



ONTARIO PARKS ASSOCIATION
*Protecting Tomorrow Today**

MUNICIPAL PARKS TRAINING

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&

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Parks Training

*“Tell me and I forget.
Teach me and I remember.
Involve me and I learn.”*
- Benjamin Franklin

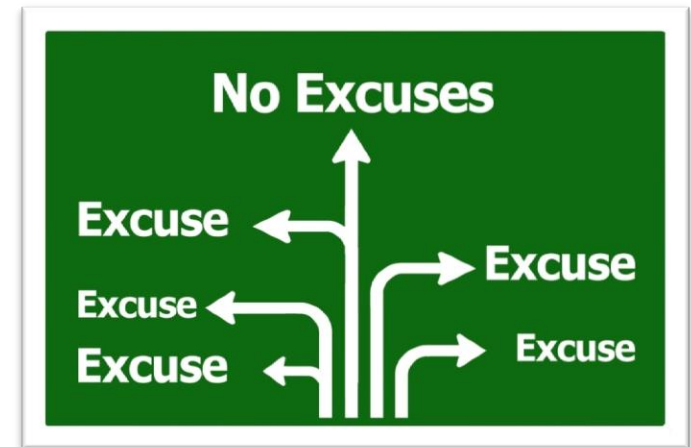


What Are the Risks of No Training or Poor Training?

- Loss of productivity
- Uninspired staff
- Higher risk of damage to equipment or assets
- Greater risk of personal injury and or death to staff and or public
- Ministry charges and fines, including risk of criminal charges related to Bill C-45
- Inability to identify workplace hazards

Why is Training Sometimes Neglected?

- Urgency to get the job done
- Timing and availability of staff
- Costs
- Employee turnover
- Short term worker
- Diversity of job
- Not sure what staff will be doing



We Have Legislation to Guide Us

- We have the Ontario Occupational Health and Safety Act (OHSA) to guide us
- We have clear direction as to the responsibilities of both employer and employee
- We also have the Ministry of Labour who monitors and enforces this legislation

Employer's Duties Under the Act

- Define worker, supervisor and employer
- Develop an Internal Responsibility System (IRS)
- Supervise young employees
- Identify hazards
- Due diligence
- Employee's rights (right to know)



Definitions of Worker, Supervisor and Employer

The Occupational Health and Safety Act provides the following definitions:

- **Worker** – A person who performs work or supplies services for monetary compensation
- **Supervisor** – A person who has charge of a workplace or authority over a worker
- **Employer**– A person who employs one or more workers or contracts for the service of one or more workers



Internal Responsibility System

- The Internal Responsibility System (IRS) is what the Occupational Health and Safety Act is built on
- Everyone has a part to play and it is a shared responsibility
- Health and safety is not a “thing.” It is built into the municipal culture and is a part of everything that we do!



Internal Responsibility System

(Cont'd)

Employer provides a safe environment , establishes the health and safety program and policy and is responsible for health and safety within the organization

Supervisors communicate, monitor and enforce program and policies

Workers comply, participate and bring problems to attention of company

JHSC monitors the system, makes recommendations to the employer and supports communications between parties

General Duties of the Employer – OHSA 25(1)

- This is the section of the Act that spells out the responsibilities for the employer to ensure that:
 - Equipment, materials and protective devices are provided, maintained in good condition and used properly
 - Buildings and structures are safe, meet the requirements of the Building Code and any other requirements, and are built using proper engineering practices

General Duties of the Employer – OHSA 25(2)

- This section of the Act spells out the employer's responsibility to:
 - Prepare a health and safety policy, review it annually, and develop a program for implementation
 - Appoint competent persons as supervisors
 - Take every precaution reasonable to protect workers
 - Employ only those of legal age to work
 - Provide information, instruction and supervision to workers and ensure supervisors, or those in authority over workers know the hazards involved in the work
 - Provide information in the case of a medical emergency for the purposes of diagnoses and treatment

What Makes a Person Competent?

The Act tells us that a competent person is:

- Qualified because of training, knowledge and experience in organizing the work and its performance

AND

- Has knowledge of any “*potential*” or “*actual*” hazards in the workplace

AND

Is familiar with the Act and the Regulations specific to the work being performed

Duties of the Supervisor

OHSA 27(1) and 27(2)

- This is the section of the Act that spells out the responsibilities of the supervisor to ensure workers:
 - Work in a healthy and safe manner following policies, procedures and the law
 - Use or wear the equipment, protective devices or clothing required by the employer
 - Supervisors are also required to:
 - Advise workers of any potential or actual hazards
 - Provide workers with written instructions on how to protect themselves
 - Take every precaution reasonable for the protection of workers

Duties of the Worker

OHSA 28(1)

- This is the section of the Act that spells out the responsibilities for workers to:
 - Work in a healthy and safe manner following policies, procedures and the law
 - Use or wear the equipment, protective devices or clothing required by the employer and tell the employer or a supervisor if something is missing or broken
 - Tell the employer or supervisor if there is something in the Act that is not being followed (this is called a contravention) or if there is a hazard in the workplace

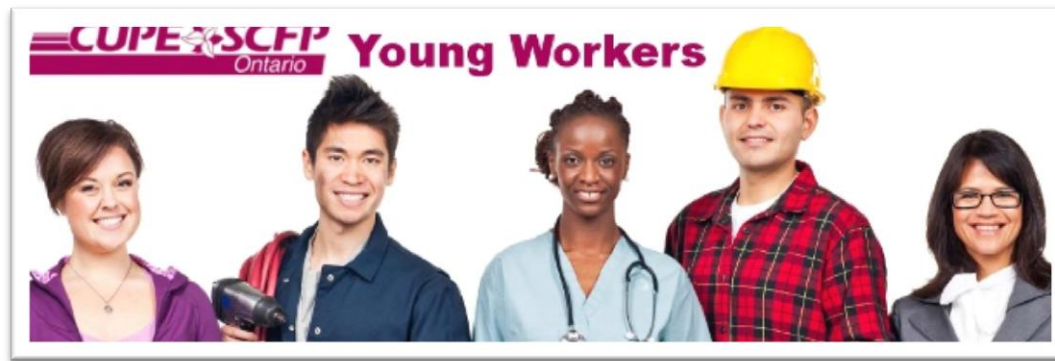
Duties of the Worker

OHSA 28(2)

- This is the section of the Act that spells out what the workers must **not** do, which includes:
 - Remove or make ineffective any protective device required by the regulations OR by the employer
 - Use or operate equipment, machines or devices in a manner that would endanger themselves or others
 - Put others at risk by taking shortcuts, playing pranks or working unsafely

Supervising New and Young Workers

- New and young workers:
 - Are **FOUR** times more likely to get hurt in the first month of the job
 - Often don't know about hazards in their new job
 - Don't know what to expect at their new job
 - Don't know what to ask
 - Don't know who to ask



Supervising New and Young Workers

(Cont'd)

- Definition of a young worker:
 - An employee under the age of 25
- Who is a new worker?
 - New hire
 - Seasonal worker
 - Returning worker after extended absence (mat leave, sickness, etc.)
 - New to the job or task
 - Transferred worker



Worker's Right to Know

- The Occupational Health and Safety Act gives workers the right to know:
 - Job related hazards
 - How these hazards can harm them
 - How to control these hazards

What is a Hazard?

- A hazard is something that has the potential to cause injury or illness



- ▶ Hazards that have the potential to cause illnesses, disease or other health conditions are called **Health Hazards**
- ▶ Hazards that have the potential to cause an injury are called **Safety Hazards**

Understanding Common Hazards in Ontario Workplaces

- Every workplace has hazards

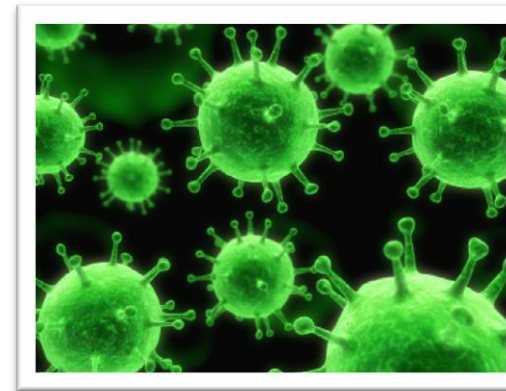
In Ontario, the top hazards are:

- Musculoskeletal disorders
- Motor vehicle accidents
- Machinery and equipment
- Slips, trips and falls (same level and at height)



Biological Hazards

- Living things that can cause illness or disease
- Can range from skin irritation to allergic reactions, illnesses or disease



Chemical Safety - WHMIS

- Chemicals are something that are commonly found during the course of work
- Some chemicals are completely harmless in certain states, and can be extremely dangerous in others. For instance, lead is virtually harmless as a solid when left alone, while inhaling lead fumes can cause permanent brain damage, or if handled without gloves it can be absorbed in to the skin
- It is **very important** that workers understand the risks of the chemicals that they are using or are exposed to in their jobs. This can be found by reading the MSDS before using a chemical but also through effective supervisor coaching

Physical Hazards

- Various forms of energy can harm the body when exposure takes place
- Sources of physical hazard include:
 - Noise – Can cause hearing loss. In Ontario, there is a legal requirement that we cannot exceed more than 85dBa over an 8 hour period without hearing protection
 - Extreme temperature – Can cause frostbite or heat stroke
 - Vibration – can cause “White Finger Syndrome” also known as Raynaud’s Syndrome, as well as other musculoskeletal disorders
 - Radiation – Can cause various types of cancer



Controlling Workplace Hazards

Workplace hazards must be controlled before they can hurt a worker. This can be done in a number of different places:

- **Source** – A control placed at the immediate source of the hazard. For instance, replacing a noisy piece of equipment with something quieter
- **Path** – Controls along the path that the hazard takes to reach the worker. An example would be putting up noise baffles in front of a noisy piece of equipment
- **Worker** – Controls that are put in to place at the worker level. An example would be wearing hearing protection

Always Be on the Lookout for Hazards

Before you start work every day, or visit any of our workplaces, you need to ask yourself some important questions:

1. Is any of the machinery broken?
2. Are there warning signs or labels that I should pay attention to?
3. Is there any moving equipment that I could get caught in?
4. Is there anything that I could slip on or fall into?
5. Should I be wearing Personal Protective Equipment?
6. Do I know how to perform this task safely?
7. Is this task beyond my physical limitations?
8. Could this task cause me, or someone else to get hurt?

Right to Refuse Unsafe Work

- The Occupational Health and Safety Act also provides the ability for workers to refuse unsafe work
- There are several stages to a work refusal:
 - Worker must tell their supervisor. The supervisor will then investigate
 - If agreement can't be reached, the supervisor will involve a worker member of the JHSC and the Health and Safety Coordinator
 - If agreement still can't be reached, the supervisor will call the Ministry of Labour. The MOL inspector will perform an investigation and provide a ruling in writing

Right to Refuse Unsafe Work Limitations

- Certain employees have limited rights to refuse unsafe work. These include:
 - Police officers
 - Fire fighters
 - Health care workers
 - Workers employed in correctional institutions
 - Teachers may not refuse unsafe work if the life, health or safety of a student is placed in “imminent danger”

Demonstrating Due Diligence

Due diligence must be demonstrated with objective evidence to avoid offences and penalties. Objective evidence is factual and documented



Examples of Due Diligence

- Knowing what the hazards are in the workplace and knowing how to address & control the hazard
- Supervisors and managers following the rules/procedures themselves, and enforcing workers to follow them (e.g. PPE is mandatory - not optional)
- Encouraging hazard reporting
- Communicating health and safety practices in the workplace (e.g. Safety Talks)
- Documenting training, policies and procedures
- Taking steps to correct hazardous situations and documenting what has been done

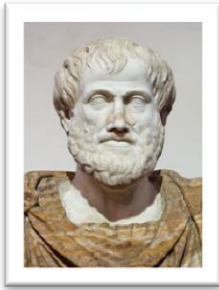
A Gentle Reminder About Bill C-45

- Not the current Bill C-45 regarding Cannabis
- Originally Bill C-45 was referred to as the Westray Bill
- Basically instead of just fines for not providing a safe work environment you can be charged criminally and serve jail time under the Criminal Code of Canada

An Investment in Staff

- Chief Financial Officer says, *“What if we spend all this money on training and the staff leave?”*
- Chief Executive Officer says, *“What happens if we don’t, and they stay?”*





Aristotle Said ...

- *“For the things we have to learn before we can do them, we learn by doing them.”*



What Does Training Achieve?

- Teaches new skills
- Maintains or refreshes existing skill levels
- Enhances and advances existing skill levels
- Increases performance
- Improves service delivery, less errors or breakdowns
- Reduces accidents and injuries
- Helps maintain industry best practices

Training Makes a Statement

- No or little training says to your staff:
 - You are not worth it
 - You can't be trained
- Providing training says:
 - We value you enough to invest in making you better
 - We value your input and thinking

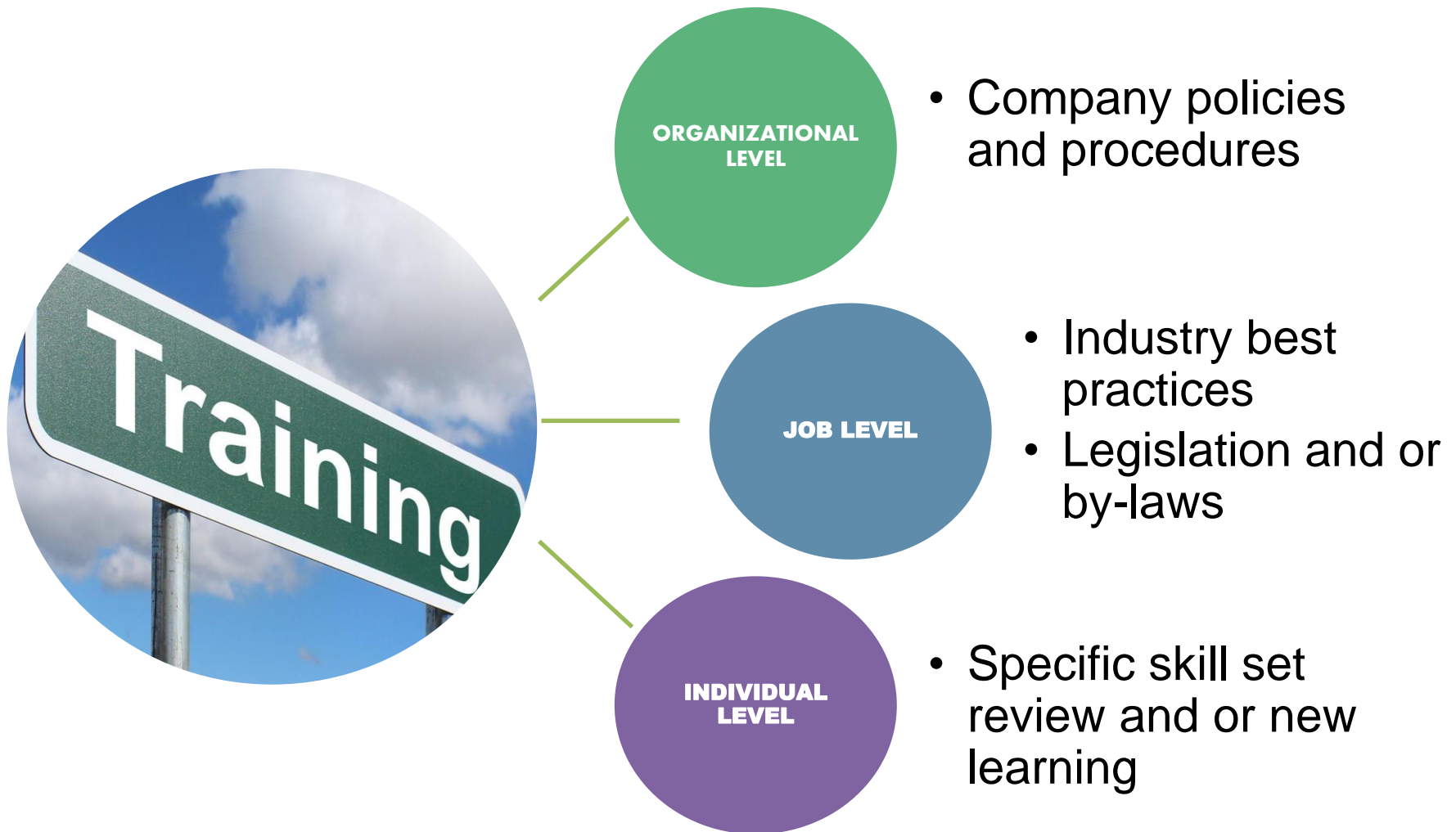
Different Training Models

- All training done in-house
- All training done by outside third party
- Hybrid of both of the above
- Customized department specific training
- Travel outside municipality to receive training
- Training delivered on-site to municipality

And ...

- It serves as a great review
- New legislation to learn about
- Different technology being used
- What are inspectors looking for this year
- Chance to meet other area staff
- Great chance to mentor new or young staff
- Staff feel better informed and more confident

Training Touches 3 Levels



Two Successful Delivery Methods

- Classroom
 - Learn and review theory
 - Review specifications and policy
 - Testing and discussion
- Practical
 - Hands-on involvement
 - Demonstrated ability
 - Hazard awareness



Parks Training Challenges (Cont'd)

- Loading and unloading of equipment
- Safe transportation including trailering
- Operating among park users and amenities
- Highly varied terrain, e.g. hills and valleys
- Effects of weather - rain, heat, cold, snow
- Age of and condition of equipment
- Many potential hazards: traffic, animals, public, trees, water, curbs, debris

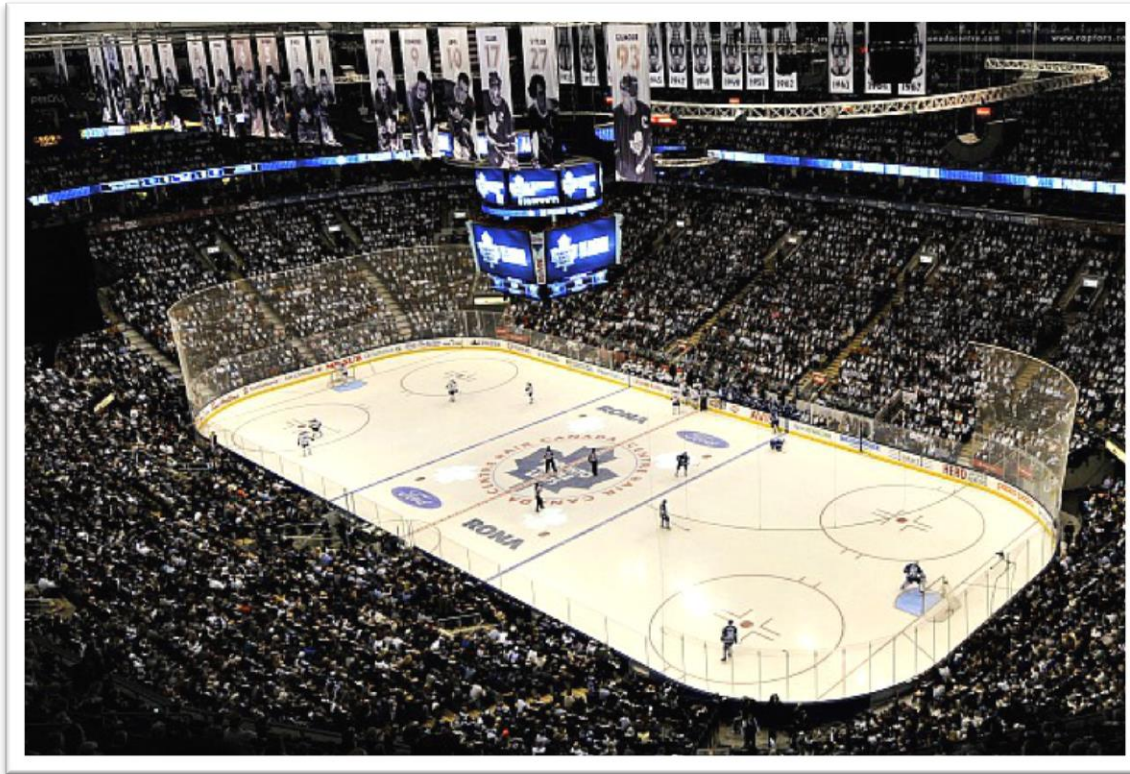
Parks Training Challenges

- Broad range of equipment types used
- Many different brands and with similar function
- Mix of seasonal, permanent and student staff operators
- Small hand-held units as well as very large powerful ride-on equipment
- Handling of a variety of fuels and chemicals

Accident Statistics

- According to the Association of Workers Compensation Boards of Canada 2016 report there were:
 - 57,368 lost time accidents in Ontario
 - 58 workplace fatalities
- According to WSIB in 2015 there were a total of 72 workplace related trauma fatalities but a total of 154 workplace related diseases

Why is Health and Safety Important?



- In 2013, there were 232,709 injuries and fatalities registered with the WSIB
- This is enough to fill the Scotiabank Arena **THIRTEEN TIMES!!!**

Fines and Penalties

- Individuals:
 - Up to \$25,000 fine per offence and/or
 - Up to 12 months imprisonment
 - + 25% “Victim Surcharge” per offence
- Corporations:
 - Up to \$500,000 fine
 - + 25% “Victim Surcharge” per offence

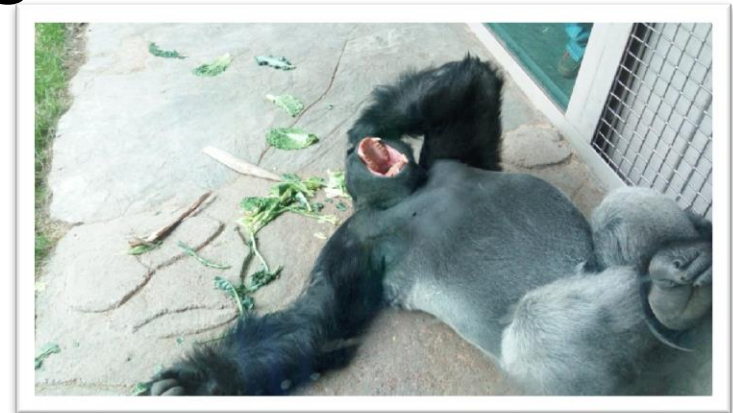


Section 217.1 of the Criminal Code of Canada

- Passed into law in March 2004 becoming Section 217.1 of the Criminal Code.
- Similar to the general duty clause in the OHS Act
- Establishes criminal liability for organizations and individuals who fail to take reasonable steps to prevent workplace accidents
- Applies to “everyone who undertakes, or has the authority, to direct how another person does work or performs a task...”
- Requires prevention of “bodily harm arising from any work or task”
- Elevates the penalty to that of a crime with a permanent criminal record
- Extends legal duties from the worker level up to the CAO
- Employers are NOT allowed to pay the fines on behalf of their supervisors

Various Attitudes About Training

- I know my job already
- We already had this training
- This should just be for the students or part timers
- I doubt I will learn anything new
- I hope it's over quickly



Keys to Training

- Make it fun
- Make it worthwhile and relevant
- Use it as team building exercise
- Use it as a Corporate communication tool
- Include others (high level staff) for better understanding and appreciation of the work



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