



Safety Awareness

for Automotive
Service Employees



AUTOMOTIVE RETAILERS ASSOCIATION
Driving Industry Excellence

Vision, Mission and Values

Automotive Retailers Association

Our Vision

Driving Industry Excellence

Mission Statement

To be the engine of industry development to set practices and standards that enhances opportunities for retail success while protecting the safety and satisfaction of the motoring public

Our Values

Adherence to our code of ethics and sound business ethics in striving to do what is right and do what we say we will do. Earning the trust of others through consistency of actions with stated values and commitments.

The ARA represents the Automotive Service Industry :

- Towing & Recovery
- Collision Repair
- Mechanical Repair
- Automotive Recycling
- Automotive Glass
- Auto Rental
- Auto Dealers
- Power Sport Dealers

A Commitment to Health and Safety

The Automotive Retailers Association is committed to helping its members provide a proactive health and safety program for their employees.

As an employer, _____

is responsible for providing its workers with adequate instruction in health and safety and for addressing unsafe situations. As an employee or contractor, you are required to work safely and to know and follow our company policies.

Our goal is to be a leader in health and safety in our industry and to provide a healthy, injury-free workplace for all automotive service workers. By working together, we can achieve this goal.

Signature of employer: _____

Date: _____

I have read this booklet and reviewed it with my supervisor.

Name of worker: _____
(please print)

Signature of worker: _____

Date: _____

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Disclaimer

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Purpose of this Guide

WorkSafeBC has many resources for both workers and employers.



The Internet icon used throughout this guide indicates that the resource is available on-line at *WorkSafeBC.com*

The purpose of this employee handbook is to provide important health and safety information for people who are starting a new job in the automotive services industry.

It focuses on what you need to know to have a safe and healthy work experience and discusses your rights and responsibilities about health and safety on the job. This handbook is to be used as a general resource only as not all workplace hazards are covered.

WorkSafeBC has many resources for both workers and employers. The laptop icon used throughout this guide indicates that the resource is available on-line at *WorkSafeBC.com*.

Useful online resources available through WorkSafeBC include:

1. *Understanding the Risks of Musculoskeletal Injury (MSI)* - An education guide for workers, on sprains, strains, and other MSIs
2. *Preventing Musculoskeletal Injury (MSI): A guide for employers and joint committees.*
3. *Back Talk: An Owner's Manual for Backs.*
4. *What to do in case of a fire in your public building.*
5. *3 Steps to Effective Worker Education and Training.*
6. *The Workers Compensation Act and the Occupational Health and Safety Regulation.* The *Act* gives WorkSafeBC the authority to set and enforce occupational health and safety standards and establish health and safety policies. The *Regulation* contains legal requirements that must be met by workplaces under WorkSafeBC's jurisdiction.

Other industry health and safety resources are available through the ARA at www.ara.bc.ca/health-safety.

If you are an employer

In this guide you will find helpful references to other publications that have been written with your needs in mind. The ARA offers its members tools and resources for building their health and safety programs available for download through www.ara.bc.ca/healthy-safety. As well, WorkSafeBC offers many online resources that are particularly helpful for small to medium-sized employers in the retail sector. These can be found online at *WorkSafeBC.com*.

Sharing the Responsibility for Health and Safety

Everyone at the workplace has responsibilities to health and safety. Employers must ensure the health and safety of their workers and other workers present. Supervisors must ensure the safety of workers under their supervision. Workers must protect their health and safety and the health and safety of other persons.

Employer's responsibilities:

- Provide a safe and healthy workplace.
- Ensure new and young workers receive a health and safety orientation before commencing work.
- Ensure that workers are adequately trained.
- Keep written records of training (who, what and when).
- Establish a formal or informal OHS program depending on the size of the workforce and the hazards present in their workplace.
- Develop written safe work procedures for hazards such as lockout, confined space entry, working alone or occupational driving.
- Conduct regular inspections and correct unsafe conditions and acts.
- Support supervisors, safety co-ordinators, and workers in their health and safety activities.
- Take action immediately when a worker or supervisor reports a potentially hazardous situation.
- Initiate an immediate investigation into incidents.
- Report serious incidents to WorkSafeBC.
- Provide adequate first aid facilities and services.
- Provide personal protective equipment where required and ensure that it is properly worn.

Employers have a responsibility to ensure that every worker receives adequate instruction. This instruction is usually delivered through education (such as classroom-based training, lectures and videos) and training (demonstrations and active worker participation.) In addition, employers should work with supervisors to help foster positive attitudes to workplace safety.

Supervisor's responsibilities

- Instruct workers in written safe work procedures.
- Train workers for all tasks assigned to them and check that their work is being done safely.
- Ensure that only authorized workers operate tools and equipment or use hazardous chemicals.
- Ensure that equipment and materials are properly handled, stored, and maintained.
- Enforce health and safety requirements.
- Correct unsafe acts and conditions.
- Identify and manage workers whose actions could affect safety at the worksite.
- Develop health and safety rules and inspect the workplace for hazards.



EMPLOYERS:

For guidance on how to set up a health and safety program for your business see www.ara.bc.ca/health-safety. For regulatory requirements, see Sections 3.1 to 3.4 of the *Regulation*.



EMPLOYERS AND SUPERVISORS:

For more information see *3 Steps to Effective Worker Education and Training*.

Sharing the Responsibility for Health and Safety

Worker's responsibilities

- Understand workplace hazards and follow written safe work procedures.
- If you don't know how to do something safely, ask for training before you begin the task.
- Work safely, and encourage your co-workers to do the same.
- Correct any unsafe conditions or immediately report them to your supervisor.
- Immediately report any injury to a first aid attendant or supervisor.
- Take the initiative. Make suggestions to improve health and safety.
- A person must not enter or remain at any workplace while the person's ability to work is affected by alcohol, a prescription or illicit drug, or other substances so as to endanger the person or anyone else.

Your rights as a worker

As a worker in British Columbia, your legal rights include:

- Training in safe work procedures and how to recognize on-the-job hazards.
- Supervision to make sure you work without unnecessary risk.
- Employer-provided safety equipment required for your job (although you are responsible for safety footwear and headgear).
- Refusal of work you think is unsafe - without being fired or disciplined for refusing.
- Participating in workplace health and safety committees and activities.



What is a Joint Committee?

The *Workers Compensation Act* requires that all workplaces with 20 or more employees have a Joint Occupational Health and Safety Committee with a minimum of 4 members. This group may be comprised of management and employee representatives. Half the members must be workers. The Committee must meet at least once per month during regular work hours.

The Committee is a vital communications link between management and employees. It gives employees the opportunity to take an active role in the safety of their co-workers and workplace.

For workplaces where there are more than nine but fewer than 20 regularly employed workers—or where required by WorkSafeBC—a worker health and safety representative is required. The worker health and safety representative has essentially the same duties and functions as a joint committee.

What does the Joint Committee do?

The purpose of the Committee is to assist the employer in creating a safe workplace. It does this by recommending actions that will improve the effectiveness of the Occupational Health and Safety Program, and by promoting compliance with WorkSafeBC's Occupational Health and Safety Regulation.

The duties of the committee (or worker health and safety representative, where practicable) include:

- Identifying and advising on unhealthy or unsafe workplace situations.
- Promptly dealing with complaints relating to worker health and safety
- Participating in inspections, investigations, and inquiries.
- Ensuring that investigations and regular inspections are carried out.
- Reviewing incident reports, including near misses, and making health and safety recommendations to the employer and workers.
- Making recommendations to the employer on health and safety education programs.



EMPLOYERS:

To learn more about the first aid requirements for your business, see Section 3.14 to 3.21 of the *Regulation and Guidelines*.

First aid

Good first aid treatment can reduce the severity of work-related injuries. All workplaces, must meet the first aid requirements found in Part 3 of the *Regulation*. Employers are required to conduct a first aid assessment to determine an appropriate level of first aid services for the workplace.

Your employer is responsible for:

- Informing you how and when to report an injury.
- Informing you where the first aid attendant, first aid room and first aid kit are located.
- Investigating accidents and reporting them to WorkSafeBC.



WORKERS:

For information on filing a claim, see *Managing Your WorkSafeBC Claim - The basics of workers' compensation*.



Common Health and Safety Concerns



Written safe work procedures

For any task that is hazardous, complicated, frequently performed or less routine, your employer should provide written work procedures. The procedures should be posted where they are easily accessible.

If there is a written work procedure for a task, you are responsible for following it once you have been trained in how to do the task safely.

If you have a health or safety concern

- Report your reasons to your supervisor or employer, who must then investigate the matter and ensure that any unsafe condition is remedied.
- If the issue is not resolved, talk to a member of the safety committee or your worker safety representative.
- If none of these steps work, you can anonymously contact WorkSafeBC at 604-276-3100 in the Lower Mainland, or toll-free in B.C. at 1-888-621-7233.

Exposure to Airborne Material



EMPLOYERS AND WORKERS:

To learn more about respirator programs and safe respirator use, see *Breathe Safer*.

Some tasks in automotive service areas may produce airborne materials that can irritate the skin, eyes, gastrointestinal and respiratory tracts and cause occupational diseases such as asthma.

Examples of Hazards:

- Vapours with isocyanates from painting, parts cleaning and vehicle refinishing.
- Fumes from welding.
- Dust particles from sanding operations.
- Mist from spraying, mixing chemicals, and cleaning job sites.
- CO₂ exposure from vehicle exhaust.

If there is a hazard of airborne material in your workplace, your employer is required to do a formal risk assessment and if necessary, have a respirator protection program.

If your job requires the use of a respirator, your employer is required to provide you with training and the appropriate type of respirator for the job you are doing.

Any task that requires a respirator also requires a written safe work procedure. You are responsible for following it once you have been trained. Annual fit tests and regular maintenance are also required.

Safety tips

- Let your supervisor or manager know if you have any medical condition such as breathing problems or claustrophobia that would prevent you from using a respirator (See *"Breathe Safer"* for a list of conditions).
- Check that you are using the right respirator for the job.
- For respirators with a face piece that seals to your face, ensure you are clean-shaven - facial hair can prevent a good seal and fit necessary for safe functioning of a respirator. See *"Breathe Safer"* for how to do a fit test.
- You must perform a seal check before using the respirator.
- If your respirator has a cartridge, check that you have the correct cartridge for the respirator, and that you are using it correctly.
- Properly store respirators in a clean, dry area such as a resealable plastic bag.



Eye Injuries

Most eye injuries can be prevented with the use of protective equipment.

Examples of Hazards:

- Dust
- Ultraviolet, infrared and visible radiation
- Chemical splashes
- Flying particles and debris
- Molten materials

Your employer is responsible for:

- Determining what type of eye protection, such as safety glasses with or without side shields or goggles with or without ventilation, you require for any task that involves exposure to materials likely to injure or irritate the eyes.
- Taking adequate precautions if hazardous substances or conditions may adversely affect a worker wearing contact lenses.
- Providing you with appropriate eye protection, and replacing it if it becomes pitted, scratched, bent or cracked.
- Providing an appropriate eyewash facility as required in the *Regulation*, and ensuring that workers are trained in its use.
- Developing and posting written safe work procedures for tasks where there is a risk of eye injury.

Safety tips:

- Be sure your eye/face protection has *Canadian Standards Association* Certification.
- If you wear bifocal or trifocal glass lenses and are doing a task where there is a danger of impact, wear impact rated eye protection over your prescription eyewear.
- Know where the emergency eyewash facility is located and how to use it.
- Clean your safety glasses regularly and store them in a clean dry place when not in use.



EMPLOYERS:

See Sections 8.14–8.18 of the *Regulation* for requirements for protective eyewear, and 5.89 and Table 5-3 for eyewash facilities.



Exposure to Noise

Noise from equipment can reach harmful levels that can cause hearing loss. Workers that are exposed to average noise levels of 85 dBA or above per day require hearing protection.

Noise-induced hearing loss is the most prevalent occupational disease. Approximately ¼ million B.C. workers are exposed to workplace noise sufficient to cause occupational hearing loss. Hearing loss can be very gradual, usually happening over a number of years.

Examples of Hazards:

- Grinding
- Sanding
- Engine revving

Among other duties, your employer is responsible for:

- Determining if noise levels in the workplace present a hazard.
- Controlling noise wherever possible (such as placing equipment within an enclosure.)
- Providing workers with education and training in hearing protection.
- Providing hearing protection for workers exposed to hazardous noise levels.
- Posting notices of noise hazard areas.
- Providing annual hearing tests as required.

Safety tips:

- Control noise wherever possible. This may include administrative controls that limit the time spent in a noisy area, or the use of quieter tools/or engineering controls (such as placing equipment within an enclosure.)
- Wear approved hearing protection whenever you enter an area posted as having high levels of noise, whether or not it is noisy when you enter. Noisy equipment can start up at any time!



Ergonomic Safety

Tasks such as lifting, reaching, and repeating the same movements, can strain the body. In some situations, these tasks can result in an injury to the neck, shoulder, arms, wrists, legs and back.

This type of injury is called a musculoskeletal injury, or MSI. MSIs account for about one-third of accepted WorkSafeBC claims.

Examples of Hazards:

- Lifting, pushing or pulling.
- Reaching and working overhead.
- Working in awkward positions.
- Performing the same movements repeatedly.

Signs and symptoms of MSI include redness, swelling, difficulty moving a particular body part, numbness, tingling and pain. They may appear suddenly or gradually over a long period of time.

Your employer is required to identify tasks that are likely to cause MSIs and control or eliminate them where possible. You are required to report early signs and symptoms of MSI to your employer.

Safety tips:

- Avoid long periods of repetitive movement - rotate tasks or take quick "micro-breaks."
- Avoid awkward positions and twisting.
- Store heavy items or items used frequently at approximately hip height to avoid bending.



WORKERS:

See *Understanding the Risks of Musculoskeletal Injury (MSI) - An educational guide for workers on sprains, strains, and other MSIs.*



EMPLOYERS:

See *Preventing Musculoskeletal Injury (MSI) - a guide for employers and joint committees.*



WORKERS AND EMPLOYERS:

For information about preventing back injuries, read *Back Talk: An Owner's Manual for Backs*.

Improper handling and lifting of heavy or bulky objects are a major source of strains, sprains, neck and back injuries and hernias. Any of these injuries can affect you for weeks, months or even years.

Examples of Hazards:

- Reaching
- Lifting
- Pushing or Pulling

Safety tips:

- Most handling and lifting injuries can be avoided by using proper lifting techniques.
- Ask your supervisor for information on how to lift safely.

Slips, Trips and Falls

Slips, trips and falls may sound like minor incidents, but they can result in a sprain, fracture or head injury.

Examples of Hazards:

- Spills (oil, water, other fluids)
- Cluttered walkways and work areas
- Ladders and stairways
- Open work pits

Safety tips

When entering or exiting mobile equipment, always maintain three points of contact. This means keeping two hands and one foot—or two feet and one hand—on the equipment at all times.

- Wear well-fitting non-slip footwear.
- Keep walkways and work areas clear of tools, boxes, and other clutter.
- Clean up spills right away.
- Don't carry more than you can safely handle.
- Be sure you can see where you are going when carrying large items.
- When stocking shelves, place heaviest items at knee to chest level.
- Use a stepladder to reach high items. Never use a chair.

Exposure to Hazardous Materials (WHMIS)

If you are expected to work with hazardous materials, your employer is required to inform you that they are hazardous and train you in their safe use.

The Workplace Hazardous Materials Information System (WHMIS) provides information about many hazardous materials (or “controlled products”) used in the workplace. Under WHMIS, workers have the right to receive information about each controlled product they use — its identity, hazards, and safety precautions.

WHMIS has developed a classification system of six hazard classes. These classes are depicted by eight hazard symbols that identify the specific hazards of controlled products. After a controlled product has been classified, the following three WHMIS elements are used to communicate health and safety information:

- WHMIS labels
- Material Safety Data Sheets (MSDS)
- WHMIS education and training programs

Examples of Hazards:

- Solvents for cleaning engine parts .
- Acids for metal preparation.
- Body filling products involving cream hardeners, lead and zinc.
- Paint mixing including solvents, isocyanates, lead and chromate.

Safety tips:

- If you have been successfully trained in how to handle hazardous materials, you should be able to answer these 4 questions:
 1. What are the hazards of the product you are using?
 2. How do you protect yourself?
 3. What should you do in case of an emergency or spill?
 4. Where can you get more information on the product?
- Read the labels and the MSDSs that accompany chemicals.
- Use non-toxic non-flammable products when possible, and ask your employer to consider replacing toxic and flammable products with safer substitutes.



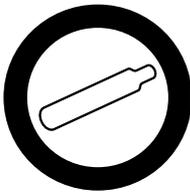
WORKERS AND EMPLOYERS:

For more information, see *WHMIS at Work*.

Exposure to Hazardous Materials (WHMIS)

When handling hazardous materials:

- Follow written safe work procedures.
- Use the chemical only as directed.
- Use personal protective equipment (for example, suitable clothing, rubber gloves, goggles and/or face shields) as recommended by the manufacturers and required by your employer.
- Check that first aid is available.
- Be sure you are working in an adequately ventilated area with approved fire protection.
- Do not do "hot work" where flammable/combustible chemicals are in use or stored.
- Store chemicals in a properly ventilated, locked area and post warning signs.
- If you do not understand WHMIS labeling and markings, ask your supervisor.



Compressed Gas



Flammable and combustible material



Oxidizing material



Poisonous material



Toxic material



Biohazardous and infectious material



Corrosive material



Dangerously reactive material

Tool, Grinding and Welding Safety



EMPLOYERS:

See Part 12 of the
*Regulation: Tools,
Machinery and
Equipment*

Tools of the trade for automotive service workers - from hand tools to power tools, grinders and welding equipment - have the potential to cause serious injury. Your employer is responsible for ensuring that you are properly trained in how to use each tool or piece of equipment before you are expected to use it.

Hand tool hazards:

- Chisels and wedges with mushroomed heads.
- Split or cracked handles.
- Chipped or broken drill bits.
- Wrenches with torn-out jaws.
- Tools with parts missing.

Power tool hazards:

- Broken or inoperative guards.
- Insufficient or improper grounding due to damage on double-insulated tools.
- No ground wire on plug or cords of standard tools.
- Defective on/off switch.
- Tool blade cracked.
- Wrong parts used (for example, grinding wheel.)

General safety tips:

- Follow written safe work procedures.
- Inspect all tools prior to use. Never use a defective tool.
- Report all defective tools to your supervisor and mark them not to be used.

Grinding safety tips:

- Follow written safe work procedures.
- Wear eye, hearing and respiratory protection.
- Ensure that dust control is in place.
- Do not grind on the side of the wheel.
- Do not stand directly in front of the grinding wheel when it is first started.



Tool, Grinding and Welding Safety



Welding, cutting and burning safety tips:

- Follow written safe work procedures for which you have received adequate training.
- Wear flame-resistant clothing and other personal protective equipment (eye and hearing protection and gloves.)
- Check that you are working in an area with adequate ventilation.
- Alert other workers in the area and protect them by using a flame resistant screen.
- Know where firefighting equipment is located and how to use it.
- Check that the work area is free of combustible and flammable materials.
- Use fire-resistant materials to control or contain slag and sparks.
- Ensure that refuse, spills, and waste material do not accumulate at the workplace. Store solvent soaked rags in seal proof containers.
- Protect your ears when welding to prevent ear damage from slag. If you wear a cotton welder's cap, concentrate on fit rather than style. The cap should be capable of covering your ears. For added protection, some welders turn their cap brim to the side of their head that is most prone to the shower of sparks.
- Work in an area with adequate ventilation.
- If machinery or equipment is shut down for maintenance no work may be done until all parts and attachments have been secured against inadvertent movement, energy sources have been effectively controlled and, if necessary, locked out.

Auto Lift (Hoist) Safety



EMPLOYERS:

See Sections 12.74 - 12.80.2 of the *Regulation* for new auto hoist requirements.

Automotive lifts, portable automotive lifts or other vehicle supports have the potential to cause serious injury and death. Your employer will ensure that you have been trained in safe work procedures by the manufacturer's representative or a qualified automotive lift inspection firm before using a lift.

The *Regulation* requires that an automotive lift must be inspected and tested monthly in a manner acceptable to WorkSafeBC, unless the manufacturer requires more frequent inspection and testing.

Safety tips:

- The operation of an automotive lift, portable automotive lifting device or other vehicle support must be carried out according to the manufacturer's instructions or the written instructions of a professional engineer
- Before driving a car or truck into the shop, be sure the lift area is free of:
 - grease and oil
 - tools
 - cords and hoses
 - trash and other debris
- Stand to one side when directing a vehicle onto the hoist; do not stand directly in front of the vehicle. Do not allow customers or bystanders in the lift area or in the vehicle when the lift is in use.
- Operators should also be aware of the vehicle lifting points for the type of lift they are using.
- Never overload the lift - check the manufacturer's rated capacity on the nameplate attached to the lift. If the nameplate is missing or worn away, ask your supervisor to check immediately with the manufacturer's representative before using.

Working around Vehicles

Motor vehicle crashes are a leading cause of workplace death. Automotive services workers in British Columbia have been seriously injured or killed by moving vehicles, both in the service area and while operating a motor vehicle.

Vehicle movements can be difficult to predict — a driver may start or stop suddenly, or steer the vehicle in a direction you do not anticipate.

Safety tips:

- Follow written safe work procedures for working around vehicles
- Wear an appropriate high visibility vest (if near moving equipment, the garment must have “tear away properties”; if worn in potentially explosive environments, vests with Velcro™ strips must not be used due to static electricity concerns.)
- Provide clear guidance to a driver who plans to enter, or who has entered, the service area, loading zone or parking lot. Make and keep eye contact with the driver of a moving vehicle.
- Stay clear of vehicles in motion. Never walk or stand directly behind or in front of a vehicle with a driver behind the wheel, either in the service area or parking lot.
- Stand off to the side when directing vehicles over service pits or onto automotive lifts.

Driving company vehicles

Every employer in British Columbia must ensure the health and safety of all workers in the employer’s workplace. The workplace extends to the vehicle that the worker is driving. That includes vehicles:

- Owned by the employer.
- Owned by the worker.
- Used for primary work such as those used by a truck driver or delivery person.
- Used to go to/from primary work, such as vehicles used by a repair person, sales person, or nurse.

Safety Tips

- Determine if driving is essential (limit or avoid driving, where possible.)
- Ensure you are fit to drive (well rested, hydrated and attentive.)
- Follow written safe work procedures for operating motor vehicles
- Plan your route. Check weather and traffic forecasts.
- Conduct a vehicle pre-trip.
- Comply with *Motor Vehicle Act* and other applicable regulations
- Wear your seatbelt.
- Avoid distractions. Don’t use electronic devices (smart phones, GPS and other devices) while your vehicle is moving.
- Never drive impaired. If you are taking prescription medicine, check with your pharmacist.
- Reduce speed depending on the conditions.
- Stop every two hours on longer trips.
- Report any incidents, near misses or vehicle deficiencies to your supervisor.



See <http://www.roadssafetyatwork.ca/workers/keeping-yourself-safe>



Every workplace must have a plan for dealing with emergencies. You should be instructed in that plan and have refresher training from time to time.

Once you have been trained, you should be able to answer these questions:

- What are the written safe work procedures.
- Where are the emergency phone numbers posted?
- Where are the fire extinguishers and how and when should they be used?
- What other specialized equipment may be needed in an emergency, and how it is used?
- Where are the fire alarms and fire exits?
- What is the evacuation plan for the building?
- What should you do during an earthquake?
- In case of evacuation, where outside the building is the assembly point and who should you report to?
- What actions should you take in the event of a robbery or violent attack?

Working alone:

If you are injured or an emergency occurs when you are working by yourself, how will you get help? What if you are knocked unconscious?

Working alone or in isolation "means to work in circumstances where assistance would not be readily available to the worker in case of an emergency, or in case the worker is injured or in ill health."

Among other duties, your employer needs to establish clear, written procedures for ensuring the safety of staff who will be working alone. Workers must comply with these procedures, which should include the following activities:

- The designated person who will establish contact.
- Time intervals between checks.
- A check at the end of the shift.
- A procedure to follow in case the worker cannot be contacted.

Workplace Bullying and Harassment

Workplace bullying and harassment can take many forms, including verbal aggression, personal attacks, and other intimidating or humiliating behaviours.

The *Workers Compensation Act* sets out duties to preventing the incidence of workplace bullying and harassment, which includes:

- a) Any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- b) Excludes any reasonable action taken by an employer or supervisor relating to management and direction of workers or the place of employment.

Examples of conduct or comments that might be bullying and harassment include verbal aggression or insults, derogatory names, harmful initiation practices, vandalizing belongings, spreading rumours and other behaviours.

Bullying and harassment should not be confused with reasonable management action, such as decisions regarding job duties, workloads, deadlines, transfers, reorganizations, disciplinary actions or feedback.

Your employer must take steps to address and prevent bullying and harassment, which include:

- Developing a policy statement against bullying and harassment.
- Taking steps to prevent or minimize bullying and harassment.
- Developing and implementing reporting procedures.
- Training supervisors and workers about recognizing, responding to, and reporting incidents and complaints.

Worker responsibilities include:

- Not engaging in the bullying and harassment of others.
- Reporting any bullying and harassing behaviours they experience or observe in the workplace.
- Complying with the employer's policies and procedures.

If you are being bullied or harassed at work, you will need to take appropriate steps to report it. WorkSafeBC has developed a worker bullying and harassment checklist and other workplace resources at www.worksafebc.com/bullying.

What to do if you are injured at work:

If you are injured at work or have symptoms of a work-related illness, you must:

- Step 1:** Report the injury to your supervisor or first aid attendant immediately.
- Step 2:** Seek medical attention and tell your doctor your injury is work related. Your employer is responsible to arrange and pay for your transportation costs from your workplace to a doctor's office or hospital.
- Step 3:** Report your injury to WorkSafeBC as soon as possible. If you miss work as a result of your injury, call WorkSafeBC's Teleclaim Centre. Report work-related diseases as soon as you notice the symptoms.



AUTOMOTIVE RETAILERS ASSOCIATION
Driving Industry Excellence

Automotive Retailers Association

Phone: 604-432-7987

Toll free: 1-877-809-8722

Fax: 604-432-1756

Website: www.ara.bc.ca

WorkSafeBC

Health and Safety Emergency Line:

(to report workplace incidents)

Monday-Friday (8:30 a.m. to 4:30 p.m.)

Phone: 1-888-621-SAFE (7233)

After Hours:

Phone: 1-866-WCB-HELP (922-4357)

Workplace Safety and Health Inquiries:

Phone: 604-276-3100

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