

NEWSLETTER

FEBRUARY 2017

EXECUTIVE DIRECTOR'S MESSAGE

More and more, our time is being spent learning about, and helping with, mental health issues in the workplace. Even a few short years ago, the topic was "taboo" and workers suffered in silence. Now "celebrities and athletes" including Angus Reid and Corey Hirsch, are speaking out in an effort to help bring these issues to light.

Mental health disorder research findings suggest that between ten and thirty percent of adults suffer from mood disorders, such as depression and anxiety. Unlike physical illness and injury, you can't always "see" if someone is suffering from a mental illness, and you may not be able to recognize the signs in yourself.

In addition, many municipal staff have jobs that require them to navigate challenging behaviour from clients or members of the public who may be suffering from a mental illness, including addiction.

Employers need to ensure a psychologically healthy as well as a physically safe workplace. We are helping by partnering with the Canadian Mental Health Commission to offer three courses for municipal staff: Responding With Respect – On The Front Line; Safe and Sound: Building and Sustaining a Psychologically Safe and Healthy Workplace; and Awareness of Mental Health. More information on these courses is on page 8.

Cathy Cook

“Mental health disorder research findings suggest that between ten and thirty percent of adults suffer from mood disorders, such as depression and anxiety.”



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British Columbia
Municipal Safety
Association

MEETINGS

DATE	MEETING	LOCATION
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

BCIT IS GRANTING TRANSFER CREDITS!

Great news! BCIT is granting transfer credits for our courses, if you enroll in the Occupational Health and Safety Certificate program. The OHS Certificate is granted after completing 45 credits, of which 25 are electives; these transfer credits would apply to the electives. So keep taking BCMSA courses and get credit towards the Certificate!

- Every 8 hour course is worth .5 transfer credits
- Every 16 hour course = 1 transfer credit
- Every 24 hour course = 1.5 transfer credits (eg. Utility Locator Specialist)
- Completion of the Supervisor Safety Certificate Program (SSCP) = 2 transfer credits
- Completion of the Municipal Worker Safety Certificate Program (MWSCP) = 1.5 transfer credits

Individual courses shorter than 8 hours don't qualify for transfer credits, unless taken as part of the Safety Certificate programs.

Find more information on [BCIT's Occupational Health & Safety Program](#).



**BRITISH COLUMBIA
INSTITUTE OF TECHNOLOGY**

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Share the knowledge

OCTOBER 15-17, 2017 • PENTICTON TRADE & CONVENTION CENTRE

2017 **bc municipal occupational health & safety conference**

A CONFERENCE FOR MUNICIPALITIES, PUBLIC SECTOR ORGANIZATIONS AND SCHOOL BOARDS

PRESENTED BY: British Columbia Municipal Safety Association

COORDINATED BY: pacific SAFETY center

CO-SPONSOR: WORKSAFE BC

CO-SPONSOR: CUPE BC

GOLD SPONSOR: inTerra SOLUTIONS

SILVER SPONSOR: six SAFETY SYSTEMS

SEVERAL SPONSOR: CCD HEALTH SYSTEMS



Check out our conference brochure online today!

EOCP members will be awarded 0.9 CEU's for attending.

We have kept the conference fees at the same rate as 2015!

MARCH
30

THURSDAY
March 30th

11:00 a.m. to noon

Presenter:
ADRIAN COOK
 KEY ACCOUNT PERFORMANCE CONSULTANT
 WorkSafeBC

FREE WEBINAR:

EMPLOYER SAFETY PLANNING TOOL KIT

Available through WorkSafeBC's website, the Employer Safety Planning Tool Kit is a suite of interactive tools that enables Employers to learn about the injuries and claims that impact their safety performance. It allows you to compare your performance against your peers, and see how operational and workplace health and safety changes could impact your company.

Participants will be able to pose questions of the facilitator and learn how to make the best use of this powerful tool.

There is no charge for this webinar. The first 100 registrants will receive log-in information a week before the session.

[Sign up now!](#)

NAOSH | MAY 7–13, 2017

SAFETY & HEALTH WEEK IN B.C.

Be the hero...
**MAKE
 SAFETY
 A HABIT**




For more information on how to get your workplace involved, visit worksafebc.com.

APRIL 28 - DAY OF MOURNING

Across Canada, April 28 has been designated the Day of Mourning.

Every year workers, families, employers, and communities come together at ceremonies held around the province to remember those who have lost their lives to work-related incidents or occupational disease, and renew our commitment to creating healthy and safe workplaces.

Vancouver Ceremony
 Friday, April 28th
 10:30 a.m.

Hastings Park
 2901 East Hastings St.,
 Vancouver, BC
 (near the PNE Forum)



2015
TRAINING
STATS

509
CLASSROOM
SESSIONS

6719
PARTICIPANTS (INCLUDING ONLINE)

2016
TRAINING
STATS

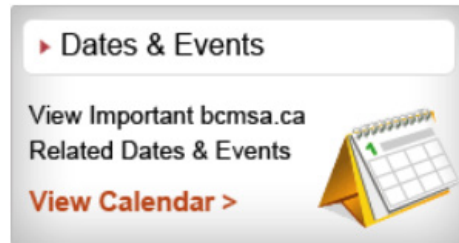
640
CLASSROOM
SESSIONS

9395
PARTICIPANTS (INCLUDING ONLINE)

TRAINING OPPORTUNITIES IN OTHER ORGANIZATIONS

When organizations wish to advertise seats in the sessions they have scheduled we post the info on our new classroom calendar on our website! Look for this image shown on the right hand side of the home page.

You'll be able to view all advertised sessions.



Costs for sessions are \$75.⁰⁰ half-day / \$150.⁰⁰ full day, plus gst.

Registrants will receive a system-generated confirmation of enrollment and a reminder two (2) days before the session.

Payment must be processed at time of registration (Visa or MasterCard) — an option to be invoiced is not available.

CERTIFICATE PROGRAMS



Check out details for both programs:

<http://www.bcmsa.ca/training-events/municipal-worker-safety-certificate-program/>

<http://www.bcmsa.ca/supervisor-safety-certificate/>

PRAISE FOR OUR INSTRUCTORS!

Fantastic course, well organized and kept me engaged. Instructor was awesome.

Great course, hands on - great delivery.

Excellent instructor, very knowledgeable, passionate and excited about relationship health.

Instructor was fantastic! held my interest on topic and clearly was passionate about his work!

Instructor was very top notch and professional and handed out Toblerone.

Very humorous & attention holding.

COURSE FEEDBACK

"The most important thing I learned:"

Safety is everyone's responsibility and you need to watch out for the stupid people.

We are getting better at this and need to!
Lost a brother on a worksite 1981
- no safety procedures in place!

Reminded me how dangerous the job can be. Also the importance of WorkSafe codes & regs.

Types of hand signals & don't hit people with the sign.

I'm not as smart as I look.

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, 37 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>

COR ORGANIZATION SELF-ASSESSMENT COMING IN APRIL!

The screenshot shows the user interface of the COR Organization Self-Assessment tool. At the top is a navigation bar with links: Dashboard, How It Works, Assessment, Resource Centre, FAQ, ROI, Contact, and MY PROFILE (with a LOG OUT button). Below the navigation bar is a large image of a green traffic light. The main content area is divided into several sections:

- How does it work?**: Explains the 8 mandatory sections of the assessment and the 3 ways to approach Element 9. It includes a small traffic light icon.
- How Are My Answers Assessed?**: Describes how questions correspond to information sought by an auditor and lists steps for undergoing a COR audit.
- What Will I Receive?**: Lists five items: a pdf summary report, progress indication, readiness indication, suggestions for additional work, and links to resources.

On the right side, there is a legend for the traffic light colors:

- Green Light**: Indicates you have scored 85% or higher.
- Amber Light**: Indicates you have scored 75-84% and have made great progress but still require additional work to be ready for the COR process.
- Red Light**: Indicates you have scored 50-74% and still require significant work in order to be ready for the COR process.
- White Light**: Indicates you have scored less than 50% which may indicate you have yet to begin or a score that does not register under the COR Standards and Guidelines of WorkSafe BC.

At the bottom right, there is a checkbox labeled "Do not show me this page on login" and a large yellow button labeled "Start/Continue Assessment" with a right arrow.

Footer text: © Copyright BCMSA 2017. All Rights Reserved. BCMSA.ca | Admin Login | WEB DESIGN BY STUDIO THINK

JOINING FORCES TO BUILD PSYCHOLOGICALLY SAFE AND HEALTHY MUNICIPALITIES

The Canadian Mental Health Association BC Division (CMHA BC) and the British Columbia Municipal Safety Association (BCMSA) have partnered to offer a suite of workplace mental health awareness and training courses to BCMSA members across the province.

CMHA has adapted three courses to meet the needs of local governments.

Safe and Sound: Building and Sustaining a Psychologically Safe and Healthy Workplace will provide guidance to supervisors, leaders, and occupational health and safety committee members and help them understand how they can contribute to, and advocate for, a psychologically safe workplace.

Responding with Respect – On the Front Line is aimed at front line workers and will teach them how to navigate challenging behaviour from clients or customers who may be experiencing a mental illness.

Awareness of Mental Health is a customized training workshop designed to increase resiliency of workers, and help them become more comfortable talking about mental health.

“We at CMHA are proud to partner with BCMSA to offer these valuable workshops to municipalities throughout British Columbia” says Julia Kaisla, Director of Community Engagement at CMHA BC. “Providing training to workers at all levels, whether to help them manage their own mental health, to help them support colleagues or direct reports, or to better respond to the public, is key to creating a safe and healthy workplace.”

“In the last few years, we have become more and more aware of the issue of psychological health and safety in the workplace and it is an issue that has moved up the agenda for businesses and local government organizations alike” says Cathy Cook, Executive Director, BCMSA. “BCMSA is dedicated to offering a wide variety of health and safety courses and we believe these three cost-effective and accessible workshops, specifically tailored to our members’ needs, will help create a stronger, more resilient, more educated workforce that is better equipped to support healthier municipal workplaces”.

The issue of workplace mental health in Canada has increasingly come in to focus over the last decade with a growing recognition within business and industry that providing a psychologically healthy and safe working environment is beneficial to both organizations and their employees. Mental illness takes a personal toll on individuals and also leads to losses in productivity through injuries, absenteeism, presenteeism and disability costs.

These positive attitudinal changes to workplace mental health in British Columbia have significantly gained momentum since July 2012 when WorkSafeBC took steps to expand compensation to include diagnosed mental disorders.

The following January the National Standard of Canada for Psychological Health and Safety in the Workplace was launched, the first standard on psychological health and safety of its kind in the world. Developed by the Canadian Standards Association (CSA Group) and the Bureau de normalisation du Québec (BNQ), the Standard is a voluntary set of guidelines, tools and resources focused on promoting employees’ psychological health and preventing psychological harm due to workplace factors.

Today, workplaces across the country are getting serious about improving psychological health and safety in the workplace. They are contributing resources and are seeking external expertise to ensure their workplace is robust and resilient, and ready for the future’s many challenges.



Canadian Mental
Health Association
British Columbia
Mental health for all



About CMHA

CMHA is Canada’s most established mental health charity and the nation-wide leader and champion for mental health. CMHA helps people access the resources they need to maintain and improve mental health, build resilience, and support recovery from mental illness. Each year in BC alone, CMHA serves more than 100,000 people all across the province.

About BC Municipal Safety Association

The central purpose of the BCMSA is to improve worker health and safety through the sharing of knowledge and resources within local government. The BCMSA delivers many training and education programs throughout the province and strives to be the health and safety resource of choice.

Fleet van or personal sedan: You are responsible for employee safety.



Whether your employees drive a company vehicle or their own, you are responsible for their safety when they drive for work.

Learn more at RoadSafetyAtWork.ca.



Road safety is smart business.

Be a part of **Road Safety At Work Week**, March 6-10, 2017

Preventing chlorine gas exposure at municipal pools

Chlorine gas leaks at municipal pools can put workers and the public at serious risk. Exposure to high levels of chlorine gas can result in immediate injuries, including eye damage or irreversible lung damage, and even death. Workers at municipal pools that use chlorine should take extra care to prevent chlorine leaks during day-to-day operations, during chlorine delivery, and when changing cylinders.

Day-to-day operations

Consider the following safe work practices:

- Ensure all equipment used to dose chlorine into the pool water is maintained and inspected at regular intervals.
- Wear a full-face respirator with acid gas/chlorine cartridges when doing any maintenance on the chlorination system or when changing cylinders.
- Carry an escape respirator whenever you enter the chlorine enclosure.
- Right outside the chlorine enclosure, install an emergency eyewash station and shower facilities that provide 15–30°C water for at least 15 minutes.
- At the cylinder, install an automatic or remote shut-off device that is linked to an alarm system. A check valve is not sufficient.
- Implement a system to shut down the flow from the cylinder before shutting down the water flow. If possible, interlock (link) the shutdown of the water pumps with the cylinder shut-off device.
- Establish alarm set points as low as possible without interfering with the operation of the pool. Recommended settings are a maximum of 0.25 ppm (low) and 0.50 ppm (high).
- Calibrate fixed monitors as specified in the manufacturer's instructions. Do this at least once a year.

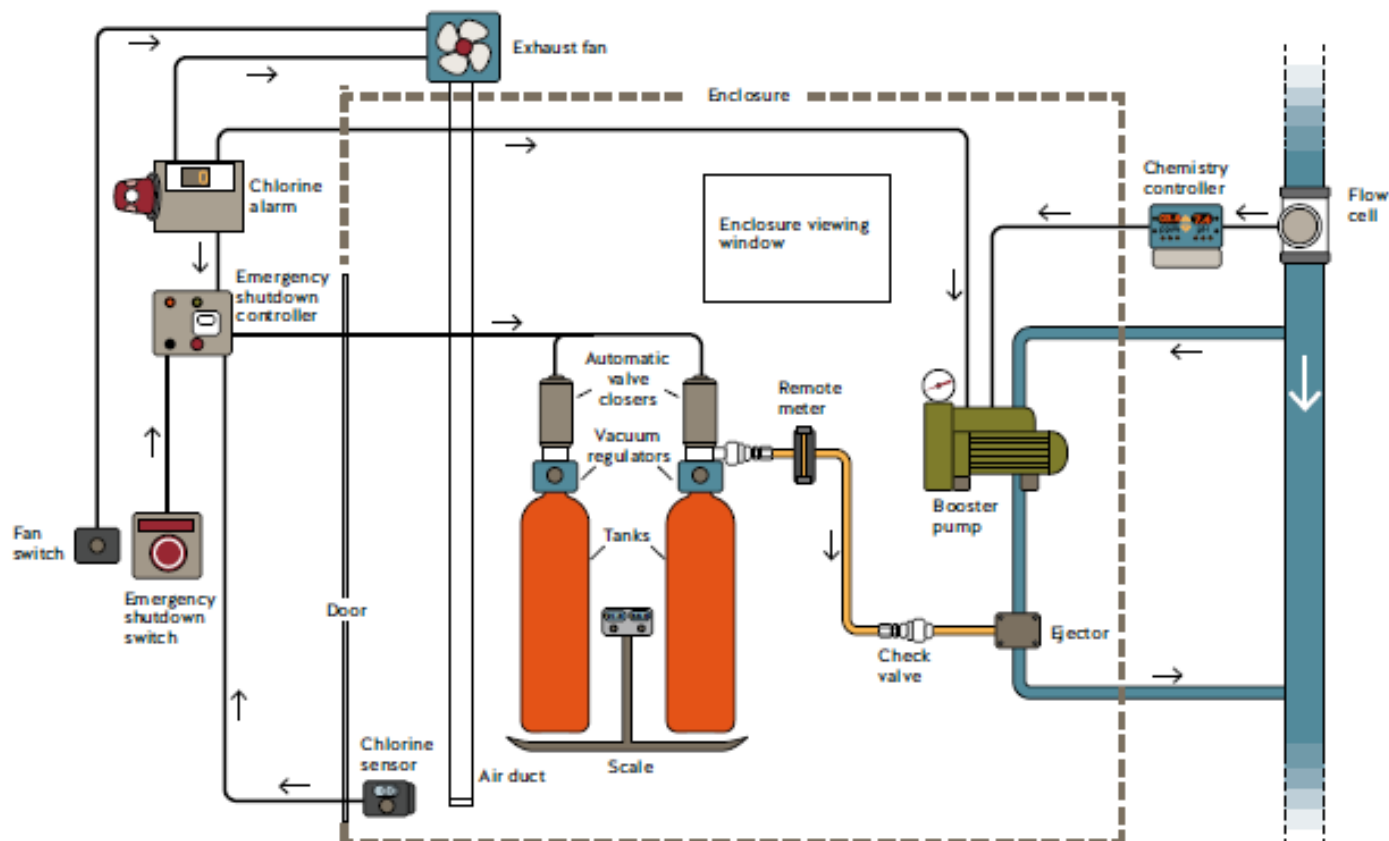
- Bump test fixed monitors and test alarm systems at least monthly to help ensure they are working and set correctly.
- If possible, have a calibrated and tested portable monitor available. If a chlorine leak occurs far from your fixed monitor you'll need a portable monitor to find the source of the leak.
- Inspect, maintain, repair, and replace equipment as specified in the manufacturer's instructions, at a minimum.
- Develop a chlorine exposure control plan that includes written procedures for the safe handling of chlorine. Ensure all workers are trained in these safe work procedures.

Chlorine delivery

When moving chlorine cylinders, take care not to damage the cylinder or valve:

- Move cylinders one at a time.
- Wherever possible, use carts to move cylinders.
- Ensure the work area is clear of clutter and slipping hazards are controlled.
- Ensure the tailgate lift is in good working order. It should be inspected and maintained as specified in the manufacturer's instructions.
- Store cylinders securely in the chlorine enclosure.

Safety controls for a typical chlorine system



Changing cylinders

The following safe work practices can help prevent exposure to chlorine gas when changing cylinders:

- Wear a full-face respirator with acid gas/chlorine cartridges.
- Shut down the flow from the cylinder before shutting down the water flow.
- Inspect valves and pipes to ensure they are clean and not leaking.
- Inspect the cylinder-to-chlorination-system interface for damage that may compromise the seal.
- Use aqueous ammonia to verify the seal is not leaking.

Emergency planning

Develop and implement a written emergency plan including procedures for evacuation and response. Ensure all workers are trained in these procedures.

Include the following in your emergency plan:

- Conduct drills in emergency procedures as often as necessary to ensure workers know and can

perform the procedures. Conduct evacuation and response drills at least once a year.

- Identify evacuation routes with appropriate signage.
- Maintain an up-to-date list with contact information for emergency responders, regulatory agencies, and neighbours. Include procedures to notify these parties in the event of a chlorine gas leak.

Regulation requirements

See the Occupational Health and Safety Regulation and its related guidelines:

- [Section 5.54, Exposure control plan](#)
- [Sections 6.116 to 6.132, Toxic process gases](#)
- [Guidelines G6.116-1 to 6.127](#)

Resources on worksafebc.com

- [Risk Advisory: Chlorine Exposure During Storage or Use](#)
- [Chlorine Safe Work Practices](#)
- [PoolSafe BC: Best Practices Guide](#)

Getting started

Log in to your firm's WorkSafeBC online services account and select the Employer Health and Safety Planning Tool Kit under "Claims." If you don't have access to online services, you can create an account at worksafebc.com.

If the Tool Kit is not in your list of online services once you log in, select "Add more services" and follow the instructions provided.

If you need any assistance, please contact our support team at 604.276.3135, or toll-free at 1.888.855.2477.

Interested in statistics and trends for your industry?

Use our other interactive tools to better understand the patterns of work-related injuries and disease, and deaths in your industry.

- Our online Industry Safety Information Centre
- The Serious Injuries Dashboard
- The Work-related Deaths Dashboard
- The Industry Prevention Activity Tool

This information is free to use as part of our commitment to openly share the data we collect. Learn more and access these tools on worksafebc.com. Search for "interactive tools":

Industry health and safety associations support the Employer Health and Safety Planning Tool Kit.

actsafe★ AgSafe

BCCSA BC Construction Safety Alliance

BC Forest Safety Council

British Columbia Association of Municipalities

ENFORM

fishSAFE

go2HR

manufacturing Safety Alliance of BC

SafeCare BC

SafetyDriven™

Working Injury Fund of BC

4

Evaluate your plan

- Monitor progress
- Adjust as needed

3

Develop and implement your health and safety action plan

- Given your analysis, what are your goals and top priorities?
- Are there quick wins to reduce injuries or costs?
- Estimate your potential return on investment
- Get charts to assist in presentations and reports

Where could you focus your health and safety plan?

The **Employer Health and Safety Planning Tool Kit** helps you to understand your performance and your industry's risks.

WORK SAFE BC

01/2017

WORK SAFE BC

The Tool Kit takes the guesswork out of planning

Use the interactive tools in our secure, online Employer Health and Safety Planning Tool Kit to:

- View, analyze, and model your data
- Prioritize injury prevention and injury management initiatives based on your industry's risks and your company's experience with injuries and claims
- Help you prevent injuries, improve return-to-work outcomes, and reduce costs

The Tool Kit is of most benefit to companies with three or more time-loss claims a year. Others may find our industry-level statistics more helpful. See the back panel for more information

How the Tool Kit supports your planning process

1

How is your organization doing?

- See how your injury costs impact your insurance rate
- See how you compare to your peers
- View your inspection history

2

Discover what you can do to improve

- See which injuries are driving your costs
- Forecast the impact of reducing your top injuries
- Learn what regulations and risks are most cited in your industry
- See your return-to-work trends

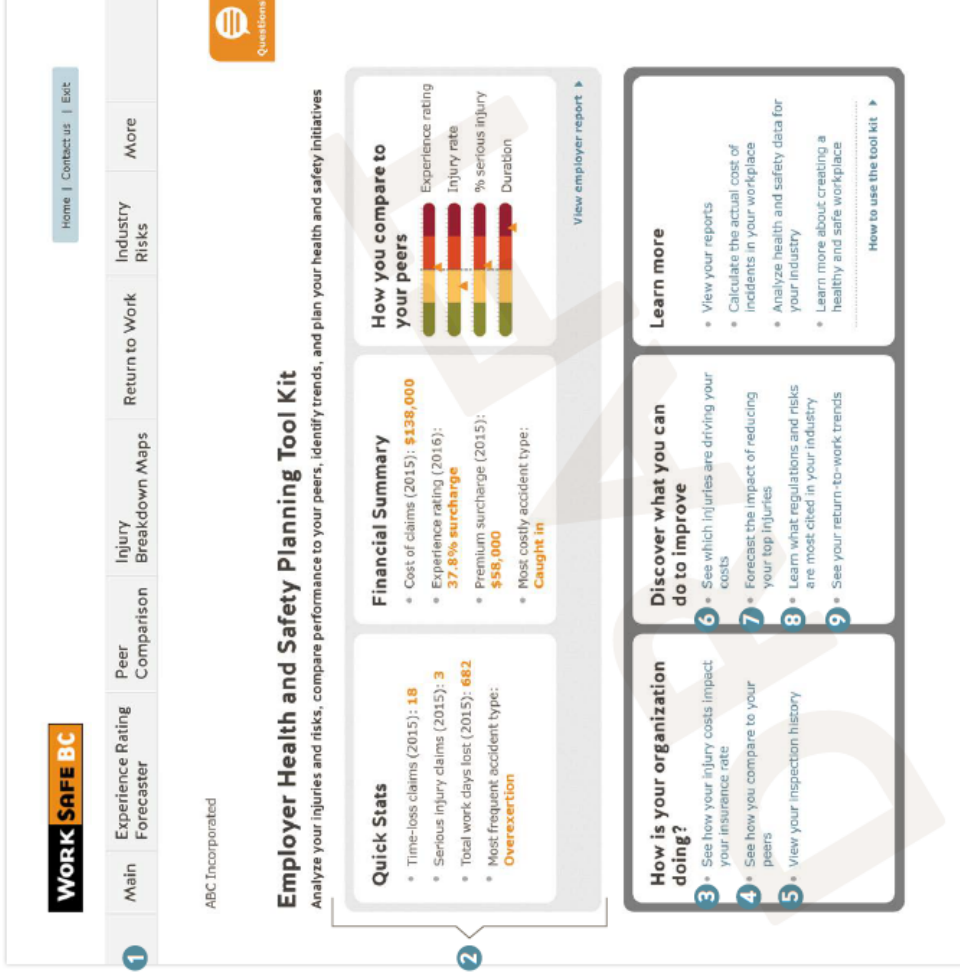
What you will find in the enhanced Employer Health and Safety Planning Tool Kit

Quick access to your data

- 1 Direct access to key tools
- 2 A snapshot of your health and safety performance

How is your organization doing?

- 3 See how your injury costs impact your insurance rate
 - Preventing injuries and improving injury management could reduce your insurance premium. How much could you save?
- 4 See how you compare to your peers
 - Do others in your industry have a competitive advantage over you due to better health and safety performance?
- 5 View your inspection history
 - Where might your workers be at risk?



Discover what you can do to improve

- 6 See which injuries are driving your costs
 - Use our data to:
 - See what types of incidents occur most often
 - See what types of injuries are most costly
 - Compare injury frequency to costs across various incident and injury types
 - Use your own incident and investigation data to probe further. Are time of day, experience and training, occupation type, or other factors involved?
- 7 Forecast the impact of reducing your top injuries
 - Estimate your potential return on investment for your health and safety action plan
- 8 Learn what regulations and risks are most cited in your industry
 - See where workers in your industry are at risk. Does your health and safety action plan address these issues?
- 9 See your return-to-work trends
 - Are your injured workers off work longer than others in your industry?
 - What trends are you seeing in your return-to-work performance?