

APCC Learning Module



Module: Worker Health and Safety Awareness

A Requirement of the Occupational Health and Safety Act

The **Occupational Health and Safety Act (OHSA)** is a set of laws that spells out the duties of employers, supervisors and the rights and duties of workers.

The OHSA gives everyone in the workplace duties.

1. The employer (who is in charge of everyone and has the most duties)
2. The supervisor
3. The worker (you)

Duties of the Employer

1. Ensure workers know about hazards and dangers in the workplace and how to work safely.
2. Ensure every supervisor knows how to deal with health and safety.
3. Create health and safety policies and procedures for the workplace.
4. Ensure everyone knows and follows the health and safety procedures.
5. Ensure workers wear and use the right protective equipment.
6. Do everything reasonable to keep workers from getting hurt or sick on the job.

Duties of Supervisor

1. Tell workers about hazards and dangers in the workplace and show them how to work safely.
2. Ensure workers follow the law and the workplace health and safety policies and procedures.
3. Ensure workers wear and use the right protective equipment.
4. Do everything reasonable to keep workers from getting hurt or sick on the job.

Duties of the Worker

1. Follow the law and the workplace health and safety policies, rules, directions and procedures available to you from the Client.
2. Always wear or use the protective equipment that the employer requires.
3. Work and act in a way that won't hurt them or any other worker.
4. Report any hazard they find in the workplace to their supervisor.

Rights of the Worker

1. You have the right to be told about the hazards in the work you do and to be instructed on how to do your work safely.
2. You have the right to speak up and ask questions.
3. You also have a right to refuse to do unsafe work if you have reason to believe it puts you or a fellow worker in danger.
4. You have the right to participate in health and safety

Note: Speak to the Representative at the Client site who responsible for Health and Safety matters in the workplace for detailed information.

- A hazard is **anything in the workplace** that could hurt you or the people you work with.
- There is a hazard at the root of every work-related death, injury or sickness.
- You need to know about the hazards in your workplace **before you start working**.

Here are some of the most common hazards in Ontario workplaces:

1. Repeating the same movements over and over, especially if you are in an awkward position or you use a lot of force
2. Slipping, tripping or falling
3. Using or working near machinery
4. Workplace violence
5. Loud noise
6. No lighting

***** It's the worker's duty to report hazards they know of to the supervisor or employer as soon as possible so they can fix it. *****

Protective equipment & devices

- The OHSA says that you must never remove or disable any protective device that is required.
- Ensure you don't use any equipment or machine in a way that could hurt you or any other worker.
- Don't act or behave in a way that could hurt you or anyone else.
 - E.g. no playing games, pranks or acting in other ways that could hurt someone.

Always be on the lookout for hazards to yourself or others. Examples:

- Is any of the machinery broken?
- Are there warning labels or signs?
- Is there any moving equipment I could get caught in?
- Is there something I could slip or trip on?
- Do I need protective equipment?
- Do I know how to do this job safely?

There are 2 ways that you can report a workplace hazard:

1. Contact a representative at the client site who is responsible for Health & Safety matters (e.g. Supervisor/Manager, Human Resources)
2. Contact your Client Representative or Employer

In Case of Injury at Work...

82

In Case of Injury at Work

- 1** Get first aid immediately, if needed
- 2** *Worker:* Tell your employer about the injury
Employer: Arrange and pay for transportation to get medical care, if needed
- 3** *Employer:* Pay worker's wages for day of injury
- 4** *Employer:* Report injury to WSIB within 3 days if it involves
 - health care treatment, or
 - time away from work, or
 - lost wages

wsib
cspaat
ONTARIO

Questions? Call 1-800-387-0750
www.wsib.on.ca

Congratulations on completing the APCC Worker Safety Awareness training!

You can contact a Representative at the Client site if you have any questions or to report a workplace hazard. Click [here](#) for more info on the OHSA. Click [Ministry of Labour](#) for training resources

APCC Learning Module



Module: Discrimination/Harassment and Workplace Violence Prevention

Discrimination: is a prejudiced or prejudicial outlook, action or treatment of another individual based on a 'Prohibited Grounds of Discrimination'

People can 'legally' discriminate (e.g. the sky is blue vs. dark, shoes are flat vs. high heeled) - these are legal forms of discrimination. **HOWEVER**, it is illegal to discriminate based on a prohibited grounds of discrimination

The prohibited grounds of discrimination include:

- Race, Colour, Ancestry, Creed (religion), Place of Origin, Ethnic Origin, Citizenship, Sex (including pregnancy, gender identity), Sexual Orientation, Age, Marital Status, Family Status, Disability

Harassment: means engaging in a course of abusive or unacceptable comments or conduct that is known, or ought reasonably to be known, to be unwelcome and unacceptable. It may include unwelcome, unwanted, offensive behaviour that may have the effect of:

- Intimidating or offending
- Interfering with work or performance
- Denying dignity and respect

Harassment, Discrimination/Harassment: Psychological Harassments & Sexual Harassment

Psychological Harassment (or Bullying): means any repeated, hostile or unwanted vexatious behaviour, whether in the form of conduct, verbal comments, actions or gestures. It affect a person's dignity or psychological or physical integrity because **bullying can create a harmful work environment for the individual.**

Examples include:

- abuse of power by a person with power;
- undermining a person in front of his or her colleagues;
- intimidating a person;
- manipulating a person;
- demonstrating a lack of respect for a person.







Sexual Harassment: means any unsolicited conduct, comment, or physical contact of a sexual nature that is unwelcome by the recipient.

Examples include:

- Sexist/sexual jokes
- Suggestions about a person's body
- Unwanted contact (touching, patting, hitting)
- Physical or sexual assault
- Sexual advances or requests for favours
- Display or distribution of sexually explicit or otherwise offensive material

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 (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.

- **All workers (esp. Managers and Supervisors) are responsible for ensuring that no form of harassment and discrimination is tolerated in the workplace**
- **Workers must report promptly when they become aware of, or hear of, alleged actions or complaints of harassment or discrimination**
- **The Management at your assignment is responsible for:**
 - for **providing a work environment that is free** from harassment or discrimination
 - **actively promoting** a positive, harassment and discrimination-free work environment;
 - and **intervening** when problems occur.
 - Annual review of the policy in consultation with the Joint Health and Safety Committee
- **All workers who become aware of situations where harassment or discrimination may be occurring are requested to notify their Client Representative or Employer.**
- **There are 3 levels or ways to report harassment or discrimination:**
 1. **Self-Help:** Addressing the matter directly with the individual in question
 2. **Management Support or Intervention:** Reporting to a Client Representative or your Employer (if the alleged harasser is a site Manager/Supervisor, report to your Employer Representative)
 3. **Formal Complaint:** Submitting a written statement of complaint to be investigated

-  1. Formal complaints will be **investigated**
-  2. Human Resources will **fully assess** the complaint, conduct interviews with the complainant, the accused and witnesses
-  3. The findings of the investigation will be **presented in a report** with recommendations
-  4. All complaints will be handled **confidentially** and will not be released to anyone not involved in the investigation
-  5. **Disciplinary measures** will be taken for violations of this policy. The findings of the investigation may be provided to the complainant and the alleged harasser as appropriate.
-  6. Deliberate **false accusations are equally serious** and will result in disciplinary measures taken

Workplace Violence: Definitions (includes “Workplace Sexual Harassment”)

Workplace Violence: unacceptable behavior such as physical force, attempt of physical force and/or statement that can be interpreted as physical force.

Domestic Violence: pattern of coercive tactics perpetrated by one person against an adult intimate partner.

Workplace: any place where business or work-related activities are conducted.

Unacceptable Behavior: physically or psychologically aggressive behaviour.

Close Calls: incident which did not result in physical harm but had the potential to.

Minor Incident: incident in which no one was physically harmed and was resolved through personnel or supervisory mediation.

Serious Incident: incident in which someone was physically harmed and continued or escalated after supervisor mediation.

As a **worker** you are required to:

- Communicate any act of violence, risk of violence or unacceptable behaviour you may experience or witness
- Report any incidents of violence or close calls
- Attend any training to reduce violence or risk of violence
- Cooperate with police, investigators or other authorities during any investigation

The **employer** is required to:

- Assess and minimize the risk of violence to personnel
- Track and report risks of violence, incidents of violence, and close calls
- Cooperate with police, investigators or other authorities during any investigation

Workers are encouraged to come forward with confidential information; good judgement and care will be exercised. Confidentiality cannot always be guaranteed due to the investigation requirements

Summon Assistance if you become aware of or are the victim of workplace violence:

1. Use a telephone or cell phone to call authorities
2. Immediately report the matter to an onsite Management/Supervisor
3. Use any other reasonable method to draw attention

All occurrences of workplace violence must be reported.

Sample Employer Violence Incident Report:

Complainant Information			
Name:	Job Title:		
Department:	Date of Incident:	Time of Incident:	
Type of Incident:	Physical	Verbal	Other:
Description of Incident:			
Location of Incident:			
Medical Attention Required (Please Explain):			
Police called (please circle)? Yes No	WSIB reported issue (please circle)?		
If yes, provide details:	Yes No		
	Provide Details:		
Investigation Conducted? Yes No	Reported to Supervisor? Yes No		
Names of Investigators involved:	Name of Supervisor:		

If the incident is *minor*:

- Supervisor determines if mediation is required
- An investigation is conducted
- A written report of the incident must be submitted within 30 days to the Employer

If the incident is *serious*:

- Supervisor ensures safety of all
- Medical care is provided
- Authorities are contacted
- An investigation is assigned and carried out
- A written report of the incident must be submitted within 30 days to the Employer

Congratulations on completing the APCC Discrimination/Harassment and Workplace Violence Prevention training!

Please contact a Representative at the Client site if you have any questions or to report any incidence of discrimination/harassment or workplace violence .

APCC Learning Module



Customer Service & Integrated Accessibility Standards: A requirement of the Accessibility for Ontarians with Disabilities Act (AODA), 2005

There are 8 major requirements under the Customer Service Standard

1. Policies, practices, and procedures
2. Training
3. Feedback process
4. Communication
5. Service animals
6. Support persons
7. Notice of temporary disruptions of services
8. Documentation

There are 5 major requirements under the Integrated Accessibility Standards

1. Employment
2. Information and communications
3. Transportation
4. Design of public spaces
5. Development of policies and a plan

A disability can be:

- a) any degree of physical disability, infirmity, malformation or disfigurement
- b) condition of mental impairment or a developmental disability
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) a mental disorder
- e) an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997

This includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities of which the effects may come and go.



Hearing Loss: May be Deaf, deafened or hard of hearing.

Tips:

1. Attract the client's attention before speaking. Try a gentle touch on the shoulder or wave of your hand
2. Make sure you are in a well-lit area where your client can see your face and read your lips
3. If your client uses a hearing aid, reduce background noise or move to a quieter area
4. If necessary, ask if another method of communicating would be easier (for example, using a pen and paper)

The best approach is to ask a person with a disability how you can best communicate with them, simply asking **“May I help you?”**



Deafblind: May have some degree of both hearing and vision loss.

Tips:

1. Speak directly to your client
2. Don't assume what a person can or cannot do. Some people who are deafblind have some sight or hearing, while others have neither.

Physical Disabilities: May have difficulty moving, standing, sitting, or physically communicating.

Tips:

1. If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level
2. Don't touch items or equipment, such as canes or wheelchairs, without permission
3. If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors



Vision Loss: Restriction of ability to read, locate landmarks or see hazards.

Tips:

1. Don't assume the individual can't see you. Many people who have low vision still have some sight
2. Identify yourself when you approach your client and speak directly to them
3. Ask your client if they would like you to read any printed material out loud to them (for example, a menu or schedule of fees)
4. When providing directions or instructions, be precise and descriptive
5. Offer your elbow to guide them if needed



Learning Disabilities: Refers to a variety of disorders, such as dyslexia, that affect how a person takes in or retains information.

Tips:

1. Be patient – people with some learning disabilities may take a little longer to process information, to understand and to respond
2. Try to provide information in a way that takes into account the client’s disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math



Speech/Language Impairments: Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring.

Tips:

1. Don't assume that a person with a speech impairment has another disability
2. Whenever possible, ask questions that can be answered with "yes" or "no"
3. Be patient. Don't interrupt or finish your client's sentences



Mental Health Disabilities: Can affect a person's ability to think clearly, concentrate or remember things.

Tips:

1. Treat a person with a mental health disability with the same respect and consideration you have for everyone else
2. Be confident, calm and reassuring
3. If a customer appears to be in crisis, ask them to tell you the best way to help



Intellectual/Developmental Disabilities: Can limit a person's ability to learn, communicate, do everyday physical activities and live independently. (e.g. Down Syndrome)

Tips:

1. Don't make assumptions about what a person can do
2. Use plain language
3. Provide one piece of information at a time



- Architectural and physical barriers are features of buildings or spaces that cause problems for people with disabilities
- Information or communications barriers happen when a person can't easily understand information
- Attitudinal barriers are those that discriminate against people with disabilities
- Technology barriers occur when a technology can't be modified to support various assistive devices
- Organizational barriers are policies, practices or procedures that discriminate against people with disabilities

You must use reasonable efforts to ensure that services provided are consistent with the following principles:

- Dignity
- Independence
- Integration, except when alternate measures are necessary to meet the needs of people with disabilities
- Equal opportunity



Different types of assistive devices:

1. **Support Person**
2. Company website that supports **screen-reading software**
3. Accessible **building ramp**
4. **Paper and pen**
5. **Guide dog**
6. **Relay telephone services**
 - TTY to voice/ Voice to TTY allows callers unable to use a regular telephone to communicate with people who are using a regular telephone by typing a message
 - It is appropriate to use terms like “Go Ahead” or “GA”, and “Stop Keying” or “SK” or “Ready to hang up” as proper TTY etiquette

There are Procedures for interaction and communication regarding: People with various types of disabilities, people who use assistive devices, people who require the assistance of a guide dog or other service animal, and people who require the assistance of a support person



An assistive device is a **tool, technology or other mechanism** that enables a person with a disability to do everyday tasks and activities.

Personal assistive devices can include things like **wheelchairs, hearing aids, white canes or speech amplification devices.**

Tips:

1. Don't touch or handle any assistive device without permission
2. Don't move assistive devices or equipment, such as canes and walkers, out of your client's reach
3. Let your client know about accessible features in the immediate environment that are appropriate to their needs (e.g. accessible washrooms, etc.)



People with vision loss may use a **guide dog**. Hearing alert animals help people who are Deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure

You are required to allow service animals on the parts of the company premises that are open to the public, unless the animal is otherwise excluded by law.

Tips:

1. Remember that a service animal is not a pet. It is a working animal
2. Avoid touching or addressing service animals – they are working and have to pay attention at all times
3. Avoid making assumptions about the animal. If you're not sure if the animal is a pet or a service animal, ask your client



A support person might help your client with a variety of things from communicating, to helping with mobility, personal care or medical needs.

A support person must be allowed to accompany an individual with a disability to any part of the premise.

Tips:

1. If you're not sure which person is the client, take your lead from the person using or requesting your goods or services, or simply ask
2. Speak directly to your client, not to their support person

All clients have their own specific needs or preferences.

A good starting point is to ask your client how you can help them access a particular service

Examples:

- Your client is Deaf and does not have a sign language interpreter with him. Ask him, in writing, if using a pen and paper to communicate would be a good way to serve him
- If the automatic doors are not working, be prepared to open the door

Remember, your clients are your best source for information about their needs

Key Point

Some people think that disabilities are the barrier, but actually it is the environment that presents certain physical, sociological and attitudinal circumstances that create barriers. So remember “circumstances in the environment” create barriers for people with disabilities – their disabilities don’t.

Congratulations on completing the APCC Customer Service & Integrated Accessibility Standards training!

Please contact a Representative at your Client site if you have any questions. To obtain a copy of the policy or provide feedback please contact the APCC at information@apcconline.com