



HEALTH AND SAFETY TRAINING

Version 2

THE JOB SHOPPE'S HEALTH AND SAFETY POLICY

The purpose of The Job Shoppe's Health and Safety Program is to ensure that all associates, visitors, and customers are aware of The Job Shoppe's commitment to Health and Safety and protecting every associate from all work-related injuries and/or occupational diseases.



THE JOB SHOPPE
RESPONSIBLE FOR H&S AND
MUST PROVIDE TRAINING



SUPERVISORS
RESPONSIBLE FOR H&S OF
THEIR STAFF, EQUIPMENT AND
POLICY COMPLIANCE



ASSOCIATE
PROTECT THEIR H&S AND BE
COMPLIANT WITH POLICIES,
PROCEDURES AND THE LAW

A man with a beard and long hair tied back, wearing a blue plaid shirt and jeans, is seated in a wheelchair. He is focused on a laptop computer resting on his lap, with his hands on the keyboard. He is wearing large yellow headphones. In the background, another man with a beard and tattoos, wearing a grey t-shirt and red headphones, is leaning over a workbench, working on a project. The setting is a workshop or factory floor with various tools, equipment, and wooden materials visible. The entire image has a warm, reddish-pink color overlay.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA)

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA)



The Legislation Related to Accessibility for Ontarians with Disabilities Act (AODA) are:

- The Ontario Human Rights Code
- Integrated Accessibility Standards Regulation



The Purpose of the AODA is to:

- Developing, implementing, and enforcing accessibility standards
- Providing for the Involvement of persons with disabilities



AODA'S DEFINITION OF DISABILITY

The The AODA defines “disability” as,

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and includes (but is not limited to) diabetes, epilepsy, a brain injury, paralysis, amputation, lack of physical co-ordination, visual impairment, hearing impairment, speech impairment, or physical reliance on a guide dog or other animal or on a wheelchair or other assistive device
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

We can't always tell who has a disability. A disability can be temporary or permanent, and many of us will experience a disability at some point in our lives.

AODA'S STANDARD FOR CUSTOMER SERVICE



The AODA set a standard for customer service when supporting a person with a disability which includes:

- Create accessible customer service policies
- Consider a person's disability
- Allow assistive devices and service animals
- Welcome support persons
- Inform customers when accessible services are unavailable
- Welcome and invite feedback
- Train staff and others

AODA - USE THE RIGHT WORDS

It is important to use the right words and be mindful of the things you say and how they may be interpreted.

The Use the Right Words:



Use “disability”



Put people first



Reference specific disabilities when appropriate



Avoid sympathetic phrases



BEST PRACTICES WHEN INTERACTING WITH PEOPLE WITH VARIOUS TYPES OF DISABILITIES



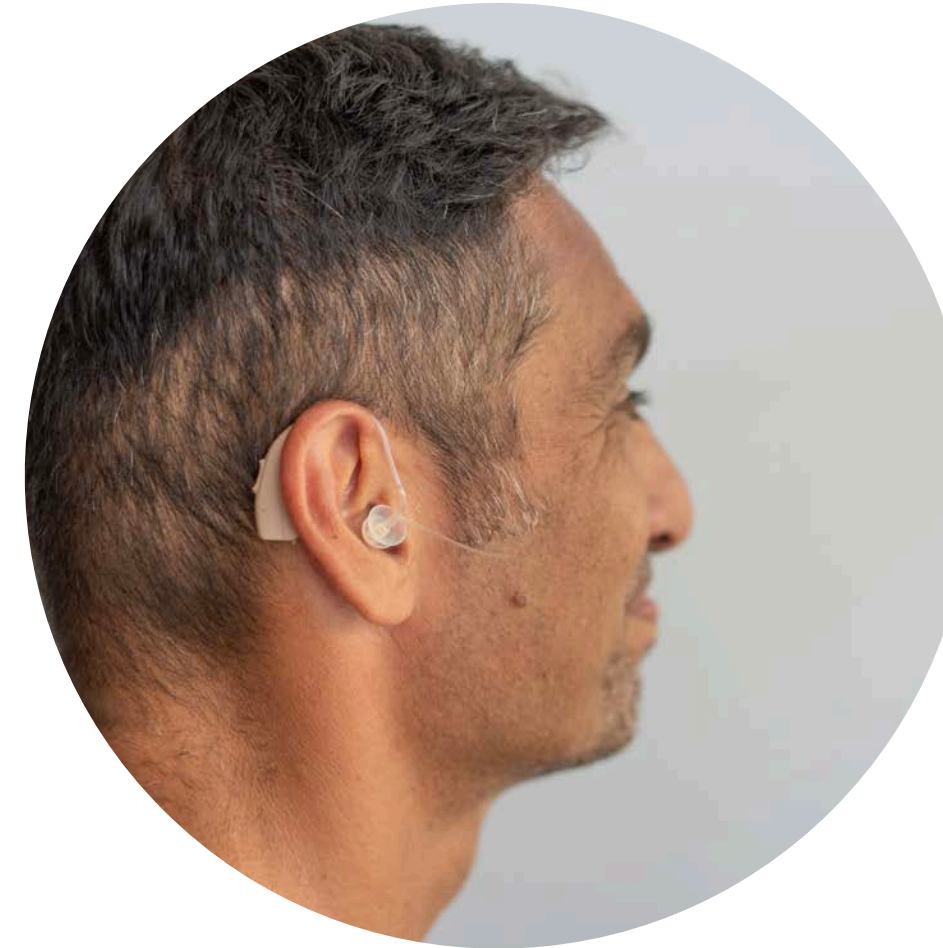
PHYSICAL OR MOBILITY

- Ask before you help
- Don't touch or move a person's equipment
- Think ahead
- Not all disabilities are visible or obvious



VISION LOSS

- Don't assume the person can't see you
- Identify yourself when you approach
- Offer your elbow as a guide
- Don't leave a person stranded



HEARING LOSS

- Face the person when talking to them
- Attract their attention before speaking
- Ask if another way of communicating would be easier



SPEECH OR LANGUAGE

- Don't assume they don't understand you
- Ask "yes" or "no" questions
- Be patient

BEST PRACTICES WHEN INTERACTING WITH PEOPLE WITH VARIOUS TYPES OF DISABILITIES



LEARNING DISABILITIES

- Be patient and allow extra time
- Try to provide information in a way that works
- Be willing to rephrase or explain something again



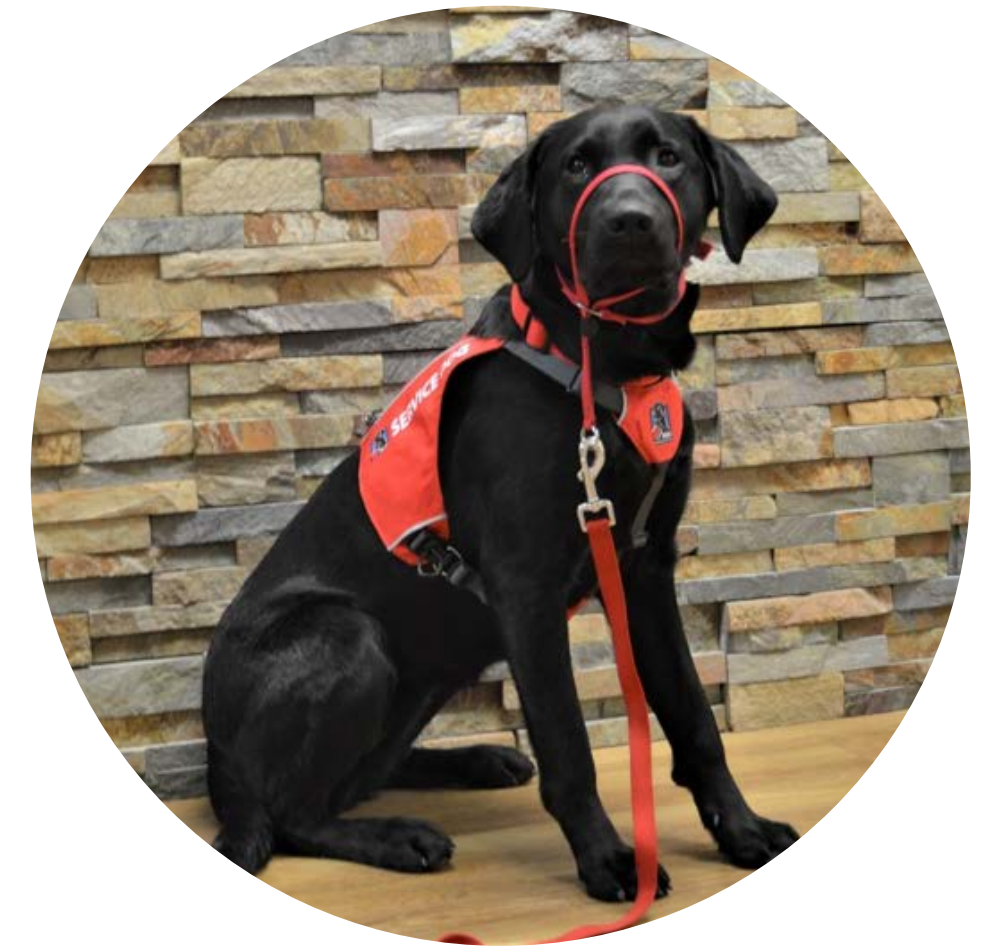
DEVELOPMENTAL DISABILITIES

- Don't assume what a person can or cannot do
- Use plain language
- Be patient and allow extra time if needed



MENTAL HEALTH DISABILITIES

- Treat them the same
- Be confident, calm, and reassuring
- Don't be confrontational and set limits if needed



USE SERVICE ANIMALS

- A service animal should be easily identifiable
- It's not a pet, don't touch
- Consider all options when assessing risks

THE ONTARIO HUMAN RIGHTS CODE AND AODA

THE ONTARIO HUMAN RIGHTS CODE

- Protection of rights
- Equal opportunity
- Freedom from discrimination
- Duty to accommodate

THE HUMAN RIGHTS SYSTEM

- The Ontario Human Rights Commission
- The Human Rights Tribunal of Ontario
- The Human Rights Legal Support Centre

AODA AT THE JOB SHOPPE



The Job Shoppe values diversity in the workplace. We are an equal opportunity employer and as such The Job Shoppe is A.O.D.A. Compliant.



The Job Shoppe has an accommodation process in place that provides accommodations for employees with disabilities during the recruitment, selection, assignment and placement process.



If you require a specific accommodation contact Human Resources at 519-979-4400 or by e-mail at hr@thejobshoppe.com.

OCCUPATIONAL HEALTH AND SAFETY ACT

ONTARIO OCCUPATIONAL HEALTH AND SAFETY ACT (OHSA)

The Occupational Health and Safety Act, or as it is commonly known as OHSA, is Ontario's legislation for workplace health and safety. This act outlines the duties of all parties and establishes the rights of workers related to health and safety in the workplace.

All employees have the right to:



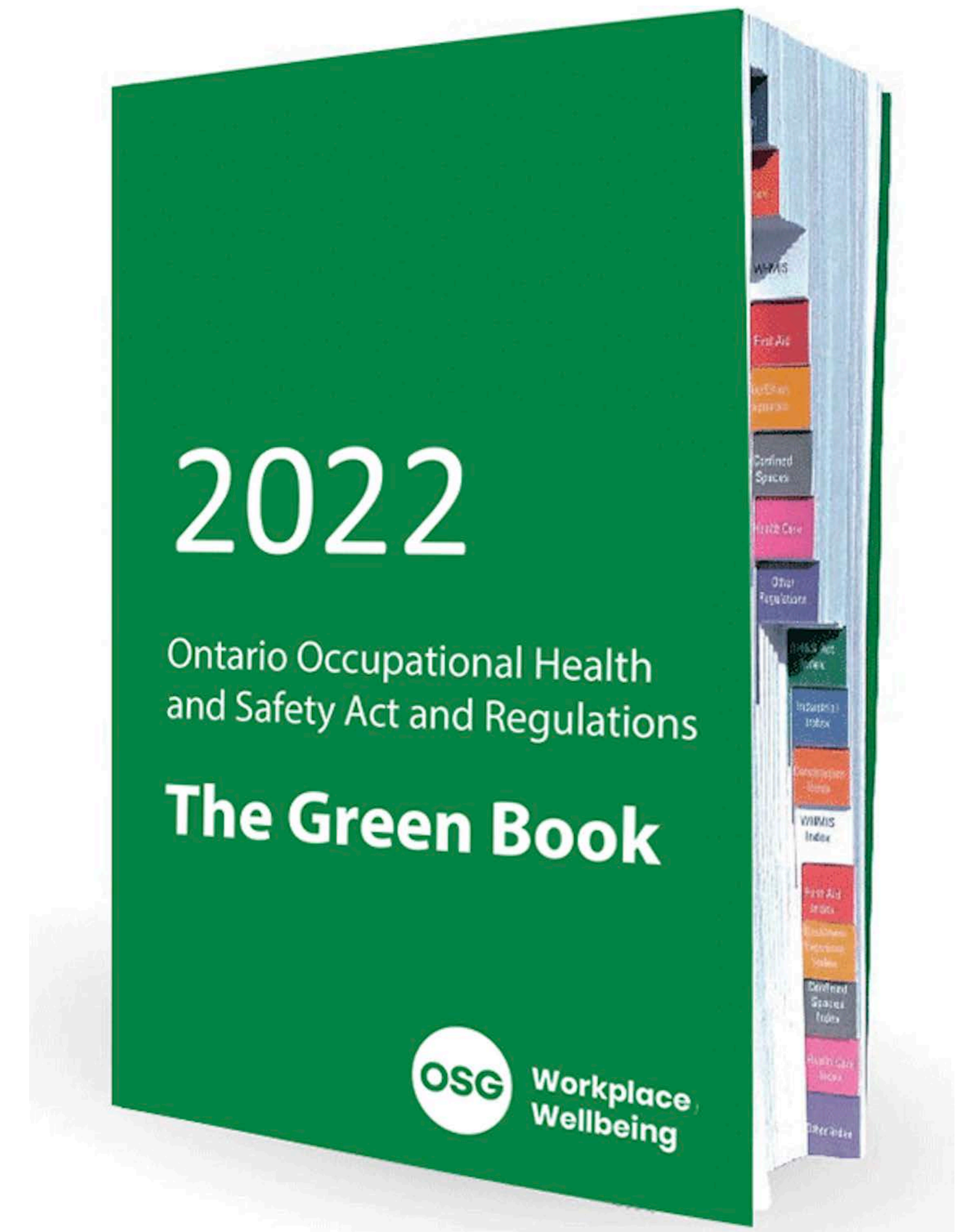
Know how to be safe in the workplace



Participate in further WHMIS or JHSC training



Refuse unsafe work



OSHA - THE RIGHT TO KNOW

You have a right to know about potential hazards in your workplace before you start working. A hazard is anything in the workplace that could hurt you or the people you work with.

COMMON EXAMPLES OF WORKPLACE HAZARDS:

- Repetitive movements for long periods of time
- Slipping, tripping, or falling
- Working near motorized vehicles
- Using or working near machinery, and
- Workplace violence

LESS VISIBLE EXAMPLES OF WORKPLACE HAZARDS:

- Chemicals
- Fumes
- Toxic dust
- Germs and viruses, or
- Some of these hazards can make you sick if you are exposed

OSHA - THE RIGHT TO PARTICIPATE AND THE RIGHT TO REFUSE UNSAFE WORK

RIGHT TO PARTICIPATE:

- Participate in keeping the workplace safe
- Ask questions when you're unsure of something
- Point out possible hazards
- Help with workplace inspections
- Take your health and safety training seriously and apply knowledge that you learn

RIGHT TO REFUSE UNSAFE WORK:

- Refuse to perform unsafe work if you have reason to believe it puts you or a fellow worker in danger
- To refuse unsafe work, you must report the situation to your supervisor who evaluates the risk and advises H&S committee
- Most of the time they will be able to solve the problem but if not, you can continue to refuse unsafe work until it is solved

OSHA - DUTIES OF WORKERS UNDER THE ACT



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Work in compliance with the act and regulations

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Wear the required PPE as stated on your assignment details sheet

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Report any missing or defective equipment or safety device

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Report any hazards or violations of the OHSA

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Do not remove or make ineffective any protective devices

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Do not work in a way that could endanger another worker

OSHA - DUTIES OF EMPLOYER UNDER THE ACT



Educate and train workers



Appoint a competent supervisor



Create Health and Safety policies and procedures and ensure everyone knows and follows them



Ensure workers wear and use the correct PPE



Do everything reasonable to keep workers from getting hurt or sick on the job



OSHA - DUTIES OF SUPERVISOR UNDER THE ACT



Notify workers of hazards



Make sure workers follow the law and workplace policies and procedures



Ensure workers wear and use the correct PPE



Do everything reasonable to keep workers from getting hurt or sick on the job

OHSA - JOINT HEALTH AND SAFETY COMMITTEE



Required for employers with more than 20 workers



Made up of both worker and employer representatives



Conduct regal inspections and make Health and Safety workplace recommendations



The Job Shoppe's members and locations can be found on the associate portal



The client where you place on assignment may also have their own JHSC and their details can be found on the Health and Safety board



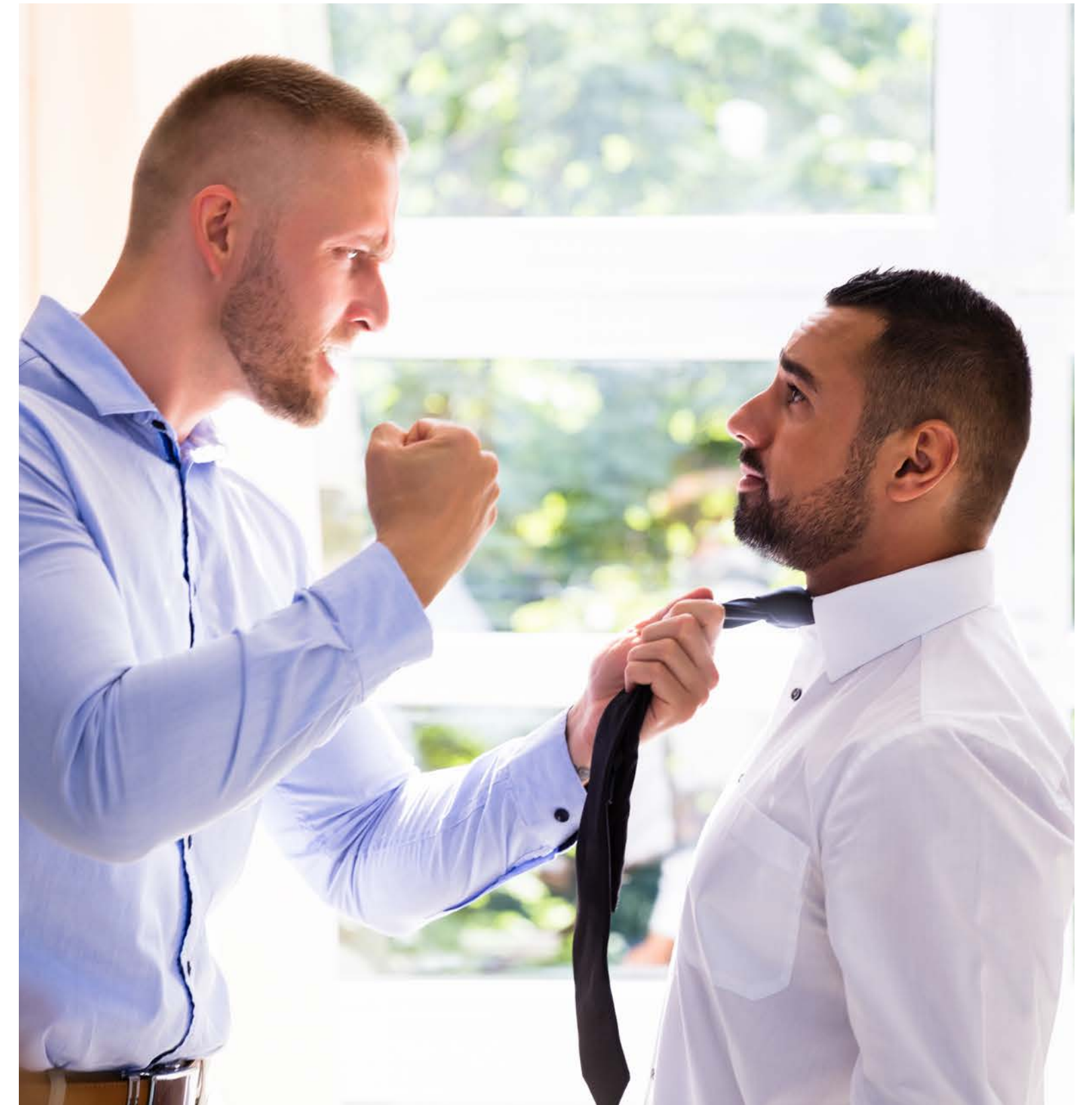
A blue-tinted photograph of three workers in a warehouse. On the left, a Black man with a beard and a white hard hat, wearing a high-visibility vest, has his arms crossed and is smiling. In the center, a white woman with a white hard hat and a high-visibility vest also has her arms crossed and is smiling. On the right, a white man with a white hard hat and a high-visibility vest has his arms crossed and is smiling. The background shows warehouse shelving with various items and labels like 'A16'.

FEELING SAFE AT WORK

WORKPLACE VIOLENCE AND HARASSMENT (BILL 168)

“Workplace Violence” means the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes a(n):

- attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker; and a
- statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker [section 1].



WORKPLACE VIOLENCE AND HARASSMENT (BILL 168)



“Workplace Violence” may include:

- verbally threatening to attack a worker;
- leaving threatening notes at or sending threatening e-mails to a workplace;
- shaking a fist in a worker’s face;
- wielding a weapon at work;
- hitting or trying to hit a worker;
- throwing an object at a worker;
- sexual violence against a worker;
- kicking an object the worker is standing on such as a ladder; or
- trying to run down a worker using a vehicle or equipment such as a forklift

WORKPLACE VIOLENCE AND HARASSMENT (BILL 168)

“Workplace Harassment” means, a engaging in a course of vexatious comments or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or workplace sexual harassment;

Examples of workplace harassment:

- offensive or intimidating comments or jokes;
- bullying or aggressive behaviour;
- displaying or circulating offensive pictures or materials;
- inappropriate staring;
- workplace sexual harassment;
- isolating or making fun of a worker because of gender identity.



WORKPLACE VIOLENCE AND HARASSMENT (BILL 168)



It is important to note that “Reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace” is NOT CONSIDERED workplace harassment.

Examples can include:

- Changes in work assignments or scheduling
- Job assessment and evaluation
- Implementation of health and safety measures or
- Disciplinary action

SEXUAL VIOLENCE AND HARASSMENT ACTION PLAN (BILL 132)

“Workplace Sexual Harassment” means,

a.) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or



SEXUAL VIOLENCE AND HARASSMENT ACTION PLAN (BILL 132)



b.) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome

Workplace sexual harassment includes unwelcome solicitation or advances from a manager, supervisor or another person who has the power to reward or punish the worker.

ZERO TOLERANCE FOR WORKPLACE VIOLENCE AND/OR HARASSMENT

The Job Shoppe and our clients have a Zero tolerance for violence and/or harassment.

We take the previously mentioned policies very seriously and ensure that under no circumstances are employees subject to reprisal for bringing up a legitimate complaint.



REPORTING WORKPLACE VIOLENCE AND/OR HARASSMENT

HOW TO REPORT:

- Workplace violence or harassment should be reported as soon as possible after experiencing or witnessing an incident
- Associates can report incidents of workplace violence or harassment verbally or in writing to The Job Shoppe's HR Department by email at hr@thejobshoppe.com or 519-979-4400

COMMITMENT TO INVESTIGATE:

- The Job Shoppe will ensure that an investigation appropriate in the circumstances is conducted when the employer, Human Resources, a manager or supervisor becomes aware of an incident
- Associates are expected to cooperate in any investigation to which they witnessed a violent or harassing scenario

A high-angle, sepia-toned photograph of a worker in a warehouse. The worker, wearing a cap, a light-colored shirt, and dark overalls, is pushing a manual pallet jack. The jack is carrying a pallet loaded with several large, rectangular boxes. The worker is positioned in the center of the frame, moving towards the right. The warehouse floor is made of large, light-colored tiles. On either side of the worker are tall, industrial shelving units filled with various materials, including what appears to be lumber or long wooden planks. The lighting is even, and the overall tone is warm and professional.

WORKING SAFE

PERSONAL PROTECTIVE EQUIPMENT (PPE) USE



**CSA OR ANIS
COMPLIANT
SAFETY
FOOTWEAR**



**CSA APPROVED,
NON-TINTED
SAFETY GLASSES**



**HEARING
PROTECTION**



**SAFETY
GLOVES
OR ARM
GUARDS**

PROPER LIFTING



Before lifting, look to your intended path to see if there are any obstacles



Keep your feet shoulder-width apart, bend your knees to squat down to the object, tighten your core and maintain neutral postures of the back and neck



Keep objects as close to your body as possible, around waist level to ensure steady grip



*Remember to lift slowly and DON'T bend forward. Avoid twisting, turning or lifting objects above your head and always ask for help or use a cart or lift for heavier objects

MUSCULOSKELETAL DISORDERS

Musculoskeletal Disorders or MSDs are injuries and disorders that affect the human body's movement or musculoskeletal system (i.e. muscles, tendons, ligaments, nerves, discs, blood vessels, etc.)

Work-related MSD's are associated with these factors:

- Position
- Repetition
- Force
- Pace
- Low Temperature
- Vibration



WORKPLACE HAZARDOUS MATERIAL INFORMATION SYSTEM (WHMIS) TRAINING



WHMIS HAZARD GROUPS













**Physical
Hazards**

**Health
Hazards**

**Environmental
Hazards**

WHMIS LABEL REQUIREMENTS

	Exploding bomb (for explosion or reactivity hazards)		Flame (for fire hazards)		Flame over circle (for oxidizing hazards)
	Gas cylinder (for gases under pressure)		Corrosion (for corrosive damage to metals, as well as skin, eyes)		Skull and Crossbones (can cause death or toxicity with short exposure to small amounts)
	Health hazard (may cause or suspected of causing serious health effects)		Exclamation mark (may cause less serious health effects or damage the ozone layer*)		Environment* (may cause damage to the aquatic environment)
	Biohazardous Infectious Materials (for organisms or toxins that can cause diseases in people or animals)				

* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

WHMIS SAFETY DATA SHEET



WHMIS 2015
Workplace Hazardous Materials Information System
fact sheets



These Fact Sheets summarize key requirements of WHMIS 2015 which incorporates the Globally Harmonized System of Classification and Labelling of Chemicals (GHS) for Canadian Workplaces. See WHMIS.org for more information.

Safety Data Sheets

Safety Data Sheets (SDSs) are an essential component of WHMIS 2015. Employers and workers use the information on an SDS to protect themselves from hazards and for safe handling and use.

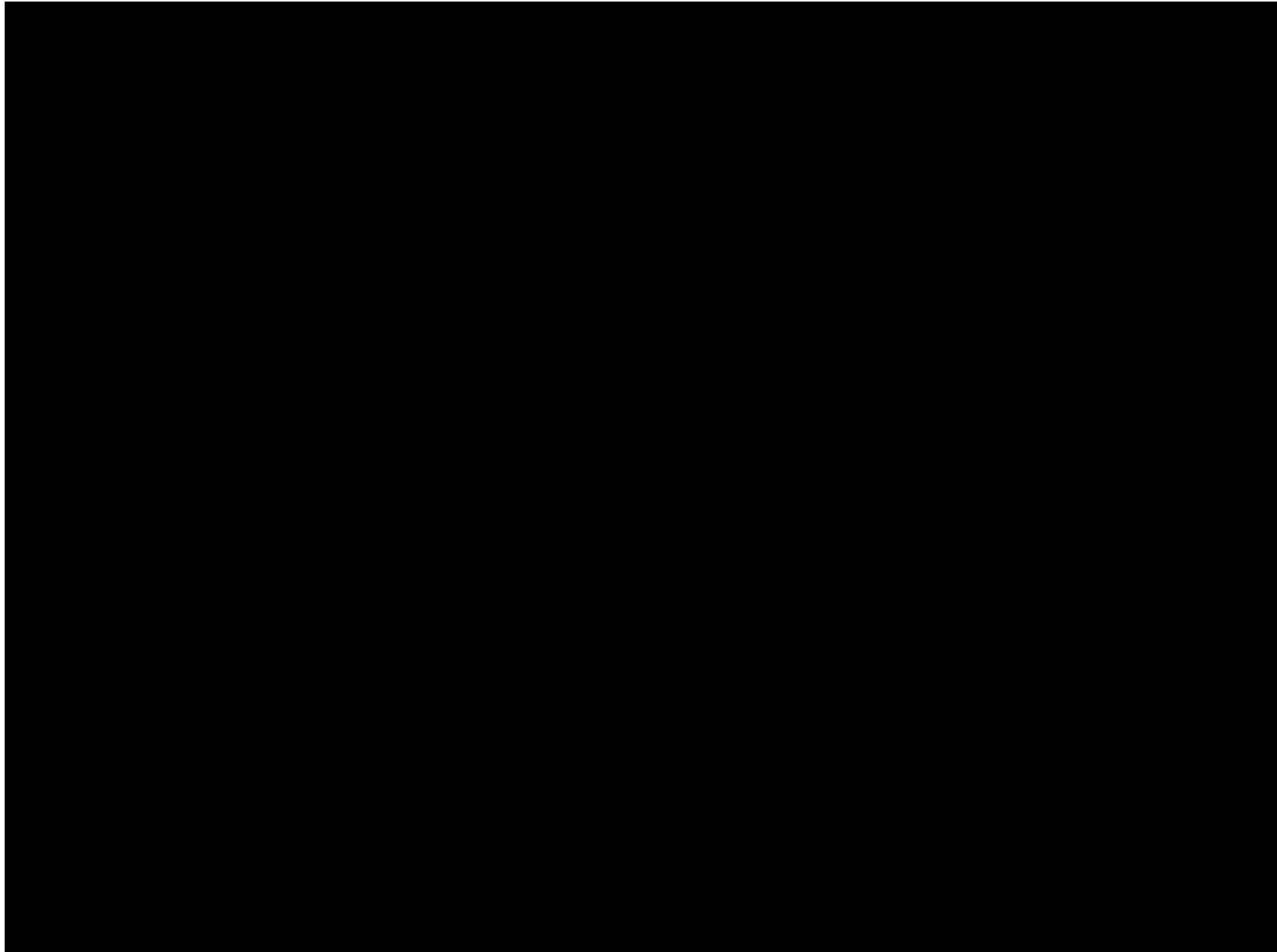
	SDS Section	Information Requirements (partial list)
1	Identification	Product identifier, recommended use and restrictions on use, supplier contact information, emergency phone number.
2	Hazard identification	Classification (hazard class and category), label elements (including hazard pictogram, signal word, hazard statement and precautionary statements) and other hazards (e.g. thermal hazards).
3	Composition/information on ingredients	For a hazardous product that is a substance: the chemical name, synonyms, CAS No. and the chemical name of impurities, stabilizing solvents and stabilizing additives where classified and that contribute to the classification of the product. For a hazardous product that is a mixture: for ingredients that present a health hazard, the chemical name, synonyms, CAS No. and concentration. Note: Confidential Business Information Rules may apply.
4	First-aid measures	First-aid measures by route of exposure as well as most important symptoms/effects.
5	Fire-fighting measures	Suitable (and unsuitable) extinguishing media, specific hazards, special equipment and precautions for fire fighters.
6	Accidental release measures	Protective equipment, emergency procedures, methods and materials for containment and clean up.
7	Handling and storage	Precautions for safe handling, conditions for storage, including any incompatibilities.
8	Exposure controls/ personal protection	Exposure limits, engineering controls, personal protective equipment.
9	Physical and chemical properties	Appearance, odour, odour threshold, pH, melting/freezing point, boiling point and range, flash point, upper and lower flammable or explosive limits.
10	Stability and reactivity	Reactivity, chemical stability, possible hazardous reactions, conditions to avoid, incompatible materials, hazardous decomposition products.
11	Toxicological information	Description of various toxic effects by route of entry, including effects of acute or chronic exposure, carcinogenicity, reproductive effects, respiratory sensitization.
12	Ecological information*	Aquatic and terrestrial toxicity (if available), persistence and degradability, bioaccumulative potential, mobility in soil.
13	Disposal considerations*	Safe handling and methods of disposal, including contaminated packaging.
14	Transport information*	UN number and proper shipping name, hazard classes, packing group.
15	Regulatory information*	Safety, health and environmental regulations specific to the product.
16	Other information	Other information, including date of the latest revision of the SDS.

The SDSs must be accurate at the time of sale or import, for each sale or import. SDSs must be updated when significant new data become available. Suppliers must provide this new information at the time of sale.

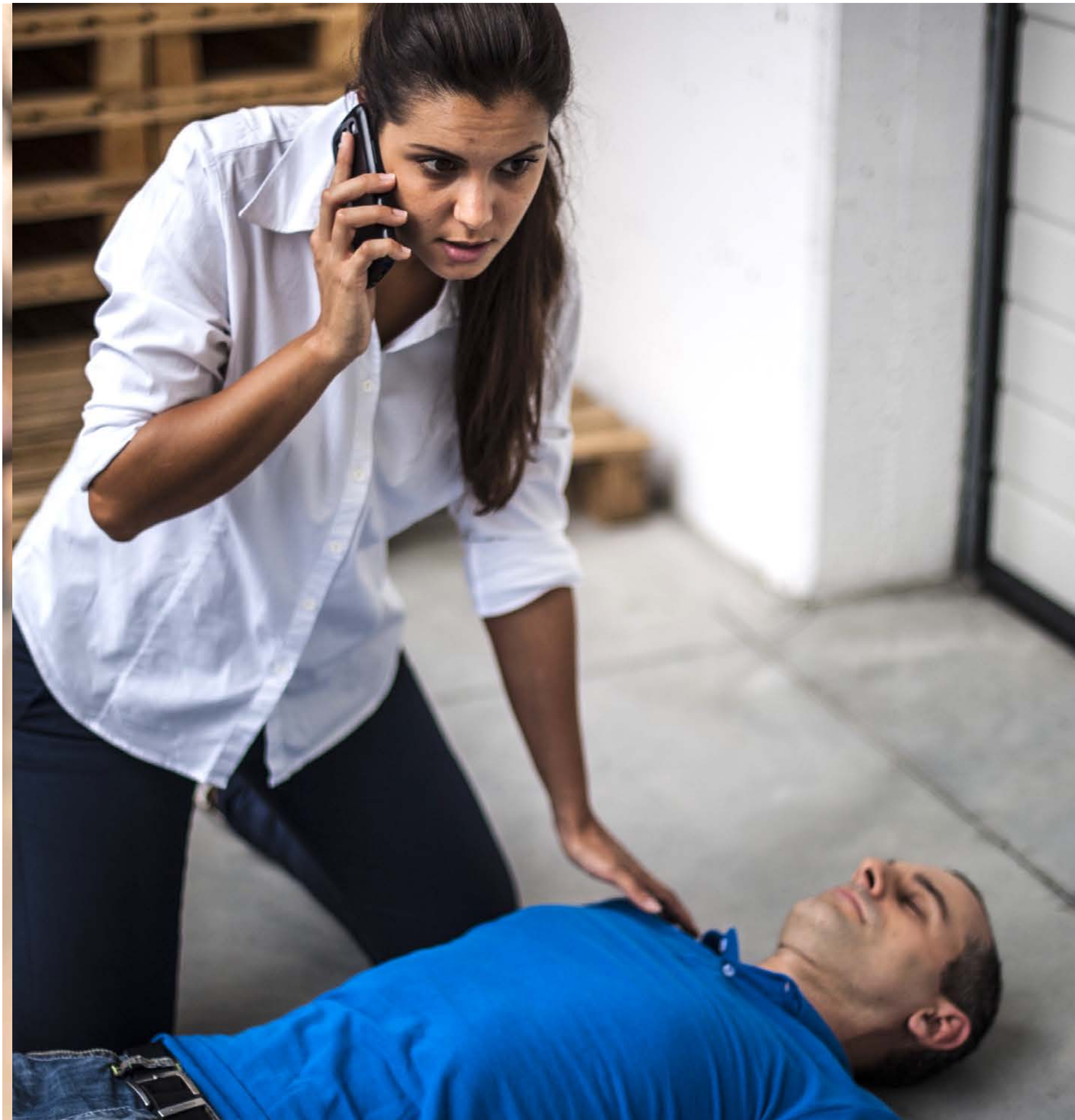
* Sections 12 to 15 require the headings to be present. The supplier has the option to not provide information in these sections.

WHMIS 2015 is based on the 5th revised edition of the GHS. See WHMIS.org for more information.

WHMIS TRAINING VIDEO



WORKPLACE INJURY AND RETURN TO WORK PROGRAM



Contact your onsite supervisor immediately and seek treatment



Contact a Representative from The Job Shoppe as soon as possible



Advise any medical personnel that you are an employee of The Job Shoppe



Continue to communicate with The Job Shoppe regarding any updates

WORKPLACE INJURY AND RETURN TO WORK PROGRAM



The Job Shoppe is committed to a safe and early return to work



The Job Shoppe team will make every effort to find suitable alternative employment that meets the injured employee's capabilities based on their restrictions



A woman with dark hair, smiling, wearing safety glasses on her head and a respirator mask around her neck. She is wearing a light-colored work jacket. The background is a blurred workshop or factory setting. The entire image has a blue tint.

HEALTH AND SAFETY TRAINING
