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**SAFETY – NOT JUST COMPLIANCE 243 DAYS AWAY**

Speakers are invited to submit proposals for consideration for sessions/workshops at our upcoming Health and Safety Conference which be held on May 28, 29 & 30, 2008 at the Sheraton Centre Toronto Hotel.. Submissions must contain an outline of the proposed session, background and credentials of the speaker, and approximate fee involved if applicable.

Please click on the link below to access the downloadable submission form.  
<http://www.esao.on.ca/conferences/conferences.htm>

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**ACTION PLANS – THE PIECE THAT HOLDS IT ALL TOGETHER**

OK, you've completed your Basic Certification, written the exam and been told that you passed. Then, you met with your employer, and discussed the significant hazards in your workplace, and found Part 2 Training for those on your list. You attended the Part 2 Training, and found out how to recognize, assess and control the hazards in your workplace. Now what?

Well, before you declare victory and collect your ID card as a certified member of your Joint Health and Safety Committee, you need to do an Action Plan for each of your significant hazards. The Action Plan connects the theory of the training course to the reality of your workplace – and until the Action Plan is developed, approved, and launched, it is all just theory.

For each hazard, you need to determine where it exists in your workplace – a hazard inventory, actually. You may have already done this when you determined what the significant hazards in your workplace were. If not, you can do it while conducting your regular workplace inspection program, or you can do a special tour simply to identify where each significant hazard exists in the workplace. For some hazards (Workplace Violence, Ergonomic issues, Indoor Air Quality, for example), an employee survey may help identify the issues, while for others (Confined Spaces, Chemical Hazards, or Fire and Explosion) an actual inspection is probably necessary. You can

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improve the information in your inventory by comparing it with data obtained from illness and injury reports, previous workplace inspection reports, as well as issues raised in previous Joint Health and Safety Committee meetings. All of this is the Recognition step you learned about in Basic Certification – Recognize, Assess and Control.

Once you know where the hazards exist, the next step is to review your existing policies and procedures – what is already in place to control them? In most cases, if the hazard is a significant one, you will already have some kind of control program in place. Bring that program up to date with a review of the current legislation, standards and guidelines for each hazard. Legislation and standards change with time, and updating your understanding of them on a regular basis is a good idea. This process is the Assessment step – where are you compared to where you should be?

The final step is the Control step – the elimination or reduction of the hazard. Work through your hazard inventory, keeping the standards and legislation in mind, and focus on hazard control. If a particular hazard has a major presence in your workplace, you may need a company-wide policy statement (which is realistic and enforceable), supported by work processes and procedures. Some hazards can be completely eliminated from your workplace through substitution, or significantly reduced through engineering or administrative controls. Hazard control through Personal Protective Equipment is a last resort, but can be a useful temporary control when phasing out the use of a dangerous chemical or removing a hazard from the workplace.

The plan you create to work through the Control step is your Action Plan. In some workplaces some hazards can be eliminated or otherwise controlled in a couple of days. In other, larger and more complex workplaces, the Action Plan may be a long term planning document that will take months to complete. No matter – having a plan is always better than not, and working toward a target is always better than ignoring the hazard and assuming nothing can be done.

Until you develop the plan, it is all just theory. Knowing about hazards, thinking about them, even worrying about them, really doesn't accomplish much. Developing an Action Plan, and working through it over time – now that can actually make your workplace safer, and prevent injuries and illnesses. Isn't that the point?

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**FROM THE COURTS...**

In the autumn of 2005 a manufacturer of plastic garden and patio furniture, storage containers, utility equipment, etc., (Royal Alliance Inc.) contracted with an employment agency (Temporary Employment Agency Management Services Inc.) for the services of a temporary worker. Both firms were in Woodbridge.

On October 1, 2005, at the start of the day shift, an evening shift worker was found pinned between a forklift (which was operated from a standing position) and a storage rack in a distribution area. The worker was pronounced dead as a result of a crushing injury.

An investigation by the Ministry of Labour showed that the forklift was working properly at the time of the incident. However, the worker had not completed any training on the operation of that

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forklift, either before being hired by the employment agency or while working at the plant. He had, however, been tested by a supervisor at the plant, three weeks after being hired, and scored 5 out of 10 on operating that type of forklift.

The manufacturer pleaded guilty, as an employer, to failing to ensure the worker was competent to operate the fork lift, as required by Section 51(2)(a)(i) of the regulations for industrial establishments, contrary to Section 25 (1)(c) of the Occupational Health and Safety Act.

The employment agency pleaded guilty, as an employer, for failing to take the reasonable precaution of ensuring the worker would only be operating equipment the worker was hired to operate and would not be permitted to operate a different piece of equipment without training and testing to ensure competency. This was contrary to Section 25(2)(h) of the Occupational Health and Safety Act.

The decision was made in the Ontario Court of Justice in Newmarket on June 29, 2007.

This summary has been included in order to draw readers' attention to the fact that both the workplace employer and the employment agency shared the responsibility for worker training in this case. The ruling underlines the fact that hiring temporary workers does not absolve the workplace employer of the responsibility to ensure that such workers are competent to carry out the work and to use the required equipment safely. It also suggests that employment agencies need to be aware of the hazards of the job and of the equipment to be used, in order to ensure that temporary staff can work safely.

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## **HUMOUR: THE SPICE OF LIFE**

Humour is a communication skill. It is invaluable for those who teach and motivate others about health and safety. When we add humour to our conversations, we become more confident, more interesting and more resourceful. We can use puns, teasing, cartoons and telling jokes to build interest in what we are saying. When we listen to funny people and when we watch sitcoms, we learn that humour often involves knowing what others expect to hear and giving it a twist. Adding some humour throughout the day reminds all of us not to get too stressed.

Using humour, we can prevent or resolve conflict. With humour, we can see a situation less emotionally and more realistically. However, when someone is very upset, humour is best avoided and listening helpfully is the better choice.

Being funny is natural. Very young children have already learned that exaggerating and understating is funny. Even quiet and shy people can have unique and delightful senses of humour. To improve one's ability to be funny simply takes being motivated and observing others, watching how they hook the listeners, how they use their voice tone, how they use pauses and what topics they choose. Humorous topics are often about people's common weaknesses. We make fun to show that we all have self-doubts, we all make mistakes, and we all do better when we help each other on the journey.



**Here are some fun things to say to manage a stressful situation.**

1. You are right.
2. Is it my turn to win?
3. Is it too late to apologize?
4. You are younger, you know best.
5. At times like this, my uncle used to say...

Organizing fun activities throughout the year keeps us feeling positive and connected as a team. Activities enhance our communicating well with humour. Familiar activities include having a barbeque, a charity fundraising event, or a Halloween party. A successful event can involve everyone by including making costumes, a banner and funny hats.

**Here are some fun things to try:**

1. Have a pot luck lunch.
2. Have a dress up or dress down Friday.
3. Bring in baby pictures, and guess the employees name.
4. Play beach volleyball.
5. Dance naked in front of your pets.
6. Get a tattoo.
7. Eat dessert first.
8. Make a home-made birthday card.
9. Pop popcorn with the lid off.

Humour is the spice of life. It invites improved morale, it decreases pain, it improves communication and increases wellbeing. When individuals feel well they are more centered, more able to concentrate and less likely to have an accident.

This article was contributed by Leslie Rose, who has been leading humour seminars and presenting after-dinner talks at conferences for over 25 years. He recently presented at the ESAO Conference on Humour and on Managing Stress. [www.leslieroseseminars.com](http://www.leslieroseseminars.com)

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**NEW YEAR, NEW SUPERVISORS**

It's September, and many of us have been thinking about all of the new workers in our workplaces, and worrying about how to get them trained over the next few weeks. After all, the data clearly shows that new workers are considerably more likely to be involved in workplace injuries than those who have been on the job for a while.

**But, what about new supervisors?**

To begin, new supervisors are also new workers. They are in a new job, they have new responsibilities, and they may not be familiar with their new worksite. They are also at risk for workplace injuries.

But, that is not all.

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Under the Occupational Health and Safety Act, employers have specific obligations when it comes to appointing supervisors. Section 25 (2) (c) states that "(an employer shall) when appointing a supervisor, appoint a competent person". What does that mean?

On the very first page of the Act, in Section 1 (1) Definitions, "competent person" is defined. It means "a person who,

- (a) is qualified because of knowledge, training and experience to organize the work and its performance,
- (b) is familiar with this Act and the regulations that apply to the work, and
- (c) has knowledge of any potential or actual danger to health and safety in the workplace."

The employer has an obligation under the Act to make sure that the proper level of supervisory training has taken place before the supervisor assumes his or her new role. Section 27 of the Act spells out the specific responsibilities that a supervisor has in the workplace, and it is not difficult to see why a competent person is essential in this role(if it's been a while since you looked at this section of the Act, you should look it up by entering the following link.)

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90o01\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90o01_e.htm)

New supervisor training programs in the Act and regulations, as well as workplace-specific hazard awareness, are not only necessary for the supervisor to do his or her job, but an essential part of the employers due diligence program.

It's a new academic year, and focusing on new employee training is a good idea – but, let's not forget about our new supervisors. They need training too!

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## **EXECUTIVE DIRECTOR - SEARCH COMMITTEE**

The Board of the Education Safety Association of Ontario has launched a search for a new Executive Director. The Search Committee is composed of the full Board.

The Caldwell Partners International has been retained to assist the Board in this process. Over the next several weeks, the search consultants (Heather Ring, Fran Brunelle, Chris Laubitz and Jamie Conklin) will be in touch with staff, clients and safety partners in face-to-face focus groups or meetings as well as by telephone and e-mail. They will be speaking with a number of stakeholders in and around the Education Safety Association of Ontario who can be helpful in offering their input and perspective to the search. This consultation process is confidential (no comments will be attributed to individuals), and is important in ensuring we agree upon the mandate for the new leader, together with the experience and characteristics that will serve our organization best. The summarized input will also be helpful information to share with serious candidates.

The Search Committee met with Heather, Chris and Jamie to launch the search on September 14th. The Committee discussed the mandate for the new leader as well as the skills and experience that will best meet the need. The Committee's ideas on the role will be augmented by the input from stakeholders. In mid-October, the search consultants will meet with the Committee



again to share the summarized and un-attributed feedback from stakeholders, and to update the Committee on their search strategy and outreach process (i.e., the organizations and individuals the search consultants will be contacting to invite interest and to ask for their suggestions of candidates). The Committee will also agree upon advertising copy to be used in appropriate print and online media as well as e-mail broadcasts.

Over the months of October and November, the search consultants will conduct a thorough candidate outreach and assessment program, followed by the presentation of a long list of candidates to the Search Committee. The Committee will select, from the long list, the candidates whom they wish to meet, and will then interview these candidates. Following the first round of interviews, the Committee will decide on further steps required to narrow the field of candidates to the finalists, who will take part in further meetings and also go through extensive referencing. The Committee expects to be interviewing candidates in late November, and everyone is focused and committed to ensuring that a new Executive Director is in place in early 2008.

Thank you to all stakeholders for helping us in the search for our new Executive Director.

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## YOU ASKED US!

ESAO and its staff receive many inquiries and questions on a wide array of topics. Some questions of a general nature will be included in this section of newsletter for the information of all clients. **In all cases, ESAO attempts to obtain the most accurate and up-to-date answer possible.** We do not assume to take the regulatory responsibility for a certain situation, and the client is advised to contact the regulator responsible.

### Question:

I am looking for an opinion about types of eye wash stations. There is an eye wash station installed in which one must turn the tap handle on first and then pull a plug on the device to operate the eye wash. Is this device legal or do I need to have an eye wash station that is push paddle operated?

### Answer:

The regulations are not specific as to what type of eyewashes should be used. The decision is up to the user who could be asked to justify their choice by a ministry inspector.

Yes - tap mounted eyewashes are legal. However if they are used clear access to the eyewash must be maintained at all times. A sign should be placed in the area clearly indicating the location and instructions for its use must be posted. Everyone working in the area must receive instructions in their proper use.

Warning 1: The main hazard of tap mounted eyewashes is the potential for only the hot water being turned on. This can result in scalding of the eye and face. Ensure the cold water facet is on the right (standard) - if the cold and hot are reversed the risk of damage to the eyes will be increased tremendously.



Warning 2: Left handed individuals will tend to turn on the left hand (hot) water faucet first. Right handed people will tend to turn on the right faucet. Be sure everyone - particularly left handed people - understand the importance of using the cold water and ensure they all practice turning the eyewash on so that they automatically use their right hand in an emergency.

The advantage of tap mounted eyewashes is that the water can be tempered. The cold water should always be turned on first and then the temperature adjusted using the hot water if desired. In Canada in winter the cold water is usually so cold that it becomes impossible for a person to hold their eyes in the water for more than a few minutes which is inadequate to flush most materials out of the eyes.

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### **WHY A PAPER-FREE CONFERENCE?**

In the August issue, we mentioned briefly that ESAO's 2008 conference will focus on the issue of sustainability. We also promised to provide you with additional information on this topic as it relates to our annual event.

Environmental sustainability is a hot topic in today's press and among organizations of various sizes, as well as individuals in all parts of the world. It seems we are becoming more conscious of our actions and taking responsibility for the state of the environment. Steps can be taken in the workplace to minimize the waste of various resources, such as electricity and paper. This is an idea that we at ESAO have embraced.

To reduce consumption, the 2008 conference will be paper-free. Instead of the usual flyers, maps, and printed information on the conference's sessions in the delegates' welcome package, we will send out electronic updates to registered delegates and will provide each delegate with a learning journal, placed in the delegate bag, for participants to use to record key points from the sessions they will attend at the conference. Instead of the usual three conference flyers, we will print only two flyers that will be mailed out to our clients throughout the preparation for the event.

In the time leading up to the conference, we encourage our clients and potential exhibitors and presenters to reduce the consumption of paper by communicating with us through electronic mail, rather than through the mailing out of materials and transmitting documents by fax. We will communicate with the delegates electronically, prior to the event, and provide them with information on the conference sessions that will be offered. The delegates will then be able to sign up electronically for sessions that interest them and download the presentations in advance, should they wish to do so.

The process of reducing the use of paper and other resources begins with a few small steps, and the paper-free plan for the upcoming conference is ESAO's way of minimizing the imprint on the environment. We will continue to encourage all individuals in the sector to be more considerate about the impact of our actions on the environment. Please watch for upcoming further updates on our paper-free strategy.



**NEW OFFICE – NEW TRAINING ROOM**

Don't forget, we are moving on October 15th 2007. The new location has a large training room which we will use to service the clients in the GTA and Surrounding region. We will be having scheduled WHMIS Trainer, and Part 1 and Part 2 certification training courses. If you have workplace specific training needs, please contact us and we will build the Part 2 days with your needs in mind. If you are interested in us having specific workshops, please contact us as well.

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**CONFERENCES IN WHICH WE WILL PARTICIPATE IN THE FALL**

- Municipal Health and Safety Association, Toronto, ON - Oct. 1-3, 2007
- Eastern Ontario Conference, Ottawa, ON - Oct. 25, 2007
- Forum North, Thunder Bay, ON - November 6, 7 & 8, 2007

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**NEW TO THE WEBSITE**

**LINKS**

- [WorkSafe BC On Line resources](#)
- [Agriculture](#)
- [Performing Arts and Film](#)
- [Construction](#)
- [Commercial Fishing](#)
- [Forestry](#)
- [Health Care](#)
- [Manufacturing](#)
- [Wood Products Manufacturing](#)
- [Metal and Non-Metallic Mineral Products](#)
- [Petroleum \(Oil and Gas\)](#)
- [Small Business](#)
- [Tourism and Hospitality](#)

**NEW DOWNLOADS**

- [Safety Improvement Partnership Program](#)
- [September Newsletters](#)

**PRODUCTS**

- [Record Keeper – Accident Analysis tool](#)
- [Asbestos Management & Worker Training Package](#)
- [Healthy Organizations – Healthy People Healthy Places](#)
- [Winter Driving CD ROM Training Tool](#)

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The following activities have been booked from October to December. Any clients interested in attending one or more of the following sessions or courses should directly contact the Field Consultant responsible for the activity. Should you have conflicts or concerns regarding a scheduled activity or wish to attend one, please contact your ESAO Field Consultant or the ESAO Toronto office at 1-877-732-3726, or via email at [esao@esao.on.ca](mailto:esao@esao.on.ca)

**Francophone Alain  
Chenard  
(613) 837-2042**

Part 1 (Basic) Certification  
October 2, 3 & 4, 2007  
CSDECSO, 14 rue Notre-  
Dame, Pain Court, ON

Part 1 (Basic) Certification  
October 10, 11 & 12, 2007  
Maison Accueil Sagesse, 424  
chemin Montréal, Ottawa, ON

Ateliers 5 Octobre, 2007  
Loi et règlements  
Chatham, ON

**North West  
([esao@esao.on.ca](mailto:esao@esao.on.ca))**

WHMIS Train the Trainer  
November 9, 2007  
Valhalla Inn, Thunder Bay

Part 2 (WHST) -  
October 22, 2007 - Best  
Western Lakeside Inn, 470  
1st Avenue South, Kenora  
Ergonomic, Slips, Trips &  
Falls, Workplace Violence,  
Confined Space

Workshop - TBA  
October 23, 2007  
Atikokan, ON

November 5, 2007  
Founders Museum, 264 - 307  
Euclid Ave., Thunder Bay -  
Ergonomic, Slips, Trips &  
Falls, Workplace Violence,  
Confined Space

**North East – Doug Bennett  
1-877-732-3726**

Part 1 (Basic) Certification  
October 16, 17, 18, 2007  
Near North DSB, 963 Airport  
Road North Bay, ON

November 27- 29, 2007  
Roland Michener S.S., 155  
Legion Dr., Rm. 101  
South Porcupine, ON

WHMIS Train the Trainer  
November 9, 2007 (1 day  
course), Vahalla Inn, Thunder  
Bay, ON

Client Network Meetings:  
Oct. 10th, 10 am to 3:30 pm  
Meeting of Northeastern  
Ontario School Boards,  
Sudbury - Location TBA

Oct 11th, 10 am to 3:30 pm  
Meeting of Northeastern  
Ontario Post-Secondary  
Institutions Sudbury, Location  
TBA

**GTA – Training  
416-250-8005 112**

Part 1 (Basic) Certification  
October 2, 3, 4, 2007  
North York Memorial  
Community Hall, 5110 Yonge  
Street, Toronto,

Part 2 (WHST) Certification  
November, 2007  
What modules do you need?  
Email us at [esao@esao.on.ca](mailto:esao@esao.on.ca)  
4950 Yonge Street, Ste. 902,

WHMIS Train the Trainer  
November, 2007  
4950 Yonge Street, Ste. 902,

**GTA West: - Janice Gallant  
(905) 785-3742**

Part 1  
~~October 16, 19 & 26, 2007~~  
Halton CDSB, 802 & 830  
Drury Ave., Burlington, ON  
COURSE FULL

Part 2  
November 6, 2007  
Halton DSB, 2050 Guelph  
Line, Burlington, ON  
Biological Hazards,  
Ergonomic Hazards and  
Slips, Trips & Falls



November 8, 2007  
Halton DSB, 2050 Guelph  
Line, Burlington, ON  
Chemical Hazards, Lockout/  
Tagout, Energy Hazards &  
Machine Guarding Hazards

November 14, 2007  
Halton DSB, 2050 Guelph  
Line, Burlington, ON  
Fire & Explosion Hazards,  
Working Alone Hazards &  
Workplace Violence Hazards

Client Network Meetings  
October 18, 2007  
Sheridan College, Trafalgar  
Campus, 1430 Trafalgar Rd.,  
Oakville, ON

**East**  
**1-877-732-3726**  
**TBA**

Client Network Meeting  
November 6, 2007  
Ottawa-Carleton DSB  
1645 Woodroffe Ave.  
Nepean, ON

**GTA East - Mike Atkinson**  
**(416) 466-1923**

Part 1 (Basic) Certification  
October 2,3,4, 2007  
North York Memorial  
Community Hall, 5110  
Yonge St. Toronto

November 6, 7 & 8, 2007  
North York Memorial  
Community Hall, 5110  
Yonge St. Toronto

Colleges Network Meeting  
October 18, 2007 - Sheridan  
College, Trafalgar Campus  
1430 Trafalgar Rd, Oakville

**Georgian Bay**  
**1-877-732-3726**  
**[esao@esao.on.ca](mailto:esao@esao.on.ca)**

**Central Lakes - TBA**  
**(705) 876-1001**

Workshops  
Nov 12, 2007 - 9:00am  
Healthy Organizations &  
Stress Management -  
Township of Uxbridge Public  
Library, 9 Toronto Street  
South, Uxbridge

Nov 19, 2007 – 9:00am  
Violence Trilogy - Violence  
Prevention, Working Alone  
and Dealing with Difficult and  
Angry Persons - Township of  
Uxbridge Public Library, 9  
Toronto St. S.

**South West – Ed Hager**  
**(519) 264-9738**

Part 1 (Basic) Certification  
October 18, 23, 25, 2007  
Lambton College, 1457 London Rd.  
Sarnia, ON  
November 20, 22 & 28, 2007  
Essex Civic Centre, 360 Civic  
Centre, 360 Fairview Ave., Essex,  
ON

December 10, 12 & 14 2007  
Essex Civic Centre, 360 Civic  
Centre, 360 Fairview Ave., Essex,  
ON

Client Network Meeting:  
October 10, 2007 Windsor, ON

Click to access the Training Events Calendar  
Click to access the Workshop/Client Network Calendar

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ESAO serves all Schedule 1 firms in the WSIB rate groups 810 & 817, as well as Schedule 2 firms in the education sector. Contact your ESAO Field Consultant for more information on any courses or products.

Head Office: [www.esao.on.ca](http://www.esao.on.ca) Tel: (416) 250-8005 Fax: (416) 250-9190 1-877-732-3726

**Drive Carefully!**      **Next Newsletter: October 2007**