

Loose Cannons, Bullies and Tyrants Need Not Apply

CCOHS Resource Helps Ensure Consistent WHMIS Classifications

New Hazard Prevention Program Regulations in Effect: Job Safety Analysis Made Simple Offers Help!

Staying Informed With The Health & Safety Report

e-Courses from CCOHS

OSH Events

Liaison



Connecting with our clients

on topic

Loose Cannons, Bullies And Tyrants Need Not Apply

A workplace without fear of harm from hostile people should be a given. That's why the definition of "workplace violence" extends beyond physical violence. Unacceptable behaviour in the work environment also includes any form of bullying, threats, abuse, intimidation or torment. How can employees be sure of what is considered an unacceptable, reportable offence? They can consult the company's written violence prevention policy.

It's a sad fact that workers are sometimes at risk of encountering a hostile and potentially dangerous person on the job. While the threat of physical or emotional assault has existed as long as humans have, there is good news: the occupational health and safety community, the law, and employers are recognizing that all forms of violence – even the less obvious, emotional kind – are unacceptable in the workplace.

No worker should have to fear, or be in danger of, any form of abuse, threat, intimidation or assault on the job. The definition of workplace violence encompasses much more than physical acts such as hitting, shoving, pushing or kicking. Other unacceptable acts include threatening behaviour, such as shaking one's fists or throwing or destroying objects; expressing, verbally or in writing, an intent to inflict harm; any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person; swearing, insults, and condescending language.

While recognition is the first step toward addressing the issue of workplace violence, management commitment is the most important component of any prevention program. The best way for management to state that commitment is through a written policy.

Developed by management and employee representatives, the policy states, in clear language, your organization's view toward

workplace violence and its commitment to the prevention of workplace violence.

The policy must define workplace violence in precise, concrete language and provide clear examples of unacceptable behaviour and working conditions precisely, stating the consequences of making threats or committing violent acts. It must state any applicable regulatory requirements, and be applicable to managers, employees, clients, independent contractors and anyone who has a relationship with your company.

A workplace violence prevention policy must encourage reporting of all incidents of violence, describing how employees can confidentially report incidents, and to whom. It should include detailed procedures for investigating and resolving complaints. Management must assure employees, in the policy, that there will be no reprisals against them for reporting incidents.

The policy is a vehicle for management to make certain commitments, such as communicating information about the risks of violence to employees; developing preventive measures; offering a confidential Employee Assistance Program (EAP) to employees; providing support services to victims of violence; providing violence prevention training to staff; and regularly monitoring and reviewing the violence prevention policy.

Having a written policy about workplace violence lets employees know what behaviour (violence, intimidation, bullying, harassment, or other) the organization considers inappropriate and unacceptable in the workplace. It outlines what to do in case of an incident, and lists contacts for reporting incidents.

continued on p.3 ▶



National
Day of
Mourning
April 28

www.ccohs.ca/events/mourning



SAFETY & HEALTH WEEK

April 30 – May 6, 2006

www.naosh.org

**CCOHS Safety & Health
Week Webinars**

See page 4 for details or visit
[www.ccohs.ca/education/
webinars](http://www.ccohs.ca/education/webinars)

FREE New CCOHS Resource Helps Ensure Consistent WHMIS Classifications



ccohs e-courses

CCOHS recently released a suite of workplace violence courses. This much-in-demand trio of titles includes:

Violence in the Workplace: Awareness **FREE**

Violence in the Workplace: Recognize the Risk and Take Action, and

Violence in the Workplace: Establish a Prevention Program.

E-courses from CCOHS are unique in that they are available in English and French, include voiceovers, case studies, checklists as well as quizzes and final exams to measure learning progress. To ensure the courses remain unbiased they are all reviewed externally by representatives of labour, employers and government.

See the complete list of e-learning titles in the opposite sidebar ▶

How can you ensure that you have the correct information on hazardous products in your workplace? Is there an easy way to check that the WHMIS symbols on the label are correct for that product? Does the hazard information in the MSDS match the WHMIS classification and classifiable health effects? Canadians now have a new FREE resource providing WHMIS classifications of chemicals through the CCOHS Web Information Service.

The *Hazardous Products Act* (HPA) requires suppliers to provide labels and MSDSs for controlled products sold for use in Canadian workplaces. Importers of controlled products are required to obtain or prepare a MSDS and ensure that the appropriate label is applied. MSDSs containing the required hazard information must be updated every three years.

However there are situations where there are differences or questions - different WHMIS classifications on containers of the same pure ingredient from different suppliers, concerns about new reports showing cancer or reproductive effects or situations where the MSDS appears to lack complete information. Errors in hazard classification can result in inadequate or missing hazard information that may compromise worker health and safety. How can anyone be sure of the chemical hazards?

Consistent WHMIS Classifications in Canada

To ensure that Canadians have access to nationally consistent and authoritative WHMIS classifications, procedures for resolving inconsistencies have been developed. Health Canada's National Office of WHMIS in association with WHMIS regulators (federal, provincial and territorial OHS regulatory agencies) has a Standard Operating Procedure for issuing compliance directives on substance-specific classification.

As part of this process, CCOHS has been working with the Quebec Commission de la santé et de la sécurité du travail (CSST) and Health Canada's National Office of WHMIS for the past 6 years to harmonize WHMIS classifications across Canada. This initiative has three objectives:

- To ensure that all classifications published by CCOHS and the CSST are based on the best available evidence;
- To resolve any differences between the classifications published in the past by CCOHS and the CSST;

- To provide a process to answer questions regarding WHMIS classifications submitted to the National Office of WHMIS of Health Canada.

Over the last few years, existing discrepancies were identified. The information and evaluations supporting specific classifications were shared by CCOHS and CSST, and issues were jointly resolved. Issues that involved interpretation of the *Controlled Products Regulations*, with specific examples of chemicals, were referred to Health Canada. In some cases, broader consultations among WHMIS OHS regulators and representatives of suppliers, employers, and labour were conducted to reach consensus on policies. To date, discrepancies on almost 200 chemicals have been resolved through this process. This consultation process relies on careful evaluation and assessment of original research reports and shared expert opinion. Consultation continues today to ensure that chemical hazard information provided to Canadians is consistent, up-to-date, accurate and reliable.

Resources to Help with WHMIS Classifications

The "Classification" page of the Official National WHMIS Website (Health Canada) provides guidance and links to substance-specific WHMIS classifications. www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/application/classification_e.html.

Three government organizations publish chemical-specific classification information:

1. CCOHS
2. Quebec CSST
3. Hazardous Materials Information Review Commission (HMIRC), for products that are the subject of a trade secret claim.

CSST and CCOHS publish recommended classifications on their websites. HMIRC publishes notices in the Canada Gazette that may include information pertaining to classification.

Until recently, CCOHS' classifications were only available in the CHEMINFO database, a paid service. Canadians now have a new FREE resource providing WHMIS classifications of chemicals through the CCOHS Web Information Service. Hundreds of chemicals are listed including important industrial chemicals that are used to produce thousands of chemical products.

The WHMIS Classifications Database provides the complete WHMIS classification as well as a detailed list of the classifiable health effects of the chemical such as acute toxicity, skin sensitization, mutagenicity, carcinogenicity, reproductive effects, and corrosivity to skin. If a chemical had no health effects that meet the WHMIS criteria, this fact is noted as well. The complete explanation for the WHMIS classifications, with a detailed review and analysis of the literature with references can be found in the CHEMINFO database.

CCOHS WHMIS Classification database:
ccinfoweb.ccohs.ca/whmis/search.html

i Quebec CSST website: www.reptox.csst.qc.ca/

Official National WHMIS website: WHMIS.gc.ca

Ask a question about the content of CHEMINFO or inquire about purchasing CHEMINFO: cheminfo@ccohs.ca

▶ Loose Cannons, Bullies and Tyrants... *continued from p.1*

CCOHS offers more information about what work-related factors increase the risk of violence, which occupational groups tend to be most at risk, how to assess whether your workplace is at risk, and examples of preventive measures, and specific violence prevention legislation in Canada.

Learn more about the just-released suite of preventing violence in the workplace e-courses from CCOHS at www.ccohs.ca/education.

i Read the OSH Answers document on workplace violence at www.ccohs.ca/oshanswers/psychosocial/violence.html.

CCOHS also offers the publication *Violence in the Workplace Prevention Guide* www.ccohs.ca/products/publications/violence.html.

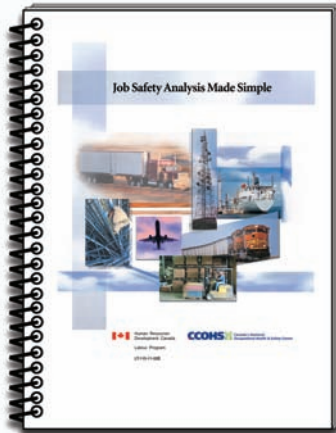
New Hazard Prevention Program Regulations in Effect

Job Safety Analysis Made Simple Offers Help!

The new Hazard Prevention Program Regulations, forming Part XIX of the Canada Occupational Health and Safety (COHS) Regulations, came into effect December 14, 2005. These regulations are in accordance with Part II of the Canada Labour Code, which deals with occupational health and safety. Its purpose is to prevent accidents and injury to health in work places of employers under federal jurisdiction.

The new Hazard Prevention Program Regulations cover requirements relating to hazard identification, assessment and control as well as the education of employees. They also introduce a requirement for employers to submit to the Minister of Labour, at least every three years, a report evaluating the program's effectiveness.

One of the tools recommended by Human Resources and Skills Development Canada (HRSDC) to help your organization develop or review a hazard prevention program is the



Job Safety Analysis Made Simple publication.

Job Safety Analysis Made Simple!

Job Safety Analysis Made Simple is 36-page publication chock full of sample worksheets, forms and processes as well as step-by-step instructions that clearly guide you through the development of a job safety analysis process customized to your particular workplace.

Job Safety Analysis Made Simple is a joint publication of CCOHS and Human Resources and Skills Development Canada (HRSDC). CCOHS is the only source for the most up-to-date edition of the publication and the only place where both English and French versions are available.

i Find out more about *Job Safety Analysis Made Simple* at www.ccohs.ca/products/publications/JSA.html

ccohs e-courses

- Accident Investigation
- Electrical Hazards
- Health & Safety Committees
- Health & Safety for Managers and Supervisors in the Canadian Federal Jurisdiction
- Health & Safety Training for Managers and Supervisors
- Ladder Safety
- Lockout
- Office Ergonomics
- Office Health & Safety
- Personal Protective Equipment: The Basics
- Preventing Falls From Slips and Trips
- Violence in the Workplace: Awareness **FREE!**
- Violence in the Workplace: *Recognize the Risk and Take Action*
- Violence in the Workplace: *Establishing a Prevention Program*
- WHMIS for Managers and Supervisors
- WHMIS for Workers

Find details at www.ccohs.ca/education/

NEW! Toolkits

CCOHS has e-Learning and Publication Toolkits available to help you meet your health and safety goals! Each toolkit contains a single-user seat to a specific e-Learning course plus a 100+ page publication on the same subject!

- Violence Prevention Toolkit**
- Office Ergonomics Toolkit**
- Health & Safety Committees Toolkit**

Limited Time Offer!

Toolkits are only \$65 each until May 31, 2006.

Order yours today by contacting CCOHS Client Services!

► Stay Informed With The Health and Safety Report e-Newsletter



If you are a worker, employer, health and safety professional or have an interest in workplace health and safety – *The Health and Safety Report* is for you. This FREE monthly e-newsletter from CCOHS delivers current occupational health and safety information to the workplace community and all interested Canadians. Within minutes of signing up to receive the Health and Safety Report, it is delivered right to your inbox.

Subscribers have told us that they use the information in the e-newsletter to affect change in their workplaces, as content for their own joint health and safety committees and newsletters, and for sharing with co-workers.

Past issues of the Report are archived on the CCOHS website and easily accessed and printed. The hundreds of stories from *The Health and Safety Report* collection are searchable on the website and represent a resource rich in current, relevant, practical content that can be referenced and used in a variety of ways. Links to related resources and content on CCOHS' comprehensive web site are provided at the end of each feature.

Now, more than ever, *The Health and Safety Report* can provide you with information that can help keep people safe and healthy in the workplace.

If you haven't already, join the 11,000+ people from over 100 countries having The Report delivered to their inboxes every month. Go to www.ccohs.ca/newsletters/hsreport/subscribe.html and simply fill out the online form.

osh events

Health & Safety Training for Managers and Supervisors Course
Hamilton, ON
April 24-25

National Day of Mourning
April 28

Safety & Health Week
North America
Apr 30-May 6

Health & Safety 2006 IAPA Conference & Trade Show
Toronto, ON
May 1-3

8th Annual Canadian Environmental Conference & Tradeshow (CANECT 2006)
Toronto, ON
May 1-2

American Industrial Hygiene (AIHce) Conference & Expo Vent 2006
Chicago, IL
May 13-18

Health & Safety Training for Managers and Supervisors Course
Hamilton, ON
June 12-13

you asked

Q. How often are your publications updated?

A. CCOHS publications are reviewed on a regular basis by CCOHS technical staff. Updates are made when there have been significant changes in the information available on the topic and the publication is then reprinted as a new edition number. If no changes are required after review, then the date included in the publication number does not change.

For more answers to frequently asked questions visit www.ccohs.ca/products/faqs.html.

fyi

CCOHS Webinars

Once again CCOHS will be hosting a series of **FREE** webinars during Safety & Health Week, April 30-May 6, 2006.

This year's topics include:

Orientation Training for Workers in Canada
OHS Best Practices
and more!

For more information or to register visit www.ccohs.ca/education/webinars

Register early...last year we were sold out!

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contact us



General
Phone: 905-572-2981
Fax: 905-572-2206

Client Services
Phone: 905-570-8094
1-800-668-4284
Fax: 905-572-2206
clientservices@ccohs.ca

Inquiries Service
Phone: 905-572-4400
1-800-263-8466
Fax: 905-572-4500
inquiries@ccohs.ca

Canadian Centre for Occupational Health and Safety

135 Hunter Street East, Hamilton ON Canada L8N 1M5