed when a situation is identified as an emergency or disaster at NEW LEAF and this manual will take effect. Please ensure you read this manual and understand its contents.

**Emergency Preparedness Committee**

The Emergency Preparedness Committee is comprised of Directors, Managers and the Joint Health and Safety Committee of New Leaf.

The purpose of the Emergency Preparedness Committee is to develop and update a program for ensuring the safety of staff and clients during potential disasters or emergency situations as they arise. This manual should be kept in all staff offices.

The Joint Health & Safety Committee will review this manual annually and make recommendations as appropriate to keep the information contained herein up-to-date.

**Internal Decision-Making Process During a Disaster**

When a disaster/emergency situation takes place, communication is vital. The Emergency Preparedness Committee will continually monitor the situation, both externally and within the New Leaf residences and keep everyone informed as frequently as possible regarding procedures and updates. Staff on duty need to stay in contact with their residential manager or On Call manager.

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Once it is determined that a disaster/emergency is directly impacting the safe operation of New Leaf, the Executive Director and/or their designate will declare an emergency situation. At that time, this manual will take effect and specific policies and procedures will need to be followed as outlined for each type of situation.

**Business Continuance/Essential Services**

Essential Services are defined as those services, within New Leaf, that must continue to operate at all times. In the case of a disaster or large scale emergency, this means that specific programs/departments are deemed a “high priority” and must continue to operate with services being offered. Within New Leaf, the Essential Services have been defined as the following (in alphabetical order):

- **Accounting** (payables, receivables, budgets, government reporting, etc.)
- **Administration** – Front Office (main centre for communication, visitor screening)
- **Adult Residential Program** (care for residential clients)
- **Delivery Services** (delivery to us of food, medicines, etc)
- **Environmental Services** (cleaning and housekeeping, security, maintenance, etc)
- **Human Resources** (payroll, benefits, health records, absences, etc)
- **IT** (computer/blackberry maintenance, communication systems)
- **Purchasing** (food, cleaning supplies, hygiene products, personal care products)

Other departments and services within New Leaf have been given a low to medium priority. This means that we will continue to offer these services to the best of our ability. If a situation should worsen, these departments and services may need to be limited or closed as necessary to ensure the health and safety of all. They are as follows (in alphabetical order):

- **Day Program**
- **Meetings/Visitors**
- **Safebed**

Where it is necessary to relocate, all essential services will be housed in a safe location away from any disaster/emergency situation. This location will be dependent upon the extent of the disaster and the safe means to get to that alternate location. Where possible this will be 19601 Leslie St. Queensville, Ontario.

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**GENERAL PROCEDURES DURING A DISASTER/EMERGENCY**

- 1) At the onset of any emergency situation the manager for the program (or On Call Manager) must be contacted immediately. If this is not possible due to circumstances of the emergency (i.e. Power outage) staff should begin to implement the plan in place for the program and continue with attempts to contact the manager. The manager will also be expected to be making attempts to contact the program and assist with the implementation of the plan. Staff would also inform the clients of the situation (using discretion around amount of detail shared) and reassure them of the plan for their well-being and safety.
- 2) Clients will be able to remain within the residence for no longer than 48 hours after the onset of an emergency situation. During this time, if the emergency situation allows for residents to be able to safely leave the residence, staff will assist residents to make all necessary arrangements to find alternate accommodation. The first option will be to have clients go home with family. If the client does not have a safe alternate accommodation, the second option will be to have clients go to an alternate New Leaf residence. The third option will be one of the Day Services buildings. Fourth option will be to contact staff to see who may agree to support clients within their own homes until they are able to return to their residence.
- 3) By the end of the 48 hour time frame all residents within the program must be out of the house and safely within their alternative accommodations. Staff remaining will secure the house and notify their manager upon leaving the house. Once the situation allows for staff to return to the home they will connect with all residents to assist with their return to the program.

The above procedures apply to emergency situations that would allow for both residents and staff to be able to leave the premises safely to find alternate accommodation. If the situation does not allow residents or staff to leave under safe conditions, such as a snow or ice storm, the following procedures would apply:

Staff on duty would contact the residential manager (or On Call Manager) to provide details of the situation. Staff on duty would be expected to stay within the home with the clients until conditions are safe enough for replacement staff to relieve them, and/or clients to leave to alternate accommodations (someone within their supportive network, or a designated manager willing to house them during the emergency). The manager would be expected to have ongoing contact with the staff remaining within the program to remain updated on the situation.



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**Important Contact Information**

Note: the Third Party contacts are generally contacted by a Manager or Director. Please contact the appropriate Manager before contacting outside help, as the issue may have a special process or may have been dealt with.

**Third Party Contacts**

Fire Alarm

Chubb Edwards 1-705-722-3977

Power Failure:

Hydro (for information) 1-800-434-1235

Water Services:

New Leaf maintenance department

Air Conditioning

Pamar Mechanical 1-416-720-6452

John Chard 905-806-0440

Drains (flooding)

New Leaf maintenance department

Electrical

Claymore Electrical Services 905-967-4862

Maglocks (Elms and Tamaracks)

Chubb Edwards – Toronto Network Services 1-800-668-2482

Plumbing

New Leaf maintenance department

Telephone System

High Tech Communications 905-853-2335

Bug Problem

York Pest Control 905-853-0702

Enbridge Gas

(Farm, DWR, Aspens, Day Services) 1-877-766-6696

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Health & Safety Policies

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Septic Pump Out

McGruthers 905-853-5566

***Suppliers and Contractors:*** Prescription Medication, over the counter medication.

SmartMeds Pharmacy

960 Cumberland Ave., Burlington, Ontario L7N 3J6

1-905-336-8672

*Contact Name:* Stefani Daws (cell : 905-320-8089)

***Alternate Supplier:*** Prescription Medication, over the counter medication.

Shoppers Drug Mart

111 Davis Drive, Newmarket, Ontario L3Y 8X2

905-898-7771

Newmarket, Ontario

*Contact Name:* Mohammed Zahid

***Suppliers and Contractors:*** Propane

Ed Pro

520 Sovereign Road. London, Ontario N5V 4K4

519-690-0000

Acct# 45878625

***Alternate Supplier:*** Propane

Budget Propane

1011 Beiers Rd. RR#1, Gravenhurst, Ontario P1P 1R1

1-888-405-7777

[budget@budget\\_propane.net](mailto:budget@budget_propane.net)

***Alternate Supplier:*** Propane

Superior Propane

P.O. Box. 87, Peterborough, Ontario K9J 6Y5

K9J 6Y5

1-877-873-7467

***Suppliers and Contractors:*** Drinking Water

Culligan

600 Haines Road, Newmarket, Ontario L3Y 6V5

905-836-1792

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***Alternate Supplier:*** Drinking Water

Cedar Springs  
45 Villarboit Crescent, Concord, Ontario L4K 4R2  
1-800-952-3327

***Alternate Supplier:*** Drinking Water

Water Depot  
16700 Bayview Avenue, Newmarket, Ontario  
905-836-6077

***Suppliers and Contractors:*** Heating Oil

Petro Canada (Petro Partners)  
3993 Keele Street, North York, Ontario M3J 2X6  
416-461-0991  
Acct# 55803276

***Alternate Supplier:*** Heating Oil

Ultramar  
4950 Mt. Albert Road, Mount Albert, Ontario L0G 1M0  
1-888-820-4443  
Acct# 3999000

***Alternate Supplier:*** Heating Oil

Imperial Oil (Esso)  
1150 Finch Avenue West, North York, Ontario M3J 2E4  
416-736-2700

***Suppliers and Contractors:*** Gasoline and Diesel Fuel

Kidd Fuels Ltd.  
1741 Albion Road, Toronto, Ontario M9V 1C3  
416-741-2343  
Acct# 7202398

***Alternate Supplier:*** Gasoline and Diesel Fuel

Ultramar  
4950 Mt. Albert Road, Mount Albert, Ontario L0G 1M0  
1-888-820-4443 Acct# 3999000

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***Alternate Supplier:*** Gasoline and Diesel Fuel  
Imperial Oil (Esso)  
1150 Finch Avenue West, North York, Ontario M3J 2E4  
416-736-2700

***Suppliers and Contractors:*** Food Service  
Serca (Sysco) Food Service Inc.  
7055 Kennedy Road, Mississauga, Ontario L5S 1Y7  
1-888-440-2525  
Acct# 39485001  
*Contact Name:* Cindy Monforton (pgr# 416-680-1097)

***Alternate Supplier:*** Food Service  
Stewart Foodservice Inc.  
201 Saunders Road, P.O. Box 970, Barrie, Ontario L4M 5E1  
1-200-461-4473  
*Contact Name:* Laurie Williams [lwilliams@stewartfoodservice.com](mailto:lwilliams@stewartfoodservice.com)

***Suppliers and Contractors:*** Janitorial Supplies  
Swish Maintenance Ltd.  
2512 Bristol Circle, Oakville, Ontario L6H 5S1  
1-800-509-3563  
Acct# 361020  
*Contact Name:* Rob Haddow

***Alternate Supplier:*** Janitorial Supplies  
Mr. Janitorial Supplies  
1188 Gorham Street, Newmarket, Ontario L3Y 8W4  
1-800-667-2604  
*Contact Name:* Ross Ferreri (cell) 905-955-1531

***Suppliers and Contractors:*** Staff Replacement  
Jodal Health Care Inc.  
130 Davis Drive Suite 210, Newmarket, Ontario L3Y 2N1  
905-895-8500 fax - 905-895-8504  
[jodalh.c@on.aibn.com](mailto:jodalh.c@on.aibn.com)  
*Contact Name:* Ayo Alabi

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***Alternate Supplier:*** Staff Replacement

Behaviourprise Consulting

1 High Meadow Place, Unit 18, Toronto, Ontario M9L 0A3

416-742-3282 fax – 416-745-3282

Contact Name: Lanre Duyile

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**Emergency Service Contacts**

Police, Ambulance or Fire (emergency) – 911

Police (non-emergency) – (905) 895-1221

York Region Public Health – (905) 895-4511

TeleHealth Ontario – 1-866-797-0000 [voice]

1-866-797-0007 [TTY]

Poison (information) – 1-800-268-9017

**MEDICAL EMERGENCY PROCEDURES**

- EMERGENCY MEDICAL SERVICES (EMS)
- 
- Where emergency medical services are required, residential staff must:
  - 1) Dial 911 to notify of medical emergency
  - 2) Ensure medical needs of resident/client are managed
  - 3) Communicate all pertinent medical information to attending EMS staff
  - 4) Contact on-call manager. On-call manager will ensure family/guardian is notified
- 5) Where required, provide direct support to resident/client at regional hospital
  - 6) Effectively communicate medical information with medical staff at regional hospital
  - 7) Complete documentation as required including incident report and/or medical incident report. Ensure documentation is forwarded to on-call manager within 24 hours.

**CLIENT MISSING PROCEDURE**

**It is the responsibility of the staff on shift to at all times know the whereabouts of the individuals who reside at the home. These persons will be considered missing immediately upon staff becoming aware of their absence.** There should be no delay in initiating the search and find protocols below.

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In the case of a resident who has unsupervised access outside of the home he/she will be considered missing when they are unaccounted for after two hours of the expected time of arrival/return at the residence or program destination point.

*Search and Find:*

If suspicion of disappearance is evident, the staff on duty will do the following:

- Check the individual's last known place of whereabouts
- Question persons there about the missing person's departure in regard to his/her mood, mode of transportation, verbal remarks on departure, and indications of his/her destination.
- If no success arises from this check, the staff on duty will then organize a brief search of the immediate area of known places of interest to the individual.
- Check all areas of the house ie: every room! Check the grounds. In the case of the Farm residence, check all outbuildings. Walk down the lane and look up and down the road (do not walk up the road, just look and see if you can see the person). Walk back to the house calling the person's name loudly.
- If unsuccessful the staff on duty will contact the manager on-call.
- Obtain the person's emergency file, which always has an updated photo and write down the person's name, height, hair and eye colour, weight, complexion, type and colour of clothing he/she was wearing.
- Call a member of management staff.
- If, after one (1) hour of searching (less than one hour in the case of a very vulnerable individual, an individual who may pose a potential threat to harm themselves or others, or extreme weather), the person cannot be located, call the police. Tell them who you are, the steps and measures you have taken; give them the physical description you have written down. Usually the police will come to the particular residence. Show the picture in the emergency file and provide a complete physical description, including the clothing the missing person was wearing.
- If a resident becomes missing during an outing do not leave the area, he/she may return. If possible, send someone to search the area and bring him/her back. If not quickly located, call the police (or security personnel if at a mall or theme park) and ask for their assistance in locating the missing person. If the missing person is not located in one (1) hour of informing the police or security personnel call the on-call home at 905-955-9511.
- The missing individual's next of kin will be notified by the manger on-call. If unsuccessful in locating the missing person the manager will contact the Executive Director, and a Serious Occurrence Report will be filed with MCSS.

*Follow Up:*

The staff involved/on duty are required to complete a fully detailed incident report. The staff member on duty is responsible to ensure that all relevant information related to the search is passed on to replacement staff and the next shift.

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It is at the discretion of the on-call manager as to whether staff then on duty will remain on duty until the situation is resolved.

If the missing person is located the staff on duty will contact all parties involved in the search to apprise them of the situation.

### **FIRE PROCEDURES**

**If staff see a fire, call 911 immediately.**

Refer to New Leaf Fire Safety Plans located in the residence office and at each entrance.

### **EVACUATION PLAN**

#### **RESIDENTIAL PROGRAM**

See Fire Safety Plan as per individual residence/program instructions.

#### **DAY PROGRAM**

Refer to each Day Services building Fire Safety Plan

Note: The building that will be chosen for relocation during a fire emergency will be determined by the location of the building on fire. Generally, the choice of relocation would be as far away as possible from the burning building. For example, if the Wood shop was on fire, the relocation building would be the Pool/Rec Centre.

During the critical moments staff must be sure to do an accurate head count of all residents and staff. One staff member should gather the fire plan and be prepared to provide instructions and assistance to the fire department upon their arrival.

### **CONTAMINATION OF WATER OR LACK OF WATER PROCEDURES**

If, as a result of monthly water sampling, an adverse water notification has been issued, New Leaf management will advise the involved program of the notification. At this time management will provide instructions as to the procedures that will need to be followed. Re-sampling schedules, further advisories issued and alternative drinking water options will be implemented until the re-sample tests have been completed and the regional health unit had deemed the water safe for use again.

If the well water system goes into alarm and the water shuts off, staff are to notify the maintenance department and will be instructed to attempt to reset the system by 1) going to a cold water tap and leaving it on; 2) unplugging the two 110V wires from the

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UV unit and the solenoid valve; wait 10 seconds then plug them back in; most units have a two minute time delay. After 2 minutes the water should start to flow to the opened tap. Turn off the tap and the unit should be reset. In some cases the above procedure must be repeated 2 or 3 times.

### **WATER EMERGENCY SUPPLIES**

- 1) Switch to bottled water for drinking, cooking, hygiene and general cleaning. Ensure there is enough in stock and purchase more as required.
- 2) Extra hand sanitizer – check to ensure that all hand sanitizer dispensers are full. Extra bottles should be available.
- 3) Pails of water for flushing toilets.

## **PANDEMIC OUTBREAK PROCEDURES**

### **Pandemic Action Plan-Residential Programs**

Should New Leaf be affected by an influenza pandemic, the direct care and well being of the residents will be the highest priority of the residential staff. As there is a working assumption that staff levels could fall as low as half during a pandemic, the primary care focus will be the provision of **basic personal needs, reduced opportunities for infection (re-infection), access to and provision of appropriate and relevant medical care** and, presuming that some level of social isolation will occur, staff will endeavour to create a semblance **of daily structure** that is so critical to our residents' well being while keeping in mind risk reduction for infection.

#### **Basic Personal Needs:**

- Provision of nutritious food. New Leaf has alternate suppliers in place should there be a disruption with current wholesale company.
- Homes to be maintained to the highest standards of cleanliness and order possible. Increased participation of residents may be required. Cleaning staff may be limited to assigned locations to reduce possible spread of infection.
- Clothing to be maintained, laundered and kept in good repair as appropriate for the season. Shopping opportunities may be limited so a stock of clothing and personal items (such as hygiene supplies) should be maintained at all times.
- Regular medication administration to continue in addition to any newly prescribed or OTC medications. New Leaf has alternate pharmaceutical suppliers available should current supplier experience disruption of service.

#### **Reduced Opportunities for Infection/Re-infection:**

- All staff to practice universal precautions and assist residents to do the same.

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- If directed by management, in consultation with the local health authority, staff may be required to monitor temperature and symptoms when arriving on shift in addition to bringing a change of clothes for work purposes. If required, staff may be required to wear masks and/or gloves or other protective equipment provided by New Leaf.
- Access to the community or other locations may be limited in order to reduce the threat of infection/ re-infection.

**Medical Care:**

- Residents will continue to receive relevant and appropriate medical care in situations that are deemed to be necessary (urgent and or critical cases).
- Non-urgent medical appointments may need to be cancelled in an effort to reduce the possibility of exposure to infection. Such appointments may include: Eye doctor, dentist, podiatrist, massage and physiotherapist and perhaps psychiatric reviews.

**Daily Structure:**

- In cases where daily routines are disrupted and/or social isolation must be imposed, staff are to make every effort to ensure that, inasmuch as is possible, a daily routine can be established that is based around the needs and desires of the residents in their care. A routine that provides stability and predictability is essential for the continued mental health of our residents. Community and Day Program and Respite Program participation may be altered or suspended for some or all residents and staff during an influenza pandemic.

**Pandemic Action Plan – Maintenance and Farm Program**

- New Leaf is somewhat unique in that New Leaf's maintenance staff directly provides approximately 95% of the maintenance requirements for our agency. Therefore, if staffing levels were to be maintained as normal, most of our maintenance requirements would be met.
- If staffing were to be reduced the maintenance needs would be adjusted to the most necessary requirements with water, hydro and heat being a priority. The resident's safety, care and well being would continue to be our highest priority. Pre-planned maintenance programs may have to be suspended until staffing levels return to normal.
- New Leaf's homes all have generator back-up therefore water, heat, cooking and refrigeration would be maintained(please see attachment for additional propane fuel suppliers). If residential staff numbers were to drop or become lower than a safe and workable number of staff per residence then the effected residents would be relocated to New Leaf's main farm. Most of the vocational areas have been designed for complete accommodation of all of New Leaf's residents in the case of an ongoing emergency. EP-12
- It should be assumed that the Day Program would be temporarily closed; maintenance staff would therefore maintain and feed the farm animals. Animal feeds generally have a 2-3 month supply on hand; animal feed should not be a concern. Housekeeping staff may have to be limited to certain areas to reduce the spread of possible infection.

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- Housekeeping and maintenance staff may also assist in the provision of groceries and supplies to the programs as required.

**Pandemic Action Plan – Finance / Administration Department**

Should New Leaf be affected by an influenza pandemic, the direct care and well being of the residents will be the highest priority of the administrative staff. The provision of basic personal needs, reduction of opportunities for infection and the provision of necessary medical care will be of the utmost importance.

The Finance Department will endeavour to provide the following services in the case of such a situation:

**Residents:** Funds will be made available to provide the necessary personal needs (i.e.: hygiene) and dietary needs (groceries). If New Leaf is unable to receive and/or distribute food from the central location, funds will be distributed to individual houses in order that they are able to purchase food items as needed.

**Employees:** Payroll distribution will continue as usual. If specifics regarding staff and hours worked are not available, payroll will be based on published schedules. Any debits or credits to employees will be reconciled upon return. Benefits will continue to be provided as usual.

**Vendors:** Utilities will continue to be paid via automatic bank debit. Vendors paid directly will be addressed on an individual basis.

**General Public Inquiries:** Phone messages will be adjusted to reflect the situation and will be amended on a daily basis where possible. Questions posed to New Leaf regarding the status of a particular situation will be forwarded to the Executive Director for response.

**BOMB THREAT PROCEDURES**

Any bomb threat will be taken seriously and immediate evacuation will occur. The following steps must be taken:

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1. Evacuate the building immediately and make your way to a safe alternate location. The minimum distance for evacuation is 300ft in every direction, including the areas above and below.
2. Call 911 to notify police immediately
3. Notify your manager/manager On Call immediately

No one is to tamper with anything when conducting the evacuation. Leave in a calm, organized manner and use a buddy system to ensure no one is left behind.

Once contact has been made with 911 and the Manager in charge, you will be directed to a safe alternate location. If you are evacuating a residential program, you will make your way to the New Leaf Recreational Centre at 19601 Leslie St. Queensville, Ontario.

The police will involve the Explosives Removal Unit (ERU) who will conduct a search of the facility.

Re-entering the premises can only be done once a thorough search has been completed and it deemed safe by the police, ERU (and Executive Director).

### **POWER OUTAGE PROCEDURES**

Most power outages will be over almost as soon as they begin, but some can last much longer. Power outages are often caused by freezing rain, sleet storms and/or high winds which damage power lines and equipment. Cold snaps or heat waves can also overload the electric power system.

During a power outage, there will be no heating/air conditioning, lighting, hot water, or even running water. You will need to use a land line to make phone calls as cellular phones and BlackBerrys will not operate. Each home has a non electronic, analog phone stored away in the med closet. Unplug the base of the wireless phone and plug in the analog phone. If the phone lines are still up and working, the analog phone will work.

All residential homes are equipped with a stand alone generator. If there is a power outage the following is the protocol that must be followed:

1) call Ontario Hydro power outage information line 1-800-434-1235. You will be required to provide the address of the home plus the Ontario Hydro account number (please refer to the list below)

Aspens	# 09541-99010
Birches	# 21960-32589
Cedars	# 84560-32918

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Drake Will	# 46820-35430
Elms	# 25373-43009
Farm	# 46940-29102
Lindens	# 90791-58007
Maples	# 71970-25681
Oaks	# 65770-21871
Pines	# 15760-33603
Tamaracks	# 59571-52023
Willows	# 71940-32460
Pool/Rec & Voc	# 46940-29102
Main Office	# 46940-28025

When you get through, the system will tell you the expected length of the outage. If the outage is expected to be greater than 2 hours, the on-call manager and the maintenance department are to be notified. Maintenance will send someone out to start the generator, which will provide some of the power requirements. Generally water, heat, freezers and fridges, septic pumps and some lighting are provided.

NOTE: staff ARE NOT permitted to start the generators – maintenance staff must be notified and will arrive on site to start the unit.

**a.) During a Power Outage**

- First, check whether the power outage is limited to your location. If neighbours' power is still on, check the circuit breaker panel or fuse box. If the problem is not a breaker or a fuse, check the service wires leading to the house. If they are obviously damaged or on the ground, stay at least 10 meters back and notify your manager or the On Call manager and maintenance immediately.
- Turn off all unnecessary tools, appliances and electronic equipment, and turn the thermostat(s) for the home heating system down to minimum to prevent damage from a power surge when power is restored. Also, power can be restored more easily when there is not a heavy load on the electrical system.
- Turn off all unnecessary lights, except one inside and one outside, so that both you and hydro crews outside know that power has been restored.
- Don't open the freezer or fridge unless it is absolutely necessary. A full freezer will keep food frozen for 24 to 36 hours if the door remains closed.
- Never use charcoal or gas barbecues, camping heating equipment, or home generators indoors. They give off carbon monoxide. Because you can't smell or see it, carbon monoxide can cause health problems and is life-threatening.

**i) Evacuation Procedures**

**Evacuation will only take place if directed by the Executive Director and/or their designate.**

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In the event of an extended or prolonged power outage, staff and clients will be directed to an alternate location by a Director.

If the program must be evacuated, maintenance and management will protect it by taking the following precautions:

- Turn off the main breaker or switch of the circuit-breaker panel or power-supply box.
- Turn off the water main where it enters the house. Protect the valve, inlet pipe, and meter or pump with blankets or insulation material.
- Drain the water from your plumbing system. Starting at the top of the house, open all taps, and flush toilets several times. Go to the basement and open the drain valve. Drain the hot water tank by attaching a hose to the tank drain valve and running it to the basement floor drain.  
Note: If you drain a gas-fired water tank, the pilot light should be turned out – call the local gas supplier to re-light it.
- Unhook washing machine hoses and drain.
- Do not worry about small amounts of water trapped in horizontal pipes.
- Remove all fridge and freezer foods and relocate to the Farm/Day Services.

**i. After the power returns:**

- Do not enter a flooded basement unless you are sure the power is disconnected.
- Do not use flooded appliances, electrical outlets, switch boxes or fuse-breaker panels until they have been checked and cleaned by a qualified electrician.
- Replace the furnace flue (if removed) and turn off the fuel to the standby heating unit.
- Switch on the main electric switch (before, check to ensure appliances, electric heaters, TVs, microwaves computers, etc. were unplugged to prevent damage from a power surge).
- Give the electrical system a chance to stabilize before reconnecting tools and appliances. Turn the heating-system thermostats up first, followed in a couple of minutes by reconnection of the fridge and freezer. Wait 10 to 15 minutes before reconnecting all other tools and appliances.
- Close the drain valve in the basement.
- Turn on the water supply. Close lowest valves/taps first and allow air to escape from upper taps.
- Make sure that the hot water heater is filled before turning on the power to it.
- Have security systems and fire alarms reset.
- Restock the fridge and freezer.

## **FLOOD PROCEDURES**

Floods are the most frequent natural hazard in Canada. They can occur at any time of the year and are most often caused by heavy rainfall, rapid melting of a thick snow pack, ice jams, or more rarely, the failure of a natural or man-made dam.

### **j. Emergency Procedures**

- 1) Contact your residential manager or On Call manager immediately and 911 if the situation is life threatening
- 2) Gather all clients and staff and prepare for possible evacuation
- 3) Take emergency files and all emergency contact information with you
- 4) Take 4 days worth of client medications
- 5) Take client profile information to share with emergency response personnel
- 6) If safe to do so, turn off basement furnace and outside gas valve if so equipped
- 7) Do NOT attempt to shut off electricity if any water is present. Water and live electrical wires can be lethal
- 8) Keep informed about what roads are safe, where to go and what to do if the local emergency team asks you to leave the program. Contact the On Call manager immediately if this is the case.

#### **i. Evacuation Procedures**

- Vacate the program immediately when you are advised to do so by local emergency authorities and/or the residential manager or On Call manager.
- Take the emergency files with you.
- Count all clients as you vacate the program and have a buddy system in place so no one is left behind.
- Follow the routes specified by officials. Don't take shortcuts. They could lead you to a blocked or dangerous area.
- Ensure that you have the Emergency files with you at all times.

#### **ii. Never cross a flooded area**

- If you are on foot, fast water could sweep you away.
- If you are in a car, do not drive through flood waters or underpasses. The water may be deeper than it looks and your car could get stuck or swept away by fast water.
- Avoid crossing bridges if the water is high and flowing quickly.
- If you are caught in fast-rising waters and the vehicle stalls, leave it and save yourself and your clients and co-workers.

#### **iii. Re-entering the Program**

- Do not return until directed by the residential manager or On Call manager.
- If the main power switch was not turned off prior to flooding, do not re-enter until maintenance staff or a qualified electrician has determined it is safe to do so.
- Use extreme caution when returning after a flood.
- Appliances that may have been flooded pose a risk of shock or fire when turned on.

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- Do not use any appliances, heating, pressure, or sewage system until electrical components have been thoroughly cleaned, dried, and inspected by maintenance staff or a qualified electrician.
- The main electrical panel must be cleaned, dried, and tested by a qualified electrician to ensure that it is safe.
- Depending on where you live, your municipal or the provincial inspection authority is responsible for the permitting process required before the electric utility can reconnect power to the home.

**iv. Before Moving the Clients Back Into the Program**

Once the flood waters have receded, you must not move the clients back in the program until:

- The regular water supply has been inspected and officially declared safe for use.
- Every flood-contaminated room has been thoroughly cleaned, disinfected and surface-dried.
- All contaminated dishes and utensils have been thoroughly washed and disinfected – either by using boiling water or by using a sterilizing solution of one part chlorine bleach to four parts water. Rinse dishes and utensils thoroughly.
- Adequate toilet facilities are available
- Permission is granted by the Executive Director or designate

**TORNADO PROCEDURES**

Tornadoes are relatively common in Canada, but only in specific regions: southern Alberta; Manitoba and Saskatchewan; southern Ontario; southern Quebec; the interior of British Columbia; and western New Brunswick. Tornado season extends from April to September with peak months in June and July, but they can occur at any time of year.

**k. Tornado facts**

- Canada gets more tornadoes than any other country with the exception of the United States.
- Tornadoes are rotating columns of high winds.
- Sometimes they move quickly (up to 70 km/hour) and leave a long, wide path of destruction. At other times the tornado is small, touching down here and there.
- Large or small, they can uproot trees, flip cars and demolish houses.
- Tornadoes usually hit in the afternoon and early evening, but they have been known to strike at night too.

**i. Warning signs include:**

- Severe thunderstorms, with frequent thunder and lightning
- An extremely dark sky, sometimes highlighted by green or yellow clouds

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- A rumbling sound or a whistling sound
- A funnel cloud at the rear base of a thundercloud, often behind a curtain of heavy rain or hail.

**i. Canada's tornado warning system**

Environment Canada is responsible for warning the public when conditions exist that may produce tornadoes. It does this through radio, television, newspapers, its internet site, as well as through its weather phone lines.

**m. What to Do During a Tornado**

**i. If you are in a House**

- Take the clients to the basement or take shelter in a small interior ground floor room such as a bathroom, closet or hallway.
- If there is no basement, have everyone take shelter under heavy tables or desks.
- In all cases, stay away from windows, outside walls and doors.

**ii. If you are in an office or apartment building**

- Take shelter in an inner hallway or room, ideally in the basement or on the ground floor
- Do not use the elevator
- Stay away from windows

**iii. If you are in a gymnasium, church or auditorium**

- Large buildings with wide-span roofs may collapse if a tornado hits.
- If possible, find shelter in another building.
- If you are in one of these buildings and cannot leave, take cover under a sturdy structure such as a table or desk.

**iv. Avoid cars**

- More than half of all deaths from tornadoes happen in mobile homes.
- Find shelter elsewhere, preferably in a building with a strong foundation.
- If no shelter is available, lie down in a ditch away from the car or mobile home. Beware of flooding from downpours and be prepared to move.

**v. If you are Driving**

- If you spot a tornado in the distance go to the nearest solid shelter.
- If the tornado is close, get out of your car and take cover in a low-lying area, such as a ditch.

## **EARTHQUAKE PROCEDURES**

### **n. What to expect during an earthquake**

#### **i. Small or moderate earthquakes**

- These can last only a few seconds and represent no emergency risk.
- Ceiling lights may move and some minor rattling of objects may occur
- You may feel a slight quiver under your feet if you are outside.
- If you are close to its source, you may hear a loud bang followed by shaking.

#### **ii. Large earthquakes**

- These can last up to several minutes and constitute a natural disaster if its epi-centre is near a densely populated area, or its magnitude sufficiently large for the region.
- The ground or floor will move, perhaps violently.
- Whether far away or close to the source, you will probably feel shaking followed by a rolling motion, much like being at sea.
- If you are far away from the source, you might see swaying buildings or hear a roaring sound.
- You may feel dizzy and be unable to walk during the earthquake.
- If you are in a high rise or a multi-storey building, you may experience more sway and less shaking than in a smaller, single-storey building. Lower floors will shake rapidly, much like residential homes. On upper floors, movement will be slower but the building will move farther from side to side.
- Furnishings and unsecured objects could fall over or slide across the floor.
- Unsecured light fixtures and ceiling panels may fall.
- Windows may break.
- Fire alarms and sprinkler systems may be activated.
- Lights and power may go off

#### **o. Emergency Procedures**

- 1) Contact your residential manager or On Call manager immediately and 911 if you need emergency response immediately
- 2) Stay calm
- 3) Ensure everyone is safe and that you move to a safer location if possible
- 4) Wherever you are when an earthquake starts, take cover immediately
- 5) Move a few steps to a nearby safe place if need be. Stay there until the shaking stops

#### **i. If you are indoors: "DROP, COVER, HOLD ON"**

- Stay inside.
- **Drop** under heavy furniture such as a table, desk, bed or any solid furniture.
- **Cover** your head and torso to prevent being hit by falling objects.
- **Hold** onto the object that you are under so that you remain covered.
- If you can't get under something strong, or if you are in a hallway, flatten yourself or crouch against an interior wall.
- If you are in a shopping mall, go into the nearest store.
- Stay away from windows, and shelves with heavy objects.
- If you are at a school, get under a desk or table and hold on. Face away from windows.

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- For any clients in a wheelchair, lock the wheels and protect the back of their head and neck.

**ii. If you are outdoors**

- Stay outside.
- Go to an open area away from buildings.
- If you are in a crowded public place, take cover where you won't be trampled.

**iii. If you are in a vehicle**

- Pull over to a safe place where you are not blocking the road. Keep roads clear for rescue and emergency vehicles.
- Avoid bridges, overpasses, underpasses, buildings or anything that could collapse.
- Stop the car and stay inside.
- Listen to your car radio for instructions from emergency officials.
- Do not attempt to get out of your car if downed power lines are across it. Wait to be rescued.
- Place a HELP sign in your window if you need assistance.
- If you are on a bus, stay in your seat until the bus stops. Take cover in a protected place. If you can't take cover, sit in a crouched position and protect your head from falling debris.

**iv. AVOID the following in an Earthquake**

- Doorways. Doors may slam shut and cause injuries.
- Windows, bookcases, tall furniture and light fixtures. You could be hurt by shattered glass or heavy objects.
- Elevators. If you are in an elevator during an earthquake, hit the button for every floor and get out as soon as you can.
- Downed power lines – stay at least 10 metres away to avoid injury.
- Coastline. Earthquakes can trigger large ocean waves called [tsunamis](#).

**p. After an earthquake**

**Stay calm. Help others if you are able.**

- Ensure all clients are accounted for and safe.
- Contact the residential manager or On Call manager immediately.
- Be prepared for aftershocks.
- Watch television for information from authorities. Follow their instructions.
- Place telephone receivers back in their cradles; only make calls if requiring emergency services.
- Put on sturdy shoes and protective clothing to help prevent injury from debris, especially broken glass.
- Check the program for structural damage and other hazards. If you suspect it is unsafe, do not re-enter and contact your residential manager or On Call manager immediately and keep them informed of your location.
- If you are told by your manager to leave the program, take the emergency files and client medications and any other essential items with you. Do not waste food or water as supplies may be interrupted.

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- Do not light matches or turn on light switches until you are sure there are no gas leaks or flammable liquids spilled. Use a flashlight to check utilities and do not shut them off unless damaged. Leaking gas will smell.
- If tap water is still available immediately after the earthquake, fill a bathtub and other containers in case the supply gets cut off. If there is no running water, remember that you may have water available in a hot water tank (make sure water is not hot before touching it) and toilet reservoir (not the bowl).
- Do not flush toilets if you suspect sewer lines are broken.
- Carefully clean up any spilled hazardous materials. Wear proper hand and eye protection.
  
- Organize rescue measures if people are trapped or call for emergency assistance if you cannot safely help them and contact On Call.
- Place a HELP sign in a window if you need assistance.

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**APPENDIX**

**RESOURCES**

[www.emergencymanagementontario.ca](http://www.emergencymanagementontario.ca)

[www.halton.ca](http://www.halton.ca)

[www.getprepared.gc.ca](http://www.getprepared.gc.ca)

[www.publicsafety.gc.ca](http://www.publicsafety.gc.ca)

The Bob Rumball Association for the Deaf

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**SNOW AND ICE MAINTENANCE -POLICY**

**Effective Date:** April 1, 2010

**Policy #:** HS-12

**Revision Date:** \_\_\_\_\_

**SCOPE:**

All employees, volunteers and able residents

**RATIONALE:**

Winter conditions that can lead to the accumulation of snow and ice can present as safety hazards. The vigilant monitoring and treatment of snow and ice build up will minimize personal risk to all staff, volunteers, residents and guests at New Leaf.

**POLICY STATEMENT:**

It is the responsibility of all staff and management at New Leaf to maintain a safe winter work environment. In order to maintain the safest possible workplace, maintenance, residential and Day Program staff must work collaboratively in keeping all areas of pedestrian traffic sanded and salted.

**GENERAL:**

All areas where pedestrian traffic occurs or will likely occur need to be maintained constantly in terms of snow removal and the application of sand and salt. These critical areas include all stairs, ramps, decks, and walkways including any parking lot areas on which staff are likely to walk either in general passage or in order to access vehicles.

Maintenance is tasked with plowing, sanding and salting all driveways and parking areas as required. It is the responsibility of staff to contact the maintenance department when plowing, sanding and salting is required for these areas. It is a requirement of program staff to maintain snow removal, sanding and salting on pedestrian walkways at each program location at all times. Further, if ice or snow accumulates in parking areas during times when maintenance is not immediately available, it is the responsibility of program staff to remove snow and sand/salt any and all parking areas related to their program location.

Sand and salt pails are provided to each location at the beginning of the winter season and staff are required to ensure that supplies are maintained as required.

**REFERENCES:**

Occupational Health and Safety Act

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**RECREATIONAL POOL**  
**POLICY**

**Effective Date:** April 1, 2010                      **Policy #:** HS-13

**Revision Date:** April 12, 2013

**GENERAL POOL FACILITY RULES**

- Food or beverages are not permitted on the pool deck.
- Staff and residents/guests will take a cleansing shower using soap and warm water before entering the pool.
- Pool/deck capacity is not to exceed 10 persons at one time. Note: Pool deck is considered 6 ft. from the edge of the water surrounding the entire pool.
- Pool capacity may exceed 10 persons only when a certified lifeguard is on duty.
- Diving is **not** permitted.
- Rules/Health and Safety Regulations posted at the pool must be obeyed at all times.
- Residents/guests who experience seizure activity must wear a lifejacket in the pool.
- A minimum of two staff are required in the pool area at all times, one of which must be a competent swimmer.
- If a resident/guest leaves during a swim (ie. to go to the washroom) and does not return in a reasonable amount of time, the staff members must first clear the pool of participants before one staff member leaves the swimming area.

**POOL EMERGENCY**

In the event of an emergency, all staff will play a part in the rescue and support of residents and guests. Time is a key factor in a water rescue. A person can only survive a very short time under water.

As soon as an accident is discovered, the staff member will immediately clear the pool by pushing the **emergency stop button** (located on the south wall) meaning “everyone out of the water.”

Staff must act immediately. In the case of a drowning or critical injury, staff will immediately begin rescue and resuscitation and/or stabilization of the victim. One staff

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must call 911, following the emergency telephone procedures posted on the north wall beside the pool area phone.

Resuscitation will continue until ambulance attendants have arrived and are in position to take charge.

In the event that all the pumps must be shutdown due to a major accident or mechanical situation, staff will immediately push the **emergency stop button** located on the south wall. Staff will then notify the maintenance department (905)955-9501 or (905)955-9514

**PRECAUTIONS TO TAKE WHEN TREATING SITUATIONS INVOLVING  
BODY FLUIDS**

Feces, Urine, Vomit or Blood **on** the Pool Deck:

1. Put on vinyl gloves
2. Use paper towel or cloth to wipe up affected area of all visible particles
3. Fill mop bucket with HOT water and floor cleaner.
4. Mop affected area thoroughly.
5. Disinfect area using Quattro 78.
6. Discard mop water outside away from walkways.

Feces or Vomit **in** the Pool:

1. Clear the entire pool of swimmers.
2. Shut down pumps by pushing the emergency stop button located on the south wall.
3. Contact the maintenance department (905)955-9501 or (905)955-9514

**FIRE ALARM EVACUATION PROCEDURE**

Upon discovery of a fire, the following steps are to be taken:

1. Leave the fire area immediately, assisting any persons in immediate danger to evacuate. Make sure that doors to affected area are closed.
2. Activate the building fire alarm system by operating the nearest fire alarm station as you leave the fire area. Ensure entire building is vacated.
3. Leave by the nearest exit.
4. Call the fire department at 911 from a safe location.
5. Designate a person to meet the Fire Department at the staff parking lot, to provide direction to the recreational building.
6. Relay all pertinent information to the Fire Department.
7. Notify the on-call manager (905)955-9511.
8. Notify the maintenance department (905)955-9501 or (905)955-9514



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**SCHEDULING OF SWIMMING ACTIVITIES**

Due to the water testing and maintenance related issues that must take place before and after pool use (Regulation 565 of the Health Protection and Promotion Act), swimming must be planned in advance and scheduled through the Recreational Pool Supervisor at (905)478-1418 ext.124. Staff must notify the Recreational Pool Supervisor 24 hours in advance of a planned swim.

**HEALTH PROTECTION AND PROMOTION ACT – REGULATION 565**

New Leaf Inc. and its staff will follow all rules and regulations as outlined in Regulation 565 of the Health Protection and Promotion Act for Class ‘B’ pools. (See attached).

## **First Aid**

**Effective Date:** April 1, 2010

**Policy #:** HS-14

**Revision Date:** \_\_\_\_\_

Under the Occupational Health and Safety Act there is a Regulation for Employers to follow regarding First Aid. This is Regulation 1101 and it states that a First Aid Station shall contain:

- 1)(a) all items required by the regulation
- (b) a notice board displaying the Form 82 poster (in case of an accident), the valid first aid certificates of the trained workers and an inspection form for the inspection of the first aid kit.

The Regulation further explains an employer's duty to ensure that the First Aid Kit is easily assessable, contains as a minimum the first aid items as required by this regulation, that it is at the expense of the employer, that a record is kept of all uses of the first aid kit, and that the kit is inspected at least quarterly.

Regulation 1101 then goes on to explain the exact items that must be located in the First Aid Kit. The items required depends on the number of workers you have on per shift and New Leaf follows the requirements for employers employing more than five but not more than fifteen workers per shift.

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**Equipment Operation Safety Policy**

**Effective Date:** April 1, 2010

**Policy #:** HS-15

**Revision Date:** \_\_\_\_\_

**SCOPE:**

All New Leaf employees, volunteers and people in service at New Leaf.

**RATIONALE:**

It is recognized that machines and equipment can make task completion simpler. New Leaf also acknowledges that the operation of any machinery and equipment can pose safety hazards if staff is not trained in its use for the specific purpose for which it was intended.

**POLICY STATEMENT:**

Use of designated equipment and machinery is limited only to persons who have received specific training related to the safe use of that piece of equipment.

**GENERAL:**

This policy relates to each designated piece of equipment or machinery as listed in appendix I, as amended from time to time. Training must be provided by a competent person and staff are required to read and understand operating instructions and indicate, in writing, that they possess the requisite knowledge required for the safe operation of machines and equipment used in the day to day operations at New Leaf. A record of training which includes the staff's written confirmation will be kept in their personnel file indefinitely.

**REFERENCES:**

Ontario Occupational Health and Safety Act

## **LOCKOUT POLICY**

**Effective Date:** April 1, 2010

**Policy #:** HS-16

**Revision Date:** \_\_\_\_\_

### **SCOPE:**

All New Leaf employees, volunteers, visitors and contractors while providing service at any New Leaf location.

### **RATIONALE:**

“Lockout” means to physically neutralize all energies in a piece of equipment before beginning any maintenance or repair work. Lockouts generally involve:

- \* stopping all energy flows (for example, by turning off switches, or valves on supply lines)
- \* locking switches and valves
- \* securing the machine, device, or power transmission line in a de-energized state (for example, by applying blocks or blanks, or bleeding hydraulic or pneumatic pressure from lines).

If a lockout is not performed, uncontrolled energies could cause:

- \* electrocution (contact with live circuits)
- \* cuts, bruises, crushing, amputations, death, resulting from:
  - entanglement with belts, chains, conveyors, rollers, shafts, impellers
  - entrapment by bulk materials from bins silos or hoppers
  - drowning in liquids in vats or tanks
- \* burns (contact with hot parts, materials, or equipment such as furnaces)
- \* fires and explosions
- \* chemical exposures (gases or liquids released from pipelines)

Often power sources are inadvertently turned on, or valves opened mistakenly before the work is completed, resulting in serious injuries and fatalities. Therefore, it is important not only to ensure that all energies are properly locked out, but also that they remain locked out until the work is completed.

For lockouts to be effective, a clear, well-defined lockout policy supported by administrative and control procedures, and proper training is essential.

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**POLICY STATEMENT:**

New Leaf is committed to ensuring that work performed by New Leaf employees, volunteers, visitors and contractors adheres to the relevant safety laws and regulations in order to protect the health and safety of the company as a whole.

New Leaf's employees, volunteers, visitors and contractors who perform maintenance or service on energized equipment will adhere to New Leaf's procedure for lock out in order to prevent injury from unexpected energizing, start up or release of stored energy.

If an employee, volunteer, visitor or contractor must interact with a machine (other than normal operating mode) in a manner which may have the potential to cause injury to himself or others, then he or she must lock out the machine, electrical fixture, or any other system where the flow of fluids, or gases could have a potential to cause injury.

**ADMINISTRATIVE REQUIREMENTS:**

All administrators are responsible for ensuring that their areas of responsibility comply with New Leaf's lockout policy and procedures and all other safety laws and regulations.

All Managers and Supervisors are responsible for ensuring that designated staff in their area(s) of responsibility complies with New Leaf's lockout policy and also ensure that such designated staff have received the necessary lockout training.

New Leaf's health and Safety Committee is responsible for health and safety in general of all staff, volunteers, visitors and contractors.

**GENERAL PROCEDURES:**

This procedure is to be utilized each time a designated worker may come into contact with energized equipment. Whenever such work is performed, the worker shall isolate and make inoperative (lockout) all affected equipment.

**Management Responsibilities:**

Management shall:

- Develop specific procedures for controlling hazardous energy for each piece of equipment that falls under this procedure.
  - Identify New Leaf employees requiring training, including re-training.
  - Communicate procedures to affected workers or contractors and ensure compliance.
- Provide and maintain any required material (ie) locks, tags, etc. in order to isolate equipment from energy sources.
  - Ensure lockout documentation is completed and filed for future reference by officials.

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- Take all reasonable precautions necessary to protect the safety of workers as required under the terms of the Occupational Health and Safety Act, Ontario Electrical Code and related regulations.

Worker Responsibilities:

The worker shall:

- Evaluate hazards of the work to be performed and confirm a zero state of energy has been achieved. Eliminate the possibility of any release or stored energy.
- Ensure the safety of themselves and others by adhering to the lockout procedures.
- Advise their Supervisor of any alterations or changes that would require the addition/change of a lockout device.
- Advise the Supervisor if lockout device(s) is not available or will not function.
- Participate in mandatory lockout training.
- Employees shall not remove, interfere or disturb any locks or tags that are not their own.
- Report to the Supervisor any hazards that he/she becomes aware of.
- Work in compliance with the Occupational Health and Safety Act, Ontario Electrical Code and related regulations.

Training:

All New Leaf employees performing maintenance or servicing equipment are required to participate in lockout training. Supervisors of these employees are also required to attend.

The training program will include the following:

- Hazard recognition of energy sources
- Methods of energy isolation and control
- New Leaf Lockout Policy
- Lockout and tagging procedures
- Lockout removal procedures

Lockout Procedures:

The procedures for lockout may vary slightly depending on the piece of equipment and it's location, but the basic principals will remain. The procedures are to be used for any work involving electrical, pneumatic, gravitational, hydraulic or stored energy ie: springs, pressurized fuel gases, batteries, etc.

1. Review work to be performed to identify equipment requiring lockout. This requires knowledge of the system.

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2. If the machine or equipment is operating, shut it down using normal stopping procedures. This may require the participation of the operator.
  3. Isolate the equipment from its main power source.
  4. Lockout and tag the device with assigned lock and tags.
5. Relieve any additional stored or residual energy from equipment to ensure zero state of energy exists.
6. Verify that all steps above have been followed.
7. Prior to work being performed, ensure isolation or de-energizing has been achieved by testing with proven testing equipment. use test alive, test dead, test alive method.
8. Each employee who is called to work on equipment/machinery requiring a lockout will be issued locks and keys for their personal use only. At no time may a key be left in a lock which is being used to lock out equipment/machinery. Lockout tags which identify the holder of the key must be used in conjunction with the lock.
9. Before proceeding employees must check themselves for correct clothing:
  - \* no loose fitting clothing
  - \* wear personal protective equipment the job calls for
  - \* tie back long hair or put under cap/hardhat
  - \* do not wear rings, watch, bracelet or long necklaces
  - \* do not wear gloves around rotating equipment
10. Stop the machine/equipment by using the stop button. Trace energies to acceptable disconnect points. An acceptable disconnect effectively cuts off the energy supply to the equipment and can be secured with a lock so that no one except the person working on the equipment can reconnect the power.
11. All energy sources which could activate the machine must be locked out.  
Trace energies to learn:
  - how it moves through the system
  - how many locks and other devices will be needed
  - which stored energies need to be neutralized
  - which residual pressures need to be released

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Primary energies:

- electrical
- hydraulic (fluid under pressure)
- pneumatic (air under pressure)
- gas/water/steam/chemicals (usually in piping systems)

Secondary (stored) energies:

- mechanical motion (rotation)
- gravity
- stored mechanical energy (springs)
- thermal (temperature extremes)
- residual electricity (in capacitors or batteries)
- residual pressure (fluids, air, gas, steam, chemicals)

Any mechanics under tension or pressure such as springs, should be released and blocked. Objects subject to gravitational forces which could permit some part or all of the machine or equipment to move or fall must be blocked. This must be performed in order to obtain a zero energy state.

12. Prior to commencing repairs or adjustments on any machine or equipment, the worker must put his/her own lockout tags on the machine lockout device(s).

13. Where multiple crew or group lockout devices are used, the following procedure must be used so that each worker has the same level of protection as afforded by a personal lockout.

\* A single assigned individual will be given primary responsibility for all the workers under the protection of a particular lockout. This person will assume the overall job lockout and control responsibility. Lockout devices should be installed and removed only by direction of the person who has control over that procedure.

\* Use only an approved multiple lockout device.

\* Never use “daisy-chaining”.

14. The lockout devices must be tested by the person performing the lockout to ensure that the power cannot be turned back with the locks in place.

\* make certain that everyone stands clear, then operate the equipment controls (push buttons, switches, etc.) to assure that the machine is inactive. HS-16



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\* Ensure that the equipment controls have been returned to the off or neutralized position immediately after the test.

15. In situations where energy neutralizing devices are locked out and there is need to test or position the equipment the following procedure should be followed:

\* Clear all personnel to safety.

\* Clear away tools and materials from equipment.

\* Remove lockout devices and re-energize systems following established safe procedure.

\* Proceed with try-out or test.

\* Neutralize all energy sources once again, purge all systems and lockout prior to continuing work.

16. When work has been completed on a machine or equipment and before releasing the equipment to production operations:

\* Remove all tools and materials from the equipment

\* See that all equipment components are operationally intact, including guards and safety devices.

\* Inspect for obstructions, incomplete work, etc.

\* Repair or replace defective safeguards or safety devices before removing lockouts

\* Remove all lockout devices

\* Make visual check before restoring energy to ensure that everyone is physically clear of the equipment.

\* Notify the supervisor and operator that work is completed.

17. If work is not completed by the end of the work day, locks and warning tags must remain in place. **AT NO TIME SHOULD MACHINERY/EQUIPMENT BE LEFT IN AN UNSAFE CONDITION WITHOUT BEING LOCKED OUT.**

18. Where a worker is not available to clear their personal locks and tags due to illness, absenteeism, etc. the Maintenance Supervisor in control of the project will use his/her discretion in removing the lock. A lock inadvertently left on a lockout device by a worker would indicate that the worker has not followed procedure before releasing equipment/machinery into use. This worker is responsible for returning to the worksite, checking that the equipment/machinery is safe, removing lock and notifying supervisor of release.

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19. All portable equipment such as electric drills, etc., found to be in an unsafe condition, must be tagged “**DANGER, DO NOT USE**” and taken out of service immediately.

**20. Disciplinary measures up to and including discharge may be taken against personnel who fail to comply with this policy and procedure. Failure to comply also violated the Occupational Health and Safety Act and could result in legal charges being laid against the worker or workers involved.**

**POWER BLOWER SAFE OPERATING POLICY**

**Effective Date:** April 1, 2010

**Policy #:** HS-API-01

**Revision Date:** \_\_\_\_\_

**Scope:** All staff/volunteers and any person who may have at any time use a power blower at New Leaf.

**Rationale:** Power blowers can be a valuable time and labour saving device, but they can also present significant safety issues if used improperly.

**Policy Statement:** It is New Leaf's position that no staff shall use a power blower unless they have read and understood the contents of the owner/operator manual and have read, understood and signed this policy. Further; only staff who have received approval from Management may operate this equipment.

**General:**

**Physical Condition**

Your judgment and physical dexterity may not be good:

- if you are tired or sick.
- if you are taking medication
- if you have taken alcohol or drugs.

Operate unit only if you are physically and mentally well.

**Eye Protection**

Wear your eye protection that meets ANSI Z87.1 or CE requirements whenever you operate the unit.

**Hand Protection**

Wear non-slip, heavy-duty work gloves to improve your grip on the blower handle. Gloves also reduce the transmission of machine vibration to your hands.

**Breathing Protection**

Wear a face mask to protect against dust if required.

**Hearing Protection**

Most manufactures recommend wearing hearing protection whenever unit is used.

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### **Proper Clothing**

Wear snug fitting, durable clothing;

- wear pants
- DO NOT WEAR SHORTS
- DO NOT WEAR TIES, SCARVES, and JEWELRY.
- Wear sturdy work shoes with nonskid soles:
- DO NOT WEAR OPEN TOED SHOES.
- DO NOT OPERATE UNIT BAREFOOTED.

Keep long hair away from engine and blower intake. Retain hair with a cap or net.

### **Hot, Humid Weather**

Heavy protective clothing can increase operator fatigue, which may lead to heat stroke. Schedule heavy work for early morning or late afternoon hours when temperatures are cooler.

### **Vibration and Cold**

It is believed that a condition called Raynaud's Phenomenon, which affects the fingers of certain individuals, may be brought about by exposure to vibration and cold. Exposure to vibration and cold may cause tingling and burning sensations, followed by loss of color and numbness in the fingers. The following precautions are strongly recommended, because the minimum exposure, which might trigger the ailment, is unknown.

- Keep your body warm, especially the head, neck, feet, ankles, hands, and wrists.
- Maintain blood circulation by performing vigorous arm exercises during frequent work breaks, and also by not smoking.
- Limit the hours of operation. Try to fill each day with jobs where operating the unit or other hand-held power equipment is not required.
- If you experience discomfort, redness, and swelling of the fingers followed by whitening and loss of feeling, consult your physician before further exposing yourself to cold and vibration.

### **Repetitive Stress Injuries**

It is believed that overusing the muscles and tendons of the fingers, hands, arms, and shoulders may cause soreness, swelling, numbness, weakness, and extreme pain in those areas. Certain repetitive hand activities may put you at high risk for developing a Repetitive Stress Injury (RSI). An extreme RSI condition is Carpal Tunnel Syndrome

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(CTS), which could occur when your wrist swells and squeezes a vital nerve that runs through the area.

Some believe that prolonged exposure to vibration may contribute to CTS. CTS can cause severe pain for months or even years.

To reduce the risk of RSI/CTS, do the following.

- Avoid using your wrist in a bent, extended or twisted position.
- Take periodic breaks to minimize repetition and rest your hands.
- Reduce the speed and force with which you do the repetitive movement.
- Do exercises to strengthen the hand and arm muscles.
- Immediately stop using all power equipment and consult a doctor if you feel tingling, numbness, or pain in the fingers, hands, wrists, or arms. The sooner RSI/CTS is diagnosed, the more likely permanent nerve and muscle damage can be prevented.

#### **Read the Manuals**

- All users of this equipment must review the Operators Manual and Safety Manual.

#### **Clear the Work Area**

- Spectators and fellow workers must be warned, and children and animals prevented from coming nearer than 15m (50 ft.) while the unit is in use.
- Take wind conditions into account: avoid open doors and windows.
- Do not point blower at people or animals.

#### **Keep a Firm Grip**

- Hold the front and rear handles with both hands, with thumbs and fingers encircling the handles.

#### **Keep a Solid Stance**

Maintain footing and balance at all times. Do not stand on slippery, uneven or unstable surfaces. Do not work in odd positions or on ladders. Do not over reach.

#### **Avoid Hot Surfaces**

- Keep exhaust area clear of flammable debris. Avoid contact during and immediately after operation.

#### **HANDLING OF FUEL**

Fuel is VERY flammable. Use extreme care when mixing, storing and handling or serious personal injury may result.

- Use an approved fuel container
- DO NOT smoke near fuel.

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- DO NOT allow flames or sparks near fuel.
- Fuel tanks/cans may be under pressure. Always loosen fuel caps slowly allowing pressure to equalize.
- NEVER refuel a unit when the engine is HOT or RUNNING!
- DO NOT fill fuel tanks indoors. ALWAYS fill fuel tanks outdoors over bare ground.
- DO NOT overfill fuel tank. Wipe up spills immediately.
- Securely tighten fuel tank cap and close fuel container after refueling.
- Inspect for fuel leakage. If fuel leakage is found, do not start or operate unit until leakage is repaired.
- Move at least 3m (10 ft.) from refueling location before starting the engine.

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## **Power Blower Use – Safety Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the power blower operators manual and New Leaf’s policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manuals.**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

**SAFE OPERATING PRACTICES FOR**  
**RIDE-ON MOWERS POLICY**

**Effective Date:**  April 1, 2010       **Policy #:**  HS-API-02

**Revision Date:** \_\_\_\_\_

**Scope:** All staff/volunteers and any person who may at any time operate and/or maintain a ride on mower at New Leaf

**Rationale:** The use of ride-on lawn mowers can be a very efficient way to maintain large lawn surfaces. These machines also present significant safety issues if used or maintained improperly.

**Policy Statement:** It is New Leaf's policy that no staff shall operate a ride-on mower unless they have read and understood the contents of the owner/operator manual and have read, understood and signed this policy. Further; only staff who have received approval from Management may operate this equipment.

**I. GENERAL OPERATION**

This cutting machine is capable of amputating hands and feet and throwing objects. Failure to observe the following safety instructions could result in serious injury or death to the operator and /or bystander.

1. Read, understand, and follow all instructions on the machine and in the manual(s) before starting.
2. Do not put hands or feet near rotating parts or under the machine. Keep clear of the discharge opening at all times.
3. Only allow responsible adults, who are familiar with the instructions, to operate this machine.
4. Clear the area of objects such as rocks, wire, toys, etc., which could be thrown by the blade(s).
5. Be sure the area is clear of bystanders before operating. Stop the machine if anyone enters the area.
6. Never carry passengers
7. Do not mow in reverse unless absolutely necessary. Always look down and behind before and while backing.
8. Never direct discharge material toward anyone. Avoid discharging material against a wall or obstruction. Material may ricochet back toward the operator. Stop the blade(s) when crossing gravel surfaces.

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9. Do not operate machine without the entire grass catcher, discharge guard, or other safety devices in place and working.
10. Slow down before turning.
11. Never leave a running machine unattended. Always turn off the blade(s), set the parking brake, stop the engine and remove the key before dismounting.
12. Disengage blade(s) when not mowing. Shut off engine and wait for all parts to come to a complete stop before cleaning the machine, removing the grass catcher, or unclogging the discharge guard.
13. Operate machine only in daylight or good artificial light.
14. Do not operate the machine while under the influence of alcohol or drugs.
15. Watch for traffic when operating near or crossing roadways.
16. Use extra care when loading or unloading the machine into a trailer or truck
17. Always wear eye protection when operating machine.
18. Follow the manufacturer's recommendation for wheel weights or counterweights.

## **II.SLOPE OPERATION**

Slopes are a major factor related to the loss of control and tip-over accidents, which can result in severe injury or death. Operation on all slopes requires extra caution. **If you cannot back up the slope or if you feel uneasy on it, do not mow on it.**

1. Mow up and down slopes, not across.
2. Watch for holes, ruts, bumps, rocks, or other hidden objects. Uneven terrain could overturn the machine. Tall grass can hide obstacles.
3. Choose a low ground speed so you will not have to stop or shift while on a slope.
4. Do not mow on wet grass. Tires may lose traction.
5. Always keep the machine in gear when going down slopes. Do not shift to neutral and coast downhill.
6. Avoid starting, stopping, or turning on a slope. If the tires lose traction, disengage the blade(s) and proceed slowly straight down the slope.
7. Keep all movement on slopes slow and gradual. DO not make sudden changes in speed or direction, which could cause the machine to roll over.
8. Use extra care while operating the machine with grass catchers or other attachments; they can affect the stability of the machine. Do not use on steep slopes
9. Do not try to stabilize the machine by putting your foot on the ground.
10. Do not mow near drop-offs, ditches or embankments. The machine could suddenly roll over if a wheel goes over the edge or if the edge caves in.

## **III. CHILDREN**

Tragic accidents can occur if the operator is not alert to the presence of children. Children are often attracted to the machine and the mowing activity. **NEVER** assume that children will remain where you last saw them.

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1. Keep small children out of the mowing area, and in the watchful care of a responsible adult other than the operator.
2. Be alert and turn machine off if a child enters the area.
3. Before and while backing, look behind and down for small children.
4. Never carry children, even with the blade shut off. They may fall off and be seriously injured or interfere with safe mower operation. Children who have been given rides in the past may suddenly appear in the mowing area for another ride and be run over or backed over by the machine.
5. Never allow children to operate the machine.
6. Use of extreme care when approaching blind corner, shrubs, and trees, or other objects that may block your view of a child.

#### **IV. TOWING**

1. Tow only with a machine that has a hitch designed for towing. Do not attach towed equipment except at the hitch point.
2. Follow the manufacturer's recommendation for weight limits for towed equipment and towing on slopes.
3. Never allow children or others in or on towed equipment.
4. On slopes, the weight of the towed equipment may cause loss of traction and loss of control.
5. Travel slowly and allow extra distance to stop.

#### **V. SAFE HANDLING OF FUEL (DIESEL OR GASOLINE):**

To avoid personal injury or property damage, use extreme care in handling gasoline. Gasoline is extremely flammable and the vapors are explosive.

1. Extinguish all cigarettes, cigars, pipes, and other sources of ignition.
2. Use only an approved fuel container.
3. Never remove fuel cap or add fuel with the engine running. Allow engine to cool before refueling.
4. Never fuel the machine indoors.
5. Never store the machine or fuel container where there is an open flame, spark, or pilot light such as on a water heater or other appliances.
6. Never fill containers inside a vehicle or on a truck or trailer bed with a plastic liner. Always place containers on the ground away from your vehicle before filling.
7. Remove gas/diesel-powered equipment from the truck or trailer and refuel it on the ground. If this is not possible, then refuel such equipment with a portable container, rather than from a fuel dispenser nozzle.
8. Keep the nozzle in contact with the rim of the fuel tank or container opening at all times until the fueling is complete. Do not use a nozzle lock-open device.
9. If fuel is spilled on clothing, change clothing immediately.
10. Never overfill fuel tank. Replace gas cap and tighten securely.

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**GENERAL SERVICE**

1. Never operate machine in a closed area.
2. Keep all nuts and bolts tight to be sure the equipment is in safe working condition.
3. Never tamper with safety devices. Check their property operation regularly.
4. Keep machine free of grass, leaves, or other debris build-up. Clean up oil or fuel spillage and remove any fuel-soaked debris. Allow machine to cool before storing.
5. If you strike a foreign object, stop and inspect the machine. Repair, if necessary, before restarting.
6. Never make any adjustments or repairs with the engine running.
7. Check grass catcher components and the discharge guard frequently and replace with manufacturer's recommended parts, when necessary.
8. Mower blades are sharp. Wrap the blade or wear gloves, and use extra caution when servicing them.
9. Check the brake operation frequently. Adjust and service as required.
10. Maintain or replace safety and instruction labels as needed.

**References:** Ride-on mower owner/operator manual, Occupational Health and Safety Act.

HS-API-02



## **Ride-On Mower Use – Safety Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the ride-on mower operators manual and New Leaf’s policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manuals.**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

**SNOW BLOWER USE AND SAFETY POLICY**

**Effective Date:**  April 1, 2010

**Policy #:**  HS-API-03

**Revision Date:** \_\_\_\_\_

**Scope:** All staff/volunteers and any person who may at any time use a snow blower at New Leaf

**Rationale:** While a snow blower can be a valuable time and labour saving device, it also presents significant safety issues if used improperly.

**Policy Statement:** It is New Leaf's position that no staff shall use a snow blower unless they have read and understood the contents of the owner/operator manual and have read, understood and signed this policy. Further; only staff who have received approval from Management may operate this equipment.

**General:**

**How do I use a snow blower safely?**

It is crucial to read, understand, and follow all safety practices in the Owner/Operator Manual before starting and operating the unit. Make sure you understand the functions of all controls and how to operate them, and how to **STOP** in an emergency. Failure to follow instructions could result in personal injury and/or damage to the unit.

To minimize the potential for discomfort, injury and any possible mishaps, follow the safety rules below:

**DO:**

- Operate a unit only when there is good visibility and light. Falling snow, fog, etc. can reduce vision
- Wear adequate winter outer garments and proper footwear to improve footing on slippery surfaces. See OSH Answers Cold Environments Working in the Cold.
- Wear adequate safety gear, including appropriate hearing protection and protective gloves.
- Avoid wearing loose clothing, scarves, jewelry or anything that may get caught in rotating parts.

**DO NOT:**

- Do not operate a unit during or after the use of medication, drugs or alcohol. Safe operation requires your complete and unimpaired attention at all times.

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**What should you do before starting the engine?**

**DO**

- Keep children and people away from the operating area.
- Clear working area of any unwanted objects and debris. Thrown objects such as small branches or rocks can cause injury or damage the machine.
- Adjust runners to clear gravel or crushed rock surfaces safely.
- Disengage all clutches before starting an engine.
- Use only approved extension cords and receptacles when starting units equipped with an electric starter.

**DO NOT**

- DO NOT connect electric starter cord to any wiring system that is not a three-wire grounded system.

**What is the safe way of operating a snow blower?**

**DO**

- Always allow unit and engine to adjust to outdoor temperatures before clearing snow.
- Stay alert for any unexpected hazard.
- Always be aware of traffic and pedestrians when operating along the laneway, curbs, or sidewalks.
- Always be sure of your footing, especially when operating in reverse or leaving the operators position. Walk, never run, during operation.
- Avoid starting or stopping on a slope.
- Slow down and turn corners slowly.
- Always look down and behind before and while backing.
- Disengage attachment drive when traveling from one work area to another.
- Run the unit a few minutes after clearing snow to prevent freeze-up of attachment.

**DO NOT**

- Do not operate unless proper guards, plates or other protective devices are in place and working properly.
- Do not operate on steep slopes.
- Do not clear snow across the face of slopes.
- Do not make sudden changes in speed or directions.

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- Do not park units on a slope unless absolutely necessary. When parking on a slope always block the wheels.
- Do not overload the machine capacity by attempting to clear snow at too fast a rate.
- Do not operate in reverse unless absolutely necessary. Always back up slowly.
- Do not direct discharge toward persons.
- Do not leave a running unit unattended. Always shut off engine and remove the key before leaving a unit.

**How can you avoid troubles?**

- Abnormal vibrations are a warning sign. Striking a foreign object can damage a unit. Immediately stop the unit and engine and inspect for causes or damage.
- Before cleaning or inspecting
  1. Turn off machine
  2. Remove Key
  3. Allow all moving parts to stop
  4. Allow hot parts to cool
  5. Remove wire from spark plug
- Always allow an engine to cool before servicing.
- Do not use your hands to remove materials. Fingers have been amputated when the blade has rotated unexpectedly. Use a small shovel, tool, or stick instead.

**What is the proper way of fueling snow blowers?**

**DO**

- Fuel is highly flammable and its vapors are explosive. Handle with care. Use an approved fuel container.
- Replace a fuel cap securely and clean up spilled fuel.

**DO NOT**

- NO smoking, NO sparks, NO flames.
- Do not fill a fuel tank when an engine is running, or when hot from operating.
- Do NOT fill or drain a fuel tank indoors.

**References:**

Snow blower operator's manual, Occupational Health and Safety Act

HS-API-03



## **Snow Blower Use – Safety Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the snow blower operators manual and New Leaf’s policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manuals.**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**



**SKID STEER LOADER SAFETY POLICY**

**Effective Date:** \_\_ April 1, 2010 \_\_

**Policy #:** \_\_ HS-API-04 \_\_

**Revision Date:** \_\_\_\_\_

**Scope:** All staff/volunteers and any person who may, at any time, operate a skid steer loader at New Leaf.

**Rationale:** The use of a skid steer loader can be a valuable time and labour saving device, however, use of this equipment presents significant safety issues if used incorrectly.

**Policy Statement:** It is New Leaf's position that no staff shall use a skid steer loader unless they have read and understood the contents of the owner/operator manual and have read, understood and signed this policy. Further; only staff who have received approval from Management may operate this equipment.

**General:**

**IMPORTANT SAFETY POINTS**

- Safety screens and protective rollover structures should always be in place.
- Make sure never to exceed the rated operating capacity of a skid steer.
- When carrying a load, always keep it low.
- The heavy end of a skid steer should be pointed uphill when on inclines.
- Pay attention to the ground being driven on, avoid rough surfaces.

**Know Your Machine**

- Weight balance is an important key to the turning capability and stability of a skid steer. About two-thirds of a skid steer weight is placed on the rear wheels with no load in the bucket. When the bucket is loaded the weight is shifted to the front axels.
- Exceeding the rated operating capacity of a loader can make the skid steer excessively front heavy. This should never be done as it greatly reduces the stability and handling.
- Many skid steers have Hydrostatic drive which means that if the levers are engaged the skid steer will instantly respond. Thus you should *never* try to operate the hydraulic controls or steering levers while outside of the cab.
- While experienced skid steer drivers can almost instinctively operate a skid steer, it is very easy for a beginner to become confused from trying to multi-task numerous

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functions. The best thing to do if this happens is to completely let go of all controls, when pressure on the controls is released all of the machines functions will stop.

- You should never remove the protective rollover structure or side screens from a skid steer. There are several instances of individuals being crushed between the frame and the loader arms on machines without screens.
- Always use the seat bar and seat belt when operating a skid steer.
- Always ensure that the attachment is locked in place with the locking devices even when only using an attachment for a minute or two; if not secure an attachment can break off and fall onto a bystander or back down the arms.

### **Safe Skid Steer Travel**

- When traveling and turning it is important to keep the bucket low and close to the skid steer. When the loader arms are raised the stability of the skid steer decreases.
- Rough terrain and steep slopes should always be avoided to reduce the chance of getting stuck or rolling over. When traveling on inclines always move up and down and never across.
- In addition, when moving up and down inclines, keep the heavy end of the skid steer pointed uphill. Remember an empty bucket means more weight on the back while a full bucket means more weight in the front.
- Always try to avoid obstacles, drive around them rather than through them.
- Avoid areas with steep banks such as creeks or ravines. Landscapes like this can collapse or sink causing the skid steer to fall in or get stuck.
- It's not recommended to travel long distances on roads. Skid steers are light and can easily be towed behind a full-size truck.

### **Work Efficiently**

- First drive carefully and slowly into the material pile, and then tilt up the bucket or fork. Slowly back away with loaded, tilted attachment.
- Next, with the loaded arms down, drive slowly to the site you wish to unload until the attachment is just over the area you wish to dump.
- Keep the bucket level with hydraulics while you slowly raise the loader arms. If the skid steer becomes unstable then quickly lower the arms. Once the arms are up tilt the bucket down to dump the load.

### **Work Safety**

- Take your time to become familiar with the operating procedures outlined in the manual. Also ensure that you know and are educated about the controls, warning devices and other gauges.
- Check the work area for soft conditions and obstacles.
- Be aware of clearances such as overhead power lines.

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- **Never allow extra riders on skid steer loaders.**
- Never operate a skid steer as a personnel carrier or a work platform. This can cause hydraulic failure.
- Try to avoid sudden starts and turns, adjust your speed accordingly to the terrain and working conditions
- Clear the work area of all bystanders and never lift or carry a load over anyone.
- Be careful when handling rocks or other loose materials, tilting the bucket back too far with the arms raised can cause the materials to fall back into the cab. It's important to keep the bucket level while raising the arms.
- Try to avoid dumping loads over fences or other obstacles that can pierce the cab if the loader was tipped forward.
- Be extra careful when backfilling as the skid steer's weight can cause the trench wall to collapse.
- Never undercut or dig into a high embankment, it can collapse and bury the skid steer.
- Never stand or place any limb or part of the body under raised loader arms.
- If you need to repair a skid steer with the arms raised make sure that they are locked in place.

**References:** Farm Safety Association Inc, Occupational Health & Safety Act, Gehl Company Operator Manual

HS-API-04



## **Skid Steer Use – Safety Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the skid steer operators manual and New Leaf’s policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manuals.**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

## **John Deere Gator XUV Safety Policy**

**Effective Date:** \_\_\_April 1, 2010\_\_\_

**Policy #:** \_HS-API-05\_

**Revision Date:** \_\_\_October 19, 2010\_\_\_

**Prior to operating the John Deere Gator XUV, all New Leaf staff must first:**

- Re-view the John Deere Gator Safety Video.
- Read the below operating and safety guidelines.
- Sign and date the acknowledgement.

**Note: Under no circumstance is any New Leaf resident or day program participant permitted to operate this machine.**

### **Operating Safely**

- Locate and read all machine safety decals located on the Gator. The words DANGER, WARNING, and CAUTION are used. DANGER identifies the most serious hazards.
- Do not misuse the utility vehicle. It is a utility vehicle, not a recreational vehicle.
- The utility vehicles tires are designed for off-road use only. Paved surfaces may seriously affect handling and control of the vehicle. If you must operate on a paved surface, travel slowly and do not make sudden turns or stops.
- Go slowly and be extra careful when riding on snow-covered or ice-covered terrain.
- Slow down and be careful when operation near blind corners, shrubs, trees, or other objects that may obscure vision.
- The passenger should always use the hand holds.
- **Always ensure that all occupants have safely secured their seatbelts prior to starting this vehicle. Under no circumstances are people to ride in the watering wagon pulled behind the Gator.**
- Sit on the centre of the seat and keep both feet within the foot platform while the vehicle is moving.
- Always use both hands for steering.
- Know location of control and how and what they operate.
- Never operate this utility vehicle while standing.
- Never operate this utility vehicle with the cargo box raised.
- Before shifting into reverse, always check for obstacle or people behind the machine.
- Always back slowly.
- Do not leave vehicle unattended when it is running.
- Avoid sudden starts, stops, or turns.
- Always use a level turn-around area.
- Never carry passengers in the cargo box area.

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**Starting the Engine**

1. Sit in operator seat. Do not start engine at this time.
2. Push down on accelerator pedal to check free movement of pedal assembly. Release pedal.
3. **Note: The machine has a neutral safety switch. The engine will not start unless the shift lever is in N (Neutral) position.**
4. Verify that the shift lever is in N position.
5. Verify that the park brake is locked.
6. Turn key switch to the ON position.
7. Verify that the oil pressure light is on.
8. Turn key to START position.
9. Release key to the ON position when the engine starts.
10. Run engine at half speed for 2 or 3 minutes to warm the engine.

**Parking Safely**

1. Stop vehicle on a level surface, not on a slope.
2. Lock park brake.
3. Stop engine.
4. Remove key.
5. Before you leave the operator's seat, wait for engine to stop.

**Avoid Excessive Speeds**

- Always travel at a speed that is safe and proper for the terrain, visibility and operating conditions.
- Use caution when operating the machine in reverse. Use a slow speed and do not make sharp turns. Always look behind before backing.
- Never travel at excessive speeds on slopes, either going up or down. Use a slow speed and do not make sharp turns.

**Avoid Tipping**

Accidents resulting in serious injury or death can occur from tipping the utility vehicle.

Observe the following practices to help prevent accidents:

- The Gator is only to be driven on level ground and is under no circumstances to be driven sideways along a hill. If the Gator is to go up a hill it is to be driven straight up, at a 90 degree angle to avoid a potential roll-over of the machine.
- Drive very slowly when turning. Sharp turns could cause the utility vehicle to tip over.
- Reduce speed and exercise extreme caution on slopes or on rough ground.
- Do not overload vehicle (max. 900 lbs including occupants) and avoid shifting loads. Reduce load when operation over rough or hilly terrain.
- Do not stop or start suddenly when going uphill or downhill.
- Stay alert for holes, rocks and other hidden hazards in the terrain.
- Keep front wheels straight at crest of hill or going over bumps.

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- When descending a hill, remove foot from accelerator and apply brakes to reduce speed and maintain control.

**Handling Fuel Safely**

To avoid personal injury or property damage, use extreme care in handling fuel. Please refer to New Leaf's Health and Safety Policy, Index B page 4 on Gas Pump Safety.

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**Acknowledgment:**

I \_\_\_\_\_ have viewed the John Deere Gator Safety  
(print staff members name)

Video and have read and agree to abide by the above outlined safety guidelines.

\_\_\_\_\_  
(Staff signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Witness)

\_\_\_\_\_  
(Date)



## **ENGINE GENERATOR SAFE OPERATION POLICY**

**Effective Date:** \_\_\_ April 1, 2010 \_\_\_

**Policy #:** HS-API-06

**Revision Date:** \_\_\_\_\_

**Scope:**

All staff, volunteers and any person who may have at any time use an engine generator at New Leaf.

**Rationale:**

Engine generators can be a valuable time and labour saving device, but they can also present significant safety issues if used improperly.

**Policy Statement:**

It is New Leaf's position that no staff shall use an engine generator unless they have read and understood the contents of the owner/operator manual and have read, understood and signed this policy. Further; only staff who have received approval from Management may operate this equipment.

HS-API-06

## Engine Generator Use - General

### SAFETY

1. **ELECTRIC SHOCK-** The output voltage present in this equipment can cause a fatal electric shock. This equipment must be operated by a responsible person.
  - a) Do not allow anyone to operate the generator without proper instruction.
  - b) Guard against electric shock.
  - c) Avoid contact with live terminals or receptacles.
  - d) Use extreme care if operating this unit in rain or snow.
  - e) Use only three prong grounded receptacles.
  - f) Be sure the unit is properly grounded to an external ground rod driven in the earth.
  
2. **FIRE HAZARD** – Natural gas and L.P. present a hazard of possible explosion and/or fire.
  - a) **Do not refuel when the engine is running or hot.** Allow the engine to cool at least two minutes before refueling.
  - b) Keep fuel containers out of reach of children.
  - c) Do not smoke or use open flame near the generator set or fuel tank.
  - d) Keep a fire extinguisher nearby and know its proper use. Fire extinguishers rated ABC by NFPA are appropriate.
  - e) Store fuel only in an approved container, and only in a well-ventilated area.
  - f) Follow local codes for closeness to combustible material.
  
3. **DEADLY EXHAUST GAS** - Exhaust fumes from any gasoline engine contain carbon monoxide, an invisible, odorless and deadly gas that must be mixed with fresh air.
  - a) Operate only in well ventilated areas.
  - b) Never operate indoors.
  - c) Never operate the unit in such a way to allow exhaust gases to seep back in to closed rooms. (i.e.: through windows, walls or floors.)
  
4. **NOISE HAZARD** – Excessive noise is not only tiring, but continual exposure can lead to loss of hearing.
  - a) Use hearing protection equipment when working around this equipment for long periods of time.
  - b) Keep your neighbors in mind when permanently installing this equipment.
  
5. **CLEANLINESS** - Keep the generator and surrounding area clean.
  - a) Remove all grease, ice, snow or materials that create slippery conditions around the unit.

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- b) Remove any rags or other material that could create potential fire hazards.
  - c) Carefully clean up any gas or oil spills before starting the unit.
  - d) Never allow leaves or other flammable material to build up around the engine intake or exhaust area.
- 6. SERVICING EQUIPMENT** – All service, including the installation or replacement of service parts, should be performed only by a qualified technician.
- a) Use only factory approved repair parts.
  - b) Do not work on this equipment when fatigued.
  - c) Never remove the protective guards, cover, or receptacle panels when the engine is running.
  - d) Use extreme caution when working on electrical components. High output voltages from this equipment can cause serious injury or death.
  - e) Always avoid hot mufflers, exhaust manifolds, and engine parts. The all can cause severe burns instantly.
  - f) Installing a generator set is not a “do it yourself” project. Consult a qualified, licensed electrician or contractor. The installation must comply with all national, state, and local codes.

\*\*\*\*\*

**WARNING**

\*\*\*\*\*

**PERSONAL INJURY HAZARD** – *Install front cover in transfer switch before operation. An electrical system fault could cause a flash and severe personal injury.*

**PREVENTATIVE MAINTENANCE** – *When performing any type of maintenance on this equipment make sure the selector switch on the engine generator is in the off position. If you are working in the Automatic Transfer Switch, confirm with a reliable meter that all power has been disconnected.*

HS-API-06

## **Generator Usage Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the Engine Generator operators manual and New Leaf's Engine Generator Safe Operation Policy.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manuals.**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

**GRASS TRIMMER SAFE OPERATING PROCEDURE**

**Effective Date:** \_\_ April 1, 2010\_\_

**Policy #:** \_\_ HS-API-07 \_\_

**Revision Date:** \_\_\_\_\_

**Pre-Use Activities**

- Thoroughly review and understand information provided in the grass trimmer operator's manual with particular attention given to descriptions of safety procedures.
- Before using, always inspect the grass trimmer for damage or disrepair and make sure the cutting head and shield are securely in place. For electric grass trimmers inspect the electrical cord for fraying or damage.
- If a grass trimmer fails the pre-use inspection, notify your supervisor and remove the grass trimmer from service by attaching a tag that states "DO NOT USE". Complete tag with appropriate information.

**Operating Precautions**

- Always wear safety glasses or goggles and gloves when using a grass trimmer.
- Wear long pants and sturdy shoes (i.e., no sneakers or sandals) when using a grass trimmer. Do not wear loose clothing.
- Always start a gasoline-powered grass trimmer outside. Do not operate a gasoline-powered grass trimmer inside an enclosed space (i.e., sheds or garages) where carbon monoxide exhaust gas can accumulate.
- Prior to starting, inspect the work area and pick up all loose objects (i.e., sticks, stones, pieces of glass/metal, etc.) that could be thrown by the grass trimmer.
- When working outdoors, wear the appropriate clothing and sun protection for the weather conditions and consume adequate amounts of fluids to prevent dehydration.
- Always operate the grass trimmer with the cutting head below the waist. Avoid overreaching with a grass trimmer
- Exercise caution when trimming grass near trees or shrubs with low hanging branches.
- Never fuel a gasoline-powered grass trimmer when the engine is hot. Use a rag to wipe up fuel spills.
- Shut off the grass trimmer and disconnect the spark plug wire or electric cord before performing mechanical adjustments, maintenance, or repairs or clearing/unclogging the underside of the cutting attachment and shield.
- Maintain the grass trimmer according to the manufacturer's instructions, including cleaning, lubricating, and storage of the grass trimmer.
-

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**Handling of Fuel**

Fuel is VERY Flammable. Use extreme care when mixing, storing and handling or serious personal injury may result.

- Use an approved fuel container.
- DO NOT smoke near fuel
- DO NOT allow flames or sparks near fuel.
- Fuel tanks/cans may be under pressure. Always loosen fuel caps slowly allowing pressure to equalize.
- NEVER refuel a unit when the engine is HOT or RUNNING!
- DO NOT fill fuel tanks indoors. ALWAYS fill fuel tanks outdoors over bare ground.
- DO NOT overfill fuel tank. Wipe up spills immediately.
- Securely tighten fuel tank cap and close fuel container after refueling.
- Inspect for fuel leakage. If fuel leakage is found, do not start or operate unit until leakage is repaired.
- Move at least 3m (10ft.) from refueling location before starting the engine.

HS-API-07



## **Grass Trimmer Safety Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the grass trimmer operators manual and New Leaf’s policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manual(s).**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

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**CHAINSAW SAFE OPERATING PROCEDURE**

Effective Date: April 1, 2010 \_\_\_\_\_

Policy #: \_\_ HS-API-08 \_\_

Revision Date: \_\_\_\_\_

**Before Starting the Saw**

- Check controls, chain tension, and all bolts and handles to ensure they are functioning properly and adjusted according to the manufacturer's instructions.
- Fuel the saw at least 10 feet from sources of ignition.
- Start the saw at least 10 feet from fueling area, with chain brake engaged, and with the chainsaw on the ground or otherwise firmly supported.
- Check the fuel container for the following requirements:
  - Must be metal or plastic.
  - Must not exceed a five gallon capacity
  - Must be approved by the Underwriters Laboratory, CSA, the Department of Transportation (DOT), or other Nationally Recognized Testing Laboratory.

**While Running the Saw**

- Keep hands on the handles, and maintain secure footing while operating the chainsaw.
- Clear the area of obstacles that might interfere with cutting the tree or using the retreat path.
- Do not cut directly overhead.
- Shut off or throttle released prior to retreating.
- Shut off or the chain brake engaged whenever the saw is carried more than 50 feet, or on hazardous terrain.

**Handling of Fuel**

Fuel is VERY Flammable. Use extreme care when mixing, storing and handling or serious personal injury may result.

- Use an approved fuel container.
- DO NOT smoke near fuel,
- DO NOT allow flames or sparks near fuel.
- Fuel tanks/cans may be under pressure. Always loosen fuel caps slowly allowing pressure to equalize.
- NEVER refuel a unit when the engine is HOT or RUNNING!
- DO NOT fill fuel tanks indoors. ALWAYS fill fuel tanks outdoors over bare ground.
- DO NOT overfill fuel tank. Wipe up spills immediately.
- Securely tighten fuel tank cap and close fuel container after refueling.



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- Inspect for fuel leakage. If fuel leakage is found, do not start or operate unit until leakage is repaired.
- Move at least 3m (10ft.) from refueling location before starting the engine.

HS-API-08

## **Chainsaw Safety Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the chainsaw operators manual and New Leaf's policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manual(s).**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

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Policies and Procedures

**ROTOTILLER SAFE OPERATING PROCEDURE**

Effective Date:  April 1, 2010

Policy #:  HS-API-09

Revision Date: \_\_\_\_\_

**Pre-Use Activities**

- Thoroughly review and understand information provided in the rototiller operator's manual with particular attention given to descriptions of safety procedures.
- Before using, always inspect the rototiller for damage or disrepair and make sure all shields and guards are securely in place. In addition, assure all belts are properly tightened and do not have excessive wear or damage.
- If a rototiller fails the pre-use inspection, notify your supervisor and remove the rototiller from service by attaching a tag that states "DO NOT USE". Complete tag with appropriate information.

**Operating Precautions**

- Always wear safety glasses or goggles when using a rototiller. In addition, hearing protection should also be used since engine noise from a rototiller is at about 90 decibels.
- Wear long pants and sturdy shoes (i.e., no sneakers or sandals) when using a rototiller. Do not wear loose clothing.
- Always start a rototiller outside. Do not operate a rototiller inside an enclosed space (i.e., sheds or garages) where carbon monoxide exhaust gas can accumulate.
- Prior to starting, inspect the area to be tilled for large rocks or foreign objects that could damage the rototiller.
- Do not till above underground utility lines.
- Shift rototiller into neutral and disengage clutch before starting.
- Always operate a rototiller in conditions of good visibility and adequate light.
- Keep hands and feet away from rotating equipment.
- Do not overload rototiller engine capacity by tilling too deep or fast.
- Never fuel the rototiller when the engine/muffler is hot. Use a rag to wipe up fuel spills.
- Shut off the rototiller engine and disconnect the spark plug wire before performing mechanical adjustments, maintenance, or repairs of clearing/unclogging the tires.
- Always shut off a rototiller before leaving it unattended.

**Handling of Fuel**

Fuel is VERY Flammable. Use extreme care when mixing, storing and handling or serious personal injury may result.

- Use an approved fuel container.

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- DO NOT smoke near fuel,
- DO NOT allow flames or sparks near fuel.
- Fuel tanks/cans may be under pressure. Always loosen fuel caps slowly allowing pressure to equalize.
- NEVER refuel a unit when the engine is HOT or RUNNING!
- DO NOT fill fuel tanks indoors. ALWAYS fill fuel tanks outdoors over bare ground.
- DO NOT overfill fuel tank. Wipe up spills immediately.
- Securely tighten fuel tank cap and close fuel container after refueling.
- Inspect for fuel leakage. If fuel leakage is found, do not start or operate unit until leakage is repaired.
- Move at least 3m (10ft.) from refueling location before starting the engine.

HS-API-09



## **Rototiller Safety Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the Rototiller operators manual and New Leaf’s policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manual(s).**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

**ALL TERRAIN VEHICLES (ATV) SAFE  
OPERATING PROCEDURE**

**Effective Date:** \_\_ April 1, 2010 \_\_

**Policy #:** \_\_ HS-API-10 \_\_

**Revision Date:** \_\_\_\_\_

All Terrain Vehicles (ATV) are commonly used in agricultural operations as a tool of the trade. While they can enhance the efficiency of work tasks, they present unique hazards. Nationwide, over 100,000 injuries and several hundred deaths are attributed the ATVs each year.

**Operating Precautions**

- Restrict ATV operation to Maintenance staff only.
- Prior to operation, riders should read the equipment manual, participate in hands-on instruction, and demonstrate competency to an experienced and trained instructor.
- The ATV should be thoroughly inspected prior to each use, including tire condition and pressure, driveshaft or chain condition, lever and cable condition and smooth operation, operable lights and ignition/stop switches, and secure wheel nuts/pins.
- All riders must use appropriate protective gear, including a DOT rated helmet and sturdy footwear. Consider riding gloves and long sleeved shirt or jacket, as well.
- When carrying a load, ensure that it is properly balanced and secured to a rack that is intended for this purpose.
- Do not operate an ATV on a public road. If absolutely necessary, the ATV must be in use **specifically for agricultural purposes**, have head-lights and tail-lights illuminated, fitted with a bicycle flag that is a minimum of 5 feet off the ground, and operated by a licensed driver.
- Do not consume alcohol or drugs, before or while operating an ATV.
- Be familiar with the area of operation and do not operate the ATV at excessive speeds. Go at a speed that is proper for the terrain, visibility conditions, and your experience.
- Never attempt to do wheelies, jumps or other stunts.
- Be cautious when operating an ATV, especially when approaching hills, turns, and obstacles and when operating on rough terrain.

**Handling of Fuel**

Fuel is VERY Flammable. Use extreme care when mixing, storing and handling or serious personal injury may result.

- Use an approved fuel container.
- DO NOT smoke near fuel,
- DO NOT allow flames or sparks near fuel.

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- Fuel tanks/cans may be under pressure. Always loosen fuel caps slowly allowing pressure to equalize.
- NEVER refuel a unit when the engine is HOT or RUNNING!
- DO NOT fill fuel tanks indoors. ALWAYS fill fuel tanks outdoors over bare ground.
- DO NOT overfill fuel tank. Wipe up spills immediately.
- Securely tighten fuel tank cap and close fuel container after refueling.
- Inspect for fuel leakage. If fuel leakage is found, do not start or operate unit until leakage is repaired.
- Move at least 3m (10ft.) from refueling location before starting the engine.



## **All Terrain Vehicle Safety Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the All Terrain Vehicle operators manual and New Leaf's policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manual(s).**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**



**SAND & SALT SPREADER USAGE PROCEDURE**

Effective Date:  April 1, 2010

Policy #:  HS-API-11

Revision Date: \_\_\_\_\_

**Before Operating**

- Check the following areas that correspond to the unit:
  - 1) Engine oil and speed reducer oil level.
  - 2) Grease all lubrication points.
  - 3) Ensure all belts are tight (also chain)
  - 4) Ensure that the conveyor chain is dragging for one foot on the bottom return channel, or the spreader. (Do not over tighten the chain).
- Note: If it is necessary to replace the drive belts, disable engine, remove the top bearing and work through that hole.
- Ensure guards are in place.
- Do not get in or near while in operation.
- Keep away from people and animals while in operation.

**Handling of Fuel**

Fuel is VERY Flammable. Use extreme care when mixing, storing and handling or serious personal injury may result.

- Use an approved fuel container.
- DO NOT smoke near fuel,
- DO NOT allow flames or sparks near fuel.
- Fuel tanks/cans may be under pressure. Always loosen fuel caps slowly allowing pressure to equalize.
- NEVER refuel a unit when the engine is HOT or RUNNING!
- DO NOT fill fuel tanks indoors. ALWAYS fill fuel tanks outdoors over bare ground.
- DO NOT overfill fuel tank. Wipe up spills immediately.
- Securely tighten fuel tank cap and close fuel container after refueling.
- Inspect for fuel leakage. If fuel leakage is found, do not start or operate unit until leakage is repaired.
- Move at least 3m (10ft.) from refueling location before starting the engine.

HS-API-11



## **Sand & Salt Spreader Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the sand & salt spreader operators manual and New Leaf's policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manual(s).**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

**MANURE SPREADER SAFE OPERATING  
PROCEDURE**

**Effective Date:** \_\_ April 1, 2010 \_\_

**Policy #:** \_\_ HS-API-12 \_\_

**Revision Date:** \_\_\_\_\_

**Operating Precautions**

Most farm implement accidents can be avoided by the observance of a few simple safety precautions:

- Do not clean, lubricate, or make any adjustments on the spreader while it is in motion.
- Do not start the spreader until you know everyone is clear of the machine and have made sure no tools are lying on the machine.
- Do not work around the unit in loose clothing that might catch in any of the moving parts.
- Do not attempt to pull material from any part of the spreader while it is in operation.
- Do not get off the tractor while tractor PTO is engaged.
- Replace all shields after lubrication or repairs.
- Do not allow anyone to ride on spreader.
- Park on level ground or block wheels to prevent spreader from rolling.
- Ensure guards are in place.
- Don't stand behind when spreading.
- Wear a hard hat while in use.
- When in box for repair and maintenance, turn off tractor.
- Don't use in proximity to people or animals.

HS-API-12



## **Manure Spreader Usage Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the manure spreader operators manual and New Leaf’s policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manuals.**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

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**QUICK CUT SAW SAFE OPERATING PROCEDURE**

**Effective Date:** \_\_ April 1, 2010 \_\_

**Policy #:** \_\_ HS-API-13 \_\_

**Revision Date:** \_\_\_\_\_

**Pre-Use Activities**

- Thoroughly review and understand information provided in the quick cut saw operator's manual with particular attention given to descriptions of safety procedures.
- Before using, always inspect the saw for damage or disrepair and make sure all shields and guards are securely in place.
- If a saw fails the pre-use inspection, notify your supervisor and remove the saw from service by attaching a tag that states "DO NOT USE". Complete tag with appropriate information.

**Operating Precautions**

- Always wear safety glasses or goggles when using a saw. In addition, hearing protection should also be used since engine noise from a saw is at about 90 decibels.
- Wear long pants and sturdy shoes (i.e., no sneakers or sandals) when using a saw. Do not wear loose clothing.
- Always start a saw outside. Do not operate a saw inside an enclosed space (i.e., sheds or garages) where carbon monoxide exhaust gas can accumulate.
- Prior to starting, inspect the area to be cut for large rocks or foreign objects that could damage the saw.
- Always operate a saw in conditions of good visibility and adequate light.
- Keep hands and feet away from rotating equipment.
- Do not overload saw engine capacity by cutting too deep or fast.
- Never fuel the saw when the engine/muffler is hot. Use a rag to wipe up fuel spills.
- Shut off the saw engine and disconnect the spark plug wire before performing mechanical adjustments, maintenance, or repairs of clearing/unclogging the saw.
- Always shut off a saw before leaving it unattended.

**Handling of Fuel**

Fuel is VERY Flammable. Use extreme care when mixing, storing and handling or serious personal injury may result.

- Use an approved fuel container.
- DO NOT smoke near fuel,
- DO NOT allow flames or sparks near fuel.
- Fuel tanks/cans may be under pressure. Always loosen fuel caps slowly allowing pressure to equalize.
- NEVER refuel a unit when the engine is HOT or RUNNING!

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- DO NOT fill fuel tanks indoors. ALWAYS fill fuel tanks outdoors over bare ground.
- DO NOT overfill fuel tank. Wipe up spills immediately.
- Securely tighten fuel tank cap and close fuel container after refueling.
- Inspect for fuel leakage. If fuel leakage is found, do not start or operate unit until leakage is repaired.
- Move at least 3m (10ft.) from refueling location before starting the engine. HS-API-13



## **Quick Cut Saw Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the Quick Cut Saw operators manual and New Leaf's policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manual(s).**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

**Genie Hydraulic Boom  
Lift Policy**

**Effective Date:** \_\_\_ April 23, 2013 \_\_\_      **Policy #:** \_\_ HS-API-14 \_\_

**Revision Date:** \_\_\_\_\_

**Scope:** All staff/volunteers and any person who may, at any time, operate a Genie hydraulic lift at New Leaf.

**Rationale:** The use of a hydraulic lift can be a valuable time and labour saving device; however, use of this equipment presents significant safety issues if used incorrectly.

**Policy Statement:** It is New Leaf's position that no staff shall use a hydraulic lift unless they have read and understood the contents of the owner/operator manual and have read, understood and signed this policy. Further; only staff who have received approval from Management may operate this equipment.

**General:**

**IMPORTANT SAFETY POINTS**

- Avoid hazardous situations.
- Always perform a pre-operation inspection.
- Always perform function tests prior to use.
- Inspect the workplace.
- Only use the machine as it was intended.

**References:** Genie TZ-50 Operator's Manual, First edition, sixth printing.



## GENIE BOOM LIFT INSPECTION REPORT

### PRE-OPERATION INSPECTION

- Be sure that the operator's, safety and responsibilities manuals are complete, legible and in the storage container located on the platform.
- Be sure that all decals are legible and in place. See Decals section of manual.
- Check for hydraulic oil leaks and proper oil level. Add oil if needed. See Maintenance section of manual.
- Check for battery fluid leaks and proper fluid level. Add distilled water if needed. See Maintenance section.
- Check for proper tire pressure and lug nut torque. Add air to tires if needed. See Maintenance section.

Check the following components or areas for damage, improperly installed or missing parts and unauthorized modifications:

- |                                                                                                    |                                                                    |
|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> Electrical components, wiring and electrical cables                       | <input type="checkbox"/> Platform entry mid-rail/gate              |
| <input type="checkbox"/> Hydraulic power unit, reservoir, hoses, fittings, cylinders and manifolds | <input type="checkbox"/> Surge brake components                    |
| <input type="checkbox"/> Boom components and wear pads                                             | <input type="checkbox"/> Safety chains (if required)               |
| <input type="checkbox"/> Tires and wheels                                                          | <input type="checkbox"/> Light and brake cables                    |
| <input type="checkbox"/> Trailer lights and reflectors                                             | <input type="checkbox"/> Mechanical brake components (if equipped) |
| <input type="checkbox"/> Parking brake components                                                  | <input type="checkbox"/> Axle components                           |
| <input type="checkbox"/> Outriggers and foot pads                                                  | <input type="checkbox"/> Beacon and alarms (if equipped)           |
| <input type="checkbox"/> Limit switch and alarms                                                   | Check entire machine for:                                          |
| <input type="checkbox"/> Nuts, bolts and other fasteners                                           | <input type="checkbox"/> Cracks in welds or structural components  |
|                                                                                                    | <input type="checkbox"/> Dents or damage to machine                |
- 
- Be sure that all structural and other critical components are present and all associated fasteners and pins are in place and properly tightened.

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- Be sure that the batteries are in place and properly connected.
- Models equipped with hydraulic surge brake systems:
  - Check the hydraulic oil level in the surge brake.
  - Check for leaks.
- After you complete your inspection, be sure that all compartment covers are in place and latched.

Inspected by: \_\_\_\_\_

Date: \_\_\_\_\_



## **Hydraulic Lift Safety Orientation Confirmation**

**I, \_\_\_\_\_ have read and understood the instructions and safety precautions outlined in the Genie Hydraulic Lift operators manual and New Leaf’s policy on Equipment Operation Safety.**

**I have been oriented on the use of this machine and understand the safety and operational features explained through demonstration and in the operator manual(s).**

\_\_\_\_\_  
**Staff signature**

\_\_\_\_\_  
**Date**

**FIRE PIT SAFETY**

Effective Date:  April 1, 2010

Policy #:  HS-APII-01

Revision Date: \_\_\_\_\_

**PURPOSE:**

The purpose of this section of the policy is to ensure:

- a) The fire pit is used in a conscientious, responsible, and safe manner.
- b) All fires are supervised by a staff member who has been trained in fire safety.

**CONDITION OF USE:**

Use and ignition of a fire in the pit is restricted to the staff of the maintenance department. However, should recreational fire be requested, it requires the consent of the Director of Property and Development minimally 3 days in advance.

Township fire permits are required for any outside open fire on any New Leaf property and must adhere to the following regulations:

1. No person shall set or maintain a fire, or permit one to be set or maintained, in the open air without first having obtained the necessary fire permit from the Emergency Services Department of the Town of East Gwillimbury. This permit can only be obtained by New Leaf's maintenance department.
2. Except as noted below, no person shall:
  - burn or permit to be burned in the open air more than one cubic meter of material at any one time; or
  - set or maintain a fire, or permit one to be set or maintained, in the open air before sunrise or after sunset on any day without the approval of the Chief Fire Official, save and except a recreational fire;
  - set or maintain a fire, or permit one to be set or maintained in the open air without having the means of extinguishing the fire designated in the permit on hand at the site of the fire during the entire time the fire is burning.
3. No person shall set or maintain an uncontained fire in the open air, such as a grass fire, or permit such a fire to be set or maintained.
4. **No person shall set or maintain a fire, or permit one to be set or maintained, in the open air:**
  - **on any street, lane, or other public property; or**

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- **less than 10 meters (32.8 feet) from any building, structure, hedge, fence constructed of materials that may burn or melt, vehicular roadway, overhead wires, or any obstruction of any kind whatsoever that may burn or melt.**
5. **No person shall set or maintain a fire, or permit one to be set or maintained, in the open air where there is a wind of sufficient strength to cause any on or more of the following:**
    - **fire to spread through any grass or brush area; or**
    - **smoke from the fire to blow across any highway, decreasing visibility on the highway; or**
    - **any unpleasant odour or smoke from the fire to invade public or private property other than that on which the fire is burning, causing discomfort to any person on that property.**
  6. **No person shall set or maintain a fire during rainy or foggy weather or at times when the appropriate Federal or Provincial agency has issued a smog alert.**
  7. **No person shall set or maintain any fire involving prohibited materials.**
  8. **For the purpose of this policy and town by-laws, prohibited materials shall include:**
    - **industrial materials, such as automobile and truck bodies, tires, oil, grease, paint, cloth, rags, plastics, shingles, drywall, insulation, painted or treated wood or other material whose contents include any of the above;**
    - **any animal husbandry refuse, such as animal fecal deposits or manure and animal carcasses;**
    - **domestic waste such as food scraps, cloth, rags, clothing and household plastics;**
    - **flammable or combustible liquids or accelerants (eg. gasoline, paint thinners etc.);**
    - **paper or cardboard that may be recycled through the towns recycling program except when used for the purpose of starting a fire.**
  9. **No person shall set or maintain any fire involving materials transported to the burn site from any other property other than dry seasoned wood brought to the site for the purpose of a recreational fire.**

### **Recreational Fires**

1. For the purpose of the policy and town by-laws a recreational fire shall have the following regulations:
  - The fire may only be between 4 pm of one day and 1 am of the following day.
  - No material other than commercially produced charcoal, briquettes or clean, dry seasoned wood may be burned;
  - Recreational burnings shall be confined to non-combustible containers or a pit no larger than 61 centimeters (2 feet) in size.
  - The dimensions of the fuel being burned shall not be greater than the size of the container or fire pit and shall be totally confined within the container or pit at all times.
  - The height of the fuel being burned shall not be greater than 61 centimeters (2 feet).

## **PROPANE BARBECUE SAFETY**

Effective Date:  April 1, 2010

Policy #:  HS-APII-02

Revision Date: \_\_\_\_\_

### **PURPOSE:**

The purpose of this section of the policy is to ensure:

- a) That all New Leaf propane barbecues are used in a conscientious, responsible, and safe manner.
- b) All individuals using a barbecue are responsible for the safety of those in the immediate area.

### **INFORMATION AND STORAGE**

- Barbecues are for outdoor use only and should be placed minimally 15 feet away from any structure, or any other objects that could catch fire.
- Place the barbecue in a level, well-ventilated location.
- Never move a lit barbecue
- Always keep loose clothing away from a hot barbecue. Use long handled tongs and brushes while grilling to put a safer distance between you and the flames.
- Propane is stored as a liquid, but used as a vapour. The cylinder must be kept upright at all times to prevent leakage and stored outdoors.
- If a leak should occur, the invisible vapour will “pool” in low-lying areas. It is imperative that propane cylinders and tanks be used and stored outdoors only. Clause 9.5.1.2 Propane Installation Code states that “A cylinder which contains propane liquid, or vapour, shall not be stored or used inside any structure.”

### **TRANSPORTING CYLINDERS**

- During propane tank transportation, propane cylinders must be kept upright so that the gaseous propane remains in constant contact with the safety valve in order to minimize the risk in case of a leak.
- Make sure that the cylinder does not turn over, either by using a stand, or by strapping it in.
- The valve on the cylinder must be closed tightly and equipped with an airtight cap.
- Ensure the vehicle is well ventilated, either by leaving the trunk ajar, or having rear windows open.

### **LIGHTING PROCEDURE**

- Open the cover of the barbecue to prevent gas build up.
- Place the barbecue away from combustibles before lighting.
- Make sure the control knobs are in the “OFF” position.
- Open propane tank a quarter to one-half turn. That is all the gas needed to operate, and is much easier to shut off in an emergency.
- Have the match or lighter already burning with the barbecue lid open before turning one of the control knobs to the “ON” position.
- Make a spark using the barbecue’s integrated automatic lighter, or a match/lighter into the side hole opening.
- If a burner fails to light, or if the flames go out unexpectedly, turn off the burner(s) immediately. Then, leave the cover open and wait five minutes so any accumulated gas will dissipate before trying to re-light the barbecue. If the barbecue goes out on its own, it may be out of fuel, or it could be an indication that the barbecue and burner need cleaning or replacing.
- After each use, turn off the propane tank cylinder valve first, then the “ON/OFF” valve on the barbecue. This way, propane does not get trapped in the hose when the barbecue is not in use.
- From the time the barbecue is lit, until you are finished cooking, stay with your fire – never leave a lit barbecue unattended.

### **CHECKING FOR LEAKS**

To verify that fuel is moving safely through the barbecue equipment, check often for possible leaks by performing the following “bubble test”.

- Connect the fuel supply to the barbecue.
- Make a soapy solution with dish washing liquid and water at normal kitchen cleaning strength.
- Paint the mixture over the connections and the hose.
- Open the barbecue lid.
- Leave the barbecue valve closed and turn on the cylinder valve.
- If bubbles form, you have a leak.
- Close the cylinder valve, tighten all of the connections and test again.
- If the leak persists, do not use the barbecue until the leak has been repaired. Contact the maintenance department.

## **GAS PUMP SAFETY**

Effective Date:  April 1, 2010

Policy #:  HS-APII-03

Revision Date: \_\_\_\_\_

### **PURPOSE:**

The purpose of this section of the policy is to ensure:

- a) That staff avoid potential problems with refueling, storage and disposal of gasoline

### **GUIDELINES ON VEHICLE REFUELING**

- Always turn the vehicle engine off while refueling.
- Never smoke, light matches or use lighters while refueling.
- Switch off cell phones and other electronic devices because of the remote possibility that the device could act as a source of ignition similar to static electricity.
- Before using the pump, touch metal on the vehicle (such as the door) with your bare hand. This will discharge static electricity on your body and will prevent possible fire.
- Use only the hold-open latch provided on the gasoline pump. Never jam, or force the hold-open latch open by using some other object such as the gas cap.
- **Once the gasoline is pumping, do not get back into the vehicle. This can re-charge your body with static electricity. If you must get back in the vehicle, discharge static electricity again before touching the pump nozzle.**
- To avoid spills, do not over fill or top off the fuel tank. The fuel dispenser will shut off automatically when the tank is full.
- **If a flash fire occurs during refueling, leave the nozzle in the vehicle fill pipe and remove yourself and others away from the vehicle. Call the Fire Department immediately. Notify the maintenance department. DO NOT ATTEMPT TO EXTINGUISH THE FIRE.**

### **GUIDELINES ON FILLING PORTABLE CONTAINERS**

- Portable containers must be placed on the ground, and the nozzle must stay in contact with the container when filling, to prevent buildup and discharge of static electricity. Do not fill a container in or on a vehicle, including in trailer or truck bed.
- Fill the container at a slow rate. This will decrease the chance of static ignition buildup and minimize incidents of spillage or splattering.
- Manually control the nozzle valve throughout the filling process.



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- Keep your face away from the nozzle or container opening.
- Fill container no more than 95% full to allow for expansion.
- Avoid prolonged breathing of gasoline vapours.
- Place cap tightly on the container after filling.
  
- If gasoline spills on the container, make sure that it has evaporated before placing container in any vehicle.
- Use gasoline as a motor fuel only, never as a cleaning solvent.
- Never siphon gasoline by mouth. Gasoline can be harmful or fatal if swallowed. If someone swallows gasoline, do not induce vomiting. Seek medical help immediately.
- Use gasoline only in open areas that get plenty of fresh air.
- Never use gasoline to wash your hands, as it may cause irritation.

**When transporting gasoline in a portable container make sure the container is secure from tipping and sliding, and never leave in direct sunlight or in the trunk of a car.**

### **GUIDELINE ON STORAGE**

Store gasoline in an approved container or tank. Gasoline is a flammable liquid and should be stored at room temperature, away from potential heat sources such as the sun, hot water heater or a furnace, and away from ignition sources. Gasoline vapors are heavier than air and can travel along the floor to a ignition source.

### **GASOLINE DISPOSAL**

- Never dispose of gasoline by pouring it onto the ground or into a sewer, street drain, stream or other water body, or putting into the trash. These actions are environmentally harmful and may result in a fire, explosion, or soil, surface or groundwater contamination.
- Excess gasoline will be properly disposed of by the maintenance department at the Georgina Hazardous Waste Depot.

HS-APII-03

## **WOOD BURNING FIREPLACE SAFETY**

**Effective Date:** \_\_ April 1, 2010 \_\_

**Policy #:** \_\_ HS-APII-04 \_\_

**Revision Date:** \_\_\_\_\_

### **PURPOSE:**

The purpose of this section of the policy is to ensure:

- a) That all New Leaf wood burning fireplaces are used in a conscientious, responsible, and safe manner.
- b) All individuals using any fireplace are responsible for the safety of those in the immediate area.

### **CONDITION OF USE:**

- **Inspection:** Prior to using any wood burning fireplace in any residential program, the maintenance department must be notified, who ensure that all chimneys and wood burning fireplaces are inspected a minimum of every 12 months. Any deficiencies noted during chimney cleanings or inspections will be corrected prior to subsequent use of the chimney or fireplace. Any fireplaces placed out of service shall be marked and are not to be used until placed back in service by the maintenance department.
- **Cleaning:** The maintenance department will ensure that all chimneys are cleaned a minimum of every 12 months by a registered chimney cleaning company. Cleaning shall include the damper, fire shelf, firebox and chimney. Fireplaces not used in the previous year will not require cleaning, but will require inspection.
- Make sure the flue damper is open prior to lighting the fire.
- Have a charged ABC fire extinguisher within 50 feet of the fireplace.
- Use dry kindling or newspaper to start the fire. Never use flammable liquids such as gasoline, kerosene or charcoal starter to start a fire.
- Burn only clean, well-seasoned wood that has been split and dried properly. Dry wood lights faster, burns better and produces less smoke than “green” wood.
- Build small fires that burn completely and produce less smoke.
- When building a fire, place logs at the rear of the fireplace on a supporting grate.
- Never leave a fire in the fireplace unattended. Extinguish the fire before going to bed or leaving the house.
- Do not burn unapproved material (e.g. Rubbish, large quantities of paper or cardboard, tree branches etc.)

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- Keep all household items – drapes, furniture, newspaper and books – away from the heat and the stray sparks of the fireplace.
- Ensure fireplace is equipped with either a properly fitted full fire screen or doors and keep fire screen or doors in closed position during fireplace use and until the fire is completely out.
- Ensure wood storage is more than 3 feet from the fire and out of the range of sparks from the fire.
- Material is not to be removed from the fireplace until completely extinguished.
- Remove ashes from the fireplace regularly and store them in a covered metal container in a safe area outside and minimally 15 feet from the house.

HS-APII-04

## **GAS APPLIANCE SAFETY**

Effective Date:  April 1, 2010

Policy #:  HS-APII-05

Revision Date: \_\_\_\_\_

### **PURPOSE:**

The purpose of this section of the policy is to ensure:

- a) That all New Leaf gas fireplaces and gas appliances are used in a conscientious, responsible, and safe manner.
- b) All individuals using any gas fireplace or gas appliance are responsible for the safety of those in the immediate area.

### **CONDITION OF USE:**

- **Inspection:** The maintenance department will ensure that all gas fireplaces and gas appliances are inspected a minimum of every 12 months. Any deficiencies noted during inspections will be corrected prior to subsequent use of the fireplace or appliance. Any fireplaces or appliances placed out of service shall be marked and are not to be used until placed back in service by the maintenance department.
- If the pilot light goes out, wait at least five minutes before attempting to relight the appliance.
- Do not use a gas appliance that has yellow flames. Gas appliances should have a burner flame that is a clear blue or a flame that is mostly blue with a tiny tip of yellow. The only exception is a gas fireplace, which has been designed to have yellow flames for a pleasing appearance. In other appliances, a yellow flame signals a problem. Turn the appliance off and notify the maintenance department.
- Be alert for unusual odours or flames – signs that the gas appliance is not working properly. If you suspect the appliance is not working properly, discontinue use and contact the maintenance department immediately.
- Keep fans and air-circulating equipment passageways clean and clear.
- Do not store boxes (or other items) on top of, or pressed against any gas appliances. Never store aerosol cans, paints, solvents, household cleaners, pool chemicals or similar products near gas appliances.
- Keep external wall vents clear of debris and snow at all times.

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- Never try to repair a gas appliance. Repairs are to be reported to the maintenance department.
- Keep the burners and oven of a gas range clean. Never line the oven completely with aluminum foil. Never use the range as a room heater.

**Note: For the safety measures of all other combustible and flammable products used at New Leaf Inc., please refer to the Material Safety Data Sheets for use, safe handling and storage.**

### ***COMPLIANCE***

- Failure to comply with the outlined conditions of any section of this policy will result in progressive discipline as outlined in the Personnel Policy Manual.
- Every person who contravenes any provision of the town by-laws regarding fire permits is guilty of an offence and liable on conviction to a fine as provided under the Provincial Offences Act, R.S.O. 1990, c.P.33, as amended, for each offence committed.

HS-APII-05



## **POLICY MEMO**

**Date: October 20, 2010**  
**To: All Staff**  
**From: Ron McCauley**  
**Re: Policy regarding riding in trailers**

**Please note that we have made some revisions to the John Deere Gator policy HS-API-05. The revised Policy was distributed on October 19<sup>th</sup>.**

**Please also be aware that due to safety concerns, effective immediately, no person is permitted to ride in or on any trailer. This includes the water cart. This memo represents New Leaf policy and will be placed in the policy binder.**

**When residents or staff are being transported in any motorized vehicle (including the Gator) they must be in the passenger seat and must be wearing the supplied seat belts.**

**Violation of this policy will result in discipline up to and including dismissal.**

**Thank you for your attention to this important policy memo.**

**Ron McCauley,**  
**Executive Director**

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