



## Phase Two Appendix A: Research Methods

The qathet Inclusive Manufacturing (qIM) Pilot Project is an 18-month research process, with three phases of research. This report marks the culmination of Phase Two. Each phase assesses the impact of an inclusive employment model adopted by OneLight: a social enterprise, manufacturing fire starters from reclaimed materials. The overarching research question of the pilot project is: “What are the impacts of the inclusive employment model being implemented in a social enterprise manufacturing setting that lead to productive and meaningful participation in the labour force by people with and without disabilities?”

Through both participant input and document review, qIM is assessing the operations of OneLight based on five learning goals: Inclusive culture; Natural supports; Sufficient training; Flexible schedules and task modification; and Equitable duties and compensation. These learning goals are considered in relation to: productivity (in terms of both production and sales); satisfaction of employees, managers, and supervisors; competencies gained and enhanced by employees, managers, and supervisors; and employee retention.

Prior to each phase, research protocols are refined based on feedback from participants, the advisory committee, the external evaluator, and the research team. In Phase Two, the research methods were as follows:

### Participant input:<sup>1</sup>

- 17 Surveys: 13 employees, 1 supervisor, 3 advisory committee members
- 17 Interviews:<sup>2</sup> 14 employees (3 with personal consultees), 2 supervisors

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<sup>1</sup> All those who completed journals also opted to have a conversation with the researcher. Given the survey was anonymous, it is not clear how much overlap there was between survey respondents and those who chose to participate in other ways. However – since survey respondents identified their roles in relation to the project, we do know that some people chose to complete the survey who did not participate in other ways. This is important information, as it indicates the anonymous nature of surveys may be more comfortable for some people, including those not directly involved, such as Advisory Committee members.

<sup>2</sup> Conversations took an average of 45 minutes (15 minutes longer than Phase One). Participants could choose either in person (with COVID-19 protocols in place) or over zoom. Nobody chose the zoom option. Participants could choose to contact the researcher directly (four people selected this option) or sign up on a schedule, with time slots corresponding with the start and end times of shifts at OneLight. When a conversation was scheduled,

- 2 Journals: 1 employee, 1 supervisor

**Document review:**

- New consent forms
- HR data forms
- Exit interviews
- Financial data
- Sales and production data
- Flexible hours data
- Workplan statistics
- Ministry data collection statistics
- Critical incident investigation report
- Retention tracking

Notes from all sources were organized according to strengths, weaknesses, opportunities, and challenges related to each of the five learning goals, and then further refined for the report. The report was circulated to all participants, the advisory committee, and the external evaluator for review prior to being finalized.

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the researcher would meet the participant outside the worksite directly before or after a shift (to remove the barrier of transportation), and they would select a place together to sit for their conversation.



### **Phase Two Appendix B: Intake interview script**

Several employees pointed to the fact that inclusion and flexibility were experienced at every step of their employment process, beginning with the intake interview. Below is the script that was used for intake interviews, which may be adapted for other workplaces striving to cultivate an inclusive culture.

Date/Time:

Employee Participant Name:

Consultee if applicable:

Staff who Conducted Interview:

Notes:

- Do you self-identity as having a disability? (optional)
- Age? (optional)
- Brief introduction to the interview process

Cohort 1 or 2: \_\_\_\_

Possible partner for seating: \_\_\_\_\_

Welcome! How are you feeling today? Are you nervous? Interviews can be stressful. So I want you to know this will be easy and fast! And there is no wrong answer. We really want to get to know you and give you a chance to get to know us!

We are so excited to be sitting with you today to talk about working on the qathet Inclusive Manufacturing Pilot Project which we call q.i.M for short. We are going to have a short interview but before then I want to update you on the project.

[provide update] Do you understand?

We are doing research because we want to learn about how the social enterprise does at providing employment to people from diverse backgrounds. We want to know if the training we provide and the work experience is positive or negative for the people who work here. We want to learn what we are doing well, and also what we can do better as a business. We are not evaluating you as a worker. And

that includes me too. I am a research participant also. And so are all of the supervisors who work at the social enterprise.

Do you have any questions about the research project?

Do you have any questions about the social enterprise?

Do you have any questions about the interview process today?

Now I am going to ask you the interview questions. The answers to your questions are held in confidence and will not be used as research material unless you give permission for us to use them. The answers to these questions will be recorded and kept in a locked cabinet at the social enterprise.

Long form answer questions:

- 1) Why do you want to work at the social enterprise?
- 2) What are your hobbies and interests?
- 3) What was your last job?
- 4) Do you currently have a job?
- 5) Have you ever worked at a job where you had to make something? If yes, what was that job?
- 6) How many hours per week would be ideal for you to work?
- 7) What employment supports or services do you currently receive?
- 8) If you were a vegetable, what vegetable would you be?
- 9) What are your employment goals?
- 10) What would your main goals be for working at the social enterprise?

Yes or No questions:

- 11) Do you have internet at home?
- 12) Are you comfortable using tools like our splitter machine that cuts wood blocks into sticks?
- 13) Are you able to sit for a long period of time up to four hours?
- 14) Are you able to stand for a long period of time up to four hours?
- 15) Are you able to work in hot or cold environments?
- 16) Are you allergic to or sensitive to the smell of perfume or beeswax?
- 17) Are you sensitive to the smell of cedar wood?
- 18) Would you be comfortable speaking on the phone to customers?

Covid Related Questions:

[preamble: We are intending to continue operations during the Covid 19 pandemic and do not intend to close unless instructed by the BC Health Office, We believe we can operate safely using many strict safety precautions.]

- 19) Are you comfortable working alongside up to 12 other people while maintaining 6 feet apart?
- 20) Are you comfortable wearing a mask or face shield and gloves?
- 21) Are you comfortable being pre-screened before your shift including answering questions about your health, and taking your temperature?
- 22) Are you comfortable using hand sanitizer?

Team Training Questions:

- 23) Are you able to start Team Training either [date] or [date]?
- 24) Do you have any dietary restrictions? [We are serving snacks each day of training].

Wrap up

You are complete the intake interview! We will contact you by [date] to let you know if you make it into the qathet Inclusive Manufacturing Pilot Project. We only have 25 spots for people to come work at the social enterprise and 30 spots to do Team Training. That way if someone leaves the project, we will have a list of people ready to go from Team Training. Team Training is paid, [amount] for 4 weeks. On-the-job training runs for an additional 4 weeks and is also paid [amount] no matter how many hours you put in to do your training. After you are complete training, the pay is minimum wage for the hours you work.

Do you have any questions about the next steps?

We will prepare a package of documents you will need to sign, how do you want to receive this package? Mailed or emailed?

The package will include:

Employee Participant Form Checklist

- Criminal Record Check Form
- Ethical Standards and Conduct (with no repercussions clause)
- Payroll Deposit Form
- Research Participant Consent Form includes photo consent
- WDA form (to be inputted online with a Supervisor)
- WDA form definitions (hand out to be attached to the consent form)
- WDA consent form
- CEP consent form



### **Phase Two Appendix C: Standards of Practice**

During team training, Standards of Practice (below) were collectively developed by employees and managers together. For many, this process was integral to their experience of inclusion at OneLight.

Some people recommended that this be a 'living document'. Returning to this process as a group again during the next team training (January 2022) could be a rich experience because a) everyone now has a better understanding of what the job entails, and b) it would provide some continuity between the team training experience and the on-the-job training experience.

#### **inclusion Powell River Society (iPRS), qIM, & OneLight**

##### **Standards of Practice**

At qIM, we value and respect each other while remaining flexible and at the same time having fun. We will model this through our kindness, our words, and our actions. We will also be open to others' ideas and opinions with a joyous attitude.

At qIM we:

- Strive for cooperation
- Value open-mindedness
- Promote inclusiveness
- Value accessibility personally and in the workplace
- Believe in teamwork
- Encourage engagement
- Communicate in a friendly manner with each other, ask for help, and use approachable body language
- Look for ways to make sure people are included and heard
- Make sure the facility is accessible to everyone while observing and honoring individual needs

At qIM we believe that:

- We will be kind, supportive, and caring to one another and that we all feel heard
- [name] bringing teddy to work is an act of caring
- Asking people how they are and listening to/caring about the answer
- Carpooling is caring – sharing your ability to drive



### **Phase Two Appendix D: Team training synopsis**

Team Training is an initiative of qathet Inclusive Manufacturing Pilot Project, for all members of the workplace including supervisors, manager, employee participants. The training is comprised of six half-day modules; the initial presentation will be delivered in a 'Train the Trainer' format. The training could be delivered in twelve 2-hour sessions if required.

Training materials include a PowerPoint presentation for each module, speaking notes for each module, suggested learning activities, and resource materials for facilitator-trainees where appropriate. They also include activity and PowerPoint hand-outs for the staff team. The author Malertie Meeker has included more learning content in each module than may be reasonable to present in a four-hour period. The intent is to provide facilitator-trainees, whenever possible, with some choice in what they present, dependent on their personal interest and comfort with the materials and the needs and interests of the individuals attending the training.

#### **LEARNING OBJECTIVES**

1. Build a strong understanding of oneself: self-concept, personality preferences, learning styles, conflict resolution styles, and ethical orientations, and their influence on the life experience of oneself and on others.
2. Develop interpersonal communication skills, conflict resolution skills, and the ability to work together and solve problems.
3. Understand teams and team development and the dynamics of positive teamwork.
4. Explore the values that underlie community inclusion and social justice.
5. Gain a greater understanding of the history of the community living movement.
6. Gain an understanding of both public and private influences on diversity and acceptance.
7. Explore one's own personal values, beliefs and practices regarding inclusion and social justice, and explore the impact of these on oneself and on others.
8. Develop a greater understanding of how to apply the values of the inclusion and strong interpersonal skills in the workplace.

9. Understand the term ‘natural supports’ and how ‘natural supports’ are given and received effectively in the workplace. Special attention should be given to ensure health and safety guidelines (distancing, washing hygiene, sanitizing, etc.) are understood and adhered to.

10. Develop interactive information technology/digital skills to support health and safety distancing guidelines.

11. Gain a greater understanding of the history of OneLight Social Enterprise and the model of inclusive employment being utilised (forthcoming)

12. Understand what a social enterprise does and who it serves, and how it is structured within the current legal, political and cultural economic framework.

## MODULES

Module #	Name	Modifications
Module 1	Effective Interpersonal Communications	
Module 2	Self-Awareness	
Module 3	Contributing to Strong Effective Teams	
Module 4	The History and Creation of a Social Justice Movement	<ul style="list-style-type: none"> <li>- Optional with learning alternative</li> <li>- Additional safety supports</li> <li>- Two notice of warning letters</li> </ul>
Module 5	Why Inclusion?	
Module 6	Values, Knowledge and Self-Reflection: Key Components of an Inclusive Workplace	
Module 7 (forthcoming)	Social Enterprise and OneLight	<ul style="list-style-type: none"> <li>- Orientation to the social enterprise OneLight, history and modification from a sheltered workshop to an inclusive workplace</li> <li>- What is a social enterprise? And Why does it matter?</li> </ul>

- Selling product on site shows we accommodate people who make the effort to come to us
- Respectful conduct at work
- Meetings are open to all and all input is considered/heard

At qIM we believe in these values:

- It is important to bring a positive attitude
- Bring in enthusiasm and preparedness to the best of our ability
- Value all kinds of intelligence as it brings in new ways of thinking and ideas
- Walk into the workplace with a smile and a kind greeting
- Ready to work leaving negativity at the door as much as possible

At qIM we believe in: being kind to each other, respecting personal space, and people's time to be calm which means being humble, giggling, humorous, and sharing the work load.

At qIM we strive to provide a safety conscious, innovative environment:

- By following industry best practices to protect yourself and co-workers
- By engaging new ideas and alternative solutions

At qIM we accept individual differences with compassion, kindness, patience, and cooperation

- We will show this by being friendly, respectful, and compassionate to those individuals while honoring everyone's individuality

At qIM we believe that we need to work as a team and be friendly. We value good problem-solving skills and respect for our team members. We practice forgiveness and mutual support. We will show respect by including everyone, being kind, not starting gossip, and listening to what others have to say. We forgive our team members when needed to be forgiven. We solve problems by working as a team.



qATHET INCLUSIVE  
MANUFACTURING  
PILOT PROJECT

## qIM Phase Two Appendix E:

### Health & Safety Plan

# 1-Health and Safety Policy

## Purpose:

To ensure inclusion Powell River employees at all levels of the organization actively promote its Health and Safety Policy.

## Policy Statement:

All employees equally share the responsibility to work in such a manner as to prevent injury to themselves and others and to safeguard the assets of inclusion Powell River. inclusion Powell River's job descriptions and checklists provide detailed expectations.

## Practice Standards:

iPRS is firmly committed to promoting health and safety in the workplace and programs sites for the well-being of staff, clients, volunteers, work experience and practicum students and visitors. To promote this, we will:

- Provide proactive leadership.
- Endeavor to maintain safe working conditions and procedures.
- Create emergency response plans and procedures.
- Provide employees with information and training necessary for them to do their work safely and to keep everyone safe in the programs.
- Enforce compliance with safety procedures, directives and relevant legislation by all employees and others in the program sites.
- Follow up with all incidents.
- Maintain a comprehensive and responsive agency-wide Health and

Safety Program.

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Name, Position

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Date

# 2 - Hazard Assessment

## Policy

We, at qIM/OneLight, will engage in a hazard assessment process to clearly identify all potential accidents, hazards, and dangers that we encounter while working at our project. Our goal is to reduce or eliminate the risk of accidents and injuries by controlling new hazards prior to them causing harm.

## Responsibilities

### Management/Supervisor

- Conduct & record Hazard Assessments,
- Assign and implement hazard controls,
- Communicate hazards to Employee Participants,
- Monitor hazard controls to ensure they are completed properly and corrections are effective.

### Employee Participants

- Report hazards,
- Make suggestions for corrections,
- Follow Safe Work Instructions to minimize hazards in the workplace.

## Procedures

### *How to Conduct a Hazard Assessment*

#### **STEP 1 - Identify Types of Hazards**

The following chart are examples of some of the hazards that may occur at qIM/OneLight. It's the hazards that we don't think of or be aware of that have the greatest potential to hurt us. Write down and document each of the hazards that you locate on the hazard assessment form.

Physical	Chemical	Ergonomic	Biological	Environmental
Electricity	Cleaners	Awkward positions	Mold	Temperature
Tripping	Adhesives	Heavy lifting	Insects	Noise
Being struck	Solvents	Repetitive work	Animal waste	Lighting
Burns		Prolonged sitting	Sharps	Stress

#### **STEP 2 - Determine Risk**

For each identified hazard, and using the table below, assign a risk factor to it. This will be based on the Probability of the incident happening and the Consequence if it were to occur.

This will result in a rating of Extreme, High, Moderate, or Low.

PROBABILITY	CONSEQUENCES				
	INSIGNIFICANT	MINOR	MODERATE	MAJOR	SEVERE
PROBABLE	M	H	H	E	E
LIKELY	M	M	H	H	E
POSSIBLE	L	M	M	H	E
UNLIKELY	L	M	M	M	H
RARE	L	L	M	M	H

### STEP 3 – Establish Controls

Once the hazards have been identified and the risk rating assigned, the next step is to determine the controls. qIM/OneLight will select controls as high on the control’s hierarchy as possible.

By selecting controls from the highest position on the hierarchy we are minimizing the impact of the hazard that the Employee Participants are being exposed to.

Use the following hierarchy to provide you options when selecting hazard controls:

#### The Controls Hierarchy

1. Elimination or substitution  
Example: Replace a highly toxic product with a nontoxic product.
2. Engineering  
Example: Install mechanical venting over a work area that uses products that produce fumes.
3. Administration  
Example: Develop a Safe Work Instruction that tell the Employee Participant how to complete a task safely.
4. Personal Protective Equipment  
Example: Have Employee Participants wear hearing protection to prevent hearing loss in noisy environments.

### STEP 4 - Communicate Hazard Information to Employee Participants

It is qIM/OneLight’s legal responsibility to inform Employee Participants of any hazards they may be exposed to at our workplace. We must also inform them on how to protect themselves by using the

controls that we have assigned. This information needs to be provided to them prior to them being exposed to any hazards. This will occur during site orientation and updated at safety meetings.

## Types of Hazard Assessments to be Conducted

### *Regular Hazard Assessments*

- Will be completed weekly at the start of the week.
- Will complete a daily hazard assessment that is not recorded.
- Will be completed by the Supervisor or their qualified designate.
- Will consider the work currently being conducted as well as a site walk around.
- Each identified hazard will be assessed for risk, and controls established.
- Hazards will be documented on the **Hazard Assessment Record** form.
- The Supervisor will communicate the results of the Hazard Assessment with Management and Employee Participants at the start of the week.
- Employee Participants will record their names on the form acknowledging that they have received the Hazard Assessment information.

### *Special Hazard Assessments*

- To be completed at significant work transitions,
- Will be completed by the supervisor or their qualified designate
- Will consider the work currently being conducted and the anticipated change of work or introduction of a new process.
- Each identified hazard will be rated for risk, and controls established.
- Document on the **Hazard Assessment Record** form.
- Communicate to Employee Participants immediately as necessary or at the next safety meeting.
- Employee Participants will sign off on the form acknowledging that they have received special hazard assessment information.

### **Reference Forms:**

Weekly Hazard Assessment Record

Special Hazard Assessment Record

# 3 - Safe Work Instructions

## Policy

qIM/OneLight has developed written instructions to guide our Employee Participants on how to conduct their work safely. These directions specifically describe how complete tasks safely. These instructions are in in keeping with WorkSafe BC legislation and we must follow them in our work activities. We will ensure that our Employee Participants and staff are provided training on our Safe Work Instructions so that they are knowledgeable of safety expectations while conducting their work at qIM/OneLight.

## Responsibilities

### Management/Supervisor

- Develop Safe Work Instructions that are applicable to our work activities
- Provide Safe Work Instruction training to Employee Participant
- Oversee and enforce the consistent application of Safe Work Instructions at our workplace

### Employee Participants

- Be knowledgeable of the established Safe Work Instructions
- Utilize Safe Work Instructions in the completion of their work
- Make suggestions where there is a need for a new Safe Work Instructions

## Procedures

Numerous Safe Work Instructions are available at our workplace and are contained in the Safety Program manual. Should a new Safe Work Instruction be required, the first step in developing it is to complete a Job Hazard Analysis.

Using the Job Hazard Analysis form, this process breaks down a job or task into (1) Job steps (2) The hazards associated with each of the steps and (3) The measures to be taken to prevent injury related to these hazards. The job hazard analysis will be used to create Safe Work Instructions.

Management, together with Supervisors will ensure that Employee Participants receive training on Safe Work Instructions relevant to their work and will participate in their development when possible. Training may be conducted as part of the Employee Participants orientation or safety meetings.

Supervisors are responsible to ensure that our established Safe Work Instructions are being utilized and will correct Employee Participants who are not following with them.

### Reference forms:

Job Hazard Analysis Form  
Safe Work Instruction Outline

# 4 – Rules and Outcomes

## Policy

qIM/OneLight has created a set of rules to ensure all staff and employee participants are aware of the expected conduct. Rules are intended to ensure we have a positive experience while at work, and that all participants feel safe and valued. In addition, rules discourage behaviors that may create a hazard to ourselves or others working around us. Appropriate behavior creates an environment where we are proud of our accomplishments and produce our best work.

## Responsibilities

### *Management/Supervisors*

- Develop qIM/OneLight rules and uphold all its' and the organizations' rules
- Follow the rules and lead by example
- Provide regular and ongoing training on qIM/OneLight rules
- Oversee that the rules are followed
- Ensure that the coaching, training and the correction procedure is applied fairly and consistently
- Record misconduct and failures

### *Employee Participants*

- Know the rules
- Follow the rules
- Encourage fellow participants to follow the rules
- Understand the corrections procedure
- Ask questions when you are not sure

## **Definitions**

### Rule

A directive that governs and controls conduct or action and that is instituted by an organization.

## qIM/OneLight Rules

- ✓ Arrive each day healthy, rested and prepared to accomplish your work.
- ✓ Follow Safe Work Instructions related to each job that you do.
- ✓ Use all required Personal Protective Equipment to prevent injury.
- ✓ Do not attempt work that you are not trained for. Ask your supervisor for help.
- ✓ If you see a hazardous condition, or someone behaving unsafely, tell your supervisor.
- ✓ Keep your work area tidy to prevent hazardous conditions from building up.
- ✓ Personal cell phone use is limited to use for music and phone calls/texts/emails are restricted to breaks, when not operating equipment.
- ✓ If you become injured at work, please tell your supervisor immediately or as soon as possible.

- ✓ Attend every weekly and monthly qIM/ OneLight Staff Meeting in person or via live stream option.
- ✓ Follow Covid 19 Safety Rules (call 811 when sick, sign in, wear a mask, sanitize).
- ✓ Be respectful and follow qIM/OneLight policies on language, conduct and standards of practice.

## Procedures

All supervisors, managers (staff) and employee participants are required to follow all the rules and policies and procedures of qIM/OneLight.

When staff or employee participants fail to follow qIM/ /OneLight rules, a discussion and/or meeting with that person (with management) will be held. The purpose of the meeting is to collect facts and the staff or employee participants' perspective or explanation of their side of the story.

### Discipline Process

**Step 1** – A discussion or meeting will be held when there is a repeated safety concern, near miss or reported violation or failure.

**Step 2** – Outcomes from the discussions or meetings can include: coaching, reorientation, training, learning plan recommendations, follow up meetings and or discipline up to and including termination if failures are founded.

Reference forms:

**Record of HR Investigation (staff only)**

# 5 - Personal Protective Equipment

## Policy

Personal Protective Equipment is an important line of defense to protect workers from the hazards that they encounter at our facility. It reduces the risk of injury only when it has been selected, used, and maintained correctly. qIM/OneLight is committed to ensuring that Personal Protective Equipment in use by our Employee Participants and staff, provides the optimal level of safety.

## Responsibilities

### Management/Supervisors

- Provide the resources necessary to purchase specialized Personal Protective Equipment
- Ensure Employee Participants are provided training on the correct use of Personal Protective Equipment
- Oversee that it is used properly and as needed
- Select Personal Protective Equipment that is appropriate for the task
- Ensure adequate supply of specialized Personal Protective Equipment

### Employee Participants

- Provide their own basic Personal Protective Equipment, as needed.
- Select according to the hazard assessment requirements
- Participate in training
- Use correctly
- Maintain correctly
- Encourage fellow workers to utilize Personal Protective Equipment

## Obligation to Provide

The OHS Regulation states that workers are responsible for providing **basic** Personal Protective Equipment which is appropriate clothing, protective footwear, hardhat and basic work gloves. It also states that employers are responsible for providing **specialized** Personal Protective Equipment which are all other types of Personal Protective Equipment required to safely conduct the work. Specialized PPE includes items such as respirators, protective eye wear, hearing protection, cut resistant gloves and more.

## Procedures

### Personal Protective Equipment Instructions

#### *Protective Footwear*

To be selected, used and maintained according to the equipment manufacturer recommendations and [CSA Standard CAN/CSA-Z195-M92, Protective Footwear](#)

Look for the green Canadian Standard Association label on the footwear to ensure it is compliant with basic construction footwear requirements. In addition, protective features for footwear may need to be increased from basic CSA Type 1 to protect from:

- Metatarsal protection (top of the foot between the toes and ankle) where there is a potential for injury.
- Possible exposure to corrosive or irritating substances.
- Objects that may penetrate the bottom or side of the foot.
- Possible explosive atmospheres including the risk of static electrical discharges .
- Risk of damage to sensitive electronic components or equipment due to the discharge of static electricity.
- Risk of coming into contact with energized conductors of low to moderate voltage (e.g., 220 volts or less).
- Risk of ankle stress from walking surface and environmental conditions workers may be exposed to (e.g., loose ground cover, smooth surfaces, temperature, wet/oily, chemicals, etc.).

#### Fitting

- Try on new boots around midday. Feet normally swell during the day.
- Walk in new footwear to ensure it is comfortable.
- Boots should have ample toe room (toes should be about 12.5 mm from the front). Do not expect footwear to stretch with wear.
- Make allowances for extra socks or special arch supports when buying boots. Try on your new boots with the supports or socks you usually wear at work. Check with the manufacturer if adding inserts affects your level of protection.

#### *Protective Eyewear*

Eye wear will protect the user if the eye and surrounding soft tissues are fully covered by the protection device. If eye protection is required, establish a complete eye safety protection program including selection, fit testing, training, maintenance, and inspection.

#### Fit

- Ensure your safety glasses fit properly. Eye size, bridge size and temple length all vary. Safety glasses should be individually assigned and fitted.
- Wear safety glasses so that the temples fit comfortably over the ears. The frame should be as close to the face as possible and adequately supported by the bridge of the nose.

#### Care

Safety glasses need maintenance.

- Clean your safety glasses daily. Follow the manufacturer's instructions. Avoid rough handling that can scratch lenses.

- Scratches impair vision and can weaken lenses.
- Store your safety glasses in a clean, dry place where they cannot fall or be stepped on. Keep them in a case when they are not being worn.
- Replace scratched, pitted, broken, bent or ill-fitting glasses. Damaged glasses interfere with vision and do not provide protection.
- Replace damaged parts only with identical parts from the original manufacturer to ensure the same safety rating.

### **Hearing protection**

To comply with, be used and maintained according to the equipment manufacturer recommendations and [CSA Standard Z94.2-02, Hearing Protection Devices - Performance, Selection, Care, and Use](#),

The OHS Regulation requires Employee Participants and others working at qIM/OneLight to be protected from noise exposure to prevent hearing loss. Hearing protection is to be used when noise levels over an average day exceed 85 dBA.

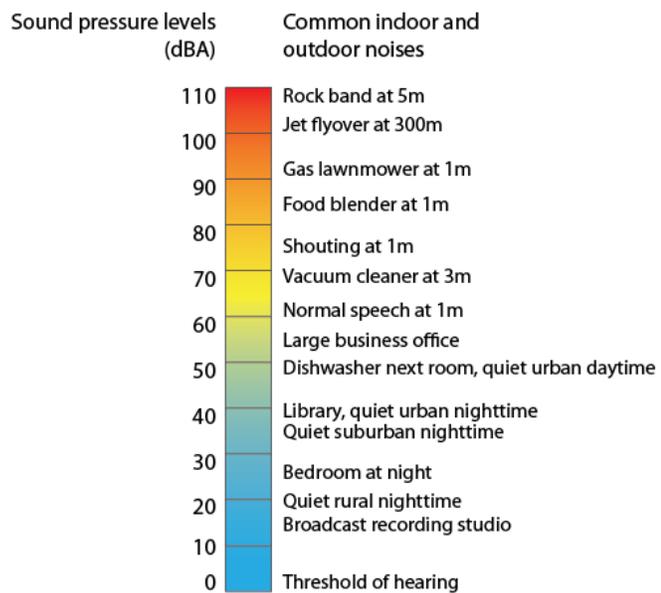
Hearing protection types can vary both in style and protection levels. It should be selected based on:

- Noise exposure
- Communication demands
- Hearing ability
- Use of other personal protective devices
- Temperature and climate
- Physical characteristics of the job or worker

### **Disposable Ear Plug Fitting Instructions**

Hold the earplug between your thumb and forefinger. Roll and compress the entire earplug to a small, crease-free cylinder. While still rolling, use your other hand to reach over your head and pull up and back on your outer ear. This straightens the ear canal, making way for a snug fit.

Insert the earplug and hold for 20 to 30 seconds. This allows the earplug to expand and fill your ear canal. Test the fit. In a noisy environment, and with earplugs inserted, cup both hands over your ears and release. You should not notice a significant difference in the noise level. If the noise seems to lessen when your



Decibel level of common noise sources

hands are cupped over your ears, your earplugs are probably not fitted properly. Remove and refit following instructions

Always remove earplugs slowly, twisting them to break the seal. If you remove them too quickly, you could damage your eardrum.

### **Earmuff Fitting Instructions**

Earmuffs offer excellent protection if the cups are fitted and adjusted properly. Your ears should be completely enclosed by the ear cups.

Adjust the cups up or down to fit the headband securely at the crown of your head. The best performance is obtained when the cushions form a tight seal against your head.

Test the fit. In a noisy environment, place the palms of your hands on both cups and push the cushions towards your head and release. You should not notice a significant difference in the noise level. If the noise seems to lessen when you press the cups, your earmuff is probably not fitted properly.

Regularly check cushions for wear and clean them often with a damp cloth. Check them for wear. If the cushions become hard, damaged or deteriorate, they should be replaced promptly.

*Reference: CCOHS*

# 6 – Preventative Maintenance

## Policy

The tools and equipment operated at qIM/OneLight must be well maintained to ensure it can be safely used. Our Preventative Maintenance Program is designed to assist with this objective. We will protect the wellbeing of our Employee Participants, as well as the financial investment in our equipment by following the guidelines set out in this program. All equipment will be maintained according to the Manufacturers recommendations and in compliance with requirements of the OHS Regulation. An effective Preventative Maintenance Program will assist in preventing injuries to Employee Participants as well as help avoid costly repairs.

## RESPONSIBILITIES

### Management/Supervisors

- Be knowledgeable of the work being conducted at each site and what equipment and tools will be required to enhance production and Employee Participant safety,
- Make allowances in the job budget and schedule to support the purchase/rental of the necessary tools/equipment, and the related training, maintenance, and repair expenses,
- Provide the tools and equipment that are appropriate for the work to be conducted and ensure that they are in in safe and effective operational condition,
- Provide Employee Participant training in the safe use of tools and equipment as recommended by the manufacturer, OHS Regulation and our Safe Work Instructions,
- Schedule the inspection/maintenance of tools/equipment as recommended by the manufacturer,
- Enforce tag-out of equipment whereby equipment that is identified as unsafe or otherwise not operating properly is tagged with red tape and put away in a locked storage room that only supervisors have access to,
- Arrange for equipment/tool repair by qualified persons or repair shop,
- Maintain records of equipment inspection, maintenance, and repair.

### Employee Participants

- Select the right tool for the job,
- Obtain training from a qualified person prior to using unfamiliar tools and equipment,
- Ensure that tools, equipment, and machinery are in good working order,
- Operate tools safely and correctly,
- Identify tools that are not operating properly and inform their supervisor,
- Store tools as instructed.

## Procedures

All Employee Participants will use tools and equipment in the manner that they are designed for, and will receive training and instruction in their safe operation. A copy of the manufacturer's manual for tools and equipment will be available and Safe Work Instructions followed with respect to the training, operations and maintenance of all tools and equipment.

### Training

- Employee Participants will receive training by the Supervisor on the safe operation of tools and power equipment. \*
- Training will occur as part of their Orientation, and periodically thereafter.
- This training will be recorded on the On the Job Training Record and kept in the Participant Employee file.
- Participant Employees will be able to demonstrate their understanding of the correct operation of tools and equipment.

### Maintenance

Maintenance schedules will follow the Manufacturer's recommendations. All maintenance is to be provided by a qualified person to ensure that repairs are completed correctly and that warranties are not voided.

### Storage

Power equipment and tools will be stored in a designated location that is clean and dry so as to prevent premature failure.

### Inspections to be Conducted

All tools and equipment will be inspected informally, each day, before use by the user/operator. In addition, the following formal inspections will be conducted.

#### *Tools & Equipment*

- Inspection of small tools and equipment is the responsibility of the Supervisor
- General tool & Equipment inspections will be conducted quarterly,
- Tool and Equipment inspections will be documented on the Quarterly Tool & Equipment Record.
- Splitters will be inspected monthly by the Supervisor,
- Splitter inspections will be documented on the Monthly Splitter Inspection Record

#### *DeWalt Automated Radial Arm Saw & Dust Collection System*

- Inspection of the DeWalt Automated Radial Arm Saw & Dust Collection System will be conducted monthly.
- The Supervisor is responsible to conduct this inspection and document it on the Monthly Automated Saw and Dust Collection System Inspection Record.
- The Automated Saw & Dust Collection System will only be operated by Supervisors with the appropriate training. This restriction will stand for the duration of the project which completes in April of 2022 at which time qIM/OneLight Operations may be modified or moved to allow for continuous supervision of Employee Participants.

## Vehicles

- Pre-use and post trip inspections will be conducted for vehicles operated each day.
- Operators of the vehicle are responsible to conduct and record the inspections.
- Inspections will be documented on the Pre/Post Trip Vehicle Inspection form.
- Identification of any defects will be immediately reported to the Supervisor.
- The Supervisor will determine if the vehicle is safe to operate or must be taken out of service.
- Vehicles taken out of service will be locked out, and a visual identifier placed on the vehicle.
- The Supervisor will arrange for repair of the vehicle.
- The Supervisor will maintain control of the keys while the vehicle is awaiting repairs.

## Defective Machines, Tools or Equipment Tag Out

When any equipment, tool or machine is considered to have a safety defect, the item will be immediately removed and placed on the shelf marked with red tape. The defective item will also be wrapped with red tape to provide a visual warning and prevent the defective item from being used. This is essential and potentially injuring an employee or causing damage. Equipment will be stored in a designated location until it is either sent for repair or discarded. Repairs of machinery, tools and equipment will be completed by a qualified person.

\* The Automated Saw & Dust Collection System will only be operated by Supervisors with the appropriate training. This restriction will stand until qIM/OneLight Operations are modified or moved to allow for continuous supervision of Employee Participants.

Reference Forms	Responsibility	Completed
Tool & Equipment Inspection Record	Supervisor	Quarterly
Pre/Post Trip Vehicle Inspection	Operator	Once per day, pre and post trip
Automated Saw & Dust Collection System	Supervisor	Monthly
<b>Reference Legislation</b>	OHS Regulation Part 4, Section 4.3 – Safe Machinery and Equipment	
	OHS Regulation Part 12 – Tools, Machinery and Equipment	
	OHS Regulation Part 16 Mobile Equipment, Section 16.3 – Operation and Maintenance	
	OHS Regulation Part 17, Transportation of Employee Participants, Section 17.2 – Employers Responsibility	

# 7 – Training & Communication

## POLICY

Training employees to inform them of the safe process, technique, and safety requirements of their tasks helps to prevent injury and builds confidence. At qIM/OneLight, we will train and supervise our Employee Participants to conduct their work safely and, in doing so, help ensure the quality of their experience at qIM/OneLight.

## RESPONSIBILITIES

### *Management/Supervisors*

- Ensure workers are trained to conduct their work safely
- Provide the resources necessary for training to be conducted
- Facilitate training using safety meetings, Toolbox talks, on-the-job training, site orientations
- Outsource training to qualified persons when needed
- Maintain records of training

### *Employee Participants*

- Participate in training
- Ask their supervisor for clarification or when they would like additional training
- Apply training to their work

## PROCEDURES

The following types of training will be provided to Employee Participants:

### **1. Orientations**

Orientations will be conducted for new Employee Participants, new staff, volunteers, job coaches and those returning after an extended absence, prior to starting work on their first day.

If a Participant has personal consultees they will be provided with all health and safety documentation and sign off that they have received it, to ensure participants have better access and understanding of written documents via their consultee. Personal consultees are not job coaches and do not work on site. If a personal consultee attends the worksite with a participant they will be provided with an orientation.

Orientations will:

- Be conducted by Management or Supervisor,
- Documented on the New Employee Participant Orientation Record, or New Staff Orientation Record, as appropriate,
- Follow the appropriate orientation script to ensure all necessary content is communicated.
- At the conclusion of staff and Employee Participant's orientation, a series of key questions (listed on the orientation form), will be asked, incorrect answers clarified, and results documented.
- At the conclusion orientation, a verification of understanding will be administered.

- Orientation participants, personal consultees where applicable and the provider are required to sign the orientation record.
- Staff and Employee Participants will be provided a written quiz to confirm understanding of the safety program. This will be conducted weekly/monthly during tool box talks. When a staff and employee participant complete a quiz and have been fully observed over time they will receive a certification for their understanding of 5 key areas of safety program for the following: Rules and Outcomes, Covid 19 Policy and Procedures, Hazards Policy and Procedures, Emergency Response, Workplace Conduct Policies and Procedures.

## 2. On-the-Job Training

On-the-Job training will be conducted for Employee Participants for each of the tasks they are asked to conduct, including but not limited to (1) Splitter Operation, (2) Assembly Station, (3) Wicking, (4) Waxing Station, (5) Wax Recycling, (6) Packing Station and (7) TP Cutting Station.

- On-the-Job training will be conducted for new staff members for tasks conducted by Employee Participants and Operation of the Automated Saw and Dust Collection System.
- Training will be consistent with the corresponding Safe Work Instruction.
- **Training will be recorded in the Training Log and employee participants and their personal consultees where applicable are to provide their initials.**
- A copy of the Safe Work Instruction will be provided to the learner.
- Learners will be shown where written Safe Work Instructions are available to them at work.

\* The Automated Saw & Dust Collection System will only be operated by Supervisors with the appropriate training. This restriction will stand for the duration of the project which completes in April of 2022 at which time qIM/OneLight Operations may be modified or moved to allow for continuous supervision of Employee Participants.

### *Training Techniques*

Effective training takes into consideration the learner and the different approaches that facilitate learning. These include presenting and repeating information, using the following techniques:

- Visual – Pictures, diagrams, videos, etc.
- Auditory – Talks, recordings, audiobooks, etc.
- Written – Reading materials, note taking, quizzes, etc.
- Kinesthetic – Practice of a task, physical examples to hold, etc.

Use of a variety of these techniques during training to hold the learner's attention and improve retention. On-the-Job training provides opportunity to utilize all these learning techniques when presenting information in a TELL, SHOW, DO, REVIEW format.

### 3. Safety Meetings

The following safety meetings will be conducted at qIM/OneLight facilities:

#### *Toolbox Meeting*

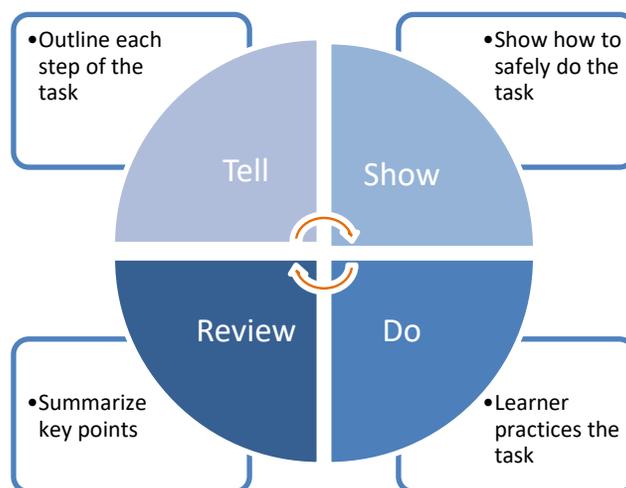
- To be conducted weekly by the Supervisor,
- All Employee Participants are required to attend, or if not attending, review the minutes of the current weekly meeting when they next arrive,
- Meeting topics will include safety related items such as those that are related to the work, upcoming projects, or changes to the workplace.
- Meetings will also include periodic review of Safe Work Instructions.
- Participants will be provided opportunity to ask questions or raise safety related topic/concerns.
- Meetings will be documented on the Toolbox Meeting Record and signed by the supervisor and attendees.

#### *Management Meetings*

- qIM/OneLight management will participate in meetings held by our parent organization, Inclusive.
- Safety topics relating to qIM/OneLight operations will be brought forward for discussion in these meetings.
- Minutes of management meetings will be maintained at qIM/OneLight facilities.

#### *Joint Occupational Health & Safety Committee*

- A Worker Representative on the committee may be selected by Employee Participants at qIM/OneLight for participation in Inclusive's Joint Occupational Health and Safety Committee.
- A Management Representative may be selected by Inclusive management, for participation in Inclusive's Joint Occupational Health and Safety Committee.
- Should qIM/OneLight operations regularly operate with twenty or more persons (including management and supervisors), then a Joint Occupational Health and Safety Committee is required to be struck for qIM/OneLight.



### 4. Specialized training

a. First Aid

- First Aid training will be provided by the employer to meet the certificate level and number of First Aid Attendants required by WorkSafe B.C.
- Copies of First Aid certificates will be maintained by management in the employee files, as well as posted on the Safety Notice Board.

## 5. Verification of Learning

Learning will be confirmed by undergoing a form of testing/verification for the purpose of retaining information and ensuring the learning is met. For participants, learning is ensured through toolbox talks, safety culture and repetition of the rules and safe work instructions as that is known to be the best way for people with intellectual disability to retain information.

### Reference Forms

New Employee Participant Orientation Record	Training Log
Toolbox Meeting Record	

# 8 - Inspections

## Policy

Inspections are a process used at qIM/ /OneLight that helps to maintain a safe workplace. It is also a legal requirement and is effective in identifying unsafe acts and unsafe conditions, leading to accidents. By promptly correcting identified hazards, we avoid the injury or damage that may otherwise have occurred. Special Inspections will be conducted following an incident involving equipment or machinery that caused injury or damage or was a serious near miss involving equipment or machinery and these inspection reports will be shared with the Ministry of Social Development.

## Responsibilities

### Management/Supervisors

- Ensure inspections are conducted as required
- Review inspection reports for repeated issues
- Provide copies to the Joint Occupational Health and Safety Committee
- Complete corrective actions in a timely manner

### Employee Participants

- Participate in inspections when requested
- Report unsafe acts or conditions to your supervisor

## Procedures

### *How to Conduct Monthly Site Inspections*

1. Review previous inspection records and note any commonly reported hazards.
2. Include the participation of a Joint Health and Safety Committee Worker Representative, when practicable.
3. Use your eyes, ears, and other senses to identify actual or potential problems as you go about your inspection. Look up, down, around and in less travelled places.
4. Record the hazards on the inspection form, prioritize and assign corrections.
5. Remember to follow up later to make sure corrections are effective.
6. When unsafe conditions are noted requiring immediate action, correct the situation immediately.
7. Look for basic causes, or underlying reasons for sub-standard conditions, practices, and procedures.
8. Maintain copies of inspection records with qIM/ /OneLight safety files.
9. Provide a copy of inspection records to the Joint Occupational Health and Safety Committee for their review.
10. Review inspection results with Management, as well as Employee Participants.

## Inspections Conducted at qIM/ OneLight

The following types of inspections are required to be conducted at qIM/ /OneLight operations:

### *1. Pre-Use Inspections*

- Will be conducted each day, before use, of the equipment used in the manufacture, packing and shipping of our fire starter product.
- Pre-use inspections will be conducted by the operator/user of the equipment.
- A record of the inspection is not required daily however supervisors are responsible for ensuring the facility is clear of hazards and that equipment and the facility are inspected each day before use.
- Employee Participants will report any concerns or deficiencies to their supervisor.
- The Supervisor will determine the best course of action to be taken with the equipment.
- Should the equipment be deemed defective equipment will be visually tagged and locked out and removed from service.

### *2. Pre and Post Trip Vehicle Inspections*

See Section 6 - Preventative Maintenance.

### *3. Monthly Office/Shop Inspections*

- Will be conducted each month, of the shop, saw and office areas.
- Monthly Inspections will be conducted by the Supervisor.
- Results will be documented on the Monthly Shop & Office Inspection Record and reviewed with management
- Inspection records maintained by management in the qIM/ /OneLight safety record files.

### *4. Special Inspections*

- Special Inspections will be conducted following an incident involving equipment or machinery that caused injury or damage or was a serious near miss involving equipment or machinery.
- Will include the participation of Management and Supervisors.
- Management may involve qualified persons for their expertise.
- Special Inspection results will be documented in report form.

## Communication

Inspection report results should be communicated to Employee Participants and the Joint Occupational Health and Safety Committee. This recognizes where improvements can be made to operations and our conduct. Most important purpose of communicating inspection results, however, is to recognize positive outcomes due to the efforts of employee participants.

### **Reference forms:**

Monthly Office & Shop Inspection Record

# 9 - Investigations

## Policy

Investigations of accidents and serious near misses, in addition to being a legislated requirement, provide valuable information for the prevention of the recurrence of these events at our worksites. As part of our strategy to minimize the safety risks, qIM/ /OneLight will ensure that investigations are conducted by qualified persons and the identified root causes controlled.

qIM/OneLight is a Project Based Labour Market Training Project (PBLMT) funded by the Ministry of Social Development and Poverty Reduction under the Community and Employer Partnerships Program (CEP); therefore there are additional reporting requirements as a project holder.

## Responsibilities

### Management/Supervisors

- Conduct investigations as required
- Immediately notify CEP CAPA at [cepteam@gov.bc.ca](mailto:cepteam@gov.bc.ca) as well as the individual CAPA's email of any investigations that are required
- Ensure persons conducting investigations are trained personnel such as Worker and Supervisor Representative on the JOHSC, JOHSC lead, WorkSafeBC officer etc.
- Include participation of Management, Employee Participant Representative or JOHSC member where practicable
- Identify root causes
- Ensure timely implementation of recommendations
- Communicate results of investigations to WorkSafe, management and Employee Participants

### Employee Participants

- Report all incidents, accidents, and injuries immediately to the supervisor
- Participate in investigations as required when requested
- Cooperate with investigations
- Implement corrections as directed

### JOHSC Member or Worker Representative

- Participate in investigations

## Procedures

### Definitions

- **Accidents** - An event where any injury requiring medical aid or damage has occurred.
- **Near misses**- An event where no injury or damage occurred but there was the potential for serious consequences.

- **Incident** - Applies to both accidents and near misses.
- **CEP CAPA** – Community and Employer Partnership – Contract and Partnership Agent is the main point of contact for project holders.

## Reporting Requirements

### *When is an Investigation is Required?*

Employers are required by the OHS legislation and contractual reporting requirements of the Ministry of Social Development and Poverty Reduction Community and Employer Partnerships (CEP) to conduct an investigation that involves the following:

1. Serious injury to or death of a worker
2. A major structural failure or collapse
3. A major release of a hazardous substance
4. Fire or explosion with potential for serious injury
5. A blasting accident causing personal injury
6. Dangerous incident involving explosives, whether or not there is personal injury
7. A diving incident, as defined by the Occupational Health and Safety Regulation
8. Minor injury or no injury but had potential for causing serious injury (near miss)
9. Injury requiring First Aid (only injuries requiring medical treatment beyond First Aid are reported to WorkSafe BC)

## Procedure for conducting investigations

- ✓ Notify CEP CAPA (see Appendix 2 for details),
- ✓ Identify physical evidence of the incident,
- ✓ Take photographs, if necessary,
- ✓ Interview witnesses if any,
- ✓ Check background information – see previous inspections, discipline records, etc.,
- ✓ Notify WorkSafeBC (see contact box below),
- ✓ Identify root causes,
- ✓ Make recommendations,
- ✓ Distribute full investigation to management, JOHSC (or Worker Representative), WorkSafeBC and CEP CAPA,
- ✓ Discuss investigation results with workers,
- ✓ Ensure recommendations are implemented in a timely manner.

## Investigation Process

WorkSafe BC requires that a single investigation be conducted in two stages:

### **Step 1 - Preliminary Investigation**

- Must be completed within 48 hours of the incident and submitted to CEP CAPA

- Will be conducted by trained personnel, including management or their designate,
- Will include the participation of a worker and/or JOHSC representative,
- Use investigation report form (*available on the WorkSafe BC website*) or an equivalent and at minimum complete the Preliminary Investigations sections,
- Submit to head office for review,
- Submit preliminary report within 48 hours to Worksafe BC only if they have requested it,
- 

## Step 2 - *Full Investigation*

- In addition to the preliminary report, a full investigation must be completed and submitted to Worksafe BC and CEP CAPA within 30 days of the incident,
- This will be completed by the same parties who conducted the preliminary investigation
- Will include the participation of a worker and/or JOHSC representative
- Complete all sections of the investigation report form (*available on the WCB website*)
- The Supervisor, in consultation with the Safety Manager and Senior Management, will ensure recommendations are implemented,
- Investigation results will be discussed with workers,

\*Note that investigations are not conducted to assign blame.

For more information on how to conduct investigations consult the [WCB Investigations Handbook](#)

## Immediate Reporting of Serious Accidents/Incidents

Serious accidents or incidents require immediate reporting and are described below. An investigation that qualifies for immediate reporting cannot commence until after WorkSafe BC has attended the scene and completed their investigation first. Employers are only permitted to enter the accident scene for the following restricted purposes:

1. Attend to injured worker(s) if safe to do so,
2. Protect workers and property from additional or ongoing damage,
3. Secure the scene,
4. A company investigation will be conducted **after WorkSafe BC officers have completed their investigation of the serious accident/incident** and provide their consent to enter the scene of the incident.

## Accidents/Incidents Requiring Immediate Reporting to WorkSafe BC and CEP CAPA (Appendix 2)

- (1) An employer must immediately notify the Board of the occurrence of any accident that
- (a) resulted in serious injury to or the death of a worker,
  - (b) involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation,
  - (c) involved the major release of a hazardous substance,
  - (d) involved a fire or explosion that had a potential for causing serious injury to a worker, or
  - (e) was an incident required by regulation to be reported.

### Immediately call

**Mon to Fri 8:30 to 4:30**

**1-888-621-7233**

**After hours**

**1-866-922-4357**

*Note: Filling in and sending a Form 7 quickly does not qualify as immediate reporting*

## First Aid Reporting Requirements to CEP CAPA

- (1) The PBLMT project holder must immediately notify CEP CAPA at [cepteam@gov.bc.ca](mailto:cepteam@gov.bc.ca) as well as the individual CAPA's email where any First Aid event has occurred including:
- (a) resulted in First Aid treatment by the Supervisor who is the designated First Aid attendant that day.

\*The First Aid Documentation will be shared with the monthly Activity Report produced by the Project Manager.

### *How do I Submit a Report to WorkSafeBC?*

Generally, you are only required to submit full investigation reports to WorkSafeBC unless a Worksafe Officer has requested it. Use the single investigation report template from the WorkSafe BC website to document both the pre and full investigations. Submit the completed investigation report within 30 days of the incident using one of the following methods:

1. Online at the **EIIR upload portal** which is on this linked page together with **the Investigation Report Form** from WorkSafe BC website:
2. <https://www.worksafebc.com/en/resources/health-safety/forms/incident-investigation-report-form-52e40?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3Drelevancy%26%3Alanguage-facet%3D%5BEnglish%5D>
3. By fax at 604.276.3247 in the Lower Mainland or toll-free 1.866.240.1434
4. By mail to WorkSafeBC, PO Box 5350, Stn Terminal Vancouver, BC V6B 5L5

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**For information on how to correctly fill out a Form 7 Report, including specific instructions regarding content, refer to Appendix 2, of this section, “Completing a Form 7 – Employers Report of Injury**

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## APPENDIX 1 - Explanation of Serious Injury” from WorkSafe BC Guidelines

### **"Serious Injury" – Part 2, Div. 10, Section 68 of the *Workers' Compensation Act***

Section 68 provides that employers must notify WorkSafeBC of an accident that resulted in the "serious injury" or death of a worker. The term "serious injury" is not defined in the Act.

A serious injury is any injury that can reasonably be expected at the time of the incident to endanger life or cause permanent injury. Serious injuries include both traumatic injuries that are life threatening or that result in a loss of consciousness, and incidents such as chemical exposures, heat stress, and cold stress which are likely to result in a life-threatening condition or cause permanent injury or significant physical impairment.

#### *Traumatic injuries that should be considered "serious injuries" include:*

- Major fractures or crush injuries, such as
- A fracture of the skull, spine, or pelvis
- Multiple, open, or compound fractures, or fractures to major bones such as the humerus, fibula or tibia, or radius or ulna
- Crushing injuries to the trunk, head or neck, or multiple crush injuries
- An amputation, at the time of the accident, of an arm or leg or amputation of a major part of a hand or foot
- Penetrating injuries to eye, head, neck, chest, abdomen, or groin
- An accident that caused significant respiratory compromise, or punctured lung
- Circulatory shock (i.e., internal hemorrhage) or injury to any internal organ
- Lacerations that cause severe hemorrhages
- All burns that meet the rapid transport criteria of the Occupational First Aid Training Manual, including third degree burns to more than 2% of the body surface
- Third degree burns to the face, head, or neck
- Burns of any degree with complications
- An asphyxiation or poisoning resulting in a partial or total loss of physical control (i.e. loss of consciousness of a worker in a confined space) or a respiratory rate of fewer than 10 breaths per minute or severe dyspnea (difficult or laboured breathing)
- Decompression illness, or lung over-pressurization during or after a dive or any incident of near drowning
- Traumatic injury which is likely to result in a loss of:
  - Sight
  - Hearing
  - Touch

Injuries that require a critical intervention such as CPR, artificial ventilation or control of hemorrhaging or treatment beyond First Aid, such as the intervention of Emergency Health Services personnel (e.g. transportation to further medical attention), a physician and subsequent surgery, or admittance to an intensive care unit should also be considered "serious injuries."

## APPENDIX 2 – Completing a Form 7 - Employers Report of Injury

### IMPORTANT

#### **JCP / PBLMT Agreement Holder:**

- Completes the Form 7 Employers Report of Injury or Occupational Disease giving details of the workplace accident/ illness
- In the Employer Information Section of the form, for Employer Name use: Ministry of Social Development (This is the trade name registered with WorkSafe BC for JCP and PBLMT) and include the following information “Make Payments to the Minister of Finance.”
- For Type of Business, use: Provincial Gov’t Job Creation Partnerships or Provincial Gov’t Project Based Labour Market Training Project
- For WorkSafe BC account number (or Registration/Firm number on older forms), use: 2977777 Provincial Government – Special Programs
- For Classification Unit Number, use: 841116 Provincial Government Job Creation
- The original Form 7 (and the Form 6 Application for Compensation if the worker chooses to submit it through the ELMSD Program Officer), is delivered (by mail, scanned into email or by hand) to the ELMSD CEP CAPA responsible for managing the JCP / PBLMT contract at the local ELMSD office for countersignature. All communication to the CEP CAPA should be sent to [CEPTEAM@gov.bc.ca](mailto:CEPTEAM@gov.bc.ca) as well as the individual CAPA’s e-mail address.
- In the communication to the CEP CAPA, the JCP / PBLMT Agreement Holder must confirm the work site where the injury/illness occurred for verification by the CEP CAPA. This is particularly important where JCP / PBLMT Projects have multiple work sites.
- Reports First Aid and/or near miss incidents whether or not they require reporting to WorkSafe BC/JOHSC/Board of Directors.

# 10 – Emergency Preparedness

## Policy

Emergency planning and training is effective in reducing response time, improving response effectiveness and ultimately reduces the consequences of accidents. At qIM/OneLight, we will ensure plans for a variety of emergent conditions are developed. Training and monthly drills will be provided to verify that everyone at qIM/OneLight is knowledgeable of how to respond in an emergency.

## Responsibilities

### Management

- Develop emergency plans relevant to qIM/OneLight's location and activities,
- Conduct a First Aid Assessment annually, to keep the First Aid program up to date,
- Ensure appropriate emergency and First Aid personnel, equipment and supplies are made available,

### Supervisor

- Communicate emergency response plans to workers,
- Review records of Emergency Planning,
- Conduct and record annual drills.

### Workers

- Be knowledgeable of emergency plans,
- Be knowledgeable of their roles and responsibilities in an emergency,
- Participate in emergency training and drills,
- Report injuries and/or emergent events immediately to the Superintendent.

## Procedures

### Emergency Plan Development

Emergency Response Plans will be developed by management, in consultation with Supervisors and other qualified persons. Plans will consider the work being conducted, the nature and location of our facilities, and the potential emergent conditions that may arise. An emergency response risk assessment has been completed to determine what plans are appropriate for our operations.

Everyone at qIM/OneLight is responsible to know and comply with the site emergency plan that has been established. This will be part of the orientation provided for workers on the first day on our project site.

### Types of Emergency Plans

A General Emergency Response Plan has been developed by management that incorporates information applicable to all types of emergencies. This plan lists emergency contact information, location of emergency equipment, First Aid attendant's names and location of supplies, procedures for fire and evacuation and more. A coloured floorplan of our operations with locations of First Aid, fire extinguishers and exit, together with the route to hospital and contact information, is also available.

Specific Emergency Response Plans have been developed that address response to earthquake, vehicle accident and airborne toxic gas emissions.

Plans will be reviewed by management in consultation with supervisors, at a minimum annually to ensure that they remain current.

## Communication

The General Emergency Response Plan will be reviewed with employee participants and staff during their orientation. It will be posted on the Safety Notice Board where it is highly visible.

Specific response plans are in Section 10 of the Safety Program Manual. They will be reviewed periodically during Toolbox Talks, and at Safety Meetings.

## Emergency Response Plan Training

Emergency Response Plan drills will be conducted monthly to reinforce training and test plans for deficiencies.

- The type of emergency plan will be chosen each month by the Supervisor, in consultation with Management,
- It will be posted on the safety notice board at least three weeks in advance of the next Safety Meeting,
- The selected emergency plan will be reviewed during the monthly Safety Meeting, and a practice drill conducted.
- Drills will be documented on the Emergency Drill Record and note successes, as well as deficiencies and opportunities for improvement.

## Emergency Risk Assessment

EVENT	HAZARDS	RISK	CONTROLS	REVISED RISK
<b>Fire</b>	<ul style="list-style-type: none"> <li>• Burns to people &amp; property</li> <li>• Explosions</li> <li>• Smoke inhalation/damage</li> <li>• Falling objects</li> <li>• Reduced vision – falls, trips</li> </ul>	High	<ul style="list-style-type: none"> <li>• Smoking in exterior locations @designated areas only,</li> <li>• Fire extinguishers located at key locations,</li> <li>• Site personnel training in fire response plans.</li> </ul>	Moderate
<b>Event requiring First Aid</b>	<ul style="list-style-type: none"> <li>• Increase to the degree of injury</li> <li>• Death, permanent disability, serious injury</li> </ul>	High	<ul style="list-style-type: none"> <li>• Work activity SWP for response established and enforced,</li> <li>• First aid assessment completed and First Aid requirements met,</li> <li>• Training on First Aid attendant identity,</li> <li>• First Aid station for all worksite personnel,</li> <li>• Site personnel training in First Aid response plans.</li> </ul>	Moderate
<b>Earthquake</b>	<ul style="list-style-type: none"> <li>• Falling objects and structures,</li> <li>• Ground openings and instability,</li> </ul>	High	<ul style="list-style-type: none"> <li>• Establish visible markers for muster station, First Aid facility and First Aid personnel,</li> </ul>	Moderate

	<ul style="list-style-type: none"> <li>• Fires &amp; explosions</li> <li>• Contact with live electrical utilities,</li> <li>• Communication difficulties with emergency support agencies,</li> <li>• Pressure on resources due to multiple injuries of workplace parties at once.</li> </ul>		<ul style="list-style-type: none"> <li>• Ensure adequate water, First Aid supplies and personnel available at worksite</li> <li>• Site personnel training in earthquake response plans.</li> </ul>	
<b>Vehicle Accident</b>	<ul style="list-style-type: none"> <li>• Concussion,</li> <li>• Cuts, bruising,</li> <li>• Soft tissue injuries to the back a neck</li> <li>• Loss of consciousness,</li> <li>• Serious injury or death,</li> <li>• Vehicle damage</li> <li>• Injury or damage to public persons or property.</li> </ul>	Moderate	<ul style="list-style-type: none"> <li>• Assess the situation. Assure your personal safety and the safety of others.</li> <li>• Administer first aid, if practical.</li> <li>• Call for an ambulance if necessary.</li> <li>• Move the vehicles off the road to the shoulder if there are no injuries and the vehicles can be driven.</li> <li>• Turn off the ignition and do not smoke.</li> <li>• Report the accident or incident to the supervisor as soon as possible.</li> <li>• Take notes to document the accident. Include: what happened, names of witnesses, sketches and photos if possible.</li> <li>• Complete and submit an accident report form to the appropriate company personnel.</li> </ul>	Low

# 11 – Records & Statistics

## Policy

qIM/OneLight is committed to monitor the success of our safety program by identifying trends revealed in our reports, safety activity summaries and statistics. Analysis of this data will provide information regarding what elements of the entire program need attention or improvement and will assist in the prevention of accidents and injuries.

## Responsibilities

### Management

- Maintain all records of safety activities
- Monitor injury frequency, severity and other safety data
- Compile information for monthly review,
- Ensure follow up of all action for identified deficiencies.
- Provide copies of summaries and statistics to the Joint Occupational Health and Safety Committee

### Supervisors

- Maintain records of all safety activities they are responsible for
- Review results of safety activities with Management

### Employee Participants

- Complete the records they are responsible for e.g., pre-use inspections
- Report all injuries and incidents to their Supervisor

## Procedures

### Records

Records of all safety activities will be organized and maintained by management on qIM/OneLight's premises.

### Records Storage & Retention

First Aid Records will be kept by management for minimum of three years, in a locked cabinet.

The OHS Act and Regulation specifies the retention of health and safety records. They will be kept as summarized in the OCCUPATIONAL SAFETY AND HEALTH RECORDS attachment to this section.

### Statistics to be Generated

Management together with supervisors' participation, are responsible to generate health and safety statistics. Injury statistics available from the Employers Safety Planning Toolkit on the WorkSafe BC website will also be utilized.

In addition to an internal review of this data by qIM/OneLight, statistics will also be shared with the Joint Occupational Health and Safety Committee for their review and feedback.

Incident stats will be recorded on the Monthly Safety Summary & Statistics form and reviewed by JOHSC monthly.

Annual statistics will be developed and be used as part of the Safety Program annual review. At a minimum will include:

- Total number of lost time incidents/injuries for the year
- Injury/illness severity and frequency
- Average cost per injury
- Total and average number of days lost per claim

Annual statistics will be compared to performance of previous years and used to identify trends and improve the safety program outcomes. Measures taken to address negative trends may include Policy revision, identify training needs, identify Safe Work Instructions development, and others.

## OCCUPATIONAL SAFETY AND HEALTH RECORDS

*Numbers listed below refer to the applicable part from the WorkSafeBC Occupational Health and Safety Regulation and/or the Workers Compensation Act.*

Type of Records	Ref.	Record Requirements
Risk assessments	Various	A record of the risk assessment when an assessment is a requirement of the Regulation (eg: Violence in the Workplace, First Aid, Ergonomics, Working Alone, etc). (Refer to Quick Start Checklists)
Incident Investigation reports	3.4	Reports must be completed on all incidents and investigations required to be reported under <i>WCA Section 172/173</i>
Management meetings	3.3(d)	A record of regular meetings must be maintained
First aid treatment records, including Form 7 and 7A	3.19	(3) First aid records for an injury or illness reported as occurring after March 30 <sup>th</sup> , 2004, must be kept for a minimum of 3 years.
Machine or equipment Inspection and maintenance records	4	Records of use, manuals, standards, inspections, etc required for the safe operation of equipment. See also specific equipment requirements in Section 12
Inventory of hazardous substances - MSDS	5.98(1)  5.14	An inventory must be maintained which identifies all hazardous substances at the workplace in quantities that may endanger workers in an emergency including controlled products covered by WHMIS, explosives, pesticides, radioactive materials, hazardous wastes, and consumer products.  When a supplier MSDS obtained under subsection (1) for a controlled product is 3 years old, the employer must, if possible, obtain from the supplier an up-to-date supplier MSDS for the controlled product if any of the product remains in the workplace.

Type of Records	Ref.	Record Requirements
Investigation of overexposure to hazardous substances	5.59(3)	Records of the investigation required under subsection (2) must be made available to workers, and maintained by the employer for a minimum of 10 years.
Asbestos materials on site	6.32(1)	The employer must maintain for at least 10 years, records of asbestos-containing materials inventories and risk assessments, inspections and air monitoring.
Asbestos - fiber release, training written work procedure	6.32	The employer must maintain for at least 3 years, records of corrective actions to control fiber release, training, and instruction of workers, written work procedures, and written notification of the WCB.
Workers exposure to biohazardous material	6.41	A record must be kept of all workers who are exposed to biohazardous or potentially biohazardous material while on the job for the length of employment plus 10 years.  Records of worker education and training sessions on biohazardous materials must be kept for 3 years.
Lead exposure	6.68	The employer must maintain records of risk assessments, worker exposures, worker training, & health monitoring for as long as practicable.
Pesticide application monitoring	6.79	Health monitoring records for workers exposed to pesticides must be maintained when required by WorkSafeBC
Pesticide use	6.94	Records of pesticide applications must be maintained
Use of Antisapstain materials	6.108	The employer must keep records and MSDSs on all previously used antisapstain materials if a change of chemical has occurred and the equipment or work areas have not been adequately decontaminated, and this information must be readily available to workers.
Hearing tests	7.8	The employer must maintain a record of the hearing tests for each worker that must be kept as long as the employer employs the worker.
Noise exposure measurement results	7.8(2)	Noise exposure measurement results must be recorded and be "readily available" within a week for any worksite as long as the equipment is in use.

Type of Records	Ref.	Record Requirements
Radiation survey	7.25	The employer must maintain records of radiation surveys for at least 10 years and of exposure monitoring and personal dosimetry data for the period of employment plus 10 years.
Heat & Cold stress assessments (when required)	7.62  7.75	The employer must, when required by the board, maintain records of the heat stress assessment as long as the equipment is in use, or the process is being followed and (b) worker education and training.  The employer must, when required by the board, maintain records of (a) the cold stress assessment required as long as the equipment is in use or the process is being followed, and (b) worker education and training.
Heat and Cold stress assessments (when required)	7.62  7.75	The employer must, when required by the board, maintain records of the heat stress assessment as long as the equipment is in use, or the process is being followed and (b) worker education and training.  The employer must, when required by the board, maintain records of (a) the cold stress assessment required as long as the equipment is in use or the process is being followed, and (b) worker education and training.
Heat and Cold stress assessments (when required)	7.62  7.75	The employer must, when required by the board, maintain records of the heat stress assessment as long as the equipment is in use, or the process is being followed and (b) worker education and training.  The employer must, when required by the board, maintain records of (a) the cold stress assessment required as long as the equipment is in use or the process is being followed, and (b) worker education and training.
PPE – fit test result, worker instruction, maintenance for air supplying respirator	8.44	The employer must maintain a record of (a) fit test results and worker instruction, and (b) maintenance for air supplying respirators, powered air purifying respirators, and for sorbent cartridges and canisters.
Confined space isolation points	9.19(1)	The employer must keep a record that identifies the location of every isolation point as long as the confined spaces are in operation.

Type of Records	Ref.	Record Requirements
Competency of equipment operators	16.4	Employer must retain records of instruction and endorsements/licenses of all operators
Aircraft operations	29.3	Training must be documented by employer.

# 12 - Legislation

## POLICY

qIM/OneLight recognizes the value of legislation in defining our Safety Program. In addition to the Employee Participants' Compensation Act and Occupational Health and Safety Regulation, we are responsible to conduct our work in compliance local bylaws and other authorities. We will do our part in ensuring these bodies of legislation are complied with to maximize the human and community benefits of our work.

## RESPONSIBILITIES

### *Management/Supervisors*

- Ensure accurate and timely submission of reporting to WorkSafe BC
- Ensure Employee Participant access to OHS legislation is provided
- Ensure that Employee Participants are informed of their OHS legislated rights & responsibilities
- Maintain safety activity records in accordance with legislated requirements

### *Supervisors*

- Conduct On-the- Job training with Employee Participants
- Supervise Employee Participants to ensure they conduct their work safely
- Enforce compliance Safe Work Instructions, as necessary
- Maintain records of instruction and training

### *Employee Participants*

- Report all accidents and incidents to the Supervisor
- Conduct work in as outlined in Safe Work Instructions and training

## PROCEDURES

### Compliance with OHS Legislation

The work of qIM/OneLight operations will be planned and conducted in compliance with Workers' Compensation Act, Occupational Health & Safety Regulation, and other applicable legislation.

### Access to the Workers' Compensation Act and Occupational Health & Safety Regulation

It is a legislated responsibility of every employer, to provide worker (Employee Participant) access to the Workers' Compensation Act and Occupational Health and Safety Regulation at every workplace (per Part 2, Div 4, Section 2(f)).

- The OHS Regulation will be made available to employees via internet access from the supervisor's site computer.
- A posting on the site notice board will inform employees of this access to the OHS legislation at qIM/OneLight, and that they may seek the assistance of a supervisor or manager. This information will also be included in Employee Participants orientation.

## Reporting

The Company will provide WorkSafe BC all required reporting which includes:

- Injuries requiring medical aid – Will be reported via a WCB Form 7 within 72 work hours of the occurrence,
- Immediate reporting of serious accidents/incident (per WCA Part 2, Div 4, Section 2(f)) to WorkSafe BC,
- Investigations of incidents, accidents and serious near miss events (per WCA Part 2, Div 10, Section 68),
- Notice to WorkSafe BC that corrections springing from WCB Orders have been completed. Ensure that corrective actions are completed, and notice given within the required timelines specified by the order(s).

## Employee Participant Rights

Employee Participant's will be informed of their legislated rights at the time of their orientation and periodically during Toolbox Talks (per WCA, Part 2, Div 24, Section 21 (2)(b)(III)). Employee Participants legislated OHS rights are:

1. The right to know the hazards of the work
2. The right to participate in the Safety Program
3. The right to refuse unsafe work

## Procedure for Refusal of Unsafe Work

### **OHS Regulation, Part 3, Section 3.12**

#### **Procedure for refusal**

*(1) A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.*

*(2) A Employee Participant who refuses to carry out a work process or operate a tool, appliance or equipment pursuant to subsection (1) must immediately report the circumstances of the unsafe condition to his or her supervisor or employer.*

*(3) A supervisor or employer receiving a report made under subsection (2) must immediately investigate the matter and*

*(a) ensure that any unsafe condition is remedied without delay, or*

*(b) if in his or her opinion the report is not valid, must so inform the person who made the report.*

*(4) If the procedure under subsection (3) does not resolve the matter and the Employee Participant continues to refuse to carry out the work process or operate the tool, appliance or equipment, the supervisor or employer must investigate the matter in the presence of the Employee Participant who made the report and in the presence of*

*(a) a Employee Participant member of the joint committee,*

*(b) a Employee Participant who is selected by a trade union representing the Employee Participant,  
or*

*(c) if there is no joint committee or the Employee Participant is not represented by a trade union,  
any other reasonably available Employee Participant selected by the Employee Participant.*

*(5) If the investigation under subsection (4) does not resolve the matter and the Employee Participant continues to refuse to carry out the work process or operate the tool, appliance or equipment, both the supervisor, or the employer, and the Employee Participant must immediately notify an officer, who must investigate the matter without undue delay and issue whatever orders are deemed necessary.*

5. Conduct regular Toolbox Talks and provide minute of these meetings or participate in our Company Toolbox Talks.

### Program Review

The Company's Safety Program and Health & Safety Policy will be reviewed periodically to ensure its effectiveness and compliance with the legislation. A running record of review and revisions made should be maintained.

- The review will be conducted by Management together with JOHSC input. Changes made that impact Employee Participants will be documented and communicated to employees at a safety meeting following the review.

# 13 – Bullying, Harassment & Violence

## POLICY

A safe and secure work environment is critical to the success of our program at qIM/OneLight. We are committed to maintain a workplace that is free from bullying, harassment or violence and will immediately respond in the event this occurs at our workplace.

### Definition:

#### Bullying and harassment

- (a) includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- (b) excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

Violence: any act in which a person is abused, threatened, intimidated, or assaulted in his or her employment.

## RESPONSIBILITIES

### *Management*

- To not engage in the bullying, harassment or violent behavior of other employees or client participants,
- Ensure there is a bullying, harassment and violence policy and procedures in place,
- Ensure that all employees are made aware of the bullying, harassment and harassment policy and procedures,
- Conduct investigations of bullying, harassment and violence are conducted in a fair and timely manner,
- Ensure that investigation recommendations are promptly acted upon.

### *Supervisors*

- To not engage in the bullying, harassment or violent behavior of other employees or client participants,
- Conduct training for worker on the procedures related to bullying, harassment or violence,
- Receive worker complaints and investigate as necessary,
- Participate in investigation as needed and make recommendations to management for consideration.

### *Employee Participants*

- To not engage in the bullying, harassment or violent behavior of other employees or client participants,
- Report if bullying, harassment or violence is observed or experienced,
- Apply and comply with qIM/OneLight's policies and procedures on bullying, harassment and violence.

## PROCEDURES

### Reporting

Persons who are or have experienced acts of bullying, harassment and/or violence are encouraged to report it to their supervisor as soon as possible. This can be done by directly telling them, by submitting a written report or both.

If the incident involves the supervisor or the complaint is uncomfortable reporting to them, they may speak to the manager or their Joint Occupational Health and Safety Representative. The contact information for supervisors, the manager and JOHSC representatives are posted on the safety notice board.

### Conducting Investigations

Most investigations will be conducted internally. In complex or sensitive situations, an external investigator may be hired.

Investigations will:

- be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances,
- be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations,
- be sensitive to the interests of all parties involved, and maintain confidentiality,
- be focused on finding facts and evidence, including interviews of the complainant, respondent, and any witnesses,
- incorporate, where appropriate, any need or request from the complainant or respondent for assistance during the investigation process,

### Investigation Outcomes

Upon completion of the investigation a report must be written by management that is fair and accurate. Provide as much information as possible in the report, such as the names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

After careful deliberation and completion of the report, management will inform the complainant and respondent of investigation results. Follow up with appropriate actions following the investigation which may result in disciplinary actions.

### **Resources**

Source – Ministry of Labour

Good advice at and on how to support victim of bullying.

<https://pipsc.ca/sites/default/files/2018-07/bully.en.pdf>

Source – WorkSafe BC

<https://www.viasport.ca/sites/default/files/Documents/Bullying%20%26%20Harrassment%20Handbook.pdf>



### **Phase Two Appendix F: OneLight Cell Phone Policy**

Anyone working at any workstation (splitting, assembly, wax, packing) must adhere to the following cell phone use rules.

1. Cell phones must not be on the work area surface. They are to be in a pocket, handbag or stored in the lockers.
2. Cell phones are not to be used or handled when at a workstation. Checking of email and texts or surfing etc, is allowed during your break away from any workstations. If you are listening to audio content, have it ready to play before starting work.
3. Watching video content, or playing video content is not allowed, unless on break and away from workstations.
4. Playing video games is not allowed, unless on break and away from workstations.
5. Listening of audio content at workstations is allowed as long as the following conditions are met:
  - a) Headphones must be used to listen to audio content.
  - b) If the headphone set is not wireless, the wire connecting to the cell phone or device must be inside a shirt, sweater or jacket so the cords are not loose on the outside.
  - c) Volume must be at level that does not hinder the ability to hear the Floor Manager giving instructions or warnings.

After one warning regarding this policy, if a person continues to break this policy, they will have to keep their cellphone in their locker when they are working.

If you have dependents who require a number for emergency situations, please give them the shop number 604-414-7388.