

## EXECUTIVE DIRECTOR'S MESSAGE

**Safety culture is patterns of accepted behavior, and the beliefs and values that promote and reinforce them.**

Establishing a safety culture starts with Management's support for safety in the organization. Promoting this value throughout the organization can lead to changes in behaviour.

Changing behavior is difficult. Changing safety behaviour, when "it's been done this way for 25 years" is even more difficult.

If employees don't understand, they can't care. If they don't care, they can't see a reason to change.

Everything we do in safety should be focused on helping people understand why something needs to happen in a particular way. "Because it's a Regulation" or "because it's a Policy" isn't enough. WHY is it a Regulation? WHY is it a Policy? If they understand why change is necessary, they can care, and if they care, they can see a reason to change.

This principal was apparent to me when we worked with WorkSafeBC and the Fire Chiefs' Association of BC to create "Safe In the Hall". The three short video clips are designed to help firefighters care about injury reduction by highlighting how their personal lives could be impacted by injuries.

So, the next time you are holding safety training, or even your monthly crew talks, try to think of a way to help employees understand why they should care about safety. By caring, they may understand and believe there is a need to change their safety behaviour for the better.

Merry Christmas and Happy New Year to all our members. I hope you all are able to "disconnect" from work, and enjoy time with family and friends. See you in 2017!

*Cathy Cook*

“Everything we do in safety should be focused on helping people understand why something needs to happen in a particular way.”

“Continuous improvement is better than delayed perfection.”

Mark Twain

## FIND US

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**British Columbia  
Municipal Safety  
Association**

## MEETINGS

DATE	MEETING	LOCATION
December 9, 2016	Regular General Meeting	Delta
March 10, 2017	Annual and Regular General Meetings	Delta
June 9, 2017	Regular General Meeting	Delta
October 15, 2017	Regular General Meeting	Penticton
December 1, 2017	Regular General Meeting	Delta

## NEAR MISS. "OH YEAH"

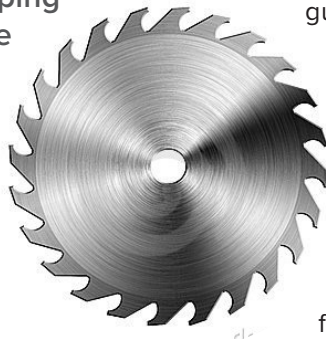
Last week, one of our staff found out that her son had been involved in a serious near miss incident. The skill saw he was using was gummed up with wet sawdust, which prevented the guard from dropping back down when the dead man switch was released. He didn't realize it, and when he set the saw down, it spun backwards, cutting into his leg.

He was actually saved by his cell phone. The saw cut the corner of the phone off, without puncturing his leg.

As frightening as the incident was, what was even more disturbing was the reaction from his supervisor and fellow worker: "oh yeah, that happens all the time".

When another staff member told her husband about this at the end of the day, his reaction was the same!

WHY is it allowed to happen all the time? WHY are staff not told to make sure debris – especially wet sawdust – doesn't accumulate under the guard? WHY are workers not informed of known or foreseeable hazards? WHY are supervisors allowed to just say "oh yeah"?



It is behaviour and attitudes like these that allow safety systems to fail, resulting in injuries and fatalities. I urge everyone reading this to take a good look at your safety management system or safety program, and make sure "oh yeah" isn't an acceptable comment in your workplace.

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**British Columbia  
Municipal Safety  
Association**

*Save the date!*

## BC Municipal Occupational Health & Safety Conference

**October 15-17, 2017  
Penticton, BC**

*Sharing the knowledge*

**Ramada Penticton  
Hotel & Suites**  
Reservations: 1-800-854-9517



**Penticton Trade and  
Convention Centre**

## WINTER DRIVING

Winter is here! Maybe not by the calendar, but winter weather has certainly hit many parts of our Province.

According to WorkSafeBC, Motor Vehicle crashes are the leading cause of traumatic workplace death. On average, there are 20 percent more crashes causing worker injury or death between October and February than during the rest of the year.

How about making your next crew talk about safer winter driving? Road Safety at Work (<http://www.conezonebc.com/?s=winter+driving>) has some crew talk ideas, and we have featured several driving-related crew talks on our annual Safety Talks calendar: <http://www.bcmsa.ca/resources/crew-talks/>



**CONDITIONS CHANGE. SO SHOULD YOUR SPEED. Slow down.**

## 2016 NAOSH WEEK - BC AWARDS

NAOSH Week was celebrated May 1-7, 2016 with the theme **Safety & Health - Make Safety a Habit.**

Here are some highlights from the event celebrating our member and naturally-aligned organization's successes!

BC AWARDS (CATEGORY)	RECIPIENT
Regional Government/ Cities/Municipalities	City of Surrey
Regional Government/ Regional Districts/Nations	Squamish Nation
Health Care	Chilliwack Society of Community Living

BC SPECIAL AWARDS (CATEGORY)	RECIPIENT
Best Presentation of Theme	Squamish Nation
Most Innovative	Chilliwack Society of Community Living
Best Overall	City of Surrey

HONOURABLE MENTION AWARDS
Capital Regional District of Victoria
City of Burnaby
City of Kamloops
City of Maple Ridge
City of Vancouver - Engineering Services
District of North Vancouver
Regional District of North Okanagan
Sunshine Coast Regional District
The Corporation of Delta
The Resort Municipality of Whistler

## CITY OF EXCELLENCE GOLD STANDARD AWARD

Congratulations to the Integrated Water Services division at the Capital Regional District for winning the City of Excellence Gold Standard award for the second year in a row.

This group of workers has ensured worker and public safety through excellent ground disturbance practices in and around underground infrastructure.

CRD held a recognition barbecue recently to congratulate the workers for their efforts in safety.



*Pictured: CRD Integrated Water Services team Mental Health*



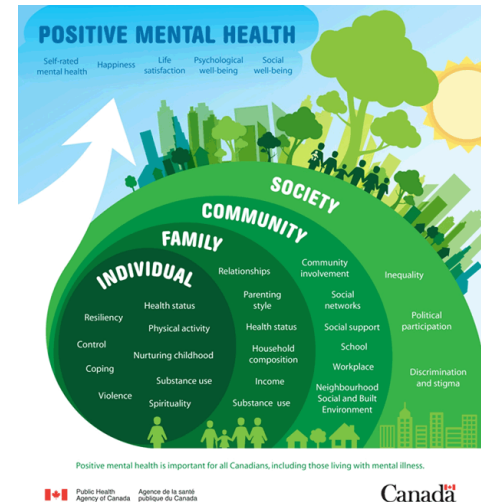
## MENTAL HEALTH

One in five Canadians will experience a mental illness in their lifetime. Each and every Canadian will be impacted by mental illness through a colleague, family member, or friend's experience (Canadian Mental Health Association (CMHA), 2016).

Workplace mental health is widely discussed as one of the major health and safety concerns for employers, from both a physical safety and mental safety point of view. Unfortunately, we haven't yet removed the stigma surrounding mental illnesses, which prevents people from reaching out or seeking treatment. It also prevents

employers from establishing effective systems for reducing stigma and providing effective and appropriate support.

Organizations need to establish a positive mental health and psychological safety culture. For most organizations, this will be something entirely new. There are many resources available. Cathy Cook and Mike Roberts are both CMHA-Certified Psychological Health and Safety Advisors. We have also recently added several CHMA courses to our roster, to help employers and employees break down the stigma of mental illness and foster a more psychologically health and safe workplace.



## NEW COURSE: AWARENESS OF MENTAL HEALTH CUSTOMIZED TRAINING

**Course length:** 4 hours

**Class minimum/maximum:** 6/30

**MWSCP\*:** elective course

**SSCP\*:** elective course

**EOCP CEU's:** n/a

**Price:** \$1,500 per class.

**Course description:** This workshop is designed to help build comfort in talking about mental health and mental illness, and learn how to respond in a supportive way to co-workers who may be experiencing a mental illness.

This workshop begins by building an understanding of the continuum of mental health, the various mental health issues, and the risk and protective factors that influence our current state of mental health. It uses personal stories to help build awareness of what it is like to experience mental illnesses like anxiety disorders or depression at work. This workshop often includes an interview with a guest speaker to share

their experience of living and working with a mental illness. Participants will have the opportunity to ask questions, and will work through case studies that allow them to practice having difficult conversations. Participants will leave the session with new tools and a list of resources available to help support their mental health.

## NEW COURSE: RESPONDING WITH RESPECT - ON THE FRONT LINE

**Course length:** 4 hours

**Class minimum/maximum:** 6/30

**MWSCP\*:** elective course

**SSCP\*:** elective course

**EOCP CEU's:** n/a

**Price:** \$1,500 per class.

**Course description:** When working on the front line, it's not always easy to navigate challenging behaviour from clients or customers who may be experiencing a mental illness, including addiction.

Using the 4Rs of Recognize, Respond, Refer, Reconnect, this workshop helps you:

- Develop effective communication skills to appropriately respond to public who may be experiencing a mental health problem
- Practice strategies to move through difficult conversations and identify next steps, using motivational interviewing
- Learn about resources in local community

\*Municipal Worker Safety Certificate Program (MWSCP)

\*Supervisors Safety Certificate Program (SSCP)

## NEW COURSE: ASBESTOS, LEAD, MOULD & SILICA AWARENESS

**Course length:** 4 hours

**Class minimum/maximum:** 6/20

**MWSCP\*:** elective course

**SSCP\*:** elective course

**EOCP CEU's:** n/a

**Price:** \$75 per person for up to 15 (minimum 6); \$37.50 per person from 16+. Minimum \$600 charge per class.

**Course description:** The work performed by public works staff could expose them to a variety of hazards. Exposure to some toxic substances could be life-threatening. All workers

must be aware of the potential hazards, and understand and follow the controls necessary to prevent exposure.

After completion of this half-day course, participants will be able to:

- Understand the health hazards and routes of entry associated with exposure to asbestos, lead, mould and silica
- Complete a field-level risk assessment for exposure to these hazards
- Understand the Hierarchy of Controls to be followed to determine the most effective method of preventing exposure
- Identify appropriate procedures and personal protective equipment to prevent exposure
- Understand the precautions that must be taken when cleaning up and disposing of materials containing asbestos, lead, mould and/or silica

*\*Municipal Worker Safety Certificate Program (MWSCP)*

*\*Supervisors Safety Certificate Program (SSCP)*

## PRAISE FOR OUR INSTRUCTORS!

Had my attention the whole time.

Very respectable, knowledgeable and engaging.

Practice exercises were eye opening and helpful.

A great speaker that kept the interest of everyone (no sleepers).

Fun, informative, 5 star.

Great instructor. Give him air conditioning. He deserves it.

WOW! What a firecracker. No sleepy students in this classroom. Excellent speaker.

## COURSE FEEDBACK

When asked "what could have made this course better?" students noted:

Longer

Corona's

SCOOBY SNACKS

more goose analogies

more chocolate

beer, pizza

A part 2!

## BOOK YOUR SESSIONS

We are currently booking courses for 2017. Contact [Mike Roberts](#) if you are interested in scheduling sessions for your organization.

## COR PROGRAM

Employers interested in participating in the Certificate of Recognition (COR) Program need to follow the outlined process and complete all required forms.

Find everything you need to get started on the [Process & Forms](#) page.

The [Certificate of Recognition \(COR\) Toolkit: An Employer Guide to COR Certification](#) will help employers understand the COR process.

Included in the manual is an overview of what is needed to succeed in achieving COR, detailed explanations of the audit tool questions and practical examples of forms, policies and procedures that organizations can use or modify based on their specific needs. By following this manual, organizations can expect to improve their safety performance and reduce costs.

Currently, 38 organizations are COR-certified through the BC Municipal Safety Association.

Congratulations to all these organizations and their staff, for recognizing the value of establishing and supporting effective Health and Safety Management and Return to Work Systems. Benefits include reduced injuries, improved morale, improved productivity, and, of course, incentive cheques from WorkSafeBC and often, reduced assessment rates.

For more information on the COR Program, contact [Mike Roberts](#), Manager of Audit & Training Services.

## INTERIM COR POLICY

The interim COR policies which were originally set to apply to all WorkSafeBC decisions, including appellate decisions, made on or after February 15, 2016 and effective until October 31, 2016 have now been extended. These interim policies are now set to expire on December 31, 2017.

For more information: <https://www.worksafebc.com/en/resources/law-policy/board-of-directors-decisions/bod-2016-10-21-01-extension-interim-policies?lang=en>

## INTERNAL AUDITOR TRAINING

**Course Description:** This two day course is for staff from local governments or naturally-aligned organizations who wish to learn more about how the COR audit is conducted. Participants wishing to become certified Internal Auditors must successfully complete a student audit within three (3) months.

In order to maintain certification, two (2) maintenance (Internal) audits and seven (7) hours of approved training must be completed within 3 years of Internal Auditor Certification.

**Prerequisite:** Health & Safety Management Systems training (online)

**Location:** Coast Hotel, Langley

**Date:** February 27 & 28, 2016 **Time:** 8:00 a.m. to 4:30 p.m. each day

**Cost:** Member & COR Certified Naturally-Aligned: \$300.00 plus gst;  
Naturally-Aligned: \$450 plus gst

**Additional Info:** EVERY participant must have a laptop with Excel (Office 2003 or later). Mac notebooks are not suitable for this course.

## PROPOSED REVISIONS TO WORKSAFEBC REGULATIONS

Get involved! WorkSafeBC is required to send proposed revisions to the Occupational Health and Safety Regulation out for public consultation. For many, this is your only opportunity to have a say!

Along with a couple of assessment and compensation amendments, there are currently plans to change First Aid training requirements.

Changes proposed include reducing certifications to two years, and new training requirements for instructors and classes. See the poster from St. John Ambulance (page 12) for more information.

Click on this link to have your say!

<https://www.surveymonkey.com/r/2017WorkSafeBCOFA>

Open until January 31, 2017

## CANADIAN MENTAL HEALTH ASSOCIATION & PARTNERS UPDATES, EVENTS & TOOLS

**C.M. Hincks Workplace Award:** Submissions for the Clarence Meredith Hincks Workplace Award now being accepted. Visit: <https://www.cmha.ca/wp-content/uploads/2016/11/CM-Hincks-Award-Nomination-2017-fillable.pdf>

**Bottom Line Conference:** Transforming Workplace Culture: Agents and Allies Register today and be sure to visit the website regularly to view updates to the program.

**Date:** February 21-22, 2017

**Location:** Vancouver, BC

Visit: <http://www.bottomlineconference.ca/Great West Life Centre for Mental Health in the Workplace>

**Great West Life Centre for Mental Health in the Workplace**  
On October 25<sup>th</sup> at the Better Workplace Conference in Vancouver, Mary Ann Baynton and the Centre launched their new resource, *Building Stronger Teams: Supporting Effective Team Leaders*.

The book is a resource designed to help:

- Team leaders develop self-awareness and good communication skills.
- Develop a team's ability to problem solve, be objective and work well together.

Building Stronger Teams: Supporting Effective Team Leaders is available online for *free download*, in English and French ([https://www.strategiesdesantementale.com/pdf/Building\\_Stronger\\_Teams\\_Oct\\_2016\\_EN.pdf](https://www.strategiesdesantementale.com/pdf/Building_Stronger_Teams_Oct_2016_EN.pdf))

**Mental Health Commission of Canada, Ottawa Public Health and Mindful Employer have *THAT* talk Psychological Health and Safety in the Workplace Videos Are Here!**

Ottawa Public Health has just launched the have THAT talk Psychological Health and Safety in the Workplace video series! The videos are a result of a collaboration between Ottawa Public Health and the Mental Health Commission of Canada. Mindful Employer Canada was honoured to work with Ottawa Public Health and is excited to have our content adapted to create a resource that can be used by all employees to improve workplace psychological health and safety!

Head over to [haveTHATTalk.ca](http://haveTHATTalk.ca) and check them out! Let's keep the conversation going about mental health. Each of the videos has a facilitator's guide to help get the conversation started. There are many uses for the videos in workplaces, including some of these suggestions:

- view a video in a team meeting and talk about it with colleagues
- use it as part of the orientation training for new employees
- use as an awareness tool for managers and supervisors

### Mental Health Commission Workplace Webinars

#### Building a Mentally Healthy Culture:

The Royal Canadian Mint

**Date:** Wednesday, November 30, 2016

**Time:** 12:00 - 1:00 p.m. ET

Visit: <http://www.mentalhealthcommission.ca/English/initiatives/11897/workplace-webinar-series>

## ABOVE & BEYOND RECOGNITION AWARD

The BCMSA and St. John Ambulance are pleased to announce that an award has been created for BCMSA members.

**OBJECTIVE OF THE AWARD:** To recognize those individuals who have acted alone or as a team in providing assistance to:

- those in need of medical aid using their knowledge in first aid; or
- those in a situation where their lives may be in danger with or without the application of first aid.



### ELIGIBILITY:

1. The nominee must be a municipal worker as defined by the BCMSA
2. The deed must be performed during work hours
3. The deed must be outside the nominee's line of duty
4. The deed must be performed within twelve (12) months of the date of application
5. It is not necessary that the deed or attempt was successful, that the nominee has a first aid certificate or is a member of St. John Ambulance

Contact [Mike Roberts](#) for nomination information.



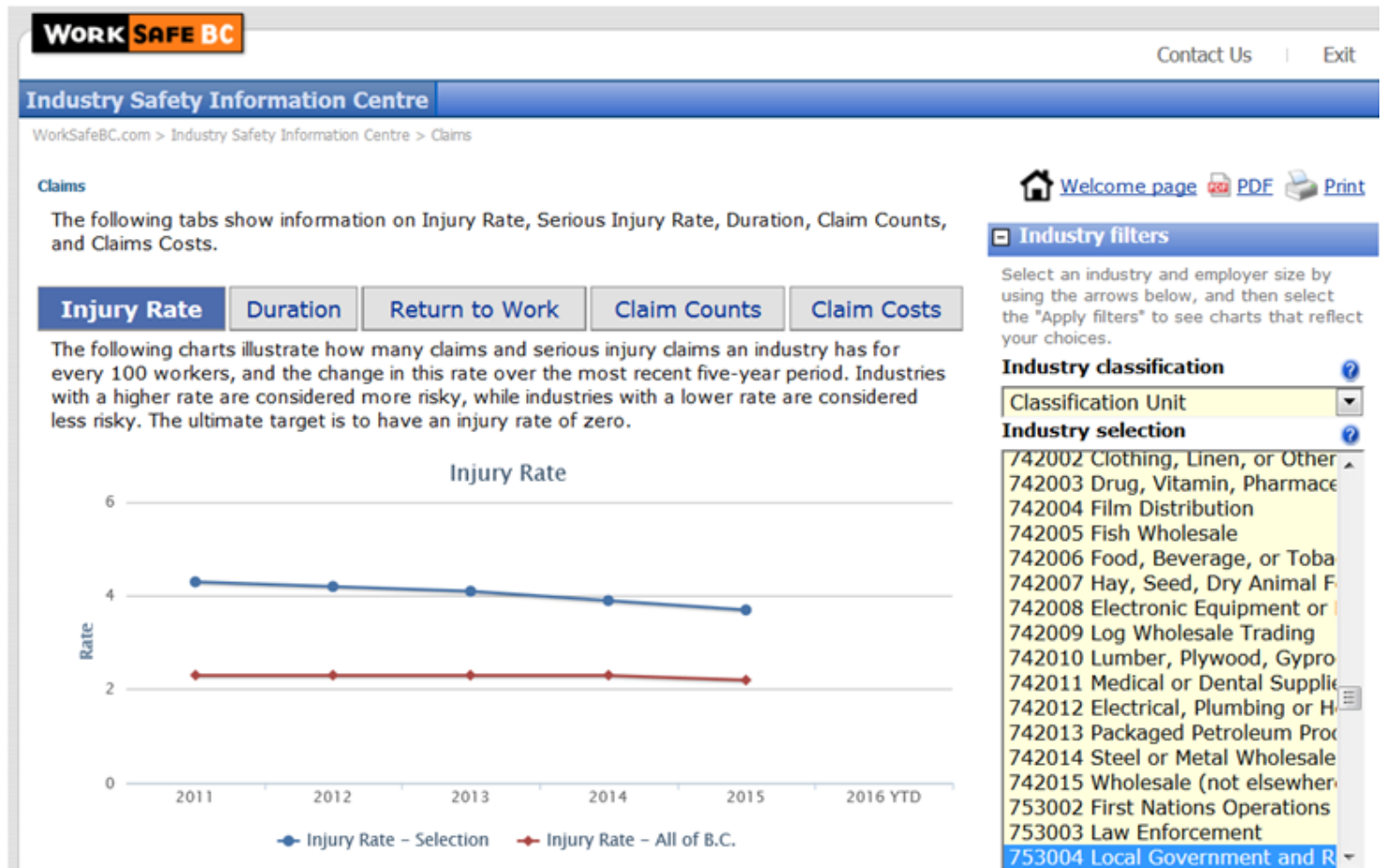
## STATISTICS AT YOUR FINGERTIPS!

Have you found the Industry Safety Information Centre on WorkSafeBC's website? (hint: go to [www.worksafebc.com](http://www.worksafebc.com) and search for isic)

You can find all sorts of useful, interesting information on our industry injury statistics, and can compare your individual organization to the average, by accessing your employer profile.

For instance: Injury rates are down across the sector and across all of BC. Duration rates have remained the same in BC for the three years 2013-2015, but have increased in our sector. 56% of workers return to work within 4 weeks of injury compared to 52% in BC. Young worker claims are increasing, mature worker claims are decreasing, while ergonomic claims are decreasing.

Check it out!



# ACTSAFE EVENT POSTER

## DECEMBER SAFETY TALK

Occupational First Aid 2017  
Training Program Revision  
POSTER



## POSTER - MWSCP