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Health and Safety Commitment

Health and Safety Policy Statement

Karma Co-op is committed to the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. We will make every effort to provide a safe, healthy work environment. We are committed to continuing improvement toward an accident-free workplace through effective administration, education and training. All supervisors and workers must be dedicated to the continuing objectives of eliminating the "near misses" which will greatly reduce risk of injury. Karma Co-op is ultimately responsible for worker health and safety, and will take every reasonable precaution possible for the protection of our employees.

We are committed to promoting a safe and healthy workplace for all employees, members, contractors, and visitors. In pursuit of our commitment, Karma Co-op will develop, implement, and enforce such policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our people, and strive to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

Karma Co-op encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

Responsibilities

The Board and General Manager are responsible for ensuring that an effective Health and Safety Program manages the occupational health and safety concerns of Karma Co-op, fostering a workplace culture of safety with appropriate leadership.

Managers and supervisors are directly responsible for ensuring the health and safety of employees under their supervision and for ensuring that:

- Employees perform their work in compliance with accepted safe work practices and procedures
- Adequate training is provided to employees so that tasks assigned to employees can be performed safely
- Employees are notified of any potential hazards which may exist in and around the employee's work location

Employees are expected and required to work safely in compliance with occupational health and safety legislation, safe work practices, policies and procedures. Employees are required to report unsafe or potentially hazardous conditions to their Manager or to the team health and safety representative.

Contractors and their workers are responsible for meeting or exceeding the requirements of Karma Co-op's health and safety practices.

Karma Co-op will act in compliance with the Occupational Health and Safety Act (OHSA) and all applicable workplace health and safety legislation.

I trust that you will join me in a personal commitment to make health and safety an integral part of this organization, from the president to all workers.

Kristy Van Beek, President

Date

Workplace Violence and Harassment Policy (Bill 168)

Title:	Workplace Violence and Harassment Policy (Bill 168)	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	9
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

Karma Co-op recognizes the potential for violence and harassment in the workplace. We will therefore make every reasonable effort to identify all potential sources of such risk to eliminate or minimize them through our workplace violence and harassment prevention program. Karma Co-op will not tolerate any type of violence or harassment within the workplace or during work-related activities. Karma Co-op is committed to allotting whatever time, attention, authority and resources necessary to ensure a safe and healthy working environment for all employees and our membership. Karma Co-op will take every reasonable precaution to protect an employee from physical injury if we become aware, or believe, that domestic violence is a risk.

Definitions

Workplace harassment: engaging in a course of vexatious comment or conduct against a worker in a workplace that is known, or ought reasonably to be known, to be unwelcome.

- This includes unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers. It includes behaviour that intimidates, isolates or discriminates against the targeted individual.

Workplace violence: is the exercise, statement, or behaviour of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, such as:

- Physical acts (e.g. hitting, shoving, pushing, kicking, sexual assault, throwing an object at 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);
- Any threat, behaviour, or action that is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property; or

- Disruptive behaviour that is not appropriate to the work environment (e.g. yelling or swearing).

Domestic violence: when a person who has a personal relationship with a worker—such as a spouse or former spouse, current or former intimate partner or a family member—physically harms, or attempts or threatens to physically harm, that worker at work. In these situations, domestic violence is considered workplace violence.

The types of violence will be defined as:

Type	Definition
Criminal Intent	When a person with no relationship to the workplace commits a violent act (e.g. theft, hostage-taking/kidnapping, physical assault)
Member Labourer / Shopper	When a member acts with willful intent to cause harm to an employee
Employee-related	When an employee engages in repeated and persistent negative acts towards one or more employees, resulting in the creation of a toxic or unhealthy work environment
Personal Relationship	Relationship violence that occurs at the workplace (e.g. a family member commits a violent act against a worker within the workplace)

Responsibilities

General Manager

It is the responsibility of the General Manager of Karma Co-op to ensure that:

- All reasonable preventive measures to protect employees and others at Karma Co-op from workplace violence and harassment are put in place
- A workplace violence risk assessment is conducted
- The Joint Health and Safety Committee (JHSC) is advised of the assessment results and is provided a copy in writing;
- Procedures, policies and work environment arrangements to eliminate the risk to employees from violence are established;
- Proper maintenance and testing of all security systems including, but not limited to, surveillance cameras, lighting, panic button, intercom, etc. is conducted on a regular schedule
- All employees are trained on this policy
- The policy is reviewed annually with the JHSC to ensure any new violence hazards are identified

- Reporting procedures are established with respect to workplace violence and harassment
- Processes are in place for responding to and investigating incidents of workplace violence and harassment
- This policy and procedure is posted and communicated to all staff
- This policy is reviewed after any violent or harassment events take place to determine if changes need to be made

Managers/Supervisors

It is the responsibility of Managers and Supervisors at Karma Co-op to ensure that:

- This policy is properly enforced and communicated to employees
- All employees within the store are adequately trained in Karma Co-op's procedures addressing workplace violence and harassment risk factors
- Employees are encouraged to report complaints or incidents of workplace violence and harassment
- All reports/complaints/incidents of workplace violence and/or harassment are addressed in an appropriate and timely manner
- All complaints or incidents of workplace violence and/or harassment are reported promptly to the General Manager and investigated immediately

Employees

It is the responsibility of every employee, member labourer/shopper or contract personnel to:

- Comply with this policy and all related procedures at all times for their own protection and the protection of others within the workplace
- Immediately report any violent or potentially violent incident to their manager/supervisor. In the event of an extreme or imminent threat of physical harm to themselves or any person at Karma Co-op, the worker should contact Emergency Services
- Fully cooperate in any investigation of complaints or incidents of workplace violence or harassment as indicated within this policy

Procedure

Violence Risk Assessment

Karma Co-op will conduct a risk assessment of the work environment to identify any issues related to potential violence that may affect the operation of the co-op, and will institute measures to control any identified risks to employee safety. This information will be provided to the JHSC.

The risk assessment may include review of records and reports: e.g. security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records, or other related records. Specific areas that may contribute to risk of violence may include, but are not limited to, contact with the public, exchange of money, northeast receiving doors, and working alone

or at night. Research may also include a review of similar workplaces with respect to their history of violence.

Karma Co-op will communicate information relating to a person with a history of violence where:

- Workers may reasonably be expected to come into contact with the person in the performance of their job duties; and
- There is a potential risk of workplace violence as a result of interactions with the person with a history of violence

The co-op will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

Reporting Violence or Bullying

If a person is either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all Karma Co-op employees that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to management or the General Manager.

Investigating Reports of Violence or Bullying

The Co-op shall:

- Investigate all reported acts and incidents of violence, and consult with other parties (e.g. legal counsel, health and safety consultants, JHSCs, employee assistance provider, human rights office, local police services)
- Take all reasonable measures to eliminate or mitigate risks identified by the incident
- Document the incident, its investigation, and corrective action taken
- Submit a report of the incident to the Ministry of Labour where an employee incurs a lost-time injury as a result of violence in the workplace
- Review this policy and hazard assessment annually, or as changes to job responsibilities or environments occur, and revise the assessment as needed
- Review annually, in conjunction with review of the hazard assessment, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required

The Joint Health and Safety Committee/Safety Representative will:

- Review the Workplace Violence Hazard Assessment results and provide recommendations to management to reduce or eliminate the risk of violence
- Review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement
- Participate in the investigation of critical injuries (e.g. incidents that place life in jeopardy or result in substantial blood loss or fracture of a leg or arm)

- Recommend corrective measures for the improvement of the health and safety of workers
- Respond to employee concerns related to workplace violence and communicate these to management

In addition, the JHSC may participate in the investigation of reported incidents that result in personal injury or have the potential to result in injury.

Reporting Procedure

Informal Procedure

If a person believes that they have been personally harassed, they may:

- Confront the harasser personally or in writing, pointing out the unwelcome behaviour and requesting that it stop; or
- Discuss the situation with the harasser's supervisor, your supervisor or any other supervisor other than your own

Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the facts directly to your supervisor or manager, or to another member of management if the complaint relates to your supervisor or manager.

Formal Procedure

If you believe you have been personally harassed, you may make a written complaint. The written complaint must be delivered to the General Manager. Your complaint should include:

- The approximate date and time of each incident you wish to report
- The name of the person or persons involved in each incident
- The name of any person or persons who witnessed each incident
- A full description of what occurred in each incident

Investigating Reports of Harassment

Once a written complaint has been received, Karma Co-op will complete a thorough investigation. The organization will ensure that, where practicable, the investigation is completed within 90 days of the complaint being filed.

Harassment should not be ignored, as silence can and often is interpreted as acceptance. Employees will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

Karma Co-op will ensure that all information obtained during the course of an investigation will not be disclosed, unless the disclosure is necessary for the purposes of investigating or taking corrective action, or is otherwise required by law.

For the purposes of this section, the following definitions apply:

Complainant: The person who has made a complaint about another individual whom they believe committed an act of violence, discrimination or harassment against them.

Respondent: The person whom another individual has accused of committing an act of violence, discrimination or harassment.

The investigation will include:

- Informing the respondent of the complaint;
- Interviewing the complainant, any person involved in the incident and any identified witnesses; and
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents

A copy of the complaint, detailing the complainant's allegations, is then provided to the respondent.

The respondent is invited to reply in writing to the complainant's allegations and the reply will be made known to the complainant before the investigation proceeds further. The co-op will protect the details of the incident being investigated and the identities of the complainant and the respondent from unnecessary disclosure. During the investigation, the complainant and the respondent will be interviewed, as will any possible witnesses. Statements from all parties involved will be taken and documented, and a decision will be made. If necessary, the co-op may employ outside assistance or request the use of legal counsel.

Upon completion of the investigation, Karma Co-op will inform both the complainant and respondent in writing of the findings of the investigation and any corrective action that has been or will be taken as a result of the investigation. Where practicable, the complainant and respondent will receive notification of the results of the investigation within 10 days of the investigation being completed.

Even if the complainant decides not to lay a formal complaint, senior management may decide that a formal complaint is required based on the investigation of the incident and will file such documents with the person against whom the complaint is laid (the respondent).

If it is determined that harassment in any form has occurred, appropriate disciplinary measures will be taken as soon as possible.

There will be no reprisal for any employee making a genuine complaint. However, if determined that a false accusation has been made in bad faith, appropriate measures will be taken.

[Seeking Immediate Assistance](#)

Canada's Criminal Code addresses violent acts, threats and behaviours, such as stalking. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, member, contractor, student, vendor, visitor, client or customer, they should immediately call to "911".

The Right to Refuse Unsafe Work

The right to refuse unsafe work is a legal right of every worker under the OHSA. Karma Co-op is committed to ensuring a safe workplace. If you wish to pursue this right, please refer to the Work Refusal Policy.

Special Circumstances

Should an employee have a legal court order (e.g. a restraining order, or "no-contact" order) against another individual, the employee is encouraged to notify his or her supervisor, and to supply a copy of that order to the General Manager. This will be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at Karma Co-op, in direct violation of the court order, so that Karma Co-op may take all reasonable actions to protect the employee. Such information shall be kept confidential and protected in accordance with all applicable legislation.

If any visitor to Karma Co-op's workplace is seen with a weapon (or is known to possess one), or makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police, emergency response services, their immediate supervisor and the General Manager.

All records of harassment and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law. In cases where criminal proceedings are forthcoming, Karma Co-op will assist police agencies, lawyers, insurance companies and courts to the fullest extent.

Fraudulent or Malicious Complaints

This Workplace Violence and Harassment Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded or frivolous allegations of personal harassment may cause both the accused person and the co-op significant damage. If it is determined by the co-op that any employee has knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken.

Reprisals

If any employee engages in workplace violence or harassment, an investigation will take place immediately. The employee responsible for the violence or harassment may face discipline, which may include immediate termination. The complainants and witnesses to the acts of violence or harassment will be protected from

reprisals as long as they have acted in good faith and they have complied with OHSA.

Disciplinary Measures

If it is determined by the co-op that any employee has been involved in violent behaviour, unacceptable conduct or harassment of another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning or dismissal.

Communication and Training

Karma Co-op's Workplace Violence and Harassment Prevention Statement shall be posted in the workplace on the Health and Safety Bulletin Board. In addition, all employees at Karma Co-op, including new or returning employees (leave of absence of six months or more) and managers at all levels, will be trained on the contents of this violence prevention policy and program. Any training developed, established or provided will be done in consultation with, and in consideration of, the recommendations of the JHSC.

Managers and the General Manager need to make themselves aware of all legislation applicable to violence in the workplace in order to take the appropriate steps during and after violent situations. Applicable legislation may include the OHSA, Criminal Code of Canada, Ontario Human Rights Code and Workplace Safety & Insurance Act.

Monitoring of the Program

The Workplace Violence and Harassment Policy and program will be reviewed annually by management and the General Manager, and reviewed with the JHSC to ensure any new violence or harassment hazards are identified and employees are properly protected from these hazards. This policy should be reviewed after any violent events take place to determine if changes need to be made.

Accountability

All workplace parties are accountable for complying with the policy, program, measures and procedures related to workplace violence.

Record Keeping

Karma Co-op will ensure that appropriate records of complaints and investigations relating to workplace violence and harassment are kept, including:

- A copy of the complaint or details about the incident
- A record of the investigation, including notes
- A copy of the investigation report (if any)
- A summary of the results of the investigation
- A copy of any corrective action taken to address the complaint or incident

Confidentiality

Karma Co-op will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Karma Co-op will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the co-op and will be proportional to the seriousness of the behaviour concerned.

Karma Co-op will also provide appropriate assistance to any employee who is the victim of violence or harassment.

Managing and Coaching

Counselling, performance appraisal, work assignment and the implementation of disciplinary actions are not forms of harassment, and this policy does not restrict a manager's or supervisor's responsibilities in these areas.

Policy Review

As required by the OHSA, Karma Co-op will review this policy annually and will post the policy in a conspicuous place in the workplace.

Kristy Van Beek, President

Date

Workplace Anti-Violence, Harassment and Sexual Harassment Policy (Bill 168 and 132)

Title:	Workplace Anti-Violence, Harassment and Sexual Harassment Policy (Bill 168 and 132)	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	9
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

Karma Co-op is committed to building and preserving for its employees a safe, productive and healthy working environment based on mutual respect. In pursuit of this goal, Karma Co-op does not condone and will not tolerate acts of violence, harassment or bullying against or by any Karma Co-op employee.

Our Workplace Anti-Violence, Harassment and Sexual Harassment Policy is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds inoffensive, others may not. Usually, harassment can be easily distinguished from normal, mutually acceptable socializing. It is important to remember that it is the perception of the receiver that determines whether the potentially offensive message is acceptable or not, be it spoken, gestural, pictorial or some other form of communication which may be deemed objectionable or unwelcome.

Definitions

Workplace violence: is the exercise, statement, or behaviour of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, such as:

- Physical acts (e.g. hitting, shoving, pushing, kicking, sexual assault, throwing an object at 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);
- Any threat, behaviour, or action that is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property; or
- Disruptive behaviour that is not appropriate to the work environment (e.g. yelling or swearing).

Domestic violence: when a person who has a personal relationship with a worker—such as a spouse or former spouse, current or former intimate partner or a family member—physically harms, or attempts or threatens to physically harm, that worker at work. In these situations, domestic violence is considered workplace violence.

Personal harassment: any unsolicited, unwelcome, disrespectful or offensive behaviour that has an underlying sexual, bigoted, ethnic or racial connotation and can be typified as:

- Behaviour that is hostile in nature or intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, gender identity, gender expression or any other protected ground under human rights legislation
- Sexual solicitation or advances made by a person in a position to confer, grant or deny a benefit or advancement to the person, where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome
- Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance, where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person
- Unwelcome remarks, jokes, innuendos, propositions or taunting about a person's body, attire, sex or sexual orientation, or religion
- Suggestive or offensive remarks
- Bragging about sexual prowess
- Offensive jokes or comments of a sexual nature about an employee
- Unwelcome language related to gender
- Displaying of pornographic or sexist pictures or materials
- Leering (suggestive persistent staring)
- Physical contact such as touching, patting or pinching, with an underlying sexual connotation
- Sexual assault
- Any actions that create a hostile, intimidating or offensive workplace, which may include physical, verbal, written, graphic or electronic means
- Any threats of physical violence that endanger the health and safety of the employee

For the most part, sexual harassment is perpetrated by men towards women. However, conduct of the above-listed types can constitute sexual harassment regardless of the identities of the harasser and the person harassed.

Racial/ethnic harassment: any conduct or comment, which causes humiliation to an employee because of their racial or ethnic background, their colour, place of birth, citizenship or ancestry. Examples of conduct, which may be racial or ethnic harassment include:

- Unwelcome remarks, jokes or innuendos about a person's racial or ethnic origin, colour, place of birth, citizenship or ancestry
- Displaying racist or derogatory pictures or other offensive material
- Insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment

- Refusing to speak to or work with someone or treating someone differently because of their ethnic or racial background

The following definitions are taken from the OHSA:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome; or
- b) workplace sexual harassment

Workplace sexual harassment:

- 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
- 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.

Guidelines

Karma Co-op is committed to providing a safe and healthy work environment, free from violence, threats of violence, discrimination, harassment, sexual harassment, intimidation and any other misconduct. Similarly, weapons are strictly prohibited from the co-op's premises; violators will be subject to disciplinary action and the incident will be reported to the police.

It is also a violation of the Workplace Anti-Violence, Harassment and Sexual Harassment Policy of Karma Co-op for anyone to knowingly make a false complaint of violence or harassment or to provide false information about a complaint. Individuals who violate this policy are subject to disciplinary and corrective action, up to and including termination of employment.

This policy prohibits reprisals against individuals acting in good faith who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

Karma Co-op will ensure that all employees are trained and educated on violence and harassment and that they are clear about their roles and responsibilities, as well as this policy, the corresponding program and all workplace procedures. A copy of this policy will be made available to all employees.

Karma Co-op will, in consultation with the JHSC or health and safety representative, develop a written program to implement this policy.

Application of This Policy

This policy applies to all individuals working for the organization, including front-line employees, temporary employees, contract service providers, contractors, member labourers working in the store or engaged in other work on behalf of the co-op, members shopping in the store, all supervisory personnel, managers, officers and directors. The organization will not tolerate violence or harassment, whether engaged in by fellow employees, managers, officers, directors or contract service providers of the organization.

Karma Co-op will not tolerate any form of harassment or discrimination against job candidates and employees on any grounds listed in the definitions for violence and harassment, whether during the hiring process or during employment. This commitment applies to such areas as training, performance assessment, promotions, transfers, layoffs, remuneration and all other employment practices and working conditions.

All Karma Co-op employees are personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination or harassing behaviour and to intervene immediately if they observe a problem or if a problem is reported to them.

For the purposes of this policy, harassment and bullying can occur:

- At the workplace
- At employment-related social functions
- In the course of work assignments outside the workplace
- At committee meetings and during committee-related work
- During work-related travel
- Over the telephone, if the conversation is work-related; or
- Elsewhere, if the person is there as a result of work-related responsibilities or a work-related relationship

Violence Risk Assessment

Karma Co-op will conduct a risk assessment of the work environment to identify any issues related to potential violence that may affect the operation of the co-op, and will institute measures to control any identified risks to employee safety. This information will be provided to the JHSC.

The risk assessment may include review of records and reports: e.g. security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records, or other related records. Specific areas that may contribute to risk of violence may include, but are not limited to, contact with the public, exchange of money, receiving doors, and working alone or at night. Research may also include a review of similar workplaces with respect to their history of violence.

Karma Co-op will communicate information relating to a person with a history of violence where:

- Workers and members may reasonably be expected to come into contact with the person in the performance of their job duties; and
- There is a potential risk of workplace violence as a result of interactions with the person with a history of violence

The co-op will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

Reporting Violence or Bullying

If a person is either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all Karma Co-op employees that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to management or the General Manager.

Investigating Reports of Violence or Bullying

The Co-op shall:

- Investigate all reported acts and incidents of violence, and consult with other parties (e.g. legal counsel, health and safety consultants, JHSCs, employee assistance provider, human rights office, local police services)
- Take all reasonable measures to eliminate or mitigate risks identified by the incident
- Document the incident, its investigation, and corrective action taken
- Submit a report of the incident to the Ministry of Labour where an employee incurs a lost-time injury as a result of violence in the workplace
- Review this policy and hazard assessment annually, or as changes to job responsibilities or environments occur, and revise the assessment as needed
- Review annually, in conjunction with review of the hazard assessment, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required

The Joint Health and Safety Committee/Health and Safety Representative will:

- Review the Workplace Violence Hazard Assessment results and provide recommendations to management to reduce or eliminate the risk of violence
- Review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement
- Participate in the investigation of critical injuries (e.g. incidents that place life in jeopardy or result in substantial blood loss or fracture of a leg or arm)
- Recommend corrective measures for the improvement of the health and safety of workers
- Respond to employee concerns related to workplace violence and communicate these to management

In addition, the JHSC may participate in the investigation of reported incidents that result in personal injury or have the potential to result in injury.

Reporting Procedure

Informal Procedure

If you believe you have been personally harassed you may:

- Confront the harasser personally or in writing, pointing out the unwelcome behaviour and requesting that it stop; or
- Discuss the situation with the harasser's supervisor, your supervisor or any other supervisor other than your own

Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the facts directly to your supervisor or manager, or to another member of management if the complaint relates to your supervisor or manager.

Formal Procedure

If you believe you have been personally harassed, you may make a written complaint. The written complaint must be delivered to General Manager. Your complaint should include:

- The approximate date and time of each incident you wish to report;
- The name of the person or persons involved in each incident;
- The name of any person or persons who witnessed each incident; and
- A full description of what occurred in each incident

Investigating Reports of Discrimination or Harassment

Once a written complaint has been received, Karma Co-op will complete a thorough investigation. The organization will ensure that, where practicable, the investigation is completed within 90 days of the complaint being filed.

Harassment should not be ignored, as silence can and often is interpreted as acceptance. Employees will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

Karma Co-op will ensure that all information obtained during the course of an investigation will not be disclosed, unless the disclosure is necessary for the purposes of investigating or taking corrective action, or is otherwise required by law.

For the purposes of this section, the following definitions apply:

Complainant: The person who has made a complaint about another individual whom they believe committed an act of violence, discrimination or harassment against them.

Respondent: The person whom another individual has accused of committing an act of violence, discrimination or harassment.

The investigation will include:

- Informing the respondent of the complaint;
- Interviewing the complainant, any person involved in the incident and any identified witnesses; and
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents

A copy of the complaint, detailing the complainant's allegations, is then provided to the respondent.

The respondent is invited to reply in writing to the complainant's allegations and the reply will be made known to the complainant before the investigation proceeds further. The co-op will protect the details of the incident being investigated and the identities of the complainant and the respondent from unnecessary disclosure. During the investigation, the complainant and the respondent will be interviewed, as will any possible witnesses. Statements from all parties involved will be taken and documented, and a decision will be made. If necessary, the co-op may employ outside assistance or request the use of legal counsel.

Upon completion of the investigation, Karma Co-op will inform both the complainant and respondent in writing of the findings of the investigation and any corrective action that has been or will be taken as a result of the investigation. Where practicable, the complainant and respondent will receive notification of the results of the investigation within 10 days of the investigation being completed.

Even if the complainant decides not to lay a formal complaint, senior management may decide that a formal complaint is required based on the investigation of the incident and will file such documents with the person against whom the complaint is laid (the respondent).

If it is determined that harassment in any form has occurred, appropriate disciplinary measures will be taken as soon as possible.

Employees will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they rejected sexual advances of another employee or because they lodged a harassment complaint when they honestly believed they were being harassed.

[Seeking Immediate Assistance](#)

Canada's Criminal Code addresses violent acts, threats and behaviours, such as stalking. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, member, contractor, student, vendor, visitor, client or customer, they should immediately call to "911".

The Right to Refuse Unsafe Work

The right to refuse unsafe work is a legal right of every worker under the OHSA. Karma Co-op is committed to ensuring a safe workplace. If you wish to pursue this right, please refer to the Work Refusal Policy.

Special Circumstances

Should an employee have a legal court order (e.g. a restraining order, or “no-contact” order) against another individual, the employee is encouraged to notify his or her supervisor, and to supply a copy of that order to the Human Resources department. This will be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at Karma Co-op, in direct violation of the court order, so that Karma Co-op may take all reasonable actions to protect the employee. Such information shall be kept confidential and protected in accordance with all applicable legislation.

If any visitor to the Karma Co-op workplace is seen with a weapon (or is known to possess one), or makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police, emergency response services, their immediate supervisor and the General Manager.

All records of harassment and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law. In cases where criminal proceedings are forthcoming, Karma Co-op will assist police agencies, lawyers, insurance companies and courts to the fullest extent.

Fraudulent or Malicious Complaints

This Anti-Violence, Harassment and Sexual Harassment Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded or frivolous allegations of personal harassment may cause both the accused person and the co-op significant damage. If it is determined by the co-op that any employee has knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken.

Disciplinary Measures

If it is determined by the co-op that any employee has been involved in violent behaviour, unacceptable conduct or harassment of another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning or dismissal.

Record Keeping

Karma Co-op will ensure that appropriate records of complaints and investigations relating to workplace harassment and sexual harassment are kept, including:

- A copy of the complaint or details about the incident

- A record of the investigation including notes
- A copy of the investigation report (if any)
- A summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace harassment and the alleged harasser, if the alleged harasser is an employee of Karma Co-op
- A copy of any corrective action taken to address the complaint or incident of workplace harassment

Confidentiality

Karma Co-op will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Karma Co-op will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the co-op and will be proportional to the seriousness of the behaviour concerned.

Karma Co-op will also provide appropriate assistance to any employee who is the victim of violence, discrimination or harassment.

Managing and Coaching

Counselling, performance appraisal, work assignment and the implementation of disciplinary actions are not forms of harassment, and this policy does not restrict a manager's or supervisor's responsibilities in these areas.

Policy Review

As required by the OHSA, Karma Co-op will review this policy annually and will post the policy in a conspicuous place in the workplace.

Kristy Van Beek, President

Date

Attachment or link to mandatory training document or video.

Health and Safety Policy

Title:	Health and Safety Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	3
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

Karma Co-op is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. We will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury. Karma Co-op is ultimately responsible for worker health and safety, and will take every reasonable precaution possible for the protection of our employees.

We are committed to promoting a safe and healthy workplace for all employees, contractors, participants and visitors. In pursuit of our commitment, Karma Co-op will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our people, and strive to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

Karma Co-op will act in compliance with all applicable workplace health and safety legislation.

Guidelines

Karma Co-op encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

- Employees that voice or identify a health and safety concern will not be subject to retaliation
- Health and safety comments will be reviewed by health and safety representatives, Managers and the General Manager. An investigation will be initiated on each reported and/or potential hazard
- Employees are encouraged to inform their supervisor or health and safety representatives of any matter they perceive to be an actual or potential workplace hazard
- Communication can be written or oral, and may be anonymous if so desired

Employee Responsibilities

Board Members and General Manager

- Supply an effective strategy that can manage the occupational health and safety concerns of Karma Co-op
- Ensure that resources are allocated and governed properly to achieve the health and safety requirements of employees, and that their policies comply with Karma Co-op's legal obligations
- Foster a workplace culture of safety, with appropriate leadership
- Review the efficacy of the policies on an annual basis and revise where necessary
- Provide the JHSC with a copy of all orders or reports issued to the employer by a Ministry of Labour Inspector informing the committee of any work-related incidents involving injury, death or occupational illness

Managers

- Assist in developing, implementing and enforcing Karma Co-op policies and procedures
- Must continually promote health and safety awareness with instruction, information, training and supervision to ensure the safe performance of employees
- Utilize the process of hazard identification, risk management and incident investigation
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees
- Be held accountable for the health and safety of workers under their supervision
- Ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety
- Conduct health and safety meetings

Health and Safety Representatives

- Liaise with government agencies to ensure workplace health and safety compliance
- Act as an advisor to management on safety and health policy issues
- Coordinate health and safety inspections, and follow up to ensure the completion of necessary corrective actions
- Develop Best Practices
- Design and develop accident/incident reports and investigation procedures
- Maintain an up-to-date working knowledge of health and safety regulations as mandated locally, federally or by the province/state
- Design and develop co-op policies and procedures on workplace safety and health issues
- Review injury and illness trends, and identify problem areas and solutions
- Display and maintain policies, contact information and minutes from inspections on the Health and Safety Bulletin Board

Employees

- Comply with occupational health and safety policies and procedures
- Notify managers of any health and safety concerns so that they may be dealt with promptly
- Protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the co-op
- Use appropriate personal protective equipment as required
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their Manager or to the health and safety representatives

All staff are responsible for the following:

- Completion of required occupational health and safety training
- Performance of their duties in a manner conducive to a safe workplace, following all safety practices and procedures
- Reporting of any incident, injury or hazard as outlined in the safety procedures
- Reporting any acts of violence or harassment in the workplace
- Promoting a hazard-free workplace
- Learning the posted Emergency Plan detailing the procedures pertaining to Fire, Weather or Medical Emergency

Forms and applicable legislation regarding health and safety policies can be found on the table by the Health and Safety Bulletin Board. Health and safety representatives will update all policies as necessary and inform staff via staff meetings and/or staff emails of changes made.

Joint Health and Safety Committee

Title:	Joint Health and Safety Committee	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	4
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

Karma Co-op is committed to maintaining the health and safety of its employees. As such, Karma Co-op has established a JHSC, which is comprised of one half worker representatives and one half management representatives. The committee will have two co-chairs, one selected by the worker representatives and the other by the employer representatives. The following document outlines the duties of this committee.

The committee/representative has four principal functions:

1. To identify potential hazards
2. To evaluate these potential hazards
3. To recommend corrective action
4. To follow-up on implemented recommendations

Responsibilities

Employer: The employer is responsible for providing a safe and healthy work place and for taking all necessary steps to protect the health and safety of employees.

Karma Co-op shall provide employees with the information, instruction, training and supervision necessary to ensure their health and safety. Karma Co-op shall ensure that each employee is informed of every known or foreseeable health and safety hazard in the area where the employee works. Karma Co-op shall train their employees to ensure that all hazardous substances are stored, handled and used in the manner prescribed.

Employee: Employees are required to take all reasonable and necessary precautions to ensure their own health and safety as well as that of their fellow employees.

Health and Safety Committee: The committee is responsible for working together to improve occupational health and safety in their workplace.

Health and Safety Representative: For workplaces with a small number of employees, the health and safety representative assumes the functions of the Health & Safety Committee. The representative is an employee selected by the

workplace or their fellow employees, and this role cannot be assumed by anyone with supervisory or management responsibilities.

Contract Employees and Member Labourers: Each contract employee (i.e. student or casual worker) and member labourer will be given an orientation prior to commencing work and will be given the same safety information as a regular new hire. Each contract employee and member labourer will be expected to take an active role in our Health and Safety Program and take on the same responsibilities of all employees.

Committee Meetings

To carry out its functions, the committee is required to hold meetings and carry out regular inspections of the workplace.

The JHSC will hold a meeting at least once every three months during regular working hours and on urgent matters.

Committee Meeting Notes

Minutes of each meeting must be recorded and available for review by a Ministry of Labour inspector. Minutes should contain details of all matters discussed, as well as a full description of issues raised, any action recommended by the committee members and the employer response to the recommendation(s). Minutes should identify members by title and not by name. Members' names should be used only for attendance purposes.

Minutes should be signed by the co-chairs and posted in the workplace within one week of the meeting.

Committee Role in Workplace Inspections

The JHSC must ensure that the workplace is inspected every month. Other workers, as well as the employer, must give the committee any information and assistance needed to carry out these inspections.

In some cases, the committee must also participate in the development of assessment reports and control-program reports required under the designated substance regulations.

Committee General Responsibilities

All committee members should be available to receive employee concerns, complaints and recommendations; to discuss problems and recommend solutions; and to provide input into existing and proposed health and safety programs.

Members of the committee are entitled to time off from work for authorized activities related to the responsibility of the committee or representative.

The Committee will review all injuries and accidents.

The Committee has the power to make recommendations to the employer on ways to improve workplace health and safety. The employer must respond in writing to any written recommendations within 21 days.

The Health and Safety Committee must be present at an investigation of work refusal. If a worker is killed or critically injured on the job, the committee has the obligation to inspect the scene of the accident and any machine, equipment, substance, etc. that may be connected with the accident.

The Health and Safety Committee is entitled to request the annual summary of information from the Workplace Safety & Insurance Board about compensation claims related to the workplace of the employer. This information includes:

- Number of fatalities
- Number of lost-time injuries
- Number of work days lost
- Number of injuries requiring medical aid but that did not involve lost work days
- Incidence of occupational illnesses
- Number of occupational injuries

The Committee may from time to time come across confidential information. The Health and Safety Committee may not:

- Disclose any information about any workplace test or inquiries conducted under the Act or regulations
- Reveal the name of any person from whom information is received
- Disclose any secret or trade information
- Disclose the results of any medical examinations or test of workers in a way that identifies the individual(s)

Committee members will not be held personally liable for anything done or omitted in good faith.

Selection of Committee Members

Committee members will be selected by the employees of Karma Co-op. Karma Co-op will choose the remaining members from persons in the workplace who exercise managerial functions. Committee members will be selected as vacancies occur through a nomination and voting process.

Training of Committee Members

Karma Co-op will ensure that two members of the committee (one representing workers and one representing persons who exercise managerial functions) are certified. In order to be certified, a person must complete the Parts 1 and 2 of mandatory training: Basic Certification and Workplace-Specific Hazard Training.

Part 1: Basic Certification provides an overall knowledge of health and safety that applies to all workplaces. The training is available through the Health and Safety Associations.

Part 2: Workplace-Specific Hazard Training focuses on significant hazards in the workplace. It covers how to assess those hazards and ways to control and/or eliminate them. Members can be trained through the Health and Safety Associations.

Powers and Responsibilities of a Committee Member

It is the function of a committee member and the committee to:

- Identify situations that may be a source of danger or hazard to workers
- Receive complaints relating to the safety and health of employees, consider these complaints and address them
- Make recommendations to the constructor or employer and the workers for the improvement of the health and safety of workers
- Recommend to the constructor or employer and the workers the establishment, maintenance and monitoring of programs, measures and procedures respecting the health or safety of workers
- Obtain information from the constructor or employer regarding the identification of potential or existing hazards of materials, processes or equipment, and health and safety experience and work practices and standards in similar or other industries of which the constructor or employer has knowledge
- Obtain information from the constructor or employer concerning the conducting or taking of tests of any equipment, machine, device, article, thing, material or biological, chemical or physical agent in or about a workplace for the purpose of occupational health and safety
- Be consulted about, and have a designated member representing workers be present at the beginning of, testing conducted in or about the workplace if the designated member believes his or her presence is required to ensure that valid testing procedures are used or to ensure that the test results are valid. This does not include the medical records of any person, unless that person agrees to their disclosure
- Inspect the workplace at least once a month.
- Participate in the first and second stage investigation of work refusals and inspecting workplaces when there are critical injuries or fatalities

Management Support

Our management team supports our safety committee and has instructed our Health and Safety Committee to:

- Identify and assess potential unsafe conditions in our workplace
- Make recommendations to management for the improvement of the health and safety of all employees
- Review and make recommendations to management regarding the ongoing maintenance and monitoring procedures of all health and safety issues in the workplace

- Assist with hazard identification and control reports, inspection reports and accident investigation reports and, where appropriate, make recommendations
- Physically meet and then inspect the workplace at intervals of not less than once every month

At Karma Co-op, the Health and Safety Bulletin Board will include:

- The OHSA
- The employer's signed Health and Safety Policy
- Signed Workplace Violence and Harassment Policy
- Signed Workplace Anti-Violence, Harassment and Sexual Harassment Policy
- Names of committee members or representatives and where they work
- Minutes of committee meetings
- Names and work locations of first-aid attendants
- Other related information, as a safety officer directs

Rights and Responsibilities

Rights and Responsibilities Policy

Title:	Rights and Responsibilities Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	2
Location:	739 Palmerston Avenue, Toronto ON		

Rights and Responsibilities

Employer

- Ensure that the equipment, materials and protective devices provided are maintained in good condition
- Appoint only competent supervisors
 - Definition: a “competent” person means one who:
 - is qualified because of knowledge, training and experience to organize the work and its performance
 - is familiar with the OHSA and the regulations that apply to the work
 - has knowledge of any potential or actual danger (hazard) to health or safety in the workplace
- Acquaint workers with all workplace hazards (i.e. handling storage use, disposal and transport of any article, device, equipment or a biological chemical or physical agent)
- Assist the health and safety representative or JHSC in the carrying out of his/her duties
- Take every precaution reasonable in the circumstances for the protection of a worker
- Prepare and review at least annually a written occupational health and safety policy and develop and maintain a program to implement that policy
- Prepare and review at least annually a written Workplace Violence and Harassment Policy and develop and maintain a program to implement that policy

Supervisors

- Advise a worker of the existence of any potential or actual danger to the health and safety of the worker of which the supervisor is aware
- Ensure that a worker uses or wears the equipment, protective devices or clothing that the worker’s employer requires to be used or worn
- Take every precaution in the circumstances for the protection of a worker

Workers

- Report hazards to a supervisor or the employer
- Work in compliance with the OHS Act, its regulations and the policies and procedures of the business
- Wear personal protective equipment as required by the employer

Board of Directors

- Take all reasonable care to ensure that the organization complies with the OHS Act/regulations, orders and requirements of Ministry of Labour inspectors and directors, and/or orders of the Minister
- Ensure the organization determines and applies proactive measures in the form of policies, procedures and programs to ensure the health and safety of workers in the workplace

Workers' Rights: Right to Know, Right to Refuse, Right to Participate

Workers have three basic rights under the OHS Act.

1. Workers have the right to know:
 - a. About hazards in their job, like equipment, working conditions, processes, chemicals and violence
2. Workers have the right to participate:
 - a. By identifying and reporting hazards to supervisors
 - b. By assisting in resolving workplace health and safety concerns
 - c. By acting in the role of health and safety representative or as a JHSC member
3. Workers have the right to refuse work:
 - a. If they have a reason to believe that the work may cause harm to any person.
 - b. If workplace violence is likely to endanger himself or herself

Work Refusal Policy

Title:	Work Refusal Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	3
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

The OHS Act gives a worker the right to refuse work that he/she believe is unsafe to himself/herself or another worker. A worker who believes that he/she is endangered by workplace violence may also refuse work.

The Act sets out a specific procedure that must be followed in any work refusal. It is important that workers, employers, supervisors, members of joint health and safety committees (JHSCs) and health and safety representatives understand the procedure for a lawful work refusal.

In accordance with the OHS Act, in the event that a Karma Co-op employee encounters unsafe working conditions, or where the required equipment, tools or equipment present a serious health and safety concern, the employee shall have the right to refuse any work that they believe to be unsafe.

The Work Refusal Policy applies to Karma Co-op, its employees, members, vendors, visitors and clients who are on the Co-op's premises or acting on behalf of the Co-op at all times and without exception.

Definitions

Imminent Danger: a danger that is not normal for that occupation or a danger under which a person engaged in that occupation would not normally carry out their work.

Guidelines

Any Karma Co-op employee can refuse to work if they have a reasonable belief that one or more of the following situations exist:

- Machinery, equipment or tools required in the performance of job duties present a safety hazard, and their use may cause an injury to the worker or those nearby
- The working conditions are unsafe and may cause an injury to the worker or those nearby
- The workplace conditions or machinery, equipment or tools represent a violation of the Ontario OHS Act regulations, and represent a physical danger to the health and safety of the worker or those nearby

- The worker has a reasonable expectation that the work would place them in danger of physical harm

Work Refusal Procedure

In the event of work being refused or stopped, the following actions are required of employers and employees, as per the guidelines stated by the Ontario Ministry of Labour.

Here is the Ministry of Labour's continuously updated link to [Work Refusal Procedure](#).

Employees

- Inform your supervisor or manager of the work refusal immediately, and provide an explanation detailing the rationale behind the refusal
- Stay nearby in a safe place until an investigation has been completed
- In the event that you are unsatisfied with the results of the investigation, you may continue to refuse the work provided where you have reasonable grounds to base the continued refusal on

Management/Supervisors

- Karma Co-op management or supervisors shall conduct an investigation into the situation immediately after learning of the refusal and shall work to find an effective, safe and mutually agreeable resolution to the issue in the presence of the worker and one of the following:
 - Joint committee member that represents the workers
 - Health and safety representative
 - Another worker that has been chosen by his/her peers (or union) to represent the workers
- In the event that an employee is unsatisfied with the resolution and continues to refuse the work, Karma Co-op management or supervisors must contact a Ministry of Labour inspector and notify them of the situation, and request that they provide assistance
- While awaiting the arrival and findings of the Ministry of Labour inspector, Karma Co-op management or supervisors may assign other reasonable work during normal work hours for the employee that has refused work
- The Ministry of Labour inspector will conduct an investigation to determine if the work is either safe or unsafe and presents a danger to the health and safety of the employee. The findings of the investigation must be provided in writing to the Karma Co-op employee, Karma Co-op management or supervisor, and the health and safety representative. In the event that the work is determined to be safe, the employee shall be expected to return to work

Continuing Work That Has Been Refused

In the event that work has been refused, Karma Co-op management or a supervisor has investigated the situation, provided a resolution to the issue, and the worker continues to refuse the work, then the Karma Co-op management or supervisors

may ask another worker to perform the refused work while waiting for the inspector to investigate and give a decision on the continued refusal. Where a second worker is asked to perform work that has been refused, the second worker must be informed of the initial work refusal and the reasons for the refusal. This information must be provided in the presence of a union representative (where applicable) or a health and safety representative. The second worker also has the right to refuse the work.

Payment for Refused Work

The Ontario Labour Relations Board has provided a ruling such that a refusal to work still allows the worker entitlement to payment at their appropriate rate. A person acting as a worker representative during a work refusal is paid at either the regular or the premium rate, whichever is applicable.

Karma Co-op is not required to continue payment in the event that the refused work has been inspected and ruled safe by a Ministry of Labour inspector.

Discipline for Refusal to Work

Karma Co-op employees will not be disciplined for refusing to work if they have a reasonable belief that the work is unsafe or could endanger themselves or others. Karma Co-op employees are required to work in accordance with the regulations set forth by the OHSA, and have the rights to seek their enforcement.

Karma Co-op shall not penalize, dismiss, discipline, suspend or threaten to do any of these things to a worker who has obeyed the law and regulations of the OHSA. In the event that a work refusal was made in bad faith, or if the worker continues to refuse the work after the Ministry of Labour inspector finds that the work is unlikely to endanger the worker, Karma Co-op may elect to utilize disciplinary action(s) up to and including termination of employment with cause.

Posted Documents Policy

Title:	Posted Documents Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	1
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

In support of the right to know, the OHSA requires that certain information be posted in the workplace in a conspicuous area. Karma Co-op will post on the Health and Safety Bulletin Board the following legislation, documents and information.

Documents Required to be Posted

- Workplace Safety and Insurance Act (WSIA)
- Fire Code
- Workplace inspection reporting forms
- Minutes of the JHSC meetings
- Emergency Procedures and Evacuation Plan

Other Documents That Require Posting

- Occupational Health and Safety Policy—signed/dated
- Workplace Violence and Harassment Policy—signed/dated
- Workplace Anti-Violence, Harassment and Sexual Harassment Policy—signed/dated
- OHSA and Regulations
- Health & Safety at Work: Prevention Starts Here poster
- Guide to the OHSA
- Name/s of the Health and Safety representative(s) or JHSC members
- MSDS information binders
- In Case of Injury poster (Form 82)
- First aid certificates of all certified employees
- Fire Plan
- Ministry of Labour orders
- Employment Standards poster
- Emergency services and contact numbers

Training and Education

Health and Safety Awareness Training Policy

Title:	Health and Safety Awareness Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	4
Location:	739 Palmerston Avenue, Toronto ON		

Cited from the Occupational Health and Safety Awareness and Training Regulation (O.Reg. 297/13)

Purpose

Under the OHSA, Ontario has laid out specific regulations for Health and Safety Awareness and Training in the workplace. This policy is intended to provide a brief overview of the awareness and training requirements for Karma Co-op.

Please note that this policy does not replace any training requirements. Workers and supervisors must receive, or may be required to take, training and instruction in addition to what is stated in this policy.

Guidelines

The OHSA and its regulations assign duties and responsibilities to different persons in a workplace, depending on their levels of responsibility. Each person has a unique role and this ensures that every individual is working towards the same purpose—that of a healthy and safe working environment. Karma Co-op, supervisors and workers all have various roles to ensure workplace health and safety, and these are set out in the OHSA.

A health and safety culture requires that all workplace parties (that is Karma Co-op, supervisors and workers) work together and pay constant, appropriate attention to workplace health and safety. All workplace parties at Karma Co-op must work in a collaborative manner on health and safety issues to solve problems and make improvements on an ongoing basis to health and safety matters. The goal is to develop a sustainable health and safety culture in the workplace where everyone is committed to the prevention of injuries and illness, and the reduction of risk.

Training Content Requirements

The following are the content requirements of training that will be provided to Karma Co-op workers and supervisors, as per the OHSA.

Employers must:

- Ensure that workers complete a basic occupational health and safety awareness training program as soon as reasonably possible
- Ensure that supervisors complete an occupational health and safety supervisor awareness training program within one week of working as a supervisor
- Maintain a record of the training completed by the workers and supervisors
- Provide a worker or supervisor with written proof of completing the training

Training for Workers - Worker Health and Safety Awareness in 4 Steps

The training program for workers must include instruction on:

- The duties and rights of workers under the OHSA
- The duties of the employer and supervisors under the OHSA
- The roles of health and safety representatives and JHSCs under the OHSA
- The roles of the Ministry of Labour, the Workplace Safety & Insurance Board and health and safety system partners (entities designated under section 22.5 of the OHSA)
- Common workplace hazards and occupational illnesses
- The requirements set out in Regulation 860 [Workplace Hazardous Materials Information System (WHMIS)] with respect to information and instruction on controlled products

Training for Supervisors - Supervisor Health and Safety Awareness in 5 Steps

The training program for supervisors must include instruction on:

- The duties and rights of workers under the OHSA
- The duties of employers and supervisors under the OHSA
- The roles of health and safety representatives and JHSCs under the OHSA
- The roles of the Ministry of Labour, the Workplace Safety & Insurance Board and health and safety system partners (entities designated under section 22.5 of the OHSA)
- How to identify, assess and manage workplace hazards, and evaluate those hazards
- Sources of information on occupational health and safety

Exemptions

Workers and supervisors who previously completed a worker or supervisory training program, either with their current employer or a former employer, do not have to take the training again if they can provide proof that they completed the training and their current employer is able to verify that the training program covered the content required by the regulation.

A supervisor who has completed a basic occupational health and safety awareness training program for supervisors prior to the regulation coming into force (July 1, 2014), does not have to complete a worker training program in addition to the supervisory program.

Employee Safety Orientation Policy

Title:	Employee Safety Orientation Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	3
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

All newly hired, transferred, promoted, re-hired, temporary or contract employees, or returning workers (i.e. injury, illness, maternity leave) must be provided with a Health and Safety Orientation and shall receive the necessary information to perform their assigned duties and tasks, and carry out their corresponding responsibilities, in a safe and healthy manner.

Orientations ensure that individuals are familiar with:

- Karma Co-op's expectations for health and safety
- Roles that employees have in the health and safety program
- Hazards of their particular workplace and position

Procedure

Safety orientation consists of a two-part process (general and workplace-specific), which will be arranged or delivered by the supervisor/manager. The following topics shall be covered in the General Safety Orientation within one month of starting work, ideally within the first week:

- Health and Safety Policy
- Roles and responsibilities
- Injury/Illness/Near-miss and accident reporting
- Return-to-work procedures
- Personal protective equipment
- Joint Health and Safety Committee
- Work Refusal Policy
- General emergency procedures
- Workplace Hazardous Materials Information System (WHMIS)—Globally Harmonized System of Classification and Labelling of Chemicals (or GHS) for workplace chemicals (formerly referred to as Materials Safety Data Sheets)
- Ergonomics and Musculoskeletal Disorders(MDS) prevention
- Hazard reporting
- Environmental hazards - spills, clean-up
- First aid
- Fire safety and emergency procedures

When employees report to their supervisor, they shall be given site-specific orientation prior to conducting the specific task. This will include:

- WHMIS - chemical-specific information
- Personal protective equipment - requirements and training (including how to use/wear correctly, and care for or store)
- Job-specific hazards
- Standard operating procedures
- Location of first aid facilities
- Specific emergency procedures
- Proper lifting techniques and ergonomic hazards
- Other pertinent information required to perform the work in a healthy and safe manner

New employees will be provided with a checklist after the orientation that must be completed with their supervisor. The checklist must be signed by both parties and returned to the General Manager to be placed in the employee's personnel file.

Where possible, new employees will be assigned to a long-term employee for mentoring.

Roles and Responsibilities

Supervisor: Supervisors must ensure that all employees receive a safety orientation and forward a copy of the checklist to the General Manager.

Employee: All employees must participate in orientation training and are not permitted to conduct any work until proper training has been received.

Communication

Supervisors will provide feedback and encourage employees to ask questions. Supervisors will ensure that employees know how and why to report hazards and incidents. Whenever something new is introduced into the workplace, whether it's a policy, procedure or new piece of equipment, supervisors will communicate to the employee where to find the information and answer any questions the employee needs to do their job safely.

This policy will be made available to all employees in the Health and Safety Program Manual. Karma Co-op will provide all employees with a copy of the Health and Safety Program Manual.

Continuous communication and learning with regards to health and safety is expected for all Karma employees. At each staff meeting, health and safety is a regular agenda item that the JHSC speaks to, providing updates on current, new and seasonal hazards as they are identified and how they are to be managed. All employees will be quizzed regularly on their knowledge and understanding of health and safety.

Evaluation

Evaluation of learning will be conducted after three months by the employee's supervisor/manager.

Attachments

Employee Health & Safety Orientation Checklist

Employee Safety Orientation Checklist

General Orientation	Job-Specific Orientation
<ul style="list-style-type: none"> <input type="checkbox"/> Overview of Karma Co-op <input type="checkbox"/> Organizational structure <input type="checkbox"/> Health and safety policies <input type="checkbox"/> Return-to-work procedure <input type="checkbox"/> Work Refusal Policy <input type="checkbox"/> Roles and responsibilities <input type="checkbox"/> Injury/illness/near-miss and accident reporting <input type="checkbox"/> Personal protective equipment (PPE) <input type="checkbox"/> Joint Health and Safety Committee <input type="checkbox"/> Health and Safety Policy <input type="checkbox"/> Workplace Violence & Harassment Policy <input type="checkbox"/> Workplace Violence & Harassment Training <input type="checkbox"/> General safety rules <input type="checkbox"/> General emergency procedures <input type="checkbox"/> WHMIS - MSDS <input type="checkbox"/> Ergonomics and MDS prevention <input type="checkbox"/> Legal rights, duties and responsibilities <input type="checkbox"/> First aid <input type="checkbox"/> Fire safety plan/emergency procedures <input type="checkbox"/> Hazard reporting <input type="checkbox"/> Safe Driving Policy <input type="checkbox"/> Smoking restrictions 	<ul style="list-style-type: none"> <input type="checkbox"/> Department functions <input type="checkbox"/> Department tour <input type="checkbox"/> Reporting structures <input type="checkbox"/> Inter-departmental relationships <input type="checkbox"/> Security <input type="checkbox"/> Types of assistance available <input type="checkbox"/> What to do in an emergency <input type="checkbox"/> Specific duties and responsibilities <input type="checkbox"/> Specific worker legal responsibilities <input type="checkbox"/> Occupational health and safety basics <input type="checkbox"/> Safety rules <input type="checkbox"/> Hazards, controls, precautions and procedures <input type="checkbox"/> Use of tools and equipment <input type="checkbox"/> Materials/substances in use - hazards, handling, storage and disposal procedures <input type="checkbox"/> Labelling systems/warning signs/MSDS <input type="checkbox"/> Use and care of PPE <input type="checkbox"/> Housekeeping procedures <input type="checkbox"/> Lifting and handling restrictions <input type="checkbox"/> Safety supplies and equipment <input type="checkbox"/> Reporting incidents, injuries and illnesses

Employee Signature

Supervisor Signature

Date

General Workplace Inspections and Hazard Control

Workplace Inspection Procedure

Title:	Workplace Inspection Procedure	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	3
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

This procedure provides a format for ensuring that workplace inspections are conducted and consistent. This standard applies to all areas of the workplace.

The employer is responsible for ensuring the proper application of this procedure. All employees will follow this standard and participate in workplace inspections. All employees have roles and responsibilities in the workplace inspection procedure.

The success of this procedure relies on the participation of all employees.

Roles and Responsibilities/Procedures

Inspections by the Employer

The employer will acco-op the worker health and safety representative while completing the monthly workplace inspection. Items to be inspected include: health and safety hazards, equipment maintenance issues, completion of issues noted on past inspection forms, hazard control effectiveness, training needs and housekeeping issues. See procedure for “Inspections by the Worker Health and Safety Representative” for inspection details and requirements.

Inspections by Supervisors

Supervisors will complete a daily visual inspection and a monthly inspection.

Daily visual:

- Identify health and safety hazards, equipment maintenance issues, hazard control effectiveness and housekeeping problems
- Record any issues found and remedial action taken in the Supervisor’s Notebook

Monthly:

- Identify health and safety hazards, equipment maintenance issues, hazard control effectiveness and housekeeping problems
- Document the monthly inspection, including deficiencies and corrective action taken, on the Workplace Inspection Checklist as provided in the Health & Safety binder, which includes all blank and completed forms.

Inspections by the Worker Health and Safety Representative

The purpose of the inspection is to identify health and safety hazards, equipment maintenance issues, completion of issues noted on past inspection forms, hazard control effectiveness, training needs and housekeeping issues. The inspection schedule shall be developed in December for the following year and must be completed on a monthly basis.

The health and safety representative must complete the following items for each inspection:

- Prepare for the inspection by reviewing previous reports
- Be familiar with the work processes and work areas
- Review workplace requirements as necessary (e.g. standard procedures, training records, etc.)
- Wear any required Personal Protective Equipment (PPE)
- Use Monthly Workplace Inspection Recording Form as a guide to ensure a thorough inspection
- Document all substandard or unsatisfactory conditions using the Workplace Inspection Recording Form and identify suggestions for improvements
- Check to see if previous action items are complete
- Recognize good practices and note when procedures are followed
- Take corrective action immediately when possible/necessary
- Submit the Workplace Inspection Recording Form to the employer once the inspection is complete

The employer will review the Workplace Inspection Recording Form and initiate/plan appropriate corrective action where necessary within one week (or immediately if needed). The employer will post a copy of the completed Workplace Inspection Recording Form on the Health and Safety Bulletin Board identifying any actions taken to resolve hazards noted during the inspection. Copies of the completed Workplace Inspection Recording Form will also be maintained on file by the employer and the worker health and safety representative.

Communication

This inspection procedure will be communicated to all employees at new worker orientation, staff training sessions and/or meetings. Any changes to the inspection procedure will be communicated to employees at staff training sessions and/or staff meetings. The procedure is located in the Health and Safety Program Manual.

Training

Supervisors will ensure that employees are provided with appropriate training regarding how to conduct an inspection prior to their first inspection. If an employee feels that they require further training, the employee will notify their supervisor. Employees will sign a training record, acknowledging that they understand the information. Training records will be completed at the end of training sessions and kept on file.

All supervisors, JHSC members and/or health and safety representatives will attend workplace inspection training within two months of assuming their position.

Evaluation

The employer will review the compliance to and effectiveness of the inspection procedure at least annually by examining inspection records to look for trends, asking employees for feedback and walking around to see that the inspection procedure is being followed. All workers will be evaluated on their understanding of the workplace inspection procedure.

Attachments

Workplace Inspection Checklist
Workplace Inspection Worksheet

Reference Materials ([WSIB-produced package with hyperlink to folder](#))

Occupational Health and Safety Act - Sections 8 & 9

Please Note:

The General Manager and the JHSC needs to give regular consideration to other types of inspections that may be required such as daily pre-start inspections, weekly inspections, any construction projects onsite, equipment or machinery.

Workplace Inspection Checklist

Walking Surfaces		Fire Prevention	
Walkways free of obstacles		Extinguishers available and accessible	
Cords anchored or covered		Extinguishers/hose cabinets dated monthly	
Floor coverings in good condition		Pull stations accessible	
No slip/trip hazards present		Electrical cords/outlets in good condition	
Warnings posted when floors are wet		Electrical outlets not overloaded	
		Fire exits clear of obstruction	
Furniture/Office Equipment		Fire doors closed	
In good mechanical condition		Fire exit signs lit	
Properly assembled			
Properly adjusted		Security	
Secure from tipping		Employees/visitors have ID badges	
Free from sharp edges/corners		Visitors have safety rules	
Dangerous parts properly guarded			
Emergency switches accessible		First Aid	
Preventative maintenance program established for equipment and tools		First aid kit available at first aid station	
Loose clothing/jewelry/ID badges secured		First aid kit checked monthly	
Appropriate for work being done		WSIB poster (Form 82) beside the kit	
Defective equipment properly identified		Certificates of first-aiders current and posted	
Unnecessary items removed		First aid log sheet available and in use	
Employees instructed on safe and proper use			
Electrical cords at workstation secured		Protective Clothing/Equipment	

		Equipment/clothing provided where required (including safety kits and cellular phones)	
Bookcase/Shelves/Cabinets		Equipment/clothing used where required	
Secured from tipping		Equipment/clothing in good condition	
In good condition		Employees trained in usage	
Drawers/doors closed when not in use		Areas are appropriately signed Do employees have/wear proper PPE when they visit other workplaces	
One drawer of filing cabinet open at a time			
Material safely stored/stacked/piled		Posted Information	
Heavier or commonly accessed items between knuckle and shoulder height		OHSA and Regulations	
Step stools available, if required		OH&S Policies	
		Floor warden/first-aider names	
Environment		JHSC meeting minutes	
Light levels adequate		Early and safe return-to-work program	
Air quality adequate			
Temperature and humidity adequate		Training	
People dressed appropriately for season		Employees aware of emergency procedures	
Air/temperature units unobstructed		Employees aware of security procedures	
Noise levels appropriate		Employees provided information and instruction to protect their health and safety	
Hazardous materials properly labeled		Staff training up-to-date	
Hazardous materials properly stored			

Current Material Safety Data Sheets are available		Procedures	
Housekeeping satisfactory		Proper use of ergonomic equipment	
No construction hazards present		Procedures for manual materials handling in/around inspection area	
Disabled		Other Unsafe Acts/Conditions	
Required accommodation provided		Contractor infractions (e.g. unsafe use of a ladder)	
Accommodations provided are functional		Randomly ask employees about near-misses	

Employee and Supervisor Contacts/Observations

1.

2.

3.

4.

5.

6.

7.

Workplace Inspection Notes
Workplace Inspection Worksheet

Inspection Area: _____ Month: _____
 _____ Date of Inspection: _____

Type of Hazard	Details of Hazard	Location of Hazard	Rating (A,B,C)*	Repeat Item (Y/N)	Assigned To	Date Assigned		Recommended Action	Details of Action Taken /Not Taken	Completion Date
Chemical										
Physical										
Biological										
Stress										
Work/ Process/ Design										
Safety Hazard										

*A = high risk, B = medium risk, C = low risk

Inspection conducted by (name and signature) _____

Senior management (name and signature) _____

Copies to: 1) Senior Mangement 2) JHSC Co-Chairs 3) Health and Safety Bulletin Board

Incident/Accident Reporting and Injuries

Incident/Accident and Injury Reporting Policy

Title:	Incident/Accident and Injury Reporting Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	4
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

Karma Co-op will comply with all required federal and provincial regulations, legislation and workplace compliance issues regarding the reporting of any occupational injuries, illnesses and accidents and will strive to prevent any potential workplace injuries, illnesses and accidents through the implementation of health and safety policies and programs. This Statement of Policy and Procedure is intended to bring consistency to our responsibility to record and report certain incidents and to notify the necessary authorities within prescribed time limits.

Policy

Any accident that results in workplace injury (no matter how slight) or that could cause a disabling injury or property/equipment loss (near-miss) must be reported immediately to the employee's immediate manager and the JHSC. In all cases, accident and/or injury reporting shall comply with the requirements of the Ontario OHSA and the Workplace Safety and Insurance Act, 1997 (WSIA).

Definitions

Workplace injury: any injury that occurs on Karma Co-op premises or during the transaction of approved Karma Co-op business that requires first aid or healthcare.

First aid: one-time treatment or care and any follow-up visit(s) for observation purposes only. First aid includes, but is not limited to:

- Cleaning minor cuts, scrapes or scratches
- Treating a minor burn
- Applying bandages and/or dressings
- Applying a cold compress, cold pack or ice bag
- Applying a splint
- Changing a bandage or a dressing after a follow-up observation visit

Healthcare: services requiring the professional skills of a healthcare practitioner (e.g. doctor, nurse, chiropractor or physiotherapist (see: Entitlement to Health Care-WSIB Document No. 17- 01-02) or services provided at hospitals and health facilities.

Reporting any incident that would have resulted in an injury, but instead damaged dentures, glasses and/or artificial appliances (e.g. prosthetic arm) while being in a work-related accident must also be reported.

Critical injury: an injury of a serious nature that:

- Places life in jeopardy
- Produces unconsciousness
- Results in substantial loss of blood
- Involves the fracture of leg or arm but not a finger or toe
- Involves the amputation of a leg, arm, hand or foot but not a finger or toe
- Involves burns to a major portion of the body
- Causes the loss of sight in an eye

Responsibility

Each employee is responsible for immediately reporting any workplace injury, accident, illness or near-miss to his or her immediate manager.

Each manager is responsible for ensuring, as the first priority, that employees receive proper medical treatment when injured and, secondarily, for investigating an accident or workplace injury for the purpose of implementing corrective action to minimize any opportunity for recurrence of the accident or injury. Each manager is also responsible for ensuring that employees or persons under their control are made aware of, know and adhere to the reporting requirements outlined in this policy.

Managers are responsible for ensuring that accident and injury reports are properly prepared and issued in a timely manner to the appropriate authorities, consistent with the reporting requirements specified in Ontario statutes, and for ensuring that all employees are familiar with this policy and related forms.

Procedure

Within three calendar days of learning of an occupational injury or illness of an employee that results in that employee requiring healthcare or results in a loss of earnings for the employee, a report of the injury or illness shall be submitted by Human Resources to the WSIB on the form specified by the WSIB (Form 7). A copy of the submitted form shall be provided to the injured employee. Even when a report is not required by the WSIB, a detailed record of any such event, specifying the name of the employee, location, date, time, nature of the event and first aid treatment administered must be kept in the employee's file for future reference.

In the event of a fatality or critical injury of an employee at the workplace, the accident scene shall be sealed off immediately and nothing within the scene shall be disturbed except for the purpose of saving life, relieving human suffering or

preventing unnecessary damage to equipment or other property. The following shall be notified within the time period shown and in the manner specified:

- Ministry of Labour Health & Safety Inspector—immediately by telephone (1-877-202-0008) and within 48 hours after the occurrence by written report in the manner prescribed by the OHSA
- HR and/or the JHSC—immediately by direct means

In the event of an accident, explosion or fire where a worker is disabled or requires medical attention, the following shall be notified within the time period shown and in the manner specified:

- Ministry of Labour Health & Safety Inspector—within three days of the occurrence, in writing, including such information and particulars as are prescribed under OHSA for critical injuries
- Manager or the JHSC—within three days of the occurrence, in writing, including such information and particulars as are prescribed

If Karma Co-op is advised by or on behalf of an employee or former employee, that the employee or former employee has an occupational illness or that a claim in respect of an occupational illness has been filed with the WSIB by or on behalf of the employee or former employee, the following shall be notified within the time period shown and in the manner specified:

- Ministry of Labour Safety Inspector - within three days of first learning of the occupational illness or claim, in writing, including such information and particulars as are prescribed under the OHSA.
- HR and/or the JHSC - three days of first learning of the occupational illness or claim, by direct means, including such information and particulars as prescribed

First Aid Treatment

When and where possible, only a person holding a current and valid First Aid Certificate should administer first aid to an injured employee. The first aid attendant who provides first aid treatment to an employee is required to record in a First Aid Log the following information:

- Name of employee treated
- Circumstances regarding the accident as described by the injured worker
- Names of witnesses to the accident, if any
- Date and time of occurrence of the accident
- Nature and exact location of the injuries or illness treated
- Nature of each first aid treatment administered

The First Aid Log shall be maintained by the JHSC management representative along with the first aid kit.

Failure to Comply

Due to the serious nature of workplace injuries and the importance of accurate and timely reporting, Karma Co-op employees are expected to fulfill their obligations regarding the correct reporting of workplace injuries.

At the initial stage of a claim, the WSIB may levy four separate penalties—one each for:

1. Late reporting
2. Incomplete reporting
3. Not reporting on a pre-approved version of the form
4. Failing to provide a copy of the Form 7 to the worker

Attachments

Near Miss/Incident/Accident Report Form in the Health & Safety Binder
Employee Incident Report Form in the Health & Safety Binder

Critical Injury Procedure

Title:	Critical Injury Procedure	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	2
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

The purpose of this policy is to outline procedures for responding to and investigating a critical injury sustained in the workplace.

Definitions

Critical injury: an injury of a serious nature that:

- Places life in jeopardy
- Produces unconsciousness
- Results in substantial loss of blood
- Involves the fracture of leg or arm but not a finger or toe
- Involves the amputation of a leg, arm, hand or foot but not a finger or toe
- Involves burns to a major portion of the body
- Causes the loss of sight in an eye

If the extent of injury is unclear but it appears that the potential exists that the injury may fall under the critical injury definition, treat the accident as a critical injury.

Guidelines

When notified of a critical injury, the supervisor shall immediately proceed to the accident scene and ensure that the area is secured and remains undisturbed until released by a Ministry of Labour inspector.

The supervisor will contact a certified worker member of the JHSC and will conduct a joint investigation of the accident with that person once the injured team member is removed from the scene, and it is safe to enter the accident area. The joint investigation should follow Karma Co-op's procedures for conducting an accident investigation.

The supervisor or other designated member of management will report the critical injury to the appropriate board (Ministry of Labour in Ontario 1-877-202-0008) and tell the operator that they are reporting a critical injury. The name of the injured worker and the time of accident will need to be provided, as well as a contact number where an officer can return the call. Detailed notes should be kept as to the times of all calls, the name of the officer(s), and details of the discussions.

If the basic/root causes of the accident and corrective actions are identified, these should be reviewed once the Ministry of Labour officer calls you back. A health and safety committee member should be present to talk with the officer to confirm what has taken place. Often the officer will release the scene if the safety committee member confirms that the accident investigation has been completed and corrective actions have been agreed on to remove any unsafe conditions.

If the Ministry of Labour officer agrees with the corrective actions, they will release the accident scene and make arrangements to investigate the following day. If the officer decides to investigate immediately, the accident scene must then remain secured until the officer has completed their investigation. Management and/or members of the JHSC should continue to follow-up to ensure the accident scene remains secured and nothing is moved. Copies of all relevant documentation such as training records, maintenance records, work procedures, etc. should be made available for the officer when they arrive.

A letter (Critical Injury Report) should also be faxed to the Ministry of Labour officer notifying them of the critical injury. A copy of the completed accident investigation may also be requested.

[Attachments](#)

Near-Miss/Incident/Accident Report Form in the Health & Safety Binder

Return to Work Policy

Title:	Return to Work Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	9
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

Karma Co-op recognizes that our employees are our most important assets. As such, we are committed to providing a safe and healthy workplace. The Return to Work (RTW) Policy is designed for workers who have been injured on the job, and aims to safely return workers to employment at the earliest possible date following an injury or illness. This policy is compliant with applicable WSIB (Ontario) guidelines and human rights legislation.

Definitions

As provided by the WSIB

Accommodation: any modification to the work or the workplace, including but not limited to reduced hours, reduced productivity requirements and/or the provision of assistive devices, that results in work becoming available that is consistent with the worker's functional abilities and that respects applicable human rights legislation.

Productive: whether the work produces an objective benefit to the employer's business.

Work: may include the combining of tasks/duties, which together may constitute temporary work, as well as a short-term training program that leads to a job with the employer.

Suitable occupation: a category of jobs suited to a worker's transferable skills that are safe, consistent with the worker's functional abilities and that, to the extent possible, restores the worker's pre-injury earnings.

Guidelines

In the event of an accident in the workplace, all employees are expected to report the incident immediately. Should the injury cause the employee to require substantial time away from work, or create a disability that restricts their ability to work, the employee will be expected to return to work as soon as it is safe to do so, under the guidelines of this policy.

In accordance with legislative and co-op requirements, it is mandatory that all employees participate in the RTW program. It is also mandatory that all employees who sustain a work-related injury report the incident in accordance with Karma Co-op protocol.

In any employee absence that shall exceed ten working days and is related to an injury sustained under the employ of Karma Co-op, the employee shall be required to advise Karma Co-op as soon as possible to begin the process of implementing the RTW Policy.

For the co-op to properly implement the RTW Policy, it is important that employees provide Karma Co-op with detailed information pertaining to their inability to perform their employment duties with medical documentation, so that work alternatives may be sought out. This includes a [Functional Ability Form](#) from their doctor to provide guidelines as to the work that an employee is able to perform.

Return to Work Guiding Principles

Karma Co-op is committed to providing a RTW/work reintegration program, as appropriate and as early as possible, that will consider the employee's dignity and support the employee in the transition period following his/her injury or illness. Karma Co-op is committed to addressing any barriers to the employee's successful RTW/work reintegration and to provide any needed intervention(s).

Responsibilities

Employees

- Establish and maintain contact with their supervisor regarding their injury rehabilitation progress. Contact should be made at least once a week
- Obtain and follow all medical advice and work towards full recovery
- Produce documentation from their healthcare provider to corroborate that they cannot return to work for an extended period of time, and whether or not a RTW or accommodation plan could expedite the employee's safe return to work
- Put forth a reasonable effort to return to work safely, as early as possible
- Provide their Karma Co-op contact with all pertinent information that could aid in the establishment of RTW options

General Manager

- Maintain and document all contact conducted through the duration of the employee's absence
- Identify employment opportunities based on the returning employees' abilities and limitations
- Establish a timeline for the return of the absent employee, and any changes in their ability to work
- Take an active part in the planning and implementation of RTW arrangements for the employee

- Establish and maintain communications with employees whose absence relating to a workplace injury exceeds ten days
- Request that the employee produce documentation from his/her physician to establish his/her physical and mental abilities and any information on limitations resulting from the injury through the completion of a Functional Abilities Form
- Coordinate and implement the RTW process
- Provide the absent employee with information regarding the RTW process and ensure that they understand the procedures and their responsibilities
- Communicate with the employee, union or association, supervisor and attending physician to ensure a complete understanding of the absent employee's abilities, possible job restrictions, the physical job demands required and a timetable for a return to work
- Attempt to find an appropriate job match in the event that an injured employee cannot return to their pre-injury position

Work Reintegration

Work reintegration is a process that begins as soon as the employer is aware of a work-related injury or illness. The work reintegration process must continue throughout the recovery period and must be adapted to each individual employee and situation. Work reintegration is available for both injured employees and employees struck by an occupational illness. In the case of an illness, the work reintegration program will commence once the employee is functionally fit to report for work. Work reintegration should include goals and timelines for recovery.

Information in the work reintegration program should be gathered from the employee, employer, doctor(s) and WSIB contacts. The program must be shared between these parties as needed. Statutory requirements for the work reintegration program include the values of co-operation (between all parties) and re-employment for the employee.

In the event that a suitable RTW/work reintegration assignment cannot be found, Karma Co-op will refer the injured worker to WSIB's case worker for retraining opportunities.

Karma Co-op will consult with the WSIB for a suitable accommodation position and provide any needed information to the WSIB so that the worker is informed of the details and has a choice in their assignment (where possible).

The work reintegration program is not limited to employees who have been absent from their workplace. It also applies to employees who have remained at work but have had accommodations created for them during their recovery period.

The work reintegration program will be required until the employee returns to their pre-injury position or the employee is awarded damages for any loss of earnings if he/she had to switch positions (i.e. a lesser wage).

In any cases where the employer and/or employee does not meet the stated requirements for the work reintegration program, the WSIB may reduce or suspend the employee's benefits, or levy a monetary penalty on the employer.

Employers and employees may rely on the WSIB for any support required in the work reintegration period. In keeping with their Guiding Principles, the WSIB will schedule a meeting with the involved parties at a date that is not later than 12 weeks following the employee's date of injury (should the employee have not returned to work in any capacity). In a case where the employee and Karma Co-op are having difficulty with an appropriate RTW program, the WSIB will provide dispute resolution to help and facilitate communication.

In addition, the WSIB has additional services that Karma Co-op can access including, but not limited to, proactive education, case management support, accommodation assistance and disability management program counsel.

Penalties for Non-Cooperation

An employee may be subject to penalties for non-cooperation by the WSIB. The employer may not penalize the employee. The guidelines for penalties include:

- 50% of wage loss benefits beginning from the date that the written notice comes into effect until the 14th day following the written notice or until the employee begins to cooperate, whichever is sooner
- If the employee's non-cooperation continues past the 14th day, the WSIB will completely suspend the employee's wage loss benefits
- Additional penalties may apply, including a reduction in the amount of the payment that the employee would have received if they had been capable of performing the work

The employer may also be subject to penalties from the WSIB and these may include:

- An initial penalty of 50% of the wage loss benefits to the employee. This will continue until the 14th calendar day following the notice given by the WSIB or until the employer starts to co-operate, whichever is sooner
- If the employer's non-cooperation continues past the 14th day following the day of the notice, then the additional penalty will be 100% of the cost of the wage loss benefits payable to the employee and 100% of the costs associated with providing suitable work for the employee
- The full penalties will continue until the date that the employer starts to co-operate, the date that no further wage loss benefits are payable or 12 months following the date of the written notice

Accommodation

Employers have a duty to modify the work and/or the workplace to accommodate the needs of the employee up to the extent of undue hardship. Therefore, the employer has a duty to re-employ as set out in the WSIB act, any applicable Construction Regulations, the Ontario Human Rights Code or the Canadian Human Rights Act.

The employee’s accommodation requirements may be either temporary or permanent. At all times, all parties must comply with human rights legislation and associated laws.

The Ontario Human Rights Code guarantees equal access to employment opportunities to any person with a disability (work related or non-work related). Therefore, Karma Co-op will attempt to provide reasonable accommodation to any workers who have been injured or who acquired an illness up to the point of undue hardship.

Re-Employment Obligation to Offer Pre-Injury Job or Other Suitable Work (WSIB legislation)

Karma Co-op does not employ 20 or more employees, and therefore, does not meet WSIB legislation’s requirements for the employer s’ re-employment obligation. Nevertheless, Karma Co-op is keenly interested in the health and recovery of any injured worker and will take all reasonable steps to transition workers back to work.

Emergency Response and Weather-Related Hazards

Emergency Response Plan

Title:	Emergency Response Plan	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	6
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

The purpose of the Karma Co-op Emergency Response Plan is to ensure human safety, minimize damage to property, and assure rapid and responsive communication to all parties involved. This plan has been created to address, in a coordinated and systematic manner, all types of emergencies affecting Karma Co-op.

This plan will establish processes and procedures for appropriate responses to major emergencies, and assign roles and responsibilities for the implementation and execution of the plan in the event of an emergency or catastrophe. The guidelines shown in this plan are intended to keep employees of Karma Co-op prepared should Karma Co-op premises and/or facilities become unsafe due to calamity.

**This policy is in compliance with the Ontario Regulation 191/11 Accessibility for Ontarians with Disabilities Act, 2005*

Definitions

Fire and/or smoke: any conflagration (fire) of combustible materials at Karma Co-op causing danger of burns from fire or suffocation/choking from smoke inhalation. This can also include fires nearby Karma Co-op where there is a clear danger of the fire spreading to Karma Co-op or causing the air to become un-breathable due to smoke.

Natural disaster or severe weather: any emergency caused by inclement weather conditions or tectonic activity. Natural disasters include tornados, floods, earthquakes, mudslides, hurricanes, lightning strikes, avalanches, blizzards, ice storms, severe thunderstorms, etc. In some cases, natural disaster may also include excessive periods of intensely cold weather or excessive periods of intensely hot and/or humid weather.

Chemical, biological or radiological incidents: a release of toxic chemicals or other dangerous agents within the vicinity of Karma Co-op, including natural gas leaks, the release of harmful bacteria, viruses, or other biological dangers, or release of or exposure to radioactive materials.

Structural failures: any damage to Karma Co-op property or premises that causes unsafe conditions due to structural failure. Failures or pending failures include, but are not limited to, bomb threats, collapsed walls, ceilings or foundations, burst water mains, electrical power outages, etc.

Procedures

In general, Karma Co-op employees must report an emergency event immediately to a member of management or other appropriate authority.

At the incident: Management will assess the severity of the emergency and communicate immediately with assigned groups, as appropriate. Response/assessment teams are composed of at least one person per department to coordinate and instruct co-workers. These teams will coordinate emergency and/or evacuation efforts within their areas of responsibility.

Not all emergencies will require the same level of response. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors and property. Only the General Manager or an appointed designee has the authority to declare a state of emergency for Karma Co-op and can activate this plan.

For the purposes of this plan, Karma Co-op defines "emergency" as an instance, or combination of instances, of unsafe conditions that pose a threat to people or property, and includes:

- instances of fire and/or smoke
- natural disaster/severe weather

- chemical, biological or radiological incidents
- structural failures

Responsibilities in an emergency are delegated amongst various response/assessment team members, as indicated in the Karma Co-op Emergency Response/Assessment Teams Checklist.

Fire and/or Smoke

- Rescue anyone in immediate danger
- Alert employees of the fire and its location. Activate the nearest fire alarm. Contact the local fire department by calling 911 and follow any and all instructions. Assign someone to guide the response personnel directly to the fire
- Contain the fire if it is relatively safe to do so. Close all doors, fire doors and windows near the fire. Shut off all fans, ventilators, and air conditioners
- Extinguish the fire if it is small. Obtain the nearest fire extinguisher and pull out the safety pin. Aim the fire extinguisher nozzle low, at the base of the fire, depress the trigger, and move nozzle move slowly upward with a sweeping motion
 - Do not aim the nozzle at the middle or the top of the flames
 - If fire cannot be extinguished, evacuate the building immediately
 - Keep low to the floor to avoid inhaling smoke
- If the fire cannot be safely extinguished using available fire extinguishers, evacuate the premises immediately using the nearest and safest exit
 - Close all doors behind you as you leave
- Report to the designated Emergency Evacuation Area, which is south of Karma Co-op's Parking Lot at 6600 Falconer Drive and to the west of the driveway under the trees
 - Immediately report any employee(s), customer(s), visitor(s), contractor(s) or individual(s) who have remained in the building or refused to leave
- Do not return until it has been declared safe to do so by the Fire Department

If you are unable to leave your work station, or have returned to it due to fire or heavy smoke:

- Close all doors to prevent the entry of smoke and fire
- Dial 911 to notify the authorities and inform them of who and where you are
- Signal to the firefighters, by any means possible, to draw attention to yourself
- If possible, seal all cracks where smoke can get in
- Crouch low to the floor if smoke begins to enter your area
- Move to the nearest protected location in the room or area
- Wait to be rescued and remain calm
- Do not leave the area
- Do not panic or jump
- Listen for instructions or information, which may be given by authorized personnel

Natural Disaster or Severe Weather

- Account for all employees and visitors, ensuring that everyone is inside the facility. Close all windows and close all curtains and/or blinds
- Close all windows, curtains and blinds and instruct all employees and visitors to move away from windows
- If necessary, gather employees and visitors into the basement or, if no basement is available, into bathrooms or other enclosed area
- Listen to all weather reports for updates. Do not leave the basement or enclosed area until the weather warning has been lifted
- Stay calm. Encourage others to stay calm also
- Have portable radios available, along with extra batteries
- Be prepared for isolation at the premises. Ensure that emergency equipment and supplies are available, or can be readily obtained

Emergency Survival Kits

As a best practice, emergency survival kits should include enough supplies for employees, volunteers, visitors, customers and guests to survive for 72 hours.

Important items to include in the kit are:

- Candles
- Matches sealed in a waterproof bag
- Fire-retardant blankets
- Flashlight(s)
- Ample batteries
- Telephone(s) that will work in a power outage
- A well-stocked first aid kit
- Non-perishable food
- Manual can opener
- Whistle to serve as an extra communication device
- Cases of bottled of water

Other items can include spare clothes, personal hygiene items, pain and allergy relief pills, and assistive devices such as asthma inhalers, canes and diabetic medication.

Chemical, Biological, or Radiological

- Call 911, report the situation and follow any instructions given
- Notify managers, the Office Manager and Human Resources immediately
- Commence evacuation procedures

Structural Failure

The purpose of this procedure is to inform employees or visitors of precautions to be taken in the event of a structural failure.

In the event of a power outage:

- Gather flashlights and other needed supplies
- Check on all employees and visitors to ensure their safety
- Ensure all backup or emergency lighting is fully operational
- If the power outage is prolonged, consult with managers to consider dismissing employees for the remainder of the day

In the case of water, heat, or other utility disruptions:

- All attempts should be made to determine the cause of the disruption and the probable length of shutdown
- Where required, contact the local utility provider to assess and resolve the situation
- If the shutdown is prolonged, consult with management to consider dismissing employees for the day

If ceilings, walls or the foundation has collapsed or are collapsing:

- Exit the building immediately following your evacuation procedures
- If exits are sealed:
 - Find a sturdy piece of furniture such as a desk or sofa and get under it, or lie directly beside it with your body lower than the height of the object
 - If you cannot fit, lean up against an interior wall
 - Cover your head and mouth to prevent dust inhalation
 - Avoid exterior walls and reduce movement around the room
- If trapped:
 - Remain calm, orient yourself and signal for help
 - Depending on the situation, signalling will include tapping on walls or pipes to carry sound, calling out, or dialing for help using a cellular phone

If possible, move extremities slowly for circulation until help can find you.

Employee/Member/Visitor Evacuation Procedure

In the event that Karma Co-op declares that an evacuation of the premises is necessary in response to an emergency situation, employees/members/visitors are required to follow the steps below:

1. Stop working and shut down any equipment in use
2. Proceed to a posted emergency exit, following posted evacuation route(s)
3. Touch doorknobs/door handles carefully to check for heat
4. Proceed to the designated meeting area (unless otherwise instructed)

Bomb Threats

In the unlikely event of a bomb threat, it is impossible to discern valid threats from hoaxes. Therefore, all threats should be treated as real in order to protect lives and property, and the premises shall be evacuated immediately.

Missing Employee/Member/Visitor Procedure

Employees will be directed by the response/assessment team member to systematically search the premises both inside and outside (if safe to do so), including rooms, bathrooms, offices and other areas. Should a search of the premises prove unsuccessful, the response/assessment team member shall notify local law enforcement by calling 911. A description of the missing person, or a photograph (if available), should be given to the responsible authorities. The authorities will assume control of the search from this point.

The family and/or responsible party of the missing person shall also be notified, and they should be provided with an explanation of what is being done to find the missing person and that the local law enforcement has been notified. All previously contacted persons and law enforcement shall be notified if the missing person turns up from search, or of their own accord.

Alternative Formats

Karma Co-op is dedicated to ensuring the health and safety of all of our employees, volunteers, visitors, customers and guests. As such, we will provide our Emergency Response Plan in a format that takes into consideration individual needs.

It is critical that all of our employees, members, volunteers, visitors, customers and guests know and understand our Emergency Response Plan. If the information provided to you is unclear or is in a format that prevents you from fully knowing and understanding our process, please contact the following person as soon as possible:

MEMBERS, Karma Co-op's Joint Health and Safety Committee
Becky Armstrong
Christina Neumann
Talia McGuire

Karma Co-op, 739 Palmerston Avenue, Toronto ON Tel. 416-534-1470

Karma Co-op will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs. Alternative options include, but are not limited to:

- Enlarged text
- Braille format
- Communication support either in person or over the phone
- Documents provided via email

If requested, and upon approval by the individual, the individual Emergency Response Plan shall be shared with the person designated to provide assistance to the individual.

Fire Safety Plan

Title:	Fire Safety Plan	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	2
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

Karma Co-op aims to prevent injuries, loss of life and damage to property. This plan is to be used as a guideline for fire prevention as well as what to do in the event of a fire. See also the Emergency Response Plan.

General Description

Building Area: 1900 sq ft.	Construction Date: 1921	Building Height (storeys): 1
Number of Suites: 0	Number of Rooms: 5	
Number of Exits: 2	Electrical Room Location: Northwest corner inside panel cabinet of Members' Room	
Closest Hydrant: Palmerston Public School, 734 Palmerston Avenue	Storage/Utility Room Location: None.	

Fire Safety Equipment

Fire Alarm System: None	Smoke Alarms: Kidde
Location of Main Panel: Members Room, northwest corner of building	
Portable Fire Extinguishers: 3, ABC type	
Sprinkler Systems: None	
Standpipe and Hose System: None	
Emergency Lighting: On Exit Signs	
Exit Signs: 5	

Guidelines

Preventive Measures

- Every employee shall familiarize themselves with the locations of fire alarms, extinguishers and evacuation points throughout the building
- Evacuation points such as hallways are to be clear at all times and are not to be used for storage
- Combustible items such as paper and cardboard and flammable materials are to be kept to a minimum
- Avoid using long and/or multiple extension cords for electronic devices
- Refrain from using electrical devices with known problems (i.e. frayed electrical cord, overheating)
- If a gas leak is suspected or you are aware of any damage to building equipment, be sure to report it to your manager
- All fire alarms and sprinkler systems are to be maintained on a regular basis
- Fire drills will be held on an annual basis, everyone is expected to participate
- All fire safety equipment is to be checked/tested/inspected as required

In the Event of a Fire

Employees shall:

- If you have been properly trained on how to use a fire extinguisher and it is not a hazard for you to do so, attempt to use the fire extinguisher to put out the fire
- If able, provide assistance to the individuals who require it
- Evacuate using the closest and safest emergency exit
- Exit the building, and meet at the designated evacuation point—Corner of Follis Avenue & Karma Laneway

- Do not re-enter the building until you have been informed that it is safe to do so

Supervisor/Management shall:

- Call 911 and provide the address of the building—739 Palmerston Avenue, on Karma Laneway
- Check the coolers, bathroom, and kitchen, alerting any individuals to evacuate the building.
- Ensure all employees, members, and shoppers are evacuating the premises
- Direct employees to gather at the designated evacuation point—Corner of Follis Avenue and Karma Laneway
- Provide evacuation assistance to those who require it
- Once everyone has evacuated and met at the designated meeting point, perform a headcount to ensure all employees are present
- Ensure that no one re-enters the building until the authorities have been informed that it is safe to do so

Attachments – see other attached document.

Schematic diagram of the building with respective evacuation points posted at entrances.

Heat Stress Prevention and Hot Weather Policy

Title:	Heat Stress Prevention and Hot Weather Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	4
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

Karma Co-op has adopted this policy to ensure the ongoing health and safety of employees that are exposed to high levels of heat and/or other climatic conditions that may cause adverse effects to health and safety in the performance of their regular job duties for Karma Co-op. This policy is intended to include both indoor and outdoor work where temperature is a concern.

Guidelines

Authority

Karma Co-op will ensure that our workplace is in compliance with health and safety regulations, that the threshold values for heat stress and heat strain recommended by the Ontario Ministry of Labour are observed, and that actions are taken appropriately in response to any concerns where an un-acclimatized worker's core temperature is in danger of exceeding 38 degrees Celsius.

Responsibilities

Managers/Supervisors

Karma Co-op management and supervisory employees will be responsible for the overall health and safety of staff members under their direction, including appropriate management of heat stress prevention policy and procedures.

Management and supervisors will be required to ensure that hazard identification and risk assessments are performed, and that work is safe. Where temperature is a concern, management and supervisors will be required to evaluate the work that will be performed, ensure that appropriate safeguards (first aid plans and materials) are in place, ensure that relief measures (drinking water, rest periods scheduled) are available and implemented, and that employees are appropriately acclimatized to heat when performing work in areas where hot weather exists.

Management and supervisors will communicate information regarding the signs and symptoms of heat stress/disorders.

As necessary, management and supervisors will adjust and adapt work schedules to effectively reduce the risk of injury and/or illness due to heat stress.

Employees

Employees of Karma Co-op are required to participate in health and safety training and to adhere to all health and safety policies and safe work procedures.

Disorders

The following disorders are commonly associated with exposure to excessive heat. In the event that any of the following are observed or experienced, the symptoms should be immediately communicated to management or the immediate supervisor and appropriate first aid measures will be taken.

Heat Cramps

Cause(s): Dehydration caused by excessive sweating; imbalance of internal pH due to the loss of salt and other electrolytes through excessive sweating.

Signs and Symptoms: Cramping and painful spasms; excessive sweating.

Treatment: Drink water to replenish lost fluids; rest; and, where possible, remove yourself from the area where the heat is excessive to a cooler area, or under shade. Massage cramps.

Heat Exhaustion

Cause: Dehydration due to excessive sweating; shock due to a failure to properly acclimatize to conditions.

Signs and Symptoms: Excessive sweating; increased level of thirst; increased heart rate/rapid pulse; dizziness/fatigue/weakness; loss of consciousness (fainting/collapse).

Treatment: Drink water to replenish lost fluids; rest lying down with legs elevated; and, where possible, remove yourself from the area where the heat is excessive to a cooler area, or under shade.

Heat Stroke

Cause: Extended/over-exposure to excessive heat.

Signs and Symptoms: Loss of ability to internally regulate temperature; temperature continues to rise, even with the addition of water and removal from the area with heat; excessive body temperature (above 98.6 degrees); sweating has stopped; skin appears red and is very hot and dry; heart rate is increased and pulse is rapid; breathing is laboured; dizzy and/or disoriented; fatigue and/or weakness; loss of consciousness.

Treatment: HEAT STROKE IS A MEDICAL EMERGENCY! Immediately call for help and contact emergency services (ambulance). Where possible, immerse the worker in water and ice in an effort to cool them down.

Controls of Heat Stress

The following guidelines should be followed to prevent heat-related disorders.

Engineering Controls: Where possible, venting and/or air-conditioning shall be applied. Alternate methods will include the use of fans and opening of windows. For outdoor work, Karma Co-op shall work to ensure that a shaded area is available.

Acclimatization: In an effort to avoid shock associated with exposure to heat, Karma Co-op workers will be required to use appropriate acclimatization procedures to adapt them to new temperatures. This shall be accomplished by scheduling the worker to incrementally longer periods of exposure to heat over a period of 5-10 days.

Work Conditions: Karma Co-op management and supervisory staff will regularly check the weather conditions that will affect work, and will adapt the schedule(s) and tasks as appropriate.

Work/Rest Cycles: Where possible, work requiring strenuous physical activity shall be scheduled for cool periods in the day (early morning or evening), and non-essential tasks will be rescheduled until such time as the risk of injury or illness due to heat stress falls into an acceptable range. Scheduling of tasks will ensure that workers are rotated in a manner that allows for sufficient break periods in a cool and/or shaded area.

Personal Protective Equipment: Karma Co-op staff members required to perform work duties in hot environments will be directed to utilize appropriate lightweight/breathable garments that provide maximum protection against the sun, and potential health and safety hazards related to both the work and heat stress. Where work is performed outdoors, sun block will be recommended.

Fluid Intake: To minimize the danger of dehydration and other health risks associated with heat stress, Karma Co-op will ensure that workers are provided with access to water. Staff members who perform work in areas with excessive heat are advised that the recommended intake of fluid is 250 mL (one cup) per 20 minutes.

Criteria for managing heat stress induced by hot weather:

- Humidex reaching or exceeding 35 degrees Celsius
- Environment Canada humidex advisory (air temperature exceeding 30 degrees Celsius and humidex exceeding 40 degrees Celsius)
- Environment Canada weather reports
- Heat wave (three or more days of temperatures of 32 degrees Celsius or more)

Hot weather plans should be in place between May 1 and September 30 of each year, and considerations for high levels of UV radiation and smog will be included in the evaluation of outdoor work safety conditions.

Winter Weather Procedure

Title:	Winter Weather Procedure	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	1
Location:	739 Palmerston Avenue, Toronto ON		

Winter Weather Procedure

The day before a winter storm warning/watch has been issued, the General Manager or appointed manager (hereafter called the Winter Warning Designate - WWD) should consult Environment Canada's website for the latest forecast.

On the day a winter storm warning/watch has been issued, the WWD should monitor the City of Toronto and/or Toronto District School Board's (TDSB) Twitter accounts every 15 minutes from 6 am until 7 am. If there are closure announcements, the WWD will text all current Karma Co-op employees to inform them the store has closed.

If there are no closures, but the WWD is aware that other surrounding municipalities have initiated closures and/or bus cancellations due to potentially hazardous weather, the WWD may permit affected employees to work from home where applicable.

After Karma Co-op employees have arrived at work during a winter warning/watch, the WWD will monitor weather reports every hour. Should weather conditions deteriorate, the WWD will judge whether to close the store and complete the Closing Procedure checklist. The WWD will continue to monitor weather conditions and update employees on any changes to the expected re-opening.

Closing Checklist:

- Post to Karma Co-op Twitter/Facebook/Instagram about the store closure (when the store is closing and when it is expected to re-open)
 - Employees with access to Karma's social media will post
- Contact all employees, member labourers and interns to inform them about the store closure and expected re-opening. Ask employees if they are expecting anyone to visit the store, and follow up to ensure they are informed about the store closure
- Post a sign at the main door informing the public about the closure
- Follow normal lockup procedures

If after 1 pm weather conditions deteriorate and the WWD believes a store closure is the prudent course of action, all employees/member labourers/interns will be texted or called and given the option of staying in the store overnight to prevent travelling in unsafe conditions.

First Aid Policy

Title:	First Aid Policy	Issued:	February 05, 2020
Approved by:	General Manager	Review/Revise Date:	
Issue to:	All Employees	Pages:	3
Location:	739 Palmerston Avenue, Toronto ON		

Purpose

Karma Co-op will ensure that appropriate first aid supplies are maintained and accessible at all times and that a trained and competent individuals are on-site at all times.

Karma Co-op is committed to meeting all legislative regulations regarding first aid facilities, training, records and reporting under the OHSA and Regulation 1101—First Aid Requirements, Workplace Safety and Insurance Act.

Responsibilities

Karma Co-op will ensure that:

- Roles and responsibilities regarding first aid are defined. Workers, supervisors/managers and safety staff will be trained and educated in their respective roles
- The first aid kits shall be located within quick and easy access for all employees
- First aid kits shall be adequately stocked with supplies
- First aid treatment records shall be kept
- First aid certificates of all trained first-aiders shall be posted at first aid stations
- First aid kit inspections will be conducted on a regular schedule (monthly) and records of these inspections will be maintained
- Karma Co-op will investigate any and all accidents that result in injury

Staff will ensure that:

- They have fully stocked first aid kits whenever a program/project is being delivered
- First aid kits are available in each Karma Co-op vehicle or rental vehicle used for business
- Supervising staff will notified immediately if a first aid kit is missing/ requires re-stocking, etc.

Guidelines

All Karma Co-op mangers and assistant managers shall ensure that appropriate numbers of staff that have first aid and CPR training are onsite and scheduled.

Training of all designated first-aiders shall be the responsibility of the General Manager.

Karma Co-op emergency procedures and telephone numbers shall be posted at the first aid station, adjacent to the Health & Safety Board.

First aid kits shall be stocked in a manner that complies with WSIB Regulation 1101 at the expense of Karma Co-op.

The General Manager shall maintain an electronic database indicating:

- The location of all first aid kits
- Names of designated first-aiders
- Effective dates of training and expiration dates

The General Manager will schedule regular first aid courses and contact designated first-aiders who are scheduled for renewal.

First Aid Procedures

In the event of an injury, first aid should be administered immediately, followed by proper medical treatment if necessary.

The first person on the scene of an injury should immediately contact the appropriate authorities and/or the closest first aid responder. In the event that the first person on the scene has appropriate first aid/CPR training, they are directed to provide first aid/CPR in accordance with their level of training, using the first aid materials available. As necessary, the first-aiders or other nearby person shall contact 911 emergency response services (First, Police, Ambulance) immediately. When in doubt, call 911 immediately.

The first-aiders must complete an injury treatment record for the incident.

The health and safety representative will notify the injured person's next of kin/emergency contact (where applicable) after the status of the injured person's condition is known.

Accident Procedure

Where qualified, Karma Co-op employees may administer first aid with the permission of the members or shoppers affected.

In emergency situations, Karma Co-op employees must immediately contact 911 and/or the relevant authorities to initiate effective care. In the case of a 911 emergency situation, managers/supervisors at Karma Co-op must be notified of the situation as soon as possible.

All work-related accidents that require any first aid must be documented with a Karma Co-op Near-Miss/Incident/Accident Report Form. This includes accidents where first aid is administered to staff members and/or member labourers/shoppers.

All accidents/incidents must be reported in writing to supervisors at Karma Co-op within 48 hours of the incident occurring.

All first-aid trained employees are required to respond accordingly, whether to use an epi- pen during an anaphylactic and/or severe allergic reaction, or to help dislodge a choking obstruction, etc.

Attachments

First Aid Kit Inventory Sheet Form in kits and Health & Safety Binder
Near-Miss/Incident/Accident Report Form in Health & Safety Binder