



ESAO

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ESAO
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2005 – The Good News and the Bad News

Looking back at 2005, we find some reasons to be encouraged about the state of health and safety in our sector – and some reasons to be concerned.

Our Schedule 1 firms had their best year on record in 2005. Based on data pulled from the WSIB database in late April, Schedule 1 firms had over 1,300 approved claims in the calendar year 2005. This is one of the lowest number of approved claims for this group of firms in a decade. It represents almost a 5% decrease in the number of approved claims for this client group when compared to 2004 data.

Schedule 1 firms include all of the universities in Ontario, as well as the vast majority of libraries and museums, plus about half of the colleges. This is a tremendous achievement for a sector experiencing the level of growth that the education sector has. It also speaks to the commitment of those firms to make their workplaces safer.

Our Schedule 2 clients did not enjoy the same level of success. In fact, the number of both approved claims (almost 6,800) and the number of approved Lost Time Claims (over 3,600) were the highest recorded over the past decade. The number of approved claims increased well over 8% above the number for 2004.

The Schedule 2 firms in the education sector consist of the larger libraries and half of the colleges, but the performance of our Schedule 2 firms is dominated by the fact that

almost all of the school boards in Ontario are covered under Schedule 2. While there are individual boards that have improved, in general, the number of approved claims reported from Ontario's schools has increased steadily over the past decade and dramatically over the past year.

The WSIB database records claims as they are approved and the 2005 data are still somewhat immature. As claims continue to be adjudicated, and as claims arising from issues such as overexertion and occupational exposures continue to be reported and assessed, the numbers will continue to rise. As time passes, the already high numbers for the education sector (over 8,000 approved claims for the first time ever) will continue to increase.

High Risk / Last Chance for 2006/7

In 2005 ESAO responded to a request from the Minister of Labour, then the Honourable Chris Bentley, to join with other Safe Workplace Associations, the WSIB and the Ministry of Labour, in a province-wide initiative to focus attention on those workplaces having the most injuries.

During the fall of 2005 ESAO contacted 126 firms that had been identified by the Ministry of Labour, using the WSIB statistics, as meeting the criteria as "Last Chance Firms". Most of those firms responded with an agreement to work with ESAO, and with other system partners, over the course of the next year to improve their safety performance. In 2005 there were thirteen firms that were classified as High Risk firms, and as such were contacted directly by the Ministry of Labour.

Although we had intended to keep the same list for 2006 (since we had started the process so late in the fall of 2005) the Ministry timetable required that we make changes to that list in April of this year. Each year, the Ministry creates new lists, using a selection algorithm that is continuously improved to ensure that it is selecting those firms that merit the

Inside this issue: Highlights for Summer 2006

- 1 2005 – The Good News and the Bad News
- 1 High Risk / Last Chance for 2006/7
- 2 Work Related Musculoskeletal Disorders (WHMSD)
- 3 2006 Pricing Increases now in effect
- 3 Which Confined Space Regulation applies to the education sector?
- 3 Conference 2007 – Conference Committee Call for membership
- 4 You Asked Us – Legal requirements re Dress Code
- 5 Confined Space harmonized Legislation doesn't mean they are all the same!
- 6 Ergonomic/musculoskeletal disorder prevention orders – Have you received one?
- 7 ESAO Regional Courses and Activities



increased attention. The criteria for the 2006/7 list are:

1. Number of Lost Time Injuries (LTI) per worker
2. Average cost per LTI
3. Excess cost of LTI's for employer relative to sector
4. Number of No Lost Time Injuries (NLTI) per worker
5. Average cost of NLTI's
6. Excess cost of NLTI's for employer relative to sector

For most of these categories, the data is a weighted average for the three years 2002, 2003 and 2004, with the most recent data weighted more. LTI's due to malignancies and pneumoconiosis are excluded, as they reflect workplace conditions of twenty years ago rather than current conditions. The 2006/7 algorithm is less sensitive to the effect of a single claim on the performance of a very small firm – something that our libraries were quite concerned about last year. Their comments, and ours, were instrumental in improving this year's selection process.

All firms that are on either the Ministry's 2005/6 or 2006/7 Last Chance List for the education sector have been contacted by now (although there is still some confusion regarding municipalities that pay into multiple rate groups, including education sector rate groups, but we are working through those on a case by case basis). The 2006/7 list included 21 firms that were not on the 2005/6 list. In addition, we have offered all firms on the 2005/6 list the opportunity to continue to work with us, even if they did not appear on the more recent list.

Much of the initial reaction to the "lists" was focused on the selection process, and whether it was accurate or not. Now, most of our clients are working to determine how to reduce the number of accidents in their workplace. This initiative has caused a great deal of discussion of health and safety in our sector, more of it at the senior levels in our client firms than

ever before. Thinking about workplace safety is always a positive thing – especially if it leads to initiatives that improve performance and reduce injuries to our workers.

Work Related Musculoskeletal Disorders (WMSD)

In September 2005, The Ergonomics Sub-Committee of the Manufacturing Panel, Health and Safety Group reported that almost half the WSIB lost time claim costs were a result of musculoskeletal disorders. The result is a new Ministry of Labour and the Workplace Safety and Insurance Board initiative to reduce these injuries by contacting, educating and providing information on best practices to employers, supervisors and employees.

The MOL and WSIB will also use orders and penalties, when necessary, to ensure an improvement.

What is a musculoskeletal disorder?

These are injuries or gradual long-term damage to any part of the skeleton and related structures in the body. Included are bones, muscles, nerves, tendons, ligaments, joints, cartilage and spinal discs. Different types of prolonged exposure to physical work activities, as well as the workplace design and environmental factors, contribute, to some extent, to WMSDs.

The more unusual the body movements, the more force used, and the more repetitive the task, the more pronounced the effect will be.

Some other terms for some groups of MSDs are:

- cumulative trauma disorders - *repeated awkward or incorrect motions*

- repetitive strain injuries - *repeated performance of a limited number of movements*
- repetitive motion trauma - *repeated motion*
- occupational overuse syndrome - *repeated force or exertion*

In general, injuries from physical impacts, slips, trips, falls and most other critical incidents are not considered to be MSD injuries. Personal characteristics, such as auto immunity diseases and effects from aging, are also not considered MSD injuries.

What are the symptoms?

- Numbness
- burning sensation
- pain
- tingling
- cramping
- stiffness

How are WMSDs caused?

The motions or exertions that cause the injuries are generally considered to be normal movements and forces we consider routine and perform frequently. Many of these daily activities result in some nerve or disc compression, tendon damage, muscle strain and joint damage. When these motions or exertions occur at a low level on an irregular basis, the body heals any tissue damaged as it occurs. When a motion is excessive or repeated many times over days, months or years, the injuries and damage accumulate faster than the body can heal. This results in a build-up of damage in the body tissues that are used or adjacent body tissues that are affected. Over a period of time, the damage accumulates, resulting in a musculoskeletal disorder.

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What are the most common motions and exertions that cause MSDs?

- awkward postures
- excessive bending, twisting, or reaching
- highly repetitive work
- excessive force
- lifting heavy items
- using unnecessary force to do repetitive work, such as keyboarding
- prolonged period of using force
- staying in one position for an extended periods of time
- mechanical trauma (contact with surfaces that compress or damage the underlying tissue)
- vibration
- cold and hot temperature extremes

2006 Pricing Increase now in affect

Training

- Client pricing for Basic Certification training increased from \$75.00 to \$115.00 per person.
- Client pricing for WHMIS Train the Trainer increased from \$85.00 to \$125.00 per person.
- Non-Client pricing for WHMIS Train the Trainer increased from \$195.00 to \$250.00 per person.
- Client and non-client workshops will reflect the increase in product costs.

Products

- Client pricing for WHMIS Train the Trainer package increases from \$85.00 to \$125.00 per unit
- Non-Client pricing for WHMIS Train the Trainer package will increase from \$195.00 to \$250.00 per unit.
- Pricing for resource books and videos has remained the same for clients and non-clients.
- Grounds keeping Resource Book has been updated and pricing increased for both clients and non-clients.

- Posters and pamphlets have not increased in price.
- Pricing for Participants books has remained the same.
- Pricing for CD-ROM Training has increased for both clients and non- clients to reflect the ongoing cost of updating these products.

Which Confined Space Regulation Applies to the Education Sector?

Normally educational organizations fall under the *Industrial Establishments Regulation, O.Reg. 851.* under the *Occupational Health and Safety Act.*

However, at some time, every organization undergoes renovations, demolitions and or the construction of new facilities. If a project exceeds a value of \$50,000, it requires a design by a professional engineer, or meets other criteria set out in the *Construction Projects Regulations, O.Reg.213,* the legal requirements that must be met for the work, including work in confined spaces, are those in the *Construction Projects Regulation* and not the *Industrial Establishments Regulation.*

What are the differences in the requirements of the Industrial Establishments and Construction Projects Regulations?

View on the web site at the url below:

www.esao.on.ca/clients/safety_specific/links.htm

Conference 2007

Many of our clients participated in a client survey during the late winter and spring of 2006. ESAO would like to thank all those firms that participated. While much of the data requires analysis, one result was clear immediately – most clients want an Annual Conference again – and who are we to argue?

So, we will begin working toward providing a conference in 2007 – we don't have dates, and we don't have a place or a program yet, but that will all fall into place over the summer and fall. So, make plans to attend our conference sometime in 2007.

If you are among those who missed it as much as we did, you can do more. You may want to consider being a member of the Conference Committee. If you have ideas, enthusiasm and time to contribute, please send an e-mail to Tracy (tbyng@esao.on.ca with the subject line "Conference Committee") and get on the list. The Committee will begin meeting in August, and we need your help.

New to the website:

The following checklists are available for download. All checklists below are in a **new interactive Word format.**

- Workplace Violence Employee Checklist
- Workplace Hazard Inspection Checklist
- Workplace Violence Hazard Inspection Checklist
- Risk Factors Associated with hand/arm and back injuries checklist

If you are writing, reviewing or updating your H&S Policies, please review the many links to other University, College and School Policies. If you need any assistance navigating the website or have suggestions for improving the site, please feel free to contact us at esao@esao.on.ca or call your local Field Consultant.

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 the 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.

You Asked Us:

Several questions have been received about lighter clothing and not using some items that could be considered personal protection during hot and/or humid periods of time. There is no one answer that fits all situations; hence, rather than giving an example of one of the specific answers, the following article is intended to try to clarify the legal requirements.

Answer:

It's Hot! But you still need Personal Protection.

There is a general tendency for employees in educational facilities to "dress down" and wear less as the weather gets warmer. The regulations and work guidelines don't change as the temperature increases. The regulations require that all parts of the body be protected in a manner that is "appropriate" or "sufficient" for the tasks being performed and the work environment.

Most people think of personal protective devices and clothing as items that caretakers, construction workers, trades people and technical workers use. They don't realize that the normal clothing we wear day-to-day is also a form of personal protection. The normal "dress code" in most workplaces usually takes into consideration protective needs, as well as standards for appearances. When you decide you are too hot or

uncomfortable, think before you arbitrarily change your clothing, and consider some of the following:

- Open sandals and similar footwear are not going to protect the wearer's feet from a dropped item, a liquid spill or physical impacts.
- Light tops or shorts will not protect a person from burns (including sun or wind burns), spills or abrasions.
- Goggles and safety glasses can be hot and uncomfortable, but so can face and eye burns.
- Gloves or hand protection are preferred to cuts, abrasion or burns.
- Bump hats and hard hats are better than a sore head.

What should you wear?

The laws in Ontario require that all workers and all supervisors take whatever precautions are reasonable to ensure that no one is injured in the workplace. This includes the setting of minimum dress standards for clothing, footwear and other personal protective items in every workplace. You, your supervisor and your employer all have the responsibility to set and maintain health and safety guidelines, both for appearances and safety.

Normally, the minimum standard should be clothing that provides full body coverage, such footwear that is totally enclosed with bottoms that have a large surface area and non-slip soles, as well as any special protective items needed when performing specific tasks in circumstances that require the items.

Supervisors need to modify procedures as the temperature or humidity increases.

This is especially important for people performing physical tasks and/or wearing protective clothing.

This can be accomplished by establishing different work rest cycles or limiting or modifying the tasks performed as temperatures and humidity increase. Generally, most people will adjust to higher temperatures over several days; often, the adjustments can be moderated if higher temperatures are sustained over a period of time. Women and heavier people are more sensitive to heat than males and thinner/lighter individuals.

The more body fat, the more heat is retained.

Women are at a higher risk than men!

A human body heat response study by G.A. Selkirk and Dr. T.M. McLellan (Defense Research & Development Canada/York University) where groups of men and women did the same exercises under the same conditions concluded that:

1. women had higher heart rates than men
2. women perspired less (evaporated less water to cool their bodies) than men
3. women body temperatures, both internal and external, were higher and increased faster than those of men
4. women were significantly more heat-sensitive than men when wearing protective clothing .

These differences are a result of females having more insulating adipose tissue (fat layer just below the skin) than males, even when the total body "fatness" was the same.

Confined Spaces: The Regulations have been harmonized but that doesn't mean they are all the same!

The sections of all Ontario regulations that pertain to **Confined Space Entry** have been amended. The amendments will come into effect on September 30, 2006.

A new regulation, *Confined Space, O.Reg.632/05*, covering the entry of people into a confined space was passed in December 2005. At first glance, it appears that this regulation probably does not directly apply to most or all of ESAO's clients, since it totally exempts work or workplaces governed by Regulation 851 (Industrial Establishments), Regulation 213/91 (Construction Projects), and Regulation 67/93 (Health Care and Residential Facilities), and partly exempts certain workers, such as emergency response and Technical Standards Safety Association personnel.

However, it will affect you because the *Industrial Regulations* and *Construction Regulations* have also been amended to harmonize with the new *Confined Space Regulation* in a manner that ensures the amendments are consistent with the remainder of the regulation where the amendment occurs. The *Industrial Regulations* have a new Part – PART I.1, Confined Spaces, Sections 119.1 to 119.20 – inserted. The *Construction Regulations* has a new Part; PART II.1, Sections 221.1 to 221.19; inserted. In both regulations, the previous sections on confined spaces will be revoked when the new sections come into force. The amendments and requirements in each regulation are not exactly the same; see the following tables.

What is a Confined Space?

(a) A "confined space" is a fully or partially enclosed space, that is not both designed and constructed for continuous human occupancy, and

(b) in which atmospheric hazards may occur because of its construction, location or contents or because of work that is done in it.

An "atmospheric hazard" is present in a confined space where

- (a) flammable, combustible or explosive agents could accumulate,
- (b) the oxygen content in the atmosphere could be less than 19.5 per cent or more than 23 per cent by volume, or
- (c) atmospheric contaminants, including gases, vapours, fumes, dusts or mists could accumulate and could
 - (i) result in acute health effects that pose an immediate threat to life, or
 - (ii) interfere with a person's ability to escape unaided from the confined space.

What do you have to do?

(outline only - see the Regulations for Specifics)

1) Identify all the confined spaces in your workplace.

- a) atmospheric hazard potential
- b) nature of the design
- c) how the area was constructed
- d) location relative to nearby hazards
- e) what is in the space
- f) the type of work being performed

2) Develop a program

a) Assessment of the hazards of each enclosed space:

- i) ease of entry and exit
- ii) what is in the space
 - hazardous gases, including oxygen
 - chemicals
 - liquids
 - powers, granular or irregular materials
 - materials that could deplete oxygen; this includes metals in moist areas
- iii) potential movement of materials or items in the space

- iv) work surface hazards such as slippery or irregular surfaces
- v) temperatures
- vi) mechanical hazards
- vii) electrical hazards
- viii) noise/visibility
- ix) animals/organisms
- x) other hazards

b) Develop a plan for each location; consider the following:

- i) assign specific duties and responsibilities
- ii) outline training for everyone involved in the process
- iii) develop a permit system
 - (1) location
 - (2) type of work planned
 - (3) hazards present
 - (4) time when work is to occur
 - (5) names of workers
 - (6) name of attendants
 - (7) information on entries and exits to the space
 - (8) list of equipment required
 - (9) atmospheric testing
 - (10) hot/cold work
 - (11) supervision planned/ verification
- iv) develop rescue procedures for each location; planning to use the local emergency response organizations or calling 911 is not acceptable
- v) establish a communication system
- vi) ensure appropriate rescue equipment is available
- vii) provide all workers with appropriate personal protective equipment
- viii) outline procedures for lockout/isolation of energy for each location
- ix) establish the procedures for and specific duties of the required attendant
- x) ensure there are safe means of entry/exit
- xi) determine specific atmospheric testing requirements and procedures for each location
- xii) provide ventilation if required
- xiii) establish a review process

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c) **Plan a training process for all individuals involved with any part of the confined space program.**

Practical Confined Space training is available from the Municipal Health and Safety Association (MHSAO). MHSAO offers a two-day training course that includes using a mobile training trailer that is designed to provide practical hands-on training in confined spaces procedures, fall protection and rescue techniques for workers and supervisors.

For more information see MHSAO's website:
www.mhsao.com/ConfinedSpace.html

Have concerns about the design of your workplace?

JHSC raising workstation concerns?

Have you received an ergonomic/musculoskeletal disorder prevention order from the Ministry of Labour?

To whom do you go for help when the orders say to correct or investigate and take the appropriate action with no further information? Is it an ergonomics issue, a human factoring situation, training deficiency or more of an application of common sense? Or are they really all part of the same thing?

In Ontario, the Occupational Health and Safety Act and most related regulations allow decisions to be made by individuals who have the appropriate knowledge, training and experience or who have knowledge of the hazards and actions that should be taken. When the knowledge and experience are not

formally documented, it is often considered by that person to be "common sense."

The answer to the problems in your workplace can often be solved by the individuals in the work place who perform the tasks or have responsibilities in the areas. If they don't have the knowledge to provide the solutions to the concerns, they should still be involved in the process since, more than any other group of people, they should understand the processes and issues involved.

Outside "experts" or "specialists" should be consulted as part of the process, even if only to validate internally proposed solutions. What types of individuals or organizations should be consulted depends on the specific issues. Some of the potential resources are:

Ergonomists – Individuals trained in understanding and applying ergonomics. Many ergonomists have a safety or medical background.

There are three specialty areas recognized by the *International Ergonomic Association*:

- Physical – Body's response to physical and physiological loads
- Cognitive – Deals with mental processes such as perception, attention, motor control and memory
- Organizational – Organizational structure, policies and procedures

The definition of **Ergonomics** adopted by the *International Ergonomic Association* is "the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data, and methods to design in order to optimize human well-being and overall system performance".

Human Factors or Human Factoring specialists – These are terms used primarily in North America, based on an earlier used term "human engineering." Human factoring focuses on research into human interaction with designing and manufactured items including operating instructions and procedures.

Many consider these people to be narrowly focused specialist ergonomists.

There are four broad groups:

- Psychologists – cognitive (knowing and understanding) and perception
- Designers – structural design and interaction
- Graphic/design artists – appearance/image design and interaction
- Technical communications – educators and technical writers

"Technical" Specialists are generally individuals who have specialized knowledge in a specific area either due to their formal training combined with relevant work experience or as a result of learning through their employment and work experience in a specific field. Most medium and large manufacturing and distribution companies employ technical specialists to assist their clients in the selection and proper use of their products.

Specific Individuals have the applicable knowledge and experience and use the "common sense approach" based on their life experiences.

Using Common Sense can be considered as:

- The general opinions of anyone (not a good approach to solving any problem) or
- **Making a sound judgment** which is not based on specialized knowledge but on knowing enough about the topic being considered to have an understanding of the problems and an adequate context to fit the solution to the situation.

The operation of the Joint Health and Safety Committee can be considered as the use of a group's "common sense".

ESAO REGIONAL COURSES & ACTIVITIES

The following activities have been booked for September to December by the **ESAO Field Consultants**. Any client 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 problems 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

Niagara - Bill Urie (905) 312-9962

Basic Certification:
July 5, 6 & 7, 2006
Calvin Christian School
547 West Fifth, St. Hamilton, ON

October 17, 18 & 19th, 2006
Brant Halidman Norfolk CSDB,
Brantford, ON

Workplace-Specific Hazard Training:
July 4, 2006
Ontario Alliance of Christian Schools
547 West 5th Street, Hamilton,
Biological, Environmental, Chemical and
Slips and Falls Hazard modules

Client Network Meeting:
November 24, 2006
St. Catharines, ON – TBA

Workshops:
June 22, 2006, *two classes, morning & afternoon*
Dealing with Angry and Difficult Persons
Niagara Falls Library, 4848 Victoria Ave.
Niagara Falls, ON

Francophone – Alain Chenard (613) 837-2042

Programme de Formation de Base à l'Agrément
23, 24, 25 octobre, 2006
Ottawa, ON

East – Jean-Guy Raymond (613) 592-4491

Basic Certification:
June 13, 14 & 15
Township of Russell
717 Rue Notre Dame, Embrun, ON

September 26, 27, 28, 2006
Algonquin & Lakeshore District School Board
Kingston, ON

Workplace – Specific Hazard Training:
August 22, 2006
St. Lawrence College of AA&T
Kingston, ON
Biological Hazards, Chemical Hazards,
Confined Space Hazards, Driving Hazards
August 23, 2006
St. Lawrence College of Applied Arts & Technology
Kingston, ON
Energy Hazards, Environmental Hazards,
Ergonomic Hazards, Fire & Explosion Hazards

August 24, 2006
St. Lawrence College of AA&T
Kingston, ON
Machine Guarding Hazards, Noise Hazards,
Physical Hazards, Slips & Falls Hazards

August 25, 2006
St. Lawrence College of AA&T
Kingston, ON
Working Alone, Working at Heights,
Workplace Violence Hazards

Client Network Meeting:
June 6, 2006
Upper Canada DSB
Brockville, ON

August 8, 2006
St. Lawrence Parks Commission
Morrisburg, ON

November 7, 2006
TBA

Workshop:
November 9, 2006
Dealing with Difficult or Angry People
Cornwall Library, 2nd floor
45 Second St. E., Cornwall, ON

North East – Doug Bennett (705) 476-7433

Basic Certification:
Oct. 31, Nov. 1 & 2, 2006
North Bay, ON

Client Network Meetings:
October 5, 2006
Timmins, ON

October 19, 2006
Sault Ste Marie, ON

October 26, 2006
Sudbury, ON

November 9, 2006
North Bay, ON

Workshops:
June 8, 2006
Due Diligence for Supervisors Workshop
Cambrian College, 1400 Barrydowne Rd.
Sudbury, ON

June 14, 2006
Dealing with Difficult or Angry People
Northern College, Kirkland Lake Campus
140 Government Rd. E., Kirkland Lake, ON

North West – Bob Gammon (807) 622-8958

Basic Certification:
October 24-26, 2006
Hornpayne, ON

November 14-16, 2006
Thunder Bay, ON

Phase II Training:
October 12, 2006
Thunder Bay, ON

October 27, 2006
Hornpayne, ON

WHMIS Training:
November 6, 2006 (*tba*)
Thunder Bay, ON

Client Network Meeting:
October 11, 2006
Thunder Bay, ON

Workshops:
July 5, 2006
Principal's Due Diligence Qualification Course
Thunder Bay Catholic District School Board
Education Centre, Board Room
115 W. Mary St. Thunder Bay, ON

July 13, 2006
Principal's Due Diligence Qualification Course
St. Patrick High School, 621 Selkirk Street
Thunder Bay, ON

South West – Ed Hager

(519) 264-9738

October 9, 16 & 23
TBA, London, ON

Client Meeting:
October 4, 2006
TBA

Workshops:
June 7, 2006
Workplace Inspection Workshop (*morning*)
St. Clair College, 2000 Talbot Road West,
Windsor, ON

June 7, 2006
Dealing with a Difficult or Angry Person
(*afternoon*)
St. Clair College, 2000 Talbot Road West,
Windsor, ON

June 13, 2006
Dealing with a Difficult or Angry Person
(*2 classes morning & afternoon*)
45 Hardy St. (Community Centre)
Marwood/Decloet Room, Tilsonburg, ON

GTA East - Mike Atkinson

(416) 466-1923

Basic Certification:
June 13, 14 & 15, 2006
ESAO 4950 Yonge Street - 15th floor
Toronto, ON

November 7, 8 & 9, 2006
ESAO 4950 Yonge Street - 15th floor
Toronto, ON

Workshops:
October 20, 2006
Supervisors Due Diligence Archdiocese
of Toronto
Toronto, ON

GTA West: - Janice Gallant

(905) 785-3742

Basic Certification:
October 2006
TBA

Phase II Training:
June 27, 2006
Workplace Violence, Environmental Hazards,
Ergonomic Hazards
York University, C37 East Office Building,
Toronto, ON

WHMIS Train the Trainer:
November 2006
TBA

Client Network Meeting:
June 2006
TBA

November 2006
TBA

Workshops:
June 28, 2006
Supervisors Due Diligence
Peel District School Board
5650 Hurontario St. Mississauga, ON

Central Lakes - David Roger
(705) 876-1001

Basic Certification:
October 24, 25 & 26, 2006
TBA - Peterborough, ON

WHMIS Train the Trainer:
August 22 & 23, 2006
Peterborough, ON – TBA
Client Network Meeting:
June 19, 2006
Whitby, ON, Location: TBA

November 13 2006
Belleville, ON

Workshop:
October 30, 2006
Workplace Inspection Workshop
OCEA Fall Symposium, Deerhurst Resort
Huntsville, ON

Georgian Bay – Dora Pender

(705) 526-1019

Client Network Meeting:
September 12, 2006
Bruce Grey Catholic District School Board
Hanover, ON

Workshops:
June 12, 2006
Dealing with a Difficult or Angry Person
Aurora Public Library,
15145 Yonge St., Aurora, ON

June 22, 2006
Supervisory Due Diligence
Collingwood Offices of Georgian Staffing
Services, 50 Hume St., Collingwood, ON

November 7, 2006
Dealing with a Difficult or Angry Person
OAYEC Conference, Blue Mountain
Resort, Collingwood, ON

Conferences We Will Be Participating In

June 26-28, 2006
AWCBC 2006 Congress Trade Show
The Algonquin Hotel
St. Andrews, New Brunswick

October 30, 2006
OCEA Fall Symposium,
Deerhurst Resort Huntsville, ON

November 7, 2006
OAYEC Conference,
Blue Mountain Resort, Collingwood, ON

ESAO Offices & Staff

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.

ESAO - Head Office: www.esao.on.ca
Tel: (416) 250-8005 or Fax: (416) 250-9190
Toll Free: 1-877-732-3726

Drive Carefully!

Next Newsletter: September 2006

