



**Student Monitor Training  
Manual**

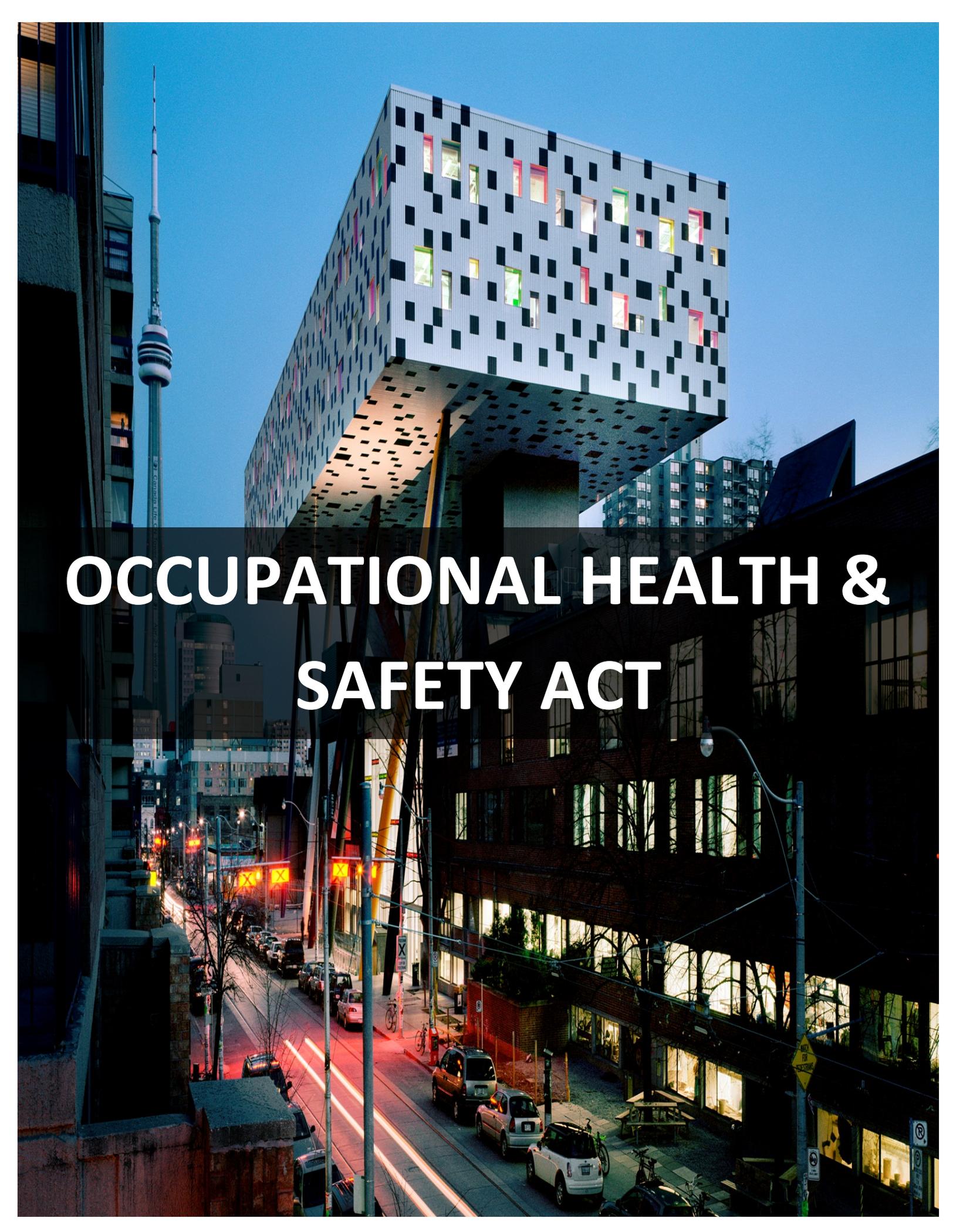
# Office

Office of Safety & Risk Management  
Rosalie Sharpe Pavilion  
115 McCaul  
Room 2210



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A photograph of a modern building with a perforated facade and colorful windows, set against a city street at dusk with the CN Tower in the background. The building's facade is white with a grid of black squares, and some windows are illuminated with colorful lights. The street below is busy with cars and streetlights, and the CN Tower is visible in the distance.

# OCCUPATIONAL HEALTH & SAFETY ACT

# LEGISLATION

## Ontario Occupational Health & Safety Act

In Ontario, health and safety requirements are legislated under the Ontario Occupational Health & Safety Act (OHS Act). The Act outlines the roles and responsibilities of various workplace parties. You can find a copy of The Act located on the Health & Safety board at 100 McCaul's main floor.

OCAD University, as an employer, is responsible for ensuring compliance with the Act and regulations, and for taking every precaution reasonable for the protection of faculty, staff (Section 25(2) h of the OHS Act) and students.

As a Student Monitor, you are now considered a worker at OCAD University and you will have specific rights, roles and responsibilities that you will need to understand which we will discuss further in this section.

### Internal Responsibility System

The Occupational Health and Safety Act outlines the different roles of the employer, supervisor and worker, and how these parties work together to contribute to making their workplace safe. This is the Internal Responsibility System, or IRS.

Communication is a big part of the IRS in any workplace, and the ability to communicate effectively is an important skill. To communicate effectively, you need to be good at both listening and speaking.

If a worker sees a hazard or practice that goes against the OHS Act or workplace health and safety policies or procedures, that worker has a duty to tell their supervisor or employer. This should be done as soon as possible so that the hazard can be addressed. That's how employers, supervisors and workers come together to make the workplace safer. This is an example of the Internal Responsibility System in action.

You should inform the employer of any health and safety concern, even if you have the ability and authority to handle it yourself. Your employer may need to know about the problem in order to fulfill his or her duties.

# WORKER RIGHTS & RESPONSIBILITIES

## 1. WORKER RIGHTS:

The OHS Act gives workers three important rights:

- a) The **right to know** about workplace hazards and what to do about them
- b) The **right to participate** in solving workplace health and safety problems
- c) The **right to refuse** work that they believe is unsafe



## 1.1. The Right to Know

It's the employer's responsibility to inform the workers about any health or safety hazards and to show them how to work safely. This supports workers' right to know about hazards to which they might be exposed. For example, the law says workers have to receive information and training on the chemicals or hazardous materials that are used, handled or stored at work. This information is available either on warning labels or information sheets. Sometimes you may also have to give the worker written instructions on how to do the work. The employer supports the workers' right to know by making sure they get:

- Information about the hazards in the work they are doing
- Training to do the work in a healthy and safe way.
- Competent supervision to stay healthy and safe. That means the employer has made sure that you know how to do your job.

## 1.2. The Right to Participate

Supervisors support the workers' right to participate in health and safety by encouraging them to get involved. There are various ways to be involved in workplace health and safety such as asking questions, raising concerns and giving positive feedback. One of the most effective ways workers can participate in health and safety is by becoming or communicating with a **Joint Health and Safety Committee (JHSC)** member.

### **What is a Joint Health and Safety Committee (JHSC)?**

In Ontario, organizations that employ more than 20 employees must have a formal Joint Health and Safety Committee. The JHSC consists of worker (union employee) and management members.

Worker representatives are selected by the union and management members are appointed by the employer.

### **What do OCAD University JHSC Members do?**

- Act as an advisory body to OCADU in areas of health and safety
- Identify hazards and obtain information about them
- Assist in resolving work refusal cases
- Participate in accident investigations and workplace inspections that involved OCADU employees
- Recommend corrective actions required to resolve health and safety concerns
- Meet every month to discuss safety issues at OCADU
- Inspect the workplace (or at least some areas of the workplace) each month

### **Who are the JHSC Members?**

#### **Management Representatives:**

Nick Hooper (Studio Management) – Co-Chair  
Connie Arezes-Reis (Human Resources)  
Christine Wallace (Facilities and Planning)

#### **Contact:**

Ext. 2202  
Ext. 209  
Ext. 620

### **Worker Representatives:**

Eric Steenbergen (Printmaking) – Co-Chair	Ext. 268
Alvaro Araya (IT Services)	Ext. 240
Angela Del Buono (Photography)	Ext. 264
Ted Hunter (Faculty)	Ext. 313
Myly Pham (IT Services)	Ext. 3846
Katrina Tompkins (ED/ID)	Ext. 397
Adam Wilkinson (Distribution Services)	Ext. 612

### **Where Can I find the JHSC's Monthly Meeting Minutes and Inspection Sheets?**

Your JHSC's monthly meeting minutes and inspection reports are posted on the Safety & Risk Management Bulletin Board located at the main floor at 100 McCaul.

### **1.3. The Right to Refuse.**

The third right of workers in the OHS Act is the right to refuse to do work that you have reason to believe is unsafe for yourself or another worker. The OHS Act prohibits the employer from reprimanding a worker for such things as complying with the OHS Act or seeking its enforcement.

Your supervisor will respect that right by taking "every precaution reasonable" in the circumstances to protect workers and by complying with the process for work refusals specified in the Act. When a worker is refusing to do particular work because it is likely to endanger him or herself, the supervisor must look into the worker's concerns and do everything they can to help the employer address them. Most of the time, the employer or the supervisor will be able to solve the problem with the worker's JHSC member. But if an agreement can't be met on how to solve it and the worker still feels the work is unsafe, a Ministry of Labour inspector will be called in to investigate.

For details on how this process works, refer to our policy: 5004 - Work Refusal Procedures (*Attached: Appendix 4*).

## **2. DUTIES OF A WORKER**

The OHS Act gives workers certain duties, as a student monitor you must:

- a) Follow the law and the workplace health and safety policies and procedures.
- b) Always wear or use the protective equipment that the employer requires.
- c) Work and act in a way that won't hurt them or any other worker.
- d) Report any hazard they find in the workplace to your supervisor.

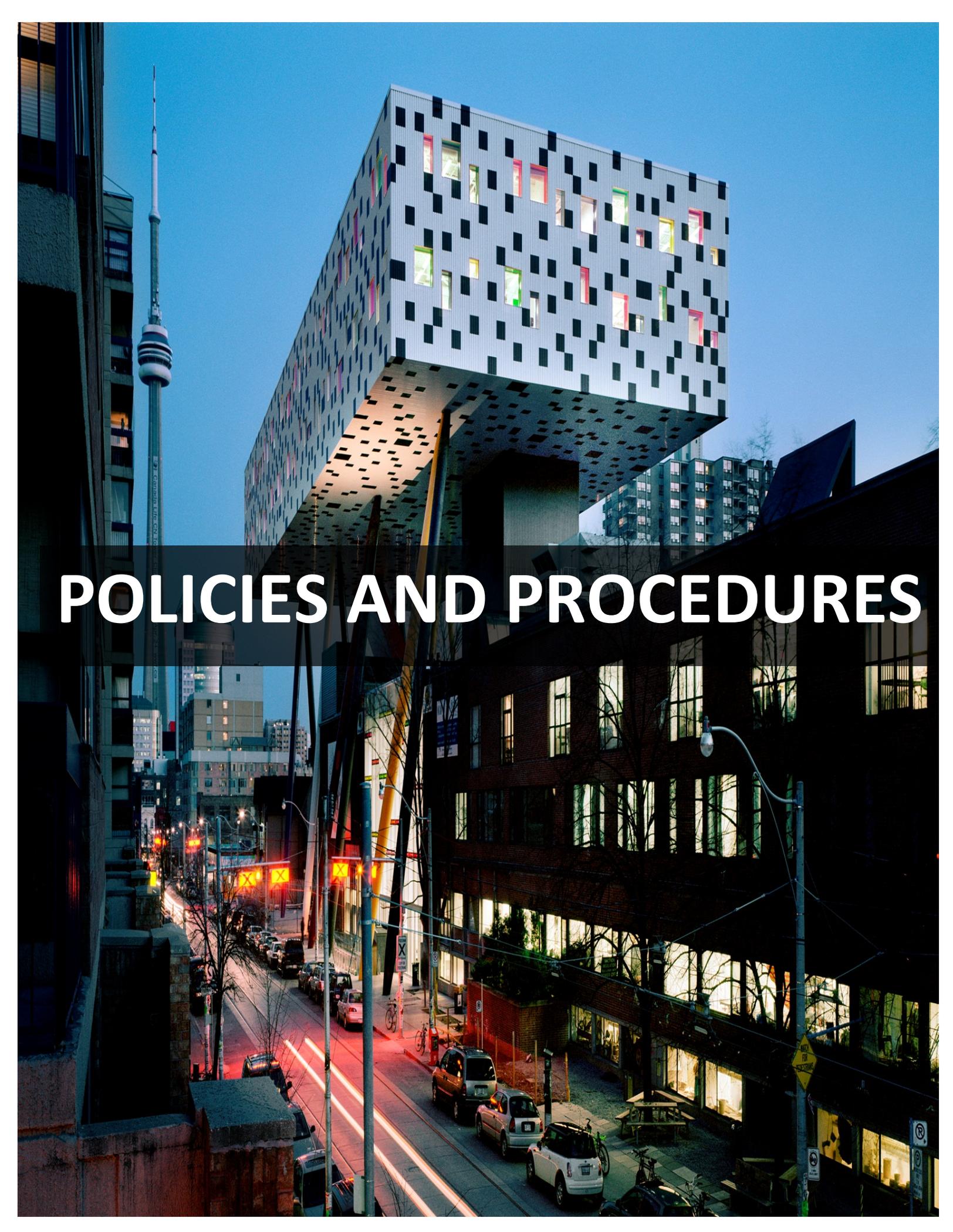


## SUPERVISOR RIGHTS & RESPONSIBILITIES

Every supervisor is also considered to be a worker and has the same workplace duties and rights as a worker. But if you are also supervising others, the OHSA also gives you specific duties related to your role as a supervisor, including:

- a) Telling workers about hazards and dangers and responding to their concerns
- b) Showing workers how to work safely and making sure they follow the law, and the workplace health and safety policies and procedures
- c) Making sure workers wear and use the right protective equipment
- d) Doing everything reasonable in the circumstances to protect workers from being hurt or getting a work related illness



A photograph of a modern building with a perforated facade and colorful windows, set against a city street at dusk with the CN Tower in the background. The building's facade is a grid of white panels with black perforations, and some windows are illuminated with vibrant colors like red, green, and yellow. The building is cantilevered over a street. In the background, the CN Tower is visible against a blue twilight sky. The foreground shows a city street with cars, streetlights, and a brick building with large windows.

# POLICIES AND PROCEDURES

## POLICIES

The policies relating to Safety and Risk Management can be downloaded at:  
[http://www.ocadu.ca/about\\_ocad/risk\\_management/policies.htm](http://www.ocadu.ca/about_ocad/risk_management/policies.htm). The policies that you will likely reference to are:

- **Health and Safety Policy** - This policy is mandated by law; outlines OCAD U's commitment to health and safety; updated annually and approved by the Board.
- **Fire & Flame Policy** - This policy prohibits incorporating fire or flame into artwork without obtaining a written Fire and Flame Permit. Smoke producing equipment are strictly prohibited.
- **Work Refusal Procedure** - This procedure outlines the process for work refusals, identifies the parties involved and the responsibilities and procedure to follow for work refusals.
- **Scented Products Guidelines** - Raises awareness of the effects of scented products on some individuals and provides "best practices" for the management of scent-related complaints
- **Temporary Installation of Student Art Work** - Facilitates the safe exhibition of artwork and applies to student artwork installed in OCAD U public spaces
- **Smoke Free Policy** - This policy protects the OCAD U community from unwanted exposure to tobacco smoke
- **Reporting and Resolving Health and Safety Concerns** - This procedure provides direction on how to report health & safety concerns that affect you and your colleagues.



# PROCEDURES

## 1) Dealing with Emergencies

In the event of an emergency wherein incidents or behaviours presenting immediate or imminent danger should be reported immediately to OCAD U Security:

- a) If you can do so safely, pick up a red emergency phone to connect to Security immediately. (Knocking a red emergency phone off the hook alerts Security of your location and sends assistance).
- b) Or, pick up a white courtesy phone or OCAD office phone and dial 511.
- c) If none of the above options are possible, use a mobile phone to dial 911



## 2) Injured person(s)

Campus Security personnel are certified in First Aid/CPR and will be the first responder for all medical emergency situations on campus. First Aid Kits (*Attached: Appendix 5*) and A.E.D.s are located throughout the campus and Campus Security is equipped with First Aid Response Bags. The Incident & Investigation Report Form (*Attached: Appendix 2*) should be filled out following any incident.

Non-injury incidents, near misses or “close calls” should also be reported on the Incident & Investigation Report Form. This will help us ensure that the situation is dealt with and other staff, faculty or students are not exposed to the hazard.

For incidents resulting as a critical injury, where the injury:

- a) Places life in jeopardy;
- b) Produces unconsciousness;
- c) Results in substantial loss of blood;
- d) Involves the fracture of a leg or arm but not a finger or toe;
- e) Involves the amputation of a leg, arm, hand or foot but not a finger or toe;
- f) Consists of burns to a major portion of the body; or
- g) Causes the loss of sight in an eye.

Please refer to Policy 5002 – Critical Injury Procedures (*Attached: Appendix 3*) or online:

[http://www.ocadu.ca/Assets/pdf\\_media/ocad/about/policies/administrative\\_policies\\_5002\\_critical\\_injury\\_procedures.pdf](http://www.ocadu.ca/Assets/pdf_media/ocad/about/policies/administrative_policies_5002_critical_injury_procedures.pdf)

### 3) Workplace Violence

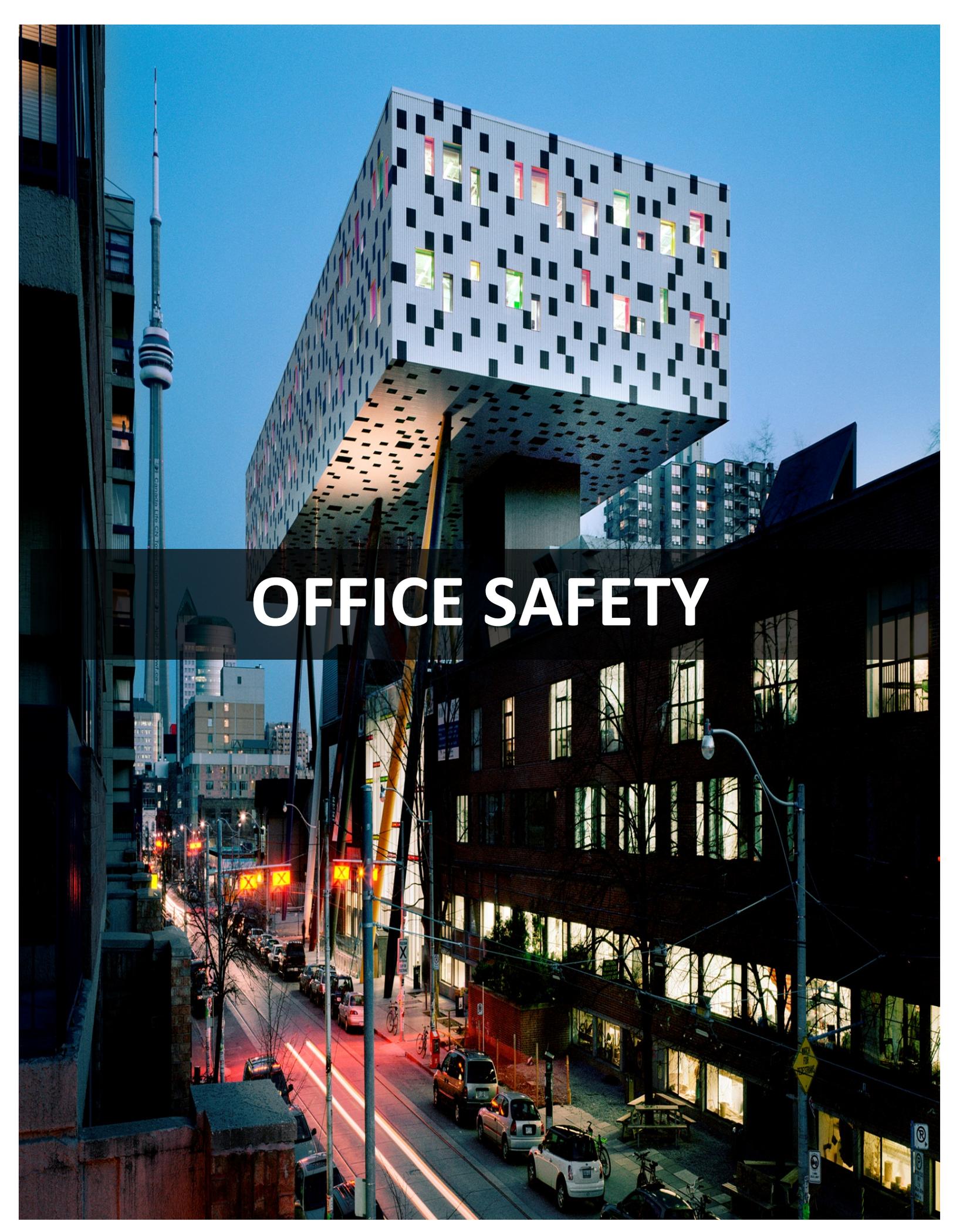
OCAD University expects that any incidents of violence or threatening behaviour in its work and learning environment will be investigated and dealt with promptly by all relevant parties in a fair, consistent, thorough, and confidential manner

Incidents of a potentially violent or threatening nature but not presenting immediate or imminent danger should be reported immediately to:

- a) For students – relevant Chair, Associate Dean or Associate VP, Students;
- b) For staff – relevant Supervising Manager or Director, Human Resources; or
- c) For faculty – relevant Chair, Associate Dean or Director, Human Resources.

For more information see Policy 5005 – Response to Violent or Threatening Behaviour:

[http://www.ocadu.ca/Assets/pdf\\_media/ocad/about/policies/administrative\\_policies\\_5005\\_response\\_to\\_threatening\\_or\\_disturbing\\_behaviour\\_policy.pdf](http://www.ocadu.ca/Assets/pdf_media/ocad/about/policies/administrative_policies_5005_response_to_threatening_or_disturbing_behaviour_policy.pdf)



# OFFICE SAFETY

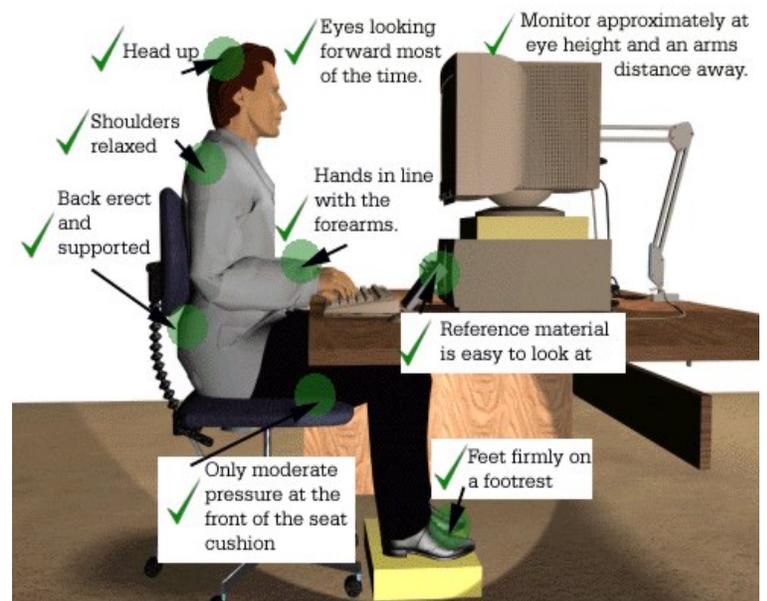


## 2. Ergonomics

Ergonomic hazards refer to workplace conditions that pose the risk of injury to the musculoskeletal system of the worker. Ergonomic hazards in the office include awkward postures that arise from improper work methods and improperly designed workstations, tools, and equipment.

Poorly set-up workstations can lead to poor posture and muscle strain. Have a good office desk setup for good posture and minimize the risk of developing musculoskeletal disorders:

- Make sure all office furniture is in good condition, especially chairs. Defective chairs should be removed from the area and not left around for extra seating.
- Position your keyboard and mouse so that when you are typing or using your mouse, your arms are rested at your sides and the elbows are bent at 90 degrees. Your forearms and wrists should be straight.
- Adjust the seat rest support so the chair supports your back firmly. (*Attached: Appendix 8*)
- Adjust the height of the chair so your feet are flat on the floor.
- Adjust the height of the monitor such that the top of the screen is at eye level.
- Arrange your workstation for comfort and to prevent muscle strain caused by overextension or bending.
- Place frequently used materials and equipment within your arm's reach.
- Take mini-breaks from your workstation to rest the eyes and muscles by doing different tasks.
- Move between different postures regularly and take frequent stretch breaks (*Attached: Appendix 9*)



### 3. Indoor air quality

Indoor air quality issues are common in offices. Ventilation may be poor if the air-handling systems are poorly maintained or not operating correctly:

- Find out if the heating, ventilation and air conditioning systems are routinely checked and the filters are changed regularly.
- If you have problems in your office with air quality, speak with your supervisor to report the problem.
- If you feel any health effects while at work (headaches or dizziness), notify your supervisor.
- Maintain a comfortable workplace temperature by using layers of clothing or a fan.

### 4. Electrical hazards

Electricity is a reliable source of power but it is also a potential source of danger. To prevent shock, fire or electrocution:

- Plug appliances such as kettles, ovens or space heaters directly into a wall socket (and not into a power bar).
- Unplug appliances that generate heat when not in attendance.
- Unplug appliances before cleaning them.
- Do not use frayed or defective cords.
- To remove a plug from an outlet, take a firm grip on and pull the plug itself. Never pull a plug out by the cord.
- Do not use plugs that have been modified in any way (i.e. the bottom ground prong is removed). The plugs must be three-pronged to ensure it is grounded.
- Do not use extension cords as permanent wiring. They are for temporary use and must have a ground fault circuit interrupter (GFCI).

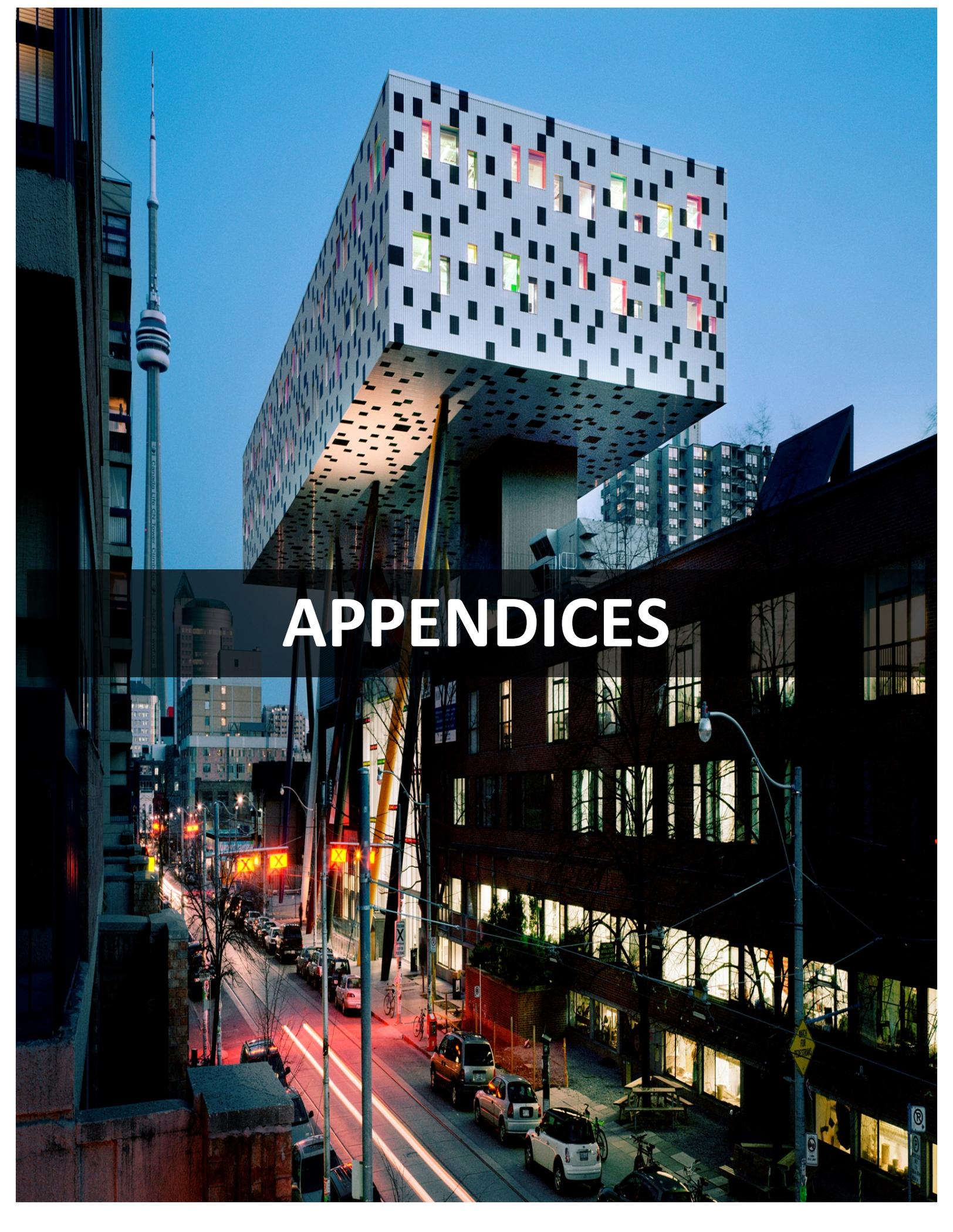


### 5. Poor lighting

Lighting is one of the most important factors affecting personal comfort. Poor lighting can lead to headaches and eyestrains.

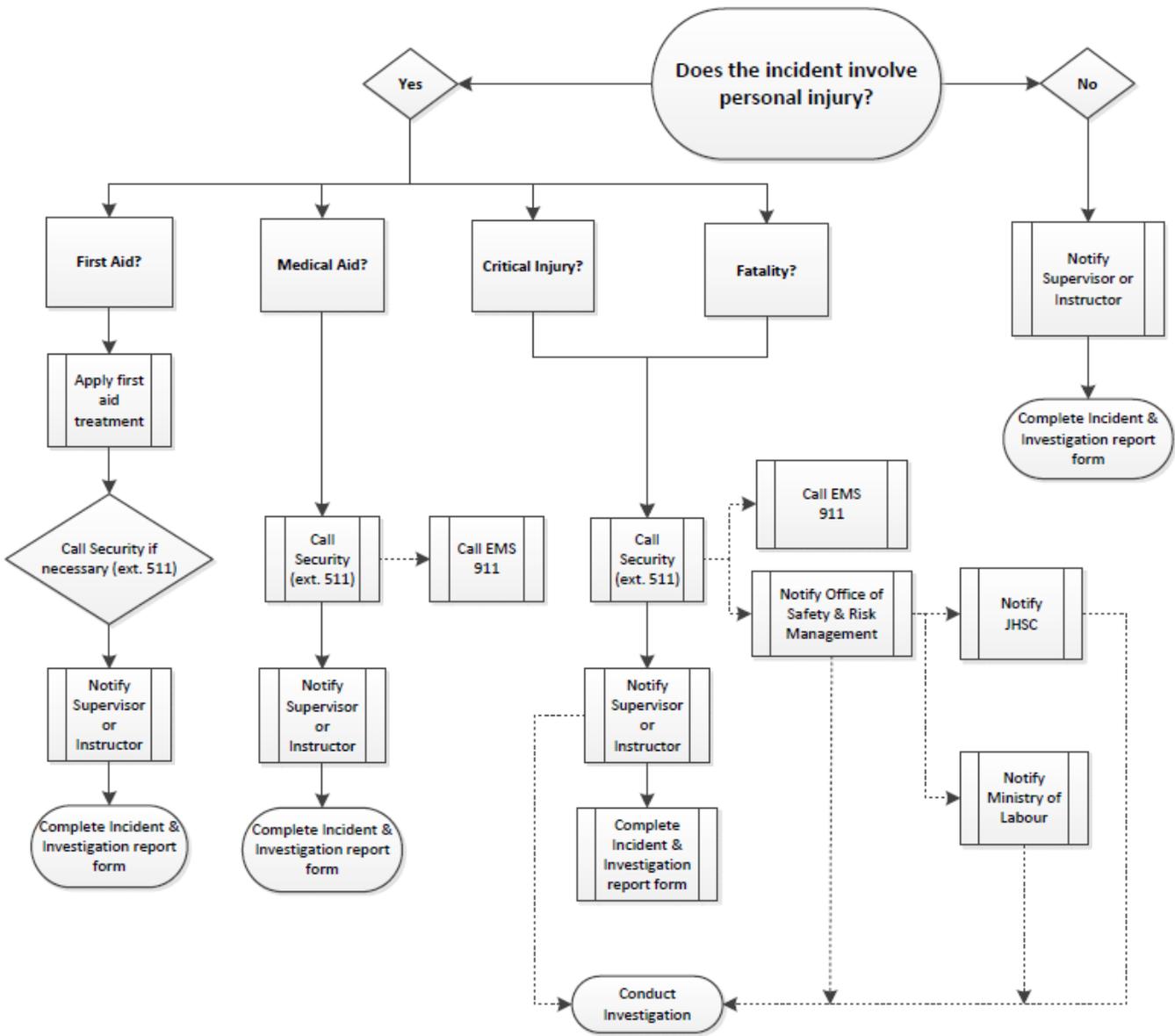
Make sure that the lighting is adequate for the work you are doing:

- Have any bulbs that are emitting poor light replaced.
- Remember to use a lamp if you require additional lightning.
- Relocate the position of your desk or computer if there is too much glare on the screen.



**APPENDICES**

# Appendix 1: What To Do In Case Of An Incident



**Appendix 2: Incident & Investigation Report Form**



**OCAD UNIVERSITY  
INCIDENT & INVESTIGATION REPORT FORM**

**Send to The Office of Safety & Risk Management within 24 hours of the incident – 115 McCaul r.2210**

**PERSON INVOLVED:**     Employee     Student     Contractor     Visitor

**I. INCIDENT TYPE**

- First Aid (immediate care)     Medical Aid (hospital or physician)     Loss Time (medical aid, missed work)  
 Near Miss (no injury, potential hazard)     Occupational Illness (skin, respiratory etc)     Property Damage  
 Critical Injury     Fatality

**II. PERSONAL INFORMATION (Bold – Mandatory)**

**Name:** \_\_\_\_\_  Male  Female  
**Telephone:** (\_\_\_\_) \_\_\_\_\_ **Age:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**III. EMPLOYEE SECTION**

**Position:** \_\_\_\_\_ **Department:** \_\_\_\_\_  
**Supervisor/Instructor:** \_\_\_\_\_

**IV. CONTRACTOR and VISITOR SECTION**

**OCAD U Contact:** \_\_\_\_\_ **Company name:** \_\_\_\_\_  
**Company address:** \_\_\_\_\_  
**Visitor reason for being at OCAD U:** \_\_\_\_\_

**V. INCIDENT DESCRIPTION (Please complete all)**

**Date (dd/mm/yy):** \_\_\_\_\_ **Time:** \_\_\_\_\_ a.m. / p.m. **Date Reported (dd/mm/yy):** \_\_\_\_\_ **Time:** \_\_\_\_\_ a.m. / p.m.  
**Reported to:** \_\_\_\_\_ **Position:** \_\_\_\_\_ **Telephone:** (\_\_\_\_) \_\_\_\_\_  
**Witness:** \_\_\_\_\_ **Telephone:** (\_\_\_\_) \_\_\_\_\_  
**Location of Incident:** \_\_\_\_\_ **Room Number:** \_\_\_\_\_  
**Incident Description:** (what you were doing, what happened, what injuries occurred, equipment details, environmental conditions?)

**Type of Incident:**

- |   |  |   |   |
|---|--|---|---|
| <input type="checkbox"/> Cut                    | <input type="checkbox"/> Overexertion      | <input type="checkbox"/> Fall from heights  | <input type="checkbox"/> Assault        |
| <input type="checkbox"/> Slip/Trip              | <input type="checkbox"/> Repetitive Strain | <input type="checkbox"/> Harmful Substances | <input type="checkbox"/> Fire/Explosion |
| <input type="checkbox"/> Fall                   | <input type="checkbox"/> Caught/Struck by  | <input type="checkbox"/> Burn               | <input type="checkbox"/> Motor vehicle  |
| <input type="checkbox"/> Other (specify): _____ |  |   |   |

**Body Part(s) Affected:**

- |                                 |                                  |                                     |   |   |   |  |
|---------------------------------|----------------------------------|-------------------------------------|---|---|---|--|
| <input type="checkbox"/> Head   | <input type="checkbox"/> Neck    | <input type="checkbox"/> Upper Back | Left Right  | Left Right  | Left Right  | Left Right   |
| <input type="checkbox"/> Face   | <input type="checkbox"/> Chest   | <input type="checkbox"/> Lower Back | <input type="checkbox"/> <input type="checkbox"/> Shoulder  | <input type="checkbox"/> <input type="checkbox"/> Wrist     | <input type="checkbox"/> <input type="checkbox"/> Hip       | <input type="checkbox"/> <input type="checkbox"/> Ankle  |
| <input type="checkbox"/> Eye(s) | <input type="checkbox"/> Abdomen |                                     | <input type="checkbox"/> <input type="checkbox"/> Upper Arm | <input type="checkbox"/> <input type="checkbox"/> Hand      | <input type="checkbox"/> <input type="checkbox"/> Upper Leg | <input type="checkbox"/> <input type="checkbox"/> Foot   |
| <input type="checkbox"/> Ear(s) | <input type="checkbox"/> Pelvis  |                                     | <input type="checkbox"/> <input type="checkbox"/> Elbow     | <input type="checkbox"/> <input type="checkbox"/> Finger(s) | <input type="checkbox"/> <input type="checkbox"/> Knee      | <input type="checkbox"/> <input type="checkbox"/> Toe(s) |
| <input type="checkbox"/> Teeth  |                                  |                                     | <input type="checkbox"/> <input type="checkbox"/> Lower arm |   | <input type="checkbox"/> <input type="checkbox"/> Lower Leg |  |

Has injury/problem occurred in the past?  Yes  No If yes, explain:

**VI. TREATMENT INFORMATION**

Check all that apply:

- First Aid                       Ambulance                       Emergency Room                       Hospital  
 Physician's Office                       Health and Wellness                       Clinic

Name of Hospital/Provider: \_\_\_\_\_ Date Visited (dd/mm/yy): \_\_\_\_\_

**VII. PROPERTY DAMAGE**

Damaged property, equipment or material: \_\_\_\_\_

Describe Damage: (how, what happened?) \_\_\_\_\_

**VIII. SUPERVISOR'S ACTION PLAN**

**Root Cause Analysis:** (check all that apply)

**Unsafe Acts**

- Improper work technique
- Safety rule violation
- Improper PPE or PPE not used
- Operating without authority
- Failure to warn or secure
- Operating at improper speeds
- By-passing safety devices
- Guards not used
- Improper loading or placement
- Improper lifting
- Servicing machinery in motion
- Horseplay
- Drug or Alcohol use
- Unnecessary haste
- Unsafe act of others
- Other: \_\_\_\_\_

**Unsafe Conditions**

- Poor workstation design or layout
- Congested work area
- Hazardous substances
- Fire or explosion hazard
- Inadequate ventilation
- Improper material storage
- Improper tool or equipment
- Insufficient knowledge of job
- Slippery conditions
- Poor housekeeping
- Excessive noise
- Inadequate guarding of hazards
- Defective tools/equipment
- Insufficient lighting
- Inadequate fall protection
- Other: \_\_\_\_\_

**Management**

- Lack of written procedures or policies
- Safety rules not enforced
- Hazards not identified
- PPE unavailable
- Insufficient worker training
- Insufficient supervisor training
- Improper maintenance
- Inadequate supervision
- Inadequate job planning
- Inadequate hiring practices
- Inadequate workplace inspection
- Inadequate equipment
- Unsafe design or construction
- Unrealistic scheduling
- Poor process design
- Other: \_\_\_\_\_

Preventive Action (explain corrective measures and recommendations):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**IX. SIGNATURES** (Grey area for the Office of Safety & Risk Management)

Person Involved:	Supervisor/Instructor/OCAD U contact:	Date (dd/mm/yy):
Reviewed by:	Signature:	Date (dd/mm/yy):

**FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT, 1987**

The information on this form is collected under the legal authority of the Colleges and Universities Act, R.S.O. 1980, C.272, s5. R.R.O. 1980, Reg. 640, and the Occupational Health and Safety Act, R.S.O. 1990, C.O.1, S51, S52. R.R.O. 1990 Reg 851, S5. This information is used for the purpose of documenting and investigating incidents/accidents occurring on University property. For further information, please contact The Director, Risk Management, 100 McCaul, Toronto, Ontario M5T 1W1 (416)977-6000, ext. 2920

## Appendix 3: Critical Injury Procedures

### 1. Purpose

As per the “Occupational Health & Safety Act - Section 51.(1) Notice of death or injury – Where a person is killed or critically injured from any cause at a workplace, the constructor, if any and the employer shall notify an inspector, and the committee, health and safety representative and trade union, if any, immediately of the occurrence by telephone, telegram or other direct means...”. In the case of death or critical injury, OCAD is required to immediately report the incident to the Ministry of Labour.

Further, as per “Section 51.(2) Preservation of wreckage – Where a person is killed or is critically injured at a workplace, no person shall, except for the purpose of,

- a. saving life or relieving human suffering;
- b. maintaining an essential public utility service or a public transportation system; or
- c. preventing unnecessary damage to equipment or other property,

interfere with, disturb, destroy, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence until permission so to do has been given by an inspector.”

### 2. Scope

Following the requirements of OCAD’s Health & Safety Policy # 5001, these procedures apply to all incidents involving a faculty, staff, contractor, or student monitor while working on campus.

As per the “Occupational Health & Safety Act ONT. REG. 834 – CRITICAL INJURY – DEFINED

R.R. O. 1990, Reg. 834, as am. O. Reg., 351/91 (Fr.).

1. For the purposes of the Act and Regulations, ‘critically injured’ means an injury of a serious nature that,

- a) places life in jeopardy;
- b) produces unconsciousness;
- c) results in substantial loss of blood;
- d) involves the fracture of a leg or arm but not a finger or toe;
- e) involves the amputation of a leg, arm, hand or foot but not a finger or toe;
- f) consists of burns to a major portion of the body; or
- g) causes the loss of sight in an eye.”

### 3. Policy

The following procedures must be followed carefully:

- Notify Security immediately (x 511) so that the necessary emergency response measures can be taken, and the site secured
- Notify the Director Safety & Risk Management (x 2920) or via cell (647) 210-9611 so that they can:
  - Immediately notify the Ministry of Labour (MoL) with a brief report.  
Note: This is required even if the injury is deemed a “possible” critical injury
  - Attend the scene to begin investigations
  - Notify a Joint Health & Safety Committee worker representative to assist with the investigation
- The scene is to be photographed if at all possible
- Important - Never move anything at a critical injury site until the MoL Inspector has arrived, except to alleviate human suffering or to preserve property from further damage.

## Appendix 4: Work Refusal Policy

### 1. Purpose:

The purpose of this procedure is to describe the process to address work refusals should they occur; it identifies the various workplace parties involved in a work refusal and the process which must be followed to assure that the safety concern, which triggered the work refusal process, is adequately addressed.

It also ensures that the OCAD University ("OCAD U" or the "University" complies with the Occupational Health and Safety Act (OHSA), R.S.O. 1990, Section 43 ("The Act").

### 2. Scope:

This procedure applies to all employees, faculty, and students who are paid to do research, or carrying out any other work that takes place on or off-campus that is under the purview of OCAD U.

### 3. Definitions:

- a. **Certified member:** a Joint Health and safety Committee member who is certified in accordance with the OHSA.
- b. **Dangerous circumstance:** a situation in which a provision of the Act is contravened; the contravention poses a danger or a hazard to a worker and the danger or hazard is such that any delay in controlling it may seriously endanger a worker.
- c. **Safety hazard:** something that has the potential to cause physical harm to people or damage to property.

### 4. Procedure:

#### 4.1 *Application of OHSA Work Refusals*

- All OCAD U employees can exercise their right to refuse unsafe work when they believe a safety hazard or dangerous circumstance exists in the workplace.
- Supervisors and employees must distinguish this work refusal procedure from every day due diligence associated with the recognition, reporting and correcting of workplace safety hazards.

#### 4.2 *Initiating OHSA Work Refusals*

The worker shall:

- Notify his or her supervisor that he or she is refusing to perform unsafe work because he or she has reason to believe that performing the work may endanger themselves or another worker.
- Please be specific and explain in detail your reason for refusing work.
- Remain in a safe place near the workstation until the investigation takes place.

### 4.3 OHS Work Refusal Investigation

#### Step 1: Internal Resolution:

- a. Upon an employee reporting a work refusal, the Supervisor requests the employee to specifically explain why he or she is refusing work.
- b. If the work refusal is not safety related, the work refusal stops, and the employee returns to work, and addresses the concern using other appropriate venues.
- c. However, if the work refusal is safety related, the Supervisor must immediately contact:
  - JHSC worker member (preferably a certified member)
  - Director, Safety and Risk Management (or designate)
- d. Supervisor leads a joint investigation of the matter with the refusing employee, the JHSC worker member, and the Director Safety and Risk Management.
- e. If the employee feels that their safety is no longer threatened with the results and corrective measures implemented following the investigation, they may return to work.

#### Step 2: External Resolution:

- a. The employee may not be satisfied with the remedial action that is taken, and they may continue to refuse work if he or she has reasonable grounds to believe that the work is still likely to endanger someone at OCAD U.
- b. At this point, a Ministry of Labour inspector must be called in to investigate. The Director, Safety and Risk Management will contact the Ministry of Labour and report the work refusal.
- c. Pending the arrival of the Ministry of Labour inspector:
  - The refusing employee remains in a safe place near the workstation.
  - The refusing employee may be assigned reasonable alternate work.
  - The Supervisor may ask another employee to perform the work that was refused; however this employee must be advised of the other employee's refusal and of his reasons for the refusal in the presence of the JHSC worker member.
- d. Once the Ministry of Labour Inspector is onsite, a joint investigation will be carried out with the MOL inspector, the employee, the Supervisor, the JHSC member, and the Director, Safety and Risk Management.
- e. The MOL inspector will issue a directive, and this must be complied with, pending appeals (if necessary)
- f. The employee, Supervisor, JHSC member, and Director Safety and Risk Management must complete the "Work Refusal Report"

### 4.4 MOL Decision

- a. Following the investigation, the MOL will issue a decision.
- b. The decision must be complied with
- c. The decision can be appealed, pending which it must still be complied with

### 5. Related Documents

- Work Refusal Report
- Work Refusal Flow Chart

# **Work Refusal Report Form**

<b>SECTION A: WORKER INFORMATION (to be completed by employee)</b>	
Employee Name:	Employee #:
Department:	
Supervisor Reported to:	Date & Time Reported:
Location of work refusal:	Task Assigned:
Employee's reason for work refusal (please provide specific details):	
Employee's Signature:	Date:

<b>SECTION B: SUPERVISOR INFORMATION (to be completed by Supervisor)</b>	
Supervisor Name:	Date & Time Notified of Work Refusal:
Immediate action taken (if any):	
<b>INVESTIGATION DETAILS: (STEP 1 - INTERNAL RESOLUTION)</b>	
Date and Time of Investigation:	
JHSC Worker Member:	Office of Safety and Risk Mgmt:
Supervisor's observations of existing conditions and hazards during investigation (please provide specific details):	
Does Supervisor agree that hazardous conditions exist? <input type="checkbox"/> YES-Complete Section C Action Plan <input type="checkbox"/> NO-PROCEED TO SECTION D(2)	
Supervisor's Signature:	Date:

**SECTION C: RECOMMENDED ACTION PLAN TO RESOLVE CONCERN** (completed by Supervisor and Employee)

Action	Target Date	Completion Date
This Action Plan agreed upon by both the worker and Supervisor on (Date):		
Employee's Signature:	Supervisor's Signature:	
Once Action Items are complete, proceed to Section D1 below for signature. If this Action Plan is not agreed upon by Employee and Supervisor, proceed to Section D2.		

**SECTION D: RESOLUTION OF WORK REFUSAL** (completed by Safety and Risk Mgmt. and JHSC Worker Member)

D1) COMPLAINT RESOLVED - Employee is satisfied that the work is no longer hazardous	
Date:	Time:
Employee Signature:	JHSC Worker Member Signature:
Supervisor Signature:	Safety and Risk Mgmt. Signature:

**D2) COMPLAINT IS NOT RESOLVED – (STEP 2: EXTERNAL RESOLUTION)**

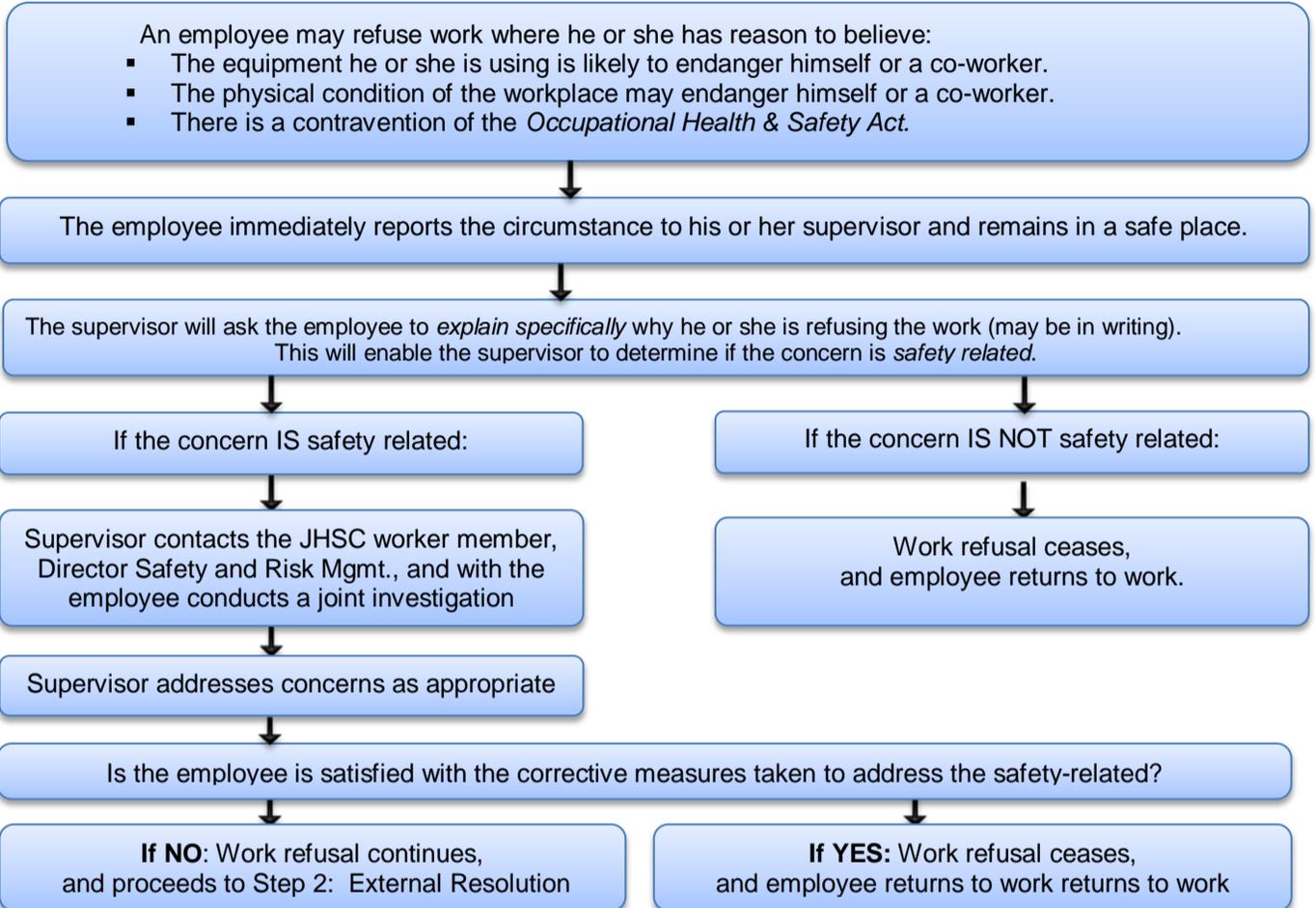
Explain why work refusal is not resolved:		
Date:	Time:	
Employee Signature:	JHSC Worker Member Signature:	
Supervisor Signature:	Safety and Risk Mgmt. Signature:	
<b>MINISTRY OF LABOUR INSPECTOR TO BE CONTACTED FOR INVESTIGATION &amp; DECISION 1-877-202-0008</b>		
Time MOL contacted:	Time MOL Inspector arrived:	Time MOL Inspector departed:
MOL Investigation Notes (Findings, Decision, Orders Written, etc.):		

# Work Refusal Flow-Chart

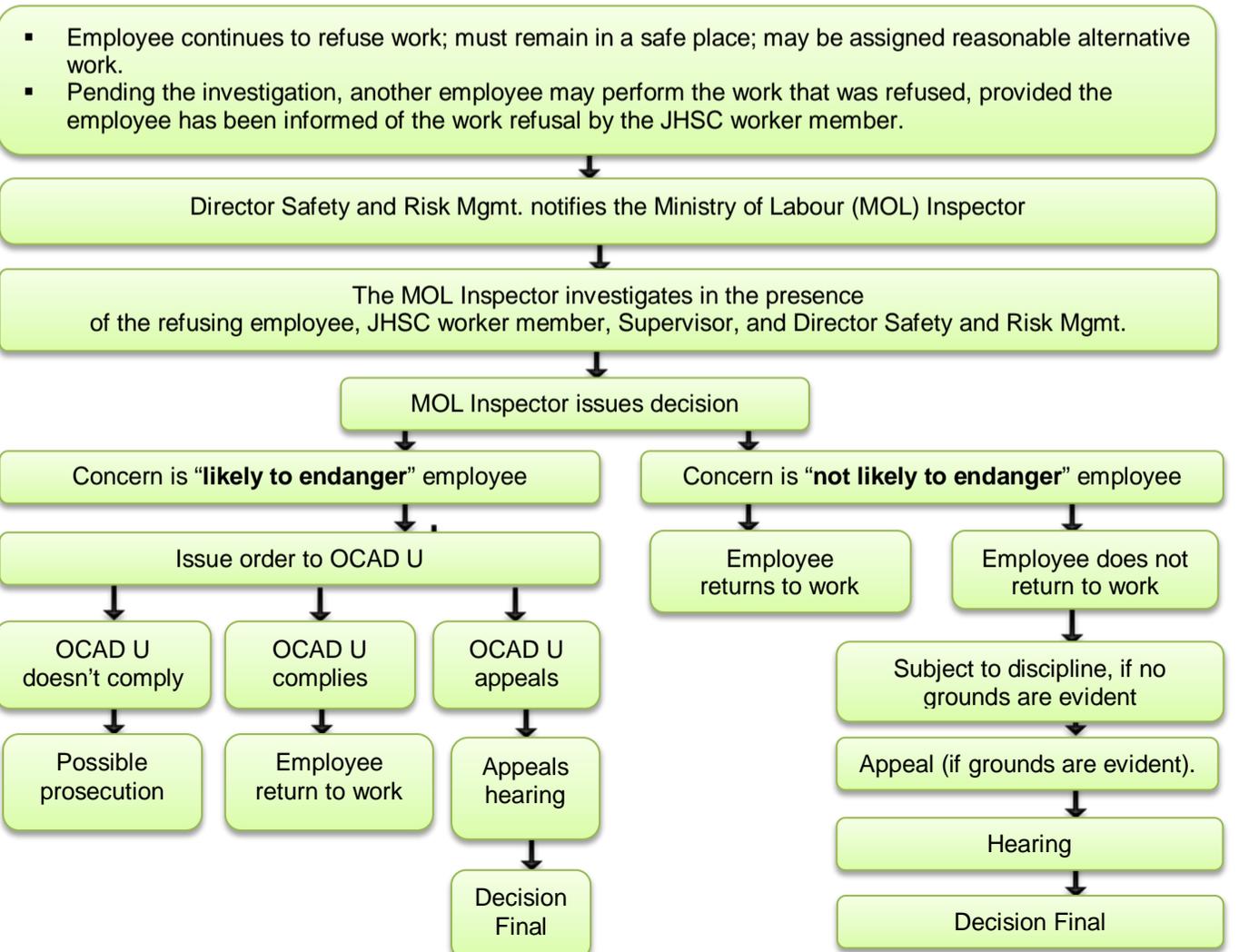
# Using your right to refuse unsafe work

The *Occupational Health and Safety Act*, Section 43, gives an employee the right to refuse unsafe work. The flowchart below outlines the procedure to follow when this right is exercised in the workplace.

## STEP 1: Internal Resolution



## STEP 2: External Resolution



## Appendix 5: First Aid Kit Locations

Location	Level	Room	Description
100 McCaul	1	-	Front desk lobby
		100	Security office
		108	Wood Shop
		117f	Plastics Shop
		122	Metal Shop
		130	Rapid Prototype
		152	Foundry/Mouldmaking Studio
		159	First year sculpture installation shop
	2	201	Fibre Studio
		217	Jewellery Studio
		225	Print Services
		239	Mail Room
		241	Central Storage
		253	Ceramics Studio
	3	315a	Faculty of liberal studies
		317a	IT Services Helpdesk
		341	AV loans
		352	Integrated Media
		375	Printmaking Studio - Intaglio/etching
		384	Printmaking Studio - Relief
		387	Printmaking Studio – Lithography
	389	Printmaking Studio - Screen printing	
	4	401	Faculty of Art offices
		417	Photography Studio
		466	Media and Colour studio
		475	Drawing & Painting studio
	5	500	Faculty of Design offices
		517	ED/ID shop
		540	ED/ID open space
	6	662	Open space
664		Mobile Computing Helpdesk	
49 McCaul	1	-	Kitchenette
51 McCaul	1	5120	Campus Life and Career Services
	2	5215	Centre for Students with Disabilities
52 McCaul	1	-	Kitchenette
	2	-	Open Studio Space
	3	-	Open Studio Space
60 McCaul	1	-	Kitchenette
		-	Drawing & Painting/Printmaking Studio
205 Richmond	LL	7000	4th year drawing & painting studio
	G	7110	CCP studio
	3	7314	Workspace
	4	7415	Assembly space
	5	7515	Photocopy room
	6	7620	IAMD studio
	6		DIGF/CADN studio
7	7701	DMRii office	

## Appendix 6: Emergency Eyewash and Shower Station Locations

Building	Department	Room	Bottle	Station	Shower
100 McCaul	Foundry	152		√	
	Mouldmaking	154	√		
	SCIN	170	√		
	Metal	123		√	
	Plastics	117e		√	
	Fibre	201	√		
	Ceramics	253	√		
	Jewellery	217		√	
	Jewellery	218		√	
	Integrated Media	358		√	
	Printmaking	375a		√	√
	Printmaking	387		√	
	Printmaking	389a		√	
	Printmaking	381a	√		
	Photography	417p		√	
	Photography	417g		√	
	Photography	417		√	
	Photography	Hallway		√	
	D&P	466		√	
D&P	475	√			
ED/ID	517		√		
60 McCaul	Kitchenette	-	√		
	Open Studio	-	√		
52 McCaul	2 <sup>nd</sup> floor	-	√		
	3 <sup>rd</sup> floor	-	√		
205 Richmond	Basement	-	√		

## Appendix 7: Spill Kit Locations

Location	Level	Room	Description
100 McCaul	1	108	Wood Shop
		117f	Plastics Shop
		122	Metal Shop
		130	Rapid Prototyping
		152	Foundry Studio
		154	Mouldmaking Studio
		159	First year sculpture installation shop
	2	201	Fibre Studio
		217	Jewellery Studio
		253	Ceramics Studio
	3	352	Integrated Media
		375	Printmaking Studio
	4	417	Photography Studio
			Drawing & Painting Studio
5	517	ED/ID shop	

## Appendix 8: How do I adjust a chair for my height?

- 1) Stand in front of the chair. Adjust the height so the highest point of the seat, (when in the horizontal position), is just below the knee cap.



- 2) Sit on the chair and keep your feet flat on the floor.

Check that the clearance between the front edge of the seat and the lower part of the legs (your calves) fits a clenched fist (about 2 inches).

- 3) Adjust the back rest forwards and backwards as well as up and down so that it fits the hollow in your lower back.





- 4) Sit upright with your arms hanging loosely by your sides. Bend your elbows at about a right angle (90 degrees) and adjust the armrest(s) height until they barely touch the undersides of the elbows.

Remove the armrests from the chair if this level cannot be achieved or if armrests, in their lowest adjustment, elevate your elbows even slightly.

Tilt the seat itself forwards or backwards if you prefer.

Different office tasks require different equipment, accessories and layouts. Nonetheless, the chair and its adjustment remain constant for the majority of setups in a typical office environment.

## Appendix 9: Office Stretches

Referenced from: "[Office Ergonomics Safety Guide](#), by CCOHS.

**What are some stretches for the hands and forearms that can be done at the workstation?**

1a) Start with your hand open.



b) Make a fist. Keep your thumb straight, not tucked under your fingers.

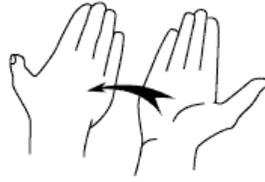
c) Slide your fingertips up your palm so the tips of your fingers are near the base of your fingers and you should feel a stretch. Do not force your fingers with your other hand if something is painful.



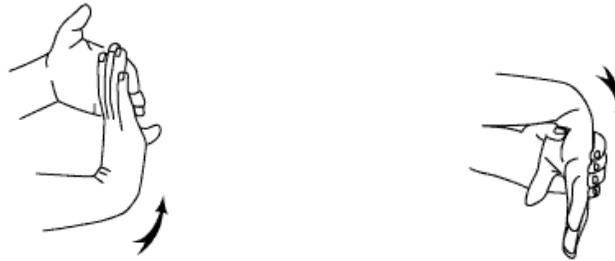
2. With your hand open and facing down, gently bend wrist from side to side, as far as possible. Hold for 3 to 5 seconds. Repeat 3 times.



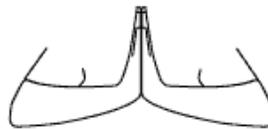
3. Start by stretching your arm and hand out and slowly rotate the wrist down until you feel a stretch. Hold for 3 to 5 seconds. Next, rotate the palm up until you feel a stretch. Repeat 3 times.



4. Grasp your hand and hold your fingers with the other hand. Slowly bend your wrist down until you feel a stretch. Hold for 3 to 5 seconds. Relax. Repeat 3 times. Then slowly bend your wrist up until you feel the stretch. Hold and relax as above.



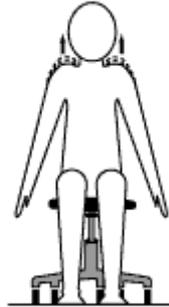
5. Sitting with your elbows on the table and palms together, slowly lower wrists to the table until you feel a stretch (your elbows will move outward a bit). Be sure to keep your palms together throughout the stretch. Hold 5 to 7 seconds. Relax. Repeat 3 times.



## What are some stretches for the neck and shoulders?

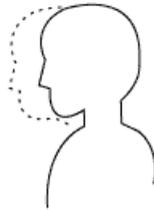
1. Shoulder Shrug: The purpose of the shoulder shrug is to relieve early symptoms of tightness or tension in the shoulder and neck area.

- Raise the top of your shoulders towards your ears until you feel slight tension in your neck and shoulders. Hold this feeling of tension for 3 to 5 seconds. Then relax your shoulders downward into their normal position. Do this 2 or 3 times.



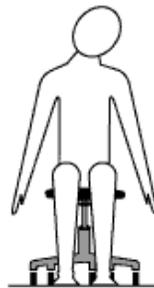
2. Head Glide: The head glide helps to stretch your chest, neck and shoulder muscles.

- Sit or stand upright. Without lifting your chin, glide your head straight back. You know you are doing this exercise right if it gives you the feeling of a double chin. Hold for 20 counts and repeat 5 to 10 times.



3. Neck Relaxer: This exercise helps to relax the neck.

- Drop your head slowly to the left, trying to touch your left ear to your left shoulder. Repeat on the right side. Slowly drop your chin to your chest, turn your head all the way to the left, then turn all the way to the right.



4. Shoulder Roll: This exercise will help relax the shoulder muscles.

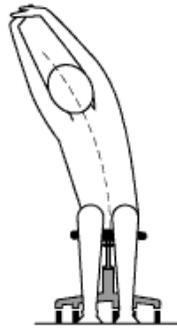
- Slowly roll your shoulders backward five times in a circular motion. Next, roll your shoulders forwards.



### What are some stretches for the back, side and legs?

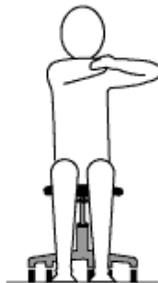
1. Back / Side Stretch:

- Interlace your fingers and lift your arms over your head, keeping the elbows straight. Press arms as far back as you can. To stretch your sides, slowly lean to the left and then to the right.



2. Middle / Upper Back Stretch:

- Hold your right arm with your left hand just above the elbow. Gently push your elbow toward your left shoulder. Hold stretch for 5 seconds. Repeat with your left arm.



### 3. Back Curl (will also stretch your legs):

- Grasp your shin. Lift the leg off the floor. Bend forward (curling your back), and reach your nose to your knee. Repeat with the other leg.



### 4. Ankle Flex and Stretch:

- Hold one foot off the floor with your leg straight. Alternately flex your ankle (point your toes up) and extend (point your toes down). Repeat with the other leg.



### 5. Leg Lift:

- Sit forward on the chair so that your back is not touching the chair's back. Place feet flat on the floor. With a straight leg, lift one foot a few inches off the floor. Hold momentarily, and return your foot to the floor. Repeat with the other leg.

