

# **INDUSTRY PRECOURSE BASICS: YOUR GATEWAY TO THE POOL AND SPA PROFESSION**

## **WEEK 2: OCCUPATIONAL HEALTH AND SAFETY**

### **LEARNER GUIDE**



Your ticket to employment



# Table of CONTENTS

3	INTRODUCTION
6	ROLES AND RESPONSIBILITIES IN WORKPLACE SAFETY
9	HAZARD MANAGEMENT AND RISK MANAGEMENT
19	HAZARD CONTROL REGISTER
24	HAZARDS ARISING FROM WORKPLACE CONDITIONS
29	ENVIRONMENTAL RESPONSIBILITY AND SUSTAINABLE PRACTICE ISSUES
30	USE OF STANDARDS AND CODES OF PRACTICE



## INTRODUCTION

This unit provides a comprehensive understanding of Occupational Health and Safety (OHS) legislation, policies, and best practices, equipping participants with the knowledge and skills to create safer, healthier, and more productive workplaces.

The focus is on reducing risks, identifying hazards, and ensuring compliance with legal responsibilities.

The unit emphasizes the critical roles of supervisors, employees, and management in fostering a culture of safety through proactive risk management and workplace consultation.

Given the emotional, physical and monetary costs of poor health, safety and welfare at work, supervisors need to be aware of how the legislation helps them to reduce risks and accidents and make the workplace safer, healthier and more productive.

Occupational Health and Safety (OHS) in Canada is governed by both federal and provincial legislation, aiming to ensure safe and healthy working conditions across various industries, including those involving pools and spas.



## TOPICS COVERED

- Understanding OHS Legislation and Policies
- Roles and Responsibilities in Workplace Safety
- Hazard Identification and Risk Management
- Hierarchy of Hazard Controls
- Reporting Incidents and Injuries in Accordance with the Organization's Policies and Procedures
- Workplace Consultation and Safety Committees



## Your ticket to employment

In every workplace, hazards pose potential risks to the safety and well-being of employees, property, and the environment.

Understanding what constitutes a hazard and how to manage associated risks is a cornerstone of workplace safety.

Under Canadian occupational health and safety (OHS) legislation, employers and employees are tasked with identifying, assessing,

and mitigating these risks proactively.

It's important to note that falls, slips, and trips continue to be a leading cause of injuries and fatalities in the construction industry globally.

Slips, trips, and falls are significant safety concerns in Canada's construction industry, leading to numerous injuries and fatalities annually.

### Key statistics include:

#### Injury Incidents

**Over 40,000 Canadian workers** are injured each year due to falls, with a substantial portion occurring in construction.



#### Fatalities

**In 2020, the construction sector accounted for 193 fatal injuries,** representing 21% of all occupational fatalities in Canada. Notably, 83% of these construction-related deaths were due to falls from heights.

Source: Oh! Canada



#### Economic Impact

**Falls impose a significant economic burden, costing the Canadian economy approximately \$10.3 billion in 2018,** with workplace falls contributing substantially to this figure.

Source: Safety Magazine





Your ticket to employment

## Common Causes

Factors contributing to slips, trips, and falls in construction include inadequate fall protection, improper use of safety equipment, poor housekeeping, and environmental hazards such as uneven surfaces or wet conditions.

Source: Safety Magazine



## Safety Measures



To mitigate these risks, it's essential to implement comprehensive safety measures, including:

- **Fall Protection Systems:** Utilizing guardrails, safety nets, and personal fall arrest systems to safeguard workers at heights.
- **Training and Education:** Providing workers with proper training on equipment use, hazard recognition, and safe work practices.
- **Regular Inspections:** Conducting routine site inspections to identify and address potential hazards promptly.
- **Housekeeping:** Maintaining clean and organized work areas to prevent tripping hazards.

Source: Canadian Centre for Occupational Health and Safety

## ROLES AND RESPONSIBILITIES IN WORKPLACE SAFETY

Organizations have policies, procedures and performance standards (or expectations).

The procedures you follow in order to do your work, often called Standard Operating Procedures (SOPs) should be compliant with and take into consideration any health and safety legislation and requirements.

Your workplace should also have, in place, specific policies on how to handle incidents and accidents and clear procedures to be followed if either an accident or incident occurs.

These should be communicated to employees, initially via the induction process that all employees should receive when starting work, and through ongoing health and safety training and information sessions.

Health and safety information and updates can be communicated via memos, faxes, internet communications, face-to-face communications, coaching and mentoring, and at various workplace meetings.



## Federal Legislation

The Canada Labour Code, particularly Part II, outlines the duties of employers and employees to prevent workplace-related injuries and illnesses. It emphasizes the Internal Responsibility System (IRS), which mandates that all workplace parties share responsibility for health and safety. *(Refer to the appendix.)*

## Provincial Legislation

Each province and territory has its own OHS regulations tailored to local needs. For instance, in Ontario, the Occupational Health and Safety Act (OHSA) sets out the rights and duties of all parties in the workplace, along with procedures for dealing with workplace hazards. Specific to pools and spas, Ontario's Public Pools Regulation (Regulation 565) under the Health Protection and Promotion Act provides detailed requirements for the design, construction, and operation of public pools and spas to ensure public health and safety.



## Industry Guidelines

The Pool & Hot Tub Council of Canada offers recommended guidelines to promote safety in the pool and spa industry. These guidelines cover various aspects, including general safety provisions, occupational health and safety, and water discharge best management practices.

## Pool Council

### Key Responsibilities

- Employers are required to:
  - Ensure that the workplace, including pools and spas, is safe and without risks to health.
  - Provide necessary training, supervision, and equipment to employees.
  - Implement appropriate safety measures and emergency procedures.



- Employees must:
  - Comply with safety procedures and use provided protective equipment.
  - Report any hazards or unsafe conditions to their employer.
  - Participate in safety training and drills.

It's important to note that while these duties are outlined in federal legislation, each province and territory in Canada may have additional or specific requirements under their respective OHS laws.

Therefore, it's essential for all parties to be familiar with both federal and provincial/territorial regulations relevant to their operations.

For more detailed information, you can refer to the [Canadian Centre for Occupational Health and Safety \(CCOHS\)](#) and the [Canada Occupational Health and Safety Regulations](#).



## Your ticket to employment

In Canada, occupational health and safety (OHS) legislation outlines specific duties for various parties to ensure the safety and well-being of all individuals in the workplace, including those who are not direct employees. Below is an overview of these responsibilities.

### Employers and Self-Employed Individuals

- **General Duty:** Employers are obligated to ensure that the health and safety of every person employed by them is protected while they are working. This includes providing safe entry to, exit from, and occupancy of the workplace.
- **Protection of Non-Employees:** Employers must ensure that their activities do not endanger the health and safety of individuals who are not their employees but are present at the workplace. This includes visitors, contractors, and the general public.



### Manufacturers, Designers, and Suppliers

- **Safety Assurance:** Manufacturers, designers, and suppliers of equipment, materials, and protective devices are required to ensure that these items are safe when used as intended. They must also maintain these items in good condition.
- **Provision of Information:** These parties must provide adequate information to users about the safe use, handling, storage, and disposal of their products to prevent health and safety risks.

### Installers and Erectors of Equipment

**Safe Installation:** Individuals or entities responsible for installing or erecting equipment at a workplace must ensure that the equipment is installed safely and will operate without posing health risks when used properly.



## Controllers of Non-Domestic Premises

- **Maintenance of Safe Conditions:** Persons in control of non-domestic premises used as workplaces must ensure that the premises, including entrances and exits, are maintained in a safe condition to prevent risks to health and safety.

## Controllers of Plant and Substances

- **Ensuring Safety in Use:** Those who control the use of machinery (plant) or substances in the workplace must ensure that they are safe and do not pose health risks when used appropriately.



## HAZARD MANAGEMENT AND RISK MANAGEMENT

Managing hazards and risks is a dynamic process that requires vigilance, collaboration, and adherence to legal obligations.

Employers must proactively identify hazards, assess associated risks, and implement appropriate control measures to create a safe working environment.

Workers, as active participants in this process, play a vital role in ensuring that hazards are recognized and managed effectively.

By fostering a culture of safety and compliance, workplaces can protect their employees and prevent incidents that result in injury, illness, or property damage.

The principles of hazard and risk management are not only legal requirements they are also fundamental practices that contribute to the overall success and well-being of an organization.

Health and safety planning should follow the same procedures as any other organizational activity. Goals should be set and performance standards established.

## Your ticket to employment

Key Performance Indicators (KPIs) should be identified, clearly communicated to employees and utilized to match actual performance against expected performance.

Performance evaluations of individual employees should be linked to clearly defined health and safety key performance indicators.

To determine whether performance matches expectations, performance must be monitored, recorded and evaluated against the criteria.

Where performance does not meet expectations, intervention in the form of counselling, coaching, mentoring or training will be required.

Interventions are used to acknowledge good performance and to rectify poor performance.

This planning, monitoring and evaluation process is, in fact, the Plan Do Check Act (PDCA) or continuous improvement cycle.



## What is a hazard?

A hazard is defined under Canadian OHS legislation as any source or situation that has the potential to cause harm.

This harm may affect workers, property, or the environment. Hazards are diverse and can arise from various situations or conditions in the workplace.

## What is a risk?

A risk is the likelihood that a hazard will result in harm and the severity of that harm.

Risk considers the probability of a hazardous event occurring and the potential consequences of such an event.

The core components of risk management—hazard identification, risk assessment, risk elimination or control, and reviewing risk assessments—are universally applied in Canadian OHS frameworks.



## What is an incident?

An incident is a distinct event or occurrence that, in this context, carries the possibility of causing harm.

## What is an accident?

An accident, on the other hand, is an event or occurrence where harm has actually occurred.

Workplace health and safety is concerned with prevention of both incidents and accident.

## RISK MANAGEMENT

Risk management in OHS is a systematic process that aims to identify, assess, and control hazards to prevent harm to workers, property, and the environment.

Employers are legally obligated to implement such processes, ensuring workplace safety under federal and provincial/territorial OHS legislation.



Whenever changes or improvements to machinery, equipment and processes in the workplace are instituted, a hazard assessment should be conducted to ascertain, prior to implementing the changes, that the risk of accident, injury or illness is minimized and that the changes will not adversely affect other activities or processes or increase the risk of accident, injury or illness.

Controls, performance indicators and standards should be determined and designed to assist with the change processes.

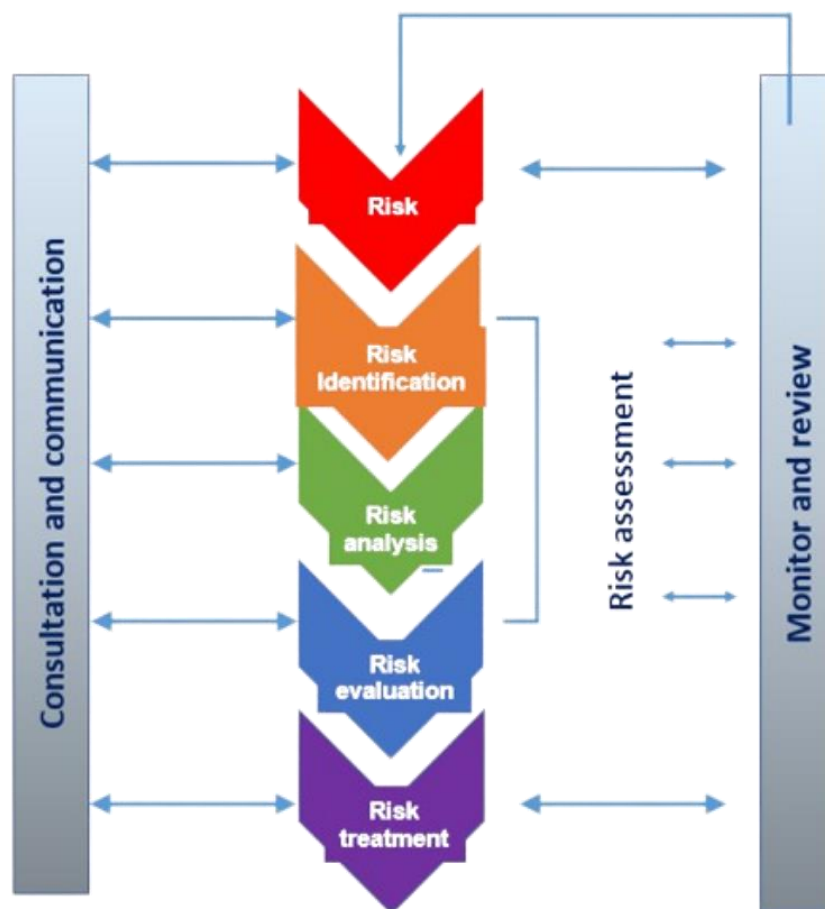
Work process and workflow designs related to changes should take into consideration:

- what changes will be implemented
- how the work will be done-workflow and processes-productivity needs
- where it will be done-layout, equipment, machinery and training
- how to make it as safe as possible-safety procedures and training

## Core Steps of Risk Management

In occupational health and safety (OHS) terms, risk management is the process of recognizing situations that have the potential to cause harm to people or property and doing something to prevent a harmful situation occurring or a person being harmed.

Risk management is a process of well-defined steps that, when taken in sequence, allow you to make informed decisions about how best to avoid or control the impact of risks.





## Risk management involves:

### 1. Hazard Identification: What is the problem?

Employers are required to recognize and document situations, conditions, or substances that have the potential to cause harm.

This is achieved through regular workplace inspections, feedback from employees, analysis of past incidents, and safety audits, e.g., recognizing potential sources of harm, such as chemical exposures from pool disinfectants or physical hazards like slippery surfaces.

### 2. Risk Assessment: How serious is the problem?

After identifying hazards, employers must evaluate the level of risk associated with each hazard.

This involves determining how likely the hazard is to cause harm and how severe the consequences could be. Employers often use risk matrices or similar tools to prioritize actions.

Once a hazard has been identified, the next question to ask is 'What is the risk of that hazard causing an injury?'

Risk is defined as the likelihood and consequence of injury or illness as a result of exposure to a hazard.



Risk has two components:

- Likelihood
- Consequence

How likely is it that a hazardous event will occur?

- Very Likely – Could happen frequently
- Likely – Could happen occasionally
- Unlikely – Could happen, but only rarely
- Highly Unlikely – Could happen, but probably never will

### Consequence

If the hazardous event occurred, what would the consequences be?

- Extreme - a person is killed
- Major Injury - normally irreversible injury or damage to health
- Minor Injury - normally reversible injury or damage to health requiring several days off work
- Negligible Injury - first aid required, no days off

### Example of a Risk Assessment Form

<b>TASK / LOCATION / EQUIPMENT DESCRIPTION</b>			
<b>ASSESSED BY</b>		<b>DATE</b>	

TASK STEP	HAZARDS / RISKS	L(I)	C(I)	R(I)	CONTROLS	L(R)	C(R)	R(R)	PERSON RESPONSIBLE
1.									
2.									
3.									
4.									
5.									

Risk Matrix		Consequences				
		Negligible (1) Minimal injuries / no injuries	Minor (2) Minor injuries / first aid	Significant (3) Moderate injuries / medical treatment	Severe (4) Serious injuries / hospitalisation	Catastrophic (5) Death / permanent impairment
Likelihood	<b>Certain (5)</b> 100% likely / almost 100% likely	Moderate (5)	High (10)	High (15)	Catastrophic (20)	Catastrophic (25)
	<b>Likely (4)</b> Will probably happen / is likely to happen	Moderate (4)	Moderate (8)	High (12)	Catastrophic (16)	Catastrophic (20)
	<b>Possible (3)</b> Could happen or plausible	Low (3)	Moderate (6)	Moderate (9)	High (12)	High (15)
	<b>Unlikely (2)</b> Improbable but could happen / not expected	Low (2)	Moderate (4)	Moderate (6)	Moderate (8)	High (10)
	<b>Very Unlikely (1)</b> Rare / not expected but remotely possible	Low (1)	Low (2)	Low (3)	Moderate (4)	Moderate (5)



### 3. Risk Elimination or Control: How to solve the problem

Employers must take measures to eliminate risks wherever possible. If elimination is not feasible, risks must be controlled using the hierarchy of controls.

#### Hierarchy of Hazard Controls

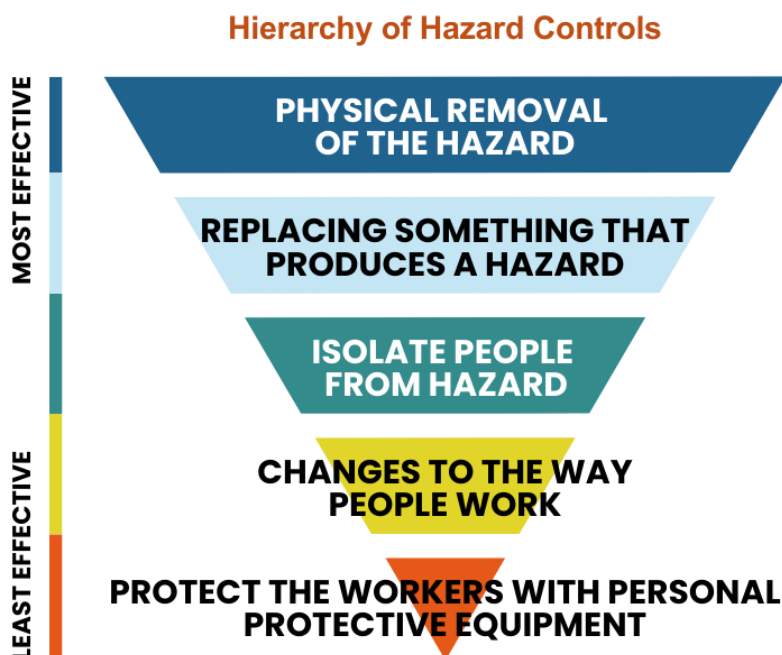
The hierarchy of control should provide the guidelines when planning for safety and designing hazard and risk controls.

When implementing workplace changes, refer to the hierarchy to ensure that new processes and procedures will not increase worker risk and that they will comply with health and safety standards and safety requirements.

Develop organizational procedures that enable selection of, and maintenance of, control measures in accordance with the hierarchy.

Compliance with the hierarchy assumes that resources will be available to implement safety procedures as and where they are required, and that inadequacies in current risk control measures will be mapped against the hierarchy to determine where improvement can, and should, be made.

Where measures are found to be inadequate new measures and controls should be designed and implemented in consultation with workers and middle management (frontline managers and supervisors).



## Elimination

The hazard is removed from the environment, design processes factor in controls and specifications to eliminate hazards (e.g., noise or vibration control, enclosed machinery), or the task is eliminated from the process.

## Substitution

In some cases, it might be expedient to replace materials or processes associated with the risk with something less hazardous (e.g., the replacement of a toxic material or substances with another that does the same job but is less toxic).

For instance, sandstone grinding wheels containing silica (silicosis risk) have been largely replaced by wheels made from an inert, less harmful, artificial abrasive called aluminum oxide.



## Engineering

Equipment, work processes, tasks and machinery can be redesigned to reduce or eliminate worker risk (e.g., mechanical lifting devices versus manual handling risks).

## Administration

Administration processes can be used to adjust work conditions and redesign jobs to limit the risk (e.g., shared jobs or reduced time attending to a particular activity can limit the risk of exposure to hazards: chemicals, difficult processes, isolation, sunlight, repetitive strain etc).

Administration can also be called upon to provide signage, instruction manuals, advice and training.

Training is a popular control method but should accompany other more preferred controls and not be relied on as the sole control.



## Personal Protective Equipment (PPE)

This is the least preferred option in hazard control—a last resort. The objective of health and safety is to make workplaces safe by eliminating hazards, not to make employees work around hazards.

PPE in use at a workplace indicates the need to revisit risk management on a programmed basis.

If exposure cannot be prevented or reduced by ways other than the use of PPE, the employer must ensure that persons who may be exposed are supplied with PPE and properly instructed in their use.



Some people may need to be retrained. If so, what training will be required? Who can provide it? When can it be arranged?

## 4. Implementing Control Measures

### a) Who will need to know about the change?

Anyone likely to be affected by the change should be informed about it. This includes both internal and external customers and suppliers as well as workers directly involved in the hazard and control of that hazard.

### b) What do they need to know about the change?

People will want to know how the control measure is likely to affect them. How will the change influence what currently happens?

### c) What could go wrong and what could be done to prevent this happening?

Thinking through the problems which could arise can help to identify how these problems could be prevented or minimized.

Obviously, lots of things could go wrong. The ones to concentrate on are those which could undermine the success of the procedure, or which could have major consequences if they occur.

Some people may need to be retrained. If so, what training will be required? Who can provide it? When can it be arranged?

## d) How do we inform employees?

Everyone should be aware of the control measures, which have been developed for the hazard.

Employees directly involved will need detailed knowledge of all relevant procedures.

You could inform employees through the induction process, training programs, films and presentation, through flyers or committees.

## e) What support systems do we need?

Implementing a control measure may require new equipment, revised maintenance, new reporting structures or financial support.

The implementation process should include these changes.

## f) What training will be required?

Changing the way people perform their jobs requires training or instruction.

Training may need to occur before the control measure is introduced or during the implementation of the control measure.

The procedure should specify what training is required and when it will be undertaken.



## g) How do we test the control measure/procedure?

Trial the control measure in a “pilot work area” or run it in conjunction with the existing methods before adopting it in full throughout the entire work area.

It is imperative that the procedure is initially tested using experienced employees, so that they can assist in resolving any problems that may occur.

## 5. Review and Updating of Risk Assessments

Risk assessments must be revisited regularly and whenever significant changes occur in the workplace, such as introducing new equipment or processes.

Employers are also expected to update risk assessments when new information emerges about the hazards or risks involved.



## HAZARD CONTROL REGISTER

A Hazard Control Register is a formal document or digital tool used in workplaces to systematically record, monitor, and manage workplace hazards and their associated controls.

It acts as a centralized reference point to ensure that all identified hazards are assessed, that appropriate control measures are implemented, and that these controls are regularly reviewed for their effectiveness.

The register is an essential component of an organization's safety management system, ensuring compliance with Occupational Health and Safety (OHS) regulations and fostering accountability and continuous improvement in workplace safety.

A Hazard Control Register typically begins by identifying workplace hazards. This includes a detailed description of the hazard, its location, and the date it was identified. Once a hazard is documented, a risk assessment is conducted to determine the likelihood of the hazard causing harm and the potential severity of the harm. This assessment assigns a risk rating—such as low, medium, high, or critical—which guides the prioritization of control measures.



Control measures are documented in the register as specific actions to mitigate or eliminate the hazard. These measures follow the hierarchy of controls, starting with elimination of the hazard as the most effective approach.

If elimination is not feasible, substitution is considered, where the hazardous process or material is replaced with something less dangerous.

Engineering controls, such as physical barriers or isolation techniques, are often implemented when substitution is not practical.

Administrative controls, such as changes in work procedures or training programs, may be used to reduce exposure to hazards. Personal Protective Equipment (PPE) is included as a last resort when other control measures cannot fully mitigate the risk.

Example of a Hazard Control Register Form

<div>HAZARD CONTROL REGISTER</div>					
<p>Use this register to record and follow up on hazards in your workplace</p>					
Hazard #	Date Reported	Brief Description of Hazard	Hazard Status	Complete By	Person Responsible
1		(EXAMPLE) Fire extinguisher in office out of date	Follow Up		
2		(EXAMPLE) Liquid spilled on kitchen floor	Complete		



## Your ticket to employment



Each entry in the register assigns responsibility for implementing and maintaining the controls to specific individuals or teams. This ensures accountability and enables clear communication regarding who is responsible for addressing and monitoring each hazard.

The register also includes a schedule for reviewing and monitoring the effectiveness of the controls.

Review frequencies may vary, ranging from weekly to quarterly or after a significant workplace incident, depending on the severity and nature of the hazard.

The status of each hazard is tracked in the register to indicate whether it has been resolved, remains ongoing, or is under review. This provides a transparent record of progress and highlights areas that require further attention or improvement.

For example, in a pool area where a wet floor is identified as a slip hazard, the hazard control register entry might describe the problem as “wet floor causing potential slips and falls.”

Control measures could include placing visible signage, improving drainage systems, and training staff on proper spill management.

The responsibility for implementing these measures would be assigned to the maintenance manager, with a review scheduled monthly to ensure ongoing effectiveness.

Similarly, in an equipment room where chemical exposure poses a risk, the register might document control measures such as providing workers with personal protective equipment like gloves and goggles, securely storing chemicals, and ensuring Material Safety Data Sheets (MSDS) are readily accessible.

The safety officer would be assigned responsibility, and the review schedule could be set quarterly to assess the effectiveness of these measures.





# Industry Precourse Basics: Your Gateway to the Pool and Spa Profession



*Your ticket to employment*

*Example of a Hazard Control Register*

Hazard	Location	Risk Rating	Control Measures	Responsible Party	Review Date	Status
Wet floor causing slips	Pool area	High	<ul style="list-style-type: none"><li>- Install "Wet Floor" signage</li><li>- Improve drainage system</li><li>- Train staff on spill management</li></ul>	Maintenance Manager	Monthly	Ongoing
Chemical exposure	Equipment room	Medium	<ul style="list-style-type: none"><li>- Provide PPE (gloves, goggles)</li><li>- Store chemicals securely</li><li>- Display MSDS in accessible areas</li></ul>	Safety Officer	Quarterly	Controls Effective
Unsecured railing	Rooftop pool site	Critical	<ul style="list-style-type: none"><li>- Install fall protection systems</li><li>- Secure all railings</li><li>- Conduct daily safety inspections</li></ul>	Site Supervisor	Weekly	Under Review



**Your ticket to employment**

The Hazard Control Register is a critical tool for reducing risks, enhancing safety, and ensuring compliance with legal standards.

It provides a systematic framework for addressing workplace hazards and serves as a valuable reference for workers, supervisors, and safety committees.

By maintaining an up-to-date and well-managed register, organizations can effectively safeguard the well-being of their employees and create a culture of proactive safety management.

## **BENEFITS OF A HAZARD CONTROL REGISTER**

### **1. Compliance:**

- Ensures the organization meets OHS laws and standards.
- Provides documentation for audits or inspections.



### **2. Accountability**

- Assigns clear responsibility for addressing hazards.

### **3. Risk Reduction**

- Tracks hazard resolution and effectiveness of controls.
- Identifies patterns or recurring issues.

### **4. Continuous Improvement**

- Provides a framework for reviewing and improving workplace safety practices.

### **5. Communication**

- Serves as a reference for workers, supervisors, and safety committees to understand ongoing safety measures.

## HAZARDS ARISING FROM WORKPLACE CONDITIONS

Hazards are defined as sources or situations with the potential to cause harm to workers, property, or the environment.

OHS regulations identify and classify hazards based on their origin, including the work environment, machinery, substances, and workplace systems or procedures.

Employers are required to identify hazards through workplace inspections, worker feedback, and analysis of injury or incident reports.

Tools like hazard assessment forms and job safety analyses are widely used.



## TYPES OF HAZARDS

### 1. Physical Hazards

These include noise, vibration, temperature extremes, electrical risks, and moving machinery.

Canadian standards for physical hazards are governed by guidelines like the Canadian Standards Association (CSA) and provincial acts, such as those by WorkSafeBC or the Ontario Ministry of Labour.

### 2. Chemical Hazards

Exposure to hazardous substances like fumes, vapours, and gases is a concern. Canada relies on the Workplace Hazardous Materials Information System (WHMIS) for labelling, training, and Material Safety Data Sheets (MSDS) to manage chemical risks.



*Your ticket to employment*



### 3. Biological Hazards

Hazards such as bacteria, viruses, and mould are recognized under Canadian OHS laws, especially in industries like healthcare, agriculture, and water systems management.

Legionnaires' disease, for example, is addressed through specific guidelines for managing water systems.

### 4. Ergonomic Hazards

Poorly designed workspaces or tools causing musculoskeletal injuries are a recognized category. Ergonomic programs aim to prevent repetitive strain injuries and other related conditions.

### 5. Radiation Hazards

Risks associated with radiation, including ultraviolet and ionizing radiation, are managed through federal standards like the Radiation Emitting Devices Act.

### 6. Psychological Hazards

OHS legislation emphasizes psychological health and safety, including stress, harassment, and violence. The National Standard of Canada for Psychological Health and Safety in the Workplace sets a benchmark for managing these risks.

### REPORTING INCIDENTS AND INJURIES IN ACCORDANCE WITH THE ORGANIZATION'S POLICIES AND PROCEDURES

Employers must document hazard assessments under federal or provincial laws. For example, under Alberta's OHS Act, hazard assessment and control processes are mandatory for employers.

If a hazard presents an immediate and serious risk, it may be necessary to take interim steps to control the risk. For instance, stopping work in a potentially contaminated atmosphere until the exact level of exposure to contaminants and appropriate controls can be identified.

Employers or organizations must have systems in place to identify, assess, control and monitor hazards.

Personnel working in the organization have a duty to report any identified hazards and to report all incidents and near misses.



## RECORDKEEPING SYSTEMS

Audit, inspection and risk assessment results must be recorded and stored in the organization's information management system.

These records then become available to support improvement initiatives, design and develop new policies and procedures and act as proof that the organization is upholding its responsibilities to workers and to health and safety legislation.

They also need to be available in the case of a worker's compensation claim or as evidence in a litigious action. In this way health and safety is integrated into organizational systems.



### Policies and Procedures

Work Health and Safety Acts contain a requirement that organizations and employers prepare policy and procedure documentation relevant to health and safety activities and commitment.

These should be kept as simple as possible and must be developed either in direct consultation with employees or with an HSC or HSR. An organization's policies are a statement of intent.

Procedures and work instructions tell employees and managers how to manage certain aspects of that intent.

While it is necessary to develop policies, the real effort should focus on procedures – the how-to aspects of policies. All should be subject to regular review. Document, verify, record, file and update health and safety information regularly. Accurate recordkeeping systems mean that you have access to correct, reliable information.



## Your ticket to employment



The consequences of not recording and sharing information can be quite significant in terms of:

- time taken to track down needed information
- time taken to undo the consequences of errors made due to lack of information
- costs and compensation as a consequence of errors or omissions in information sharing (accidents or illness)
- errors, waste, rework-made due to unreliable or incorrect information
- mistrust from workers who feel that information is not freely shared, or is, in fact, withheld

Do not rely on keeping information on in your head or on someone else remembering it at appropriate times.

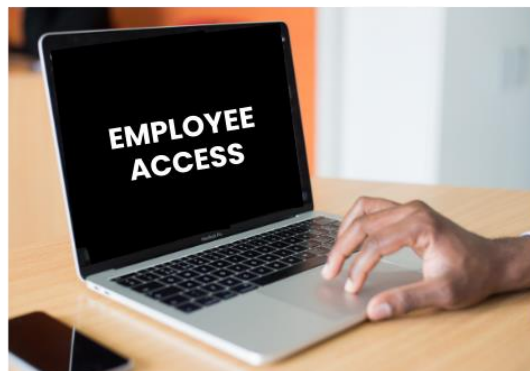
Health and safety information should be documented, available and accessible to staff at all times (manuals, guides, handbooks or instructional lists [for example, hazardous substances], accident report forms, and complaint/grievance procedure forms, etc.).

If such documents are filed electronically, they should be clearly named and stored in non-restricted files.

Employees should have access to the computer system and be trained to access information effectively. Some organizations and/or factories carry supplies of hazardous substances.

Legislation requires that a register be kept of certain aspects of such substances.

It further requires that all employees with potential for exposure and emergency services have access to this information.





The register should, therefore, be central, visible or accessible to all employees so that time and money are not wasted in fruitless searches for information.

Lists containing, for example, the names and location of fire wardens and first aid officers for company departments or sections etc should also be visible and regularly updated.

Documented health and safety information must be:

- clearly written so that it can be easily read
- written in language which is not so legalistic or technical that staff cannot understand it
- formatted so that instructions follow logical steps or sequences
- kept in a fixed place so that it can always be located; the location should be known to all employees
- regularly updated to ensure currency
- stored within a well-managed system to ensure integrity

## Incident Records

Incident reports allow for the identification of trends and types of incidents occurring or recurring in the workplace.

All incidents must be reported and recorded, no matter how minor they appear to be at the time.

Incidences of workplace injuries and illnesses should be recorded on official forms, printed by the government's workplace health and safety section.

The first aid register provides a record of all first aid treatments in all locations and is maintained by first aid personnel.

The register of all injuries is considered the most important basic recording document related to workplace injury incidents. Records should initially be maintained by the supervisor and forwarded through line management on a weekly basis.





## Records Management

Organizational systems must continuously adapt to meet the changing needs of the organization, that is, changes in legislation and social, political and socio-environmental changes.

Safety management systems should be regularly reviewed just as any other business aspect should. Mechanisms for monitoring, evaluating and reporting on workplace health and safety should be incorporated into the system.

Records management principles hold that the information and recording system should be:

- planned
- supported by policies and procedures
- supported by appropriate resources (financial and human)
- clearly assigned and located so that it is accessible organized and structured
- managed and maintained by skilled people
- supported by processes which ensure accuracy and integrity
- monitored and evaluate

Some health and safety regulations carry a recording requirement, that is, it is stipulated in the various health and safety Acts applicable to the provinces that certain safety applications must be recorded.



## ENVIRONMENTAL RESPONSIBILITY AND SUSTAINABLE PRACTICE ISSUES

Every opportunity should be taken into account to address waste minimization, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources.

Developing new policies and procedures is a good opportunity to establish and enhance sustainability in the workplace.

When environmental policies and procedures are implemented, workplace improvement can be aimed at the elimination of waste, pollution and environmental harm or matters which might affect or impact on the environment.

## Your ticket to employment

Organizations then need to provide adequate resources to meet these environmental commitments.

Staff also have responsibilities which include following all environmental policies and procedures and identifying hazards which can adversely affect the environment and taking appropriate action.

Environmental responsibility and sustainability can be achieved through practices such as:

- disposal, recycling, and minimization of waste
- efficient use of power and other resources
- use of infection control practices
- efficient communication

## USE OF STANDARDS AND CODES OF PRACTICE

Work can pose risks to your health and safety, especially when interacting closely with people or using machinery.

In Canada, both federal and provincial legislation aim to ensure the health and safety of all members of an organization. Workplace health and safety (WHS), formerly known as occupational health and safety (OHS), emphasizes creating uniform safety standards across the country.

The goal of this legislation is to foster safe and healthy work environments through collaboration between workers, worker representatives, and management.

However, the success of such legislation depends on the commitment of everyone involved.

Health and safety are shared responsibilities, and it is essential to be aware of relevant laws and policies, adhering to them in both letter and spirit.

To ensure compliance, penalties exist for individuals and organizations whose actions or negligence endanger others. Employees have a legal duty to work with their employers to maintain workplace safety. This includes taking reasonable care to protect themselves and others and following safety-related instructions.

Canada relies on the framework which includes CSA standards, provincial codes of practice, and guidelines issued by regulatory bodies like WorkSafeBC or the Canadian Centre for Occupational Health and Safety (CCOHS).

WORK SAFE BC



## EMERGENCY RESPONSE TO HAZARDS

Canadian legislation requires interim steps to control hazards that present immediate risks. Stopping work in hazardous conditions until controls are implemented is a shared principle of both employer and employee.

### Consultation and Committees

Workplace health and safety committees play a crucial role in fostering a safe work environment.

These committees, comprising employer and employee representatives, collaborate to identify hazards, recommend solutions, and promote health and safety awareness.

### CCOHS

Adherence to OHS legislation and guidelines is essential for the safety of workers in the pool and spa industry in Canada.

Employers and employees must work together to identify hazards, assess risks, and implement effective control measures to maintain a safe and healthy workplace.



For more detailed information, you can refer to the following resources:

- [Pool & Hot Tub Council of Canada - Best Practices and Policies](#)
- [Canadian Centre for Occupational Health and Safety - Acts and Regulations](#)
- [Canada Labour Code - Part II](#)

In Canada, pool inspectors play a crucial role in ensuring that swimming pools and spas comply with safety regulations and are maintained properly.

Their key responsibilities include:

### 1. Comprehensive Inspections

Examining the pool's structure, equipment, plumbing, electrical systems, and safety features to assess overall condition and identify potential hazards.

## 2. Water Quality Testing

Analyzing water for appropriate chemical balances, including pH and sanitizer levels, and checking for contaminants like algae or bacteria.

## 3. Safety Compliance Verification

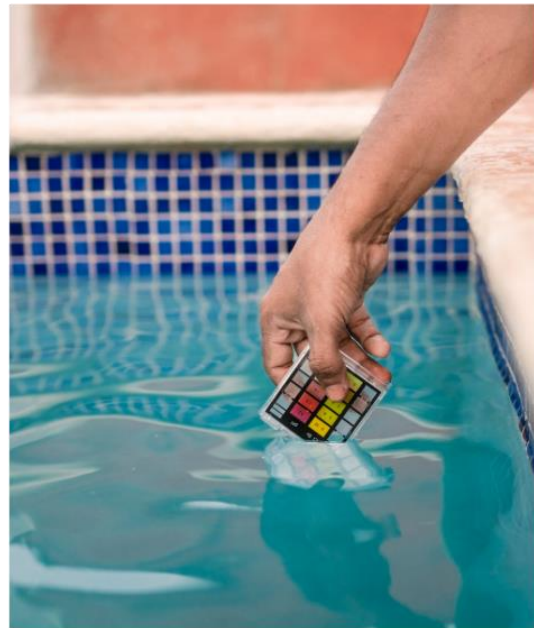
Ensuring that safety measures, such as fencing, gates, latches, and alarms, meet local regulations to prevent accidents and injuries.

## 4. Reporting and Recommendations

Providing detailed reports on findings, including maintenance issues or necessary repairs, and offering guidance on proper pool upkeep.

To effectively perform these duties, pool inspectors should possess:

- **Relevant Certifications:** Obtaining certifications like the Certified Pool & Spa Operator® (CPO®) credential, which provides knowledge and skills for proper pool operations.



- **Experience:** Gaining practical experience in pool inspection and maintenance to enhance the ability to identify and address potential issues.
- **Knowledge of Regulations:** Understanding local and provincial safety standards and regulations related to pool and spa operations.

Failure to meet OHS obligations can result in significant penalties, including:

- Fines and sanctions for individuals and corporations
- Imprisonment for severe breaches or in cases of negligence leading to injury or death





## WORKPLACE CONSULTATION AND SAFETY COMMITTEES

Workplace consultation and safety committees are governed by both federal and provincial or territorial legislation, depending on the workplace's jurisdiction. These laws aim to ensure collaboration between employers and employees to maintain health and safety in the workplace. The requirements vary slightly between jurisdictions but share common principles.

For federally regulated workplaces, the Canada Labour Code (Part II) establishes the rules. Employers with 20 or more employees must create a Workplace Health and Safety Committee.

This committee must include equal representation from employer and employee representatives. In smaller workplaces with fewer than 20 employees, a Health and Safety Representative is required instead of a full committee.



These committees and representatives are responsible for identifying workplace hazards, developing safety protocols, investigating incidents, and ensuring compliance with health and safety regulations. They are required to meet regularly, conduct inspections, and promote education and awareness about workplace safety.

At the provincial and territorial level, each region has its own occupational health and safety legislation, which applies to most workplaces. For instance, in Ontario, the Occupational Health and Safety Act mandates that workplaces with 20 or more workers establish a Joint Health and Safety Committee (JHSC).

Smaller workplaces with 6 to 19 workers must appoint a Health and Safety Representative. Committees are tasked with meeting regularly, conducting workplace inspections, investigating safety concerns, and ensuring the implementation of safety measures.

## Your ticket to employment

Similar provisions exist in British Columbia under the Workers Compensation Act, Alberta under the Occupational Health and Safety Act, and Quebec under the Act Respecting Occupational Health and Safety.

Across Canada, health and safety committees are required to have equal representation from workers and management, ensuring that all parties have a voice in maintaining a safe work environment.

Members must receive training to understand their roles, and employers are obligated to provide the necessary time and resources for the committees to function effectively.

Committees are also required to investigate workplace incidents, recommend corrective actions, and keep written records of their activities.

In every jurisdiction, these committees are seen as critical to fostering a culture of safety.

They are essential for ensuring that health and safety measures are not just implemented but are actively maintained through collaboration and accountability.



## Federal Legislation (For Federally Regulated Workplaces)

**Legislation:** Canada Labour Code  
(Part II)

**Administered by:** Employment and  
Social Development Canada (ESDC)  
through the Labour Program

### Key Requirements:

#### 1) Workplace Health and Safety Committees

- Required in workplaces with 20 or more employees.
- The committee must consist of equal representation of employer and employee representatives.
- Responsibilities include identifying hazards, developing safety policies, and investigating incidents.

#### 2) Health and Safety Representatives

- Required in workplaces with fewer than 20 employees.
- A single representative is designated to fulfill similar roles to a safety committee.



### Duties:

- Regular meetings (typically monthly)
- Conducting workplace inspections
- Addressing worker concerns and collaborating on safety improvements
- Promoting education and awareness of health and safety practices

## Provincial/Territorial Legislation

Each province or territory has its own occupational health and safety legislation, which governs most workplaces within its jurisdiction. Here are examples from major provinces:

### Ontario

**Legislation:** Occupational Health and Safety Act (OHSA)

### Requirements:

- *Joint Health and Safety Committees (JHSC):* Mandatory in workplaces with 20 or more workers, or where designated substances are used.
- *Health and Safety Representatives:* Required in workplaces with 6–19 workers.

### Duties:

- JHSC must meet regularly, conduct workplace inspections, and investigate safety concerns.
- At least one worker and one management representative must receive certified health and safety training.

### British Columbia

**Legislation:** Workers Compensation Act and Occupational Health and Safety Regulation

### Requirements:

- *Joint Occupational Health and Safety Committees (JOHSC):* Mandatory in workplaces with 20 or more workers.
- *Worker Health and Safety Representatives:* Required in workplaces with 9–19 workers.

### Duties:

Committees must identify unsafe conditions, recommend solutions, and evaluate accident reports.

### Alberta

**Legislation:** Occupational Health and Safety Act

## Your ticket to employment

### Requirements:

- **Joint Worksite Health and Safety Committees (JWHSC):** Required in workplaces with 20 or more workers.
- **Health and Safety Representatives:** Required for worksites with 5–19 workers.

### Duties:

- Develop and promote health and safety policies.
- Investigate serious incidents and respond to employee concerns.

## Quebec

**Legislation:** Act Respecting Occupational Health and Safety

### Requirements:

- Employers must establish health and safety committees for certain types of workplaces (e.g., those in higher-risk industries).

### Duties:

- Oversee compliance with health and safety rules and promote worker involvement.



## Key Elements

- **Worker Participation:**  
Employees must have a say in workplace health and safety.
- **Committee Composition:**  
Typically requires equal representation from workers and management.
- **Training:**  
Members must receive appropriate training to understand their roles.
- **Regular Inspections:**  
Committees or representatives are required to conduct inspections and report hazards.
- **Incident Response:**  
Committees often play a role in investigating workplace incidents and recommending corrective actions.



## APPENDIX

### Canada.ca:

No one knows a workplace better than the people who work in it, so Part II of the *Canada Labour Code* gives the workplace parties—the employees and employers—a strong role in identifying and resolving health and safety concerns.

The provisions of the Code are designed to strengthen employers' and employees' self-reliance in dealing with occupational health and safety issues and thereby making workplaces safer.

### **Employees**

As an employee, you have a key role to play in preventing work-related injuries and diseases. First, you have to be careful and take the necessary precautions to ensure your own health and safety and that of any colleagues who may be affected by your work or activities.

- you enjoy rights under the Code: the right to know, the right to participate and the right to refuse dangerous work
- you also have duties with respect to your health and safety and that of your colleagues
- if you are pregnant or nursing, find out about your rights in Pregnant and nursing employees – Pamphlet 5

### **Rights of Employees**

**The *Canada Labour Code* gives you the following rights:**

#### **Right to know**

You have the right to be informed of known or foreseeable hazards in the workplace and to be provided with the information, instructions, training, and supervision necessary to protect your health and safety.

The Code requires the use of appropriate methods of communication for all employees including those with special needs. Such methods are Braille, large print, audiotapes, sign language, and oral communication. In addition, you are given the right to have access to government or employer reports related to the health and safety of employees through your policy health and safety committee, workplace health and safety committee or health and safety representative.

## Your ticket to employment

### Right to participate

As health and safety representatives or workplace health and safety committee or policy health and safety committee members, employees have the right to participate in identifying and correcting work-related health and safety concerns.

Employers with 300 or more employees are required to establish a policy health and safety committee. The purpose of the committee is to handle issues that are organization-wide in nature.

Part II of the Code also provides for employee participation through the use of an [internal complaint resolution process](#).

### Right to refuse

You have the right to refuse to work if you have reasonable cause to believe that:

- your workplace presents a danger to you
- the use or operation of a machine or apparatus presents a danger to you or to another employee, and
- the performance of an activity constitutes a danger to you or to another employee

In order for you to be protected by the Code when exercising your right to refuse to do dangerous work, you must follow the proper procedure. For information on this procedure and other aspects of the right to refuse dangerous work, see [Right to refuse dangerous work – Pamphlet 4](#).

### Duties of Employees

**As an employee under the *Canada Labour Code*, you are required to:**

- use all safety materials, equipment, devices, and clothing that are provided by the employer and are intended to protect employees
- follow procedures relating to the health and safety of employees
- follow all instructions provided by the employer concerning the health and safety of employees
- co-operate with any person carrying out a duty or function required by the Code
- report to the employer anything or circumstance that is likely to be hazardous to employees or any other person in the workplace
- report to the employer all work-related accidents, occupational diseases, or other hazardous occurrences that have caused injury to you or any other person
- report to the employer any situation you believe to be a contravention of Part II of the Code by the employer, another employee, or any other person
- comply with every oral or written direction given by a health and safety officer or an appeals officer
- respond in writing to a health and safety officer's direction or report when requested to do so by the health and safety officer



For more information, see:

- [Employer and employee duties – Pamphlet 2A](#)
- [Health and safety committees and representatives](#)
- [Summary of Part II of the Canada Labour Code – Pamphlet 1](#)

## Employers

### Employer Responsibilities

As an employer, you play an important role in preventing workplace accidents and injuries, and promoting safe and healthy workplaces. These responsibilities and obligations fall under Part II of the Canada Labour Code and apply to workplaces under [federal jurisdiction](#) only.

Employers must ensure that employees have the necessary [information, training and supervision](#) to perform their jobs safely. Managers, supervisors, [health and safety committees and representatives](#) must also understand their roles and responsibilities under the Code.

Additional areas of employer obligations and responsibilities under the Code include [investigations](#), [inspections](#), [accident reporting](#), and the [Hazard Prevention Program](#).

### Information, training, and supervision

As an employer, you must ensure that employees have the necessary information, training, and supervision to perform their work safely. This includes:

- an appropriate understanding of overall work safety procedures
- knowledge of the safe use of workplace tools and equipment
- awareness of known or foreseeable workplace hazards
- (whenever possible) training sessions should include documentation

**You must also ensure that health and safety committees/representatives understand their duties with respect to:**

- maintaining regular meetings (this applies to committees only)
- conducting monthly inspections
- participating in accident investigations and job hazard analyses

In addition, you must ensure that managers and supervisors understand their duties related to the internal complaint resolution process, refusals to work, and accident investigations and reporting.

## Employer Investigations

Under Part II of the *Canada Labour Code*, employers are required to protect the health and safety of employees at work, by ensuring that employee complaints, including refusals to work, and accidents and injuries are properly investigated.

## Inspections

Regular inspections help ensure that occupational health and safety hazards are addressed before they result in possible injuries. Part II of the *Canada Labour Code* requires the health and safety committee/representative to carry out monthly inspections in the workplace in whole or in part.

In the event that a hazard is identified, and the committee/representative is not authorized to remove it, recommendations must be forwarded to the employer.

The employer is required to provide a written response to the committee/representative within 30 days on how the issue will be resolved.

## Accident Investigations and Reporting

Accident investigations and reporting play an important role in preventing similar incidents from re-occurring in the future. Employers must report serious injuries to the Labour Program within 24 hours.

Employers must also submit written investigation reports to the Labour Program, for all temporary and permanent disabling injuries, within 14 days of the occurrence. The report must include all the information required on the [Hazardous Occurrence Investigations Report – LAB1070](#).

Employers must submit three [annual reports](#) to the Labour Program: Employers Annual Hazardous Occurrence Report, Employer Annual Harassment and Violence Occurrence Report and the Work Place Committee Report.

**For additional information on employer responsibilities related to occupational health and safety, please select the following:**

- [Accident investigation: A responsibility to be taken seriously](#)
- [Criminal liability for workplace deaths and injuries – Background on the Westray Law](#)
- [Employer and employee duties – Pamphlet 2A](#)
- [Guide to the investigation and reporting of hazardous occurrences](#)
- [Hazard prevention program guide](#)
- [Hazardous occurrence investigation recording and reporting – Pamphlet 7](#)



- [Hazardous substances](#)
- [Internal complaint resolution process – Pamphlet 3](#)
- [Job safety analysis made simple](#)
- [Managers and supervisors training – Pamphlet 2B](#)
- [Overview – Canada Labour Code, Part II](#)
- [Right to refuse dangerous work – Pamphlet 4](#)
- [Work place inspections – A matter of health and safety](#)

### **Occupational Health and Safety Compliance Standards**

The following are the Labour Program's Occupational Health and Safety Compliance standards for the fiscal year 2017-2018, which measure the Program's performance with respect to key compliance activities involving stakeholders. Each occupational health and safety activity includes the Program's performance target in relation to the standard, which indicates whether the Program is meeting the standard for the respective activity.

### **Completion of Occupational Health & Safety Assignments**

- Our standard: Our goal is to finalize occupational health and safety cases within 120 days (excluding prosecutions, appeals and technical surveys).
- Our target: ESDC aims to meet this standard 70% of the time
- Our performance in 2017 to 2018: ESDC met this standard 80% of the time

Learn more about [Occupational Health and Safety](#).

### **Refusal to Work (RTW) - Complaint**

- Our standard: Health & Safety Officers or Early Resolution Officers will acknowledge a notification of a continued RTW, sent to the Labour Program by the employer, within 24 hours of receipt, by phone or email.
- Our target: The Labour Program aims to reach this standard 90% of the time.

### **Hazardous Occurrence 14 Day Reportable**

- Our standard: Health & Safety Officers will review the employer submitted Hazardous Occurrence Investigation Report within 72 hours of receipt.
- Our target: The Labour Program aims to reach this standard 90% of the time.



### **Investigation of Fatality or Serious Disabling Injury**

- Our standard: Once notified of a fatality or serious disabling injury, the notice is acknowledged within two hours. The Labour Program aims to have a Health and Safety Officer on-site within 24 hours (where applicable), excluding motor vehicle accidents.
- Our target: The Labour Program aims to have a Health and Safety Officer on-site within 24 hours, 90% of the time.

### **Submitted OHS Complaints**

- Our standard: Once received, the OHS complaint is acknowledged within 72 hours.
- Our target: The Labour Program aims to reach this standard 80% of the time



## NEXT STEPS

Now that you have finished reading this Learner Guide, follow these steps to continue your learning:

### Complete Your Action Plan

Refer to your journal and document your key takeaways.

Outline how you will apply this knowledge in practice.

### Prepare for the Knowledge Exam

Review the exam section to understand the format and expectations.

Ensure you have covered all key concepts before attempting the exam.

### Complete the Practical Exam Tasks

Refer to the practical exam section for task instructions.

Follow the guidelines to demonstrate your skills effectively.

*If you have any questions, refer back to the manual or seek assistance from your trainer.*