

2011

Workplace Safety Booklet **ADMINISTRATION & FRONT-LINE WORKERS**



KITIGAN ZIBI ANISHINABEG

MORE INFORMATION REGARDING THE CONTENTS OF THIS BOOKLET CAN BE FOUND IN THE *KITIGAN ZIBI ANISHINABEG WORKPLACE PREVENTION PLAN*. PLEASE CONTACT YOUR DIRECTOR IF YOU WISH TO CONSULT THE MANUAL.

KITIGAN ZIBI ANISHINABEG WORKPLACE SAFETY BOOKLET FOR ADMINISTRATION & FRONT-LINE WORKERS 2011.

The following document was prepared for the Kitigan Zibi Anishinabeg by Deborah Decontie. This document has been adapted to meet the needs of the Kitigan Zibi Anishinabeg based on the Canada Labour Code and Federal and Provincial regulations with regards to Work Place Safety. Unless otherwise stated, references made in this document are from *An Act Respecting Occupational Health and Safety*. This current document has incorporated existing material from the *Brush cutting Health and Safety Plan* prepared for the Kitigan Zibi Anishinabeg by Linda Dwyer-Commando. In addition, I wish to acknowledge RexForet in granting permission to the Kitigan Zibi Anishinabeg Community to use certain sections within this booklet.

Introduction

This booklet is intended for people who work in Administrative Fields and/or Front-Line work within the different establishments of the Kitigan Zibi Anishinabeg.

This includes the following positions according to Sector:

COMMUNITY SERVICES	HEALTH & SOCIAL SERVICES	EDUCATION
<ul style="list-style-type: none"> ➤ Chief ➤ Council Members ➤ Executive Secretary ➤ Director ➤ Receptionist ➤ Clerk ➤ Inventory/Admin Clerk ➤ Finance Supervisor ➤ Accounts Payroll Clerk ➤ Accounts Receivable Clerk ➤ Payroll Clerk ➤ Lands, Admin, & Estates Officer ➤ Business Development Officer ➤ Employment Training Officer ➤ Youth Employment Officer ➤ Courier ➤ CKWE Broadcaster 	<p>ADMINISTRATIVE:</p> <ul style="list-style-type: none"> ➤ Director ➤ Assistant Director ➤ Executive Secretary ➤ Receptionist ➤ Health Promotion Worker ➤ Medical Clerk ➤ In-Home Care Coordinator ➤ Nutritionist ➤ Kiweda/NSC Supervisor ➤ Environmental Health & Safety Technician ➤ Income Security Officer ➤ Medical Transportation Coordinator <p>FRONT-LINE</p> <ul style="list-style-type: none"> ➤ Social Worker (2) ➤ Community Health Nurse (2) ➤ In-Home Care Nurse ➤ Waseya House Counsellors (2) ➤ NNADAP Workers (3) ➤ NSC Monitors ➤ Community Wellness Worker ➤ In-Home Care Workers ➤ Kiweda Workers ➤ Recreation Winter Support Worker ➤ Recreation Summer Support Worker 	<p>ADMINISTRATIVE:</p> <ul style="list-style-type: none"> ➤ Director ➤ Executive Secretary ➤ School Principal ➤ School Secretary ➤ School Receptionist ➤ School Librarian ➤ Career Counsellor ➤ Special Ed. Coordinator ➤ Pakinawatik Secretary ➤ Day Care Coordinator ➤ Algonquin Curriculum Development ➤ Cultural Centre Coordinator <p>FRONT-LINE:</p> <ul style="list-style-type: none"> ➤ Home Liaison Worker ➤ Teachers ➤ Teacher Assistants ➤ Odekan Educator/Coordinator ➤ Pakinawatik Sr./Jr Kindergarten Teachers ➤ Pakinawatik Classroom Assistant ➤ Algonquin Immersion Teacher ➤ Education Sector Nurse ➤ Bus Monitor

This also includes the personnel of the Kitigan Zibi Anishinabeg Police Department, such as the constables, officers, and secretary/receptionist.

This booklet addresses:

- rights and responsibilities of KZA Anishinabeg and its employees
- KZA safety disciplinary policy
- safety measures and preventative actions for administrative and front-line workers
- work station design and ergonomics
- work environment
- workplace violence
- additional safety measures for Police Officers
- KZA protocol for temporary closure of buildings
- optimal conditions for work environments

For the purposes of this section, a front-line worker is any employee that has direct contact with clients or students in their professional role. These interactions can be at the workplace, various locations within the community or at a client's home.

Responsibilities of the Kitigan Zibi Anishinabeg as an Employer

Safe Workplace Environment

A safe workplace environment is everyone's right and responsibility, regardless of his/her role or position within the Kitigan Zibi Anishinabeg. The KZA has an obligation to ensure that the health and safety of its employees are protected while they are working. This includes the proper installation and/or regular maintenance of:

- (1) All KZA buildings and structures (including guards, guard rails, barricades and fences);
- (2) All protective devices, machinery, equipment, tools, vehicles, and mobile equipment that is property of the KZA;
- (3) Heating, ventilation and air conditioning systems within KZA buildings.
- (4) In accordance with the Workplace Hazardous Materials Information System (WHMIS), the KZA will ensure that all hazardous substances are appropriately labeled. Material Safety Data Sheets (MSDS) will also be available to all employees who may be exposed to particular substances.
- (5) Overall, the Kitigan Zibi Anishinabeg will ensure to provide:
 - (i) Safe entry and exits to and from workplaces specifically during hours of work;
 - (ii) First-aid facilities and health services, sanitary and personal facilities, and safe drinking water;
 - (iii) Employees with information, instruction, training and supervision to ensure their health and safety at work;
 - (iv) Occupational health and safety training for Safety Committee members;
 - (v) Responses to employees who have reported hazardous circumstances for those circulating within the workplace;
 - (vi) The necessary resources required for Safety Committees.

Safety Measures

Kitigan Zibi Anishinabeg will ensure to:

- (1) Investigate, record, and report all accidents, occupational diseases, and other hazardous occurrences as well as keeping and maintaining accurate health and safety records.
- (2) Adopt and implement prescribed safety codes and standards relating to fire safety and emergency measures.
- (3) Adopt and implement measures to protect against violence in the workplace, from both internal and external sources.
- (4) Ensure that the activities of every person granted access to the workplace do not endanger the health and safety of employees.
- (5) Ensure that the Safety Officer conducts monthly inspections of all or part of the workplace so that the entire workplace is inspected at least once a year.
- (6) Comply with oral and written direction by the Safety Officer.
- (7) Respond in writing to the Safety Officer's direction or report when requested to do so.

Employee Rights

Under the Canada Labour Code, employees have three key rights: the right to know, the right to participate, and the right to refuse dangerous work.

The Right to Know

Employees have the right to know about foreseeable hazards within a work area and be provided with necessary information, instructions, training and supervision to protect their health and safety. Employees may also be granted access to employer reports pertaining to work and health place safety through the Health and Safety Committee or the Safety Officer.

The Right to Participate

Employees have the right to participate in identifying and/or correcting concerns in the workplace that may be hazardous to themselves or other employees.

The Right to Refuse Dangerous Work

Employees have the right to refuse work if there is a reasonable cause that harm could come to themselves or other employees because of:

- (i) A dangerous workplace environment;
- (ii) Using a machine or apparatus that may present a danger;
- (iii) Performing an activity that constitutes a danger.

Employee Responsibilities

Responsibilities of All Employees

For my protection, and the protection of my co-workers, it is my responsibility to:

- (1) Become aware of the safety regulations. I must respect these regulations as well as all health and safety procedures that have the ultimate goal of preventing accidents;
- (2) Wear any individual protective equipment or clothing required for my job, and/or use any safety materials, equipment, or devices provided to protect me;
- (3) Refrain from bringing family members to work with me, to ensure their safety and the safety of my co-workers.
- (4) NOT consume or have in my possession any alcoholic beverages on the job site or while driving a vehicle, and to never arrive to work under the influence of alcohol or drugs;
- (5) Pay close attention to fire hazards at all times;
- (6) Use protective fire equipment and alarms that are installed in the case of a fire only;
- (7) Keep my work area and environment clean and orderly;
- (8) Avoid using tools, equipment or other objects that would put myself or my co-workers in danger;
- (9) Realize that any person not respecting safety regulations may have disciplinary measures brought against him/her;
- (10) Inform my supervisor immediately of any accidents that may or may not have caused an injury or damages to any equipment;
- (11) Submit a medical certificate to my supervisor authorizing me to return to work following an injury or sick leave;
- (12) Cooperate with management and other employees in an attempt to eliminate injuries;
- (13) Report any injury, illness or property damage to the immediate supervisor as soon as possible;

- (14) Report hazardous conditions or unsafe work practices to the supervisor;
- (15) Know the location of all first aid equipment on the job;
- (16) Refrain from horseplay, fighting or practical jokes while working;
- (17) Operate only the equipment for which you are trained and authorized;
- (18) Follow proper lifting procedures. (Back straight, knees bent, load close to body);
- (19) Attend safety meetings when appropriate.

Safety Disciplinary Policy

Health and Safety Requirements are enforced to protect all workers from injury and illness. A safety disciplinary policy is in place to provide a mechanism for disciplining employees who repeatedly violate health and safety rules and guidelines. The Kitigan Zibi Anishinabeg believes that in order to maintain a safe and healthful workplace, employees must be cognizant and aware of all KZA, Provincial and Federal safety and health regulations as they apply to the specific job duties required.

Failure of employees to comply with rules and regulations regarding Workplace Safety will lead to disciplinary consequences as outlined in the *Kitigan Zibi Human Resources Policy*.

Administration and Front Line Work

Workstation Design and Ergonomics

Level of work

The height of workbenches and the position of chairs shall be adapted to the work and the worker in such manner as to ensure workers a correct posture and to reduce their fatigue.

O.C. 885-2001, s. 168.

- (1) I will adjust my chair and/or workstation so that it is at the correct height.

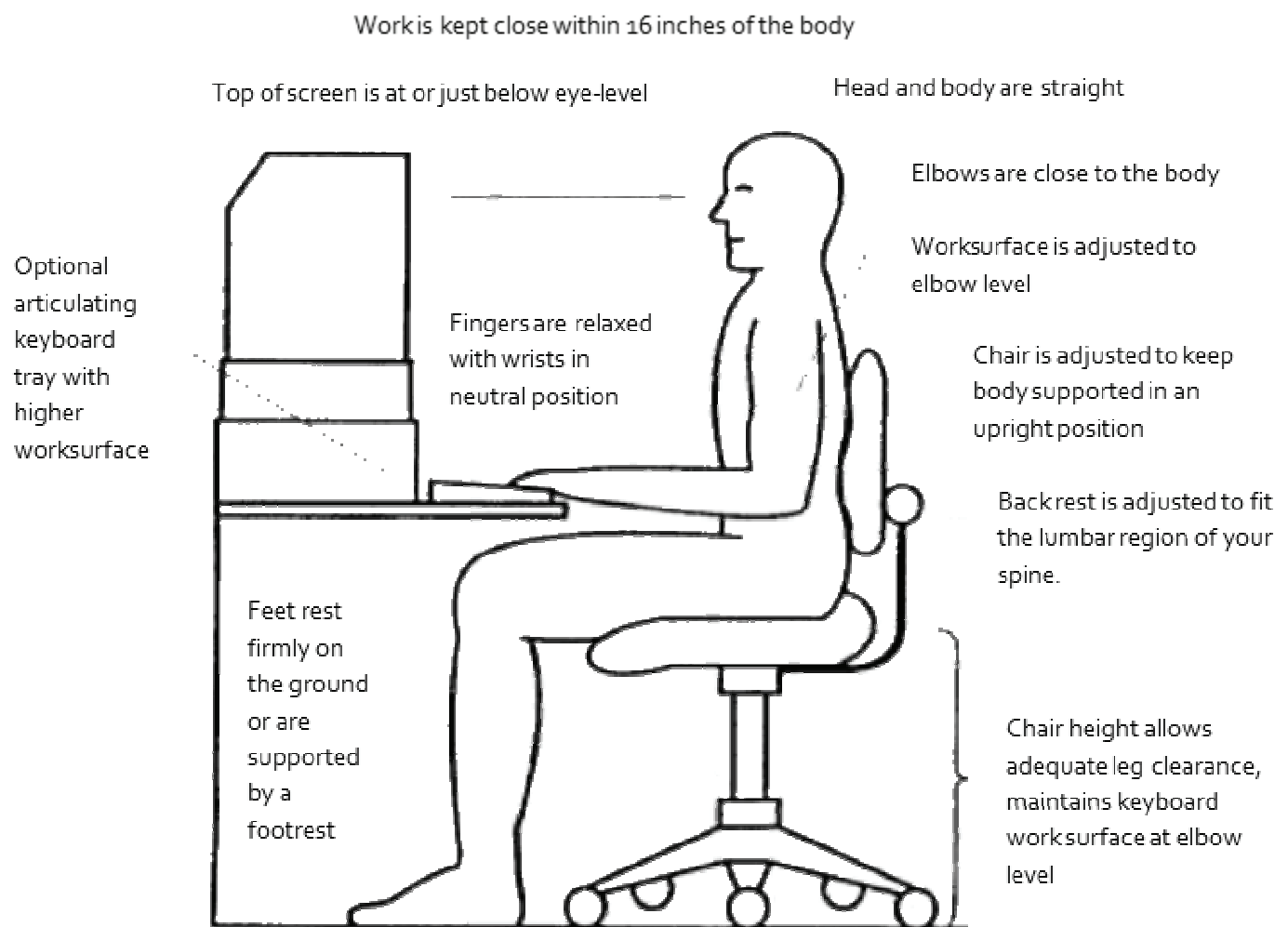
Eyes: Computer screen should be at or just below eye-level

Elbows: Should be at the same height as the work surface for typing or keyboarding

Thighs: Should be horizontal with the floor

Feet: Should be resting flat on the floor. If feet are not flat on the floor, a footrest should be used





SOURCE: www.iuinfo.indiana.edu

- (2) I will adjust my chair and/or workstation so that it is at the correct height.

How to Adjust An Office Chair

1. Tighten the chair backrest so that it does not give way with body weight.
2. Adjust the chair to suit your height and your workstation height.
3. Stand in front of the chair. Set the height so the highest point of the seat is just below the kneecap.
4. Sit so that the clearance between the front edge of the seat and the lower part of the legs just fits a clenched fist.
5. Adjust the backrest of the chair so that it supports the hollow of the lower back.
6. Sit upright with your arms hanging loosely by your sides. Bend your elbows at about a right angle (90 degrees) and adjust the armrest(s) height until they barely touch the undersides of the elbows.
7. Remove the armrests from the chair if this level cannot be achieved or if armrests, in their lowest adjustment, elevate your elbows even slightly. If possible, also adjust the work surface to about the height of elbows with the arms hanging straight by the sides.
8. Raise the chair to get the proper arm and upper body position when using a fixed height work surface.
9. Adjust chair height so elbows are about the same height as the work surface.
10. Use a footrest if the feet cannot rest flat on the floor or if there is pressure on the back of the legs. The footrest should be adjustable and support the whole foot.



SOURCE: "Office Ergonomics Safety Guide, 5th Edition"
Canadian Centre for Occupational Health and Safety.

Position

Tools, handles and materials shall be located in positions that facilitate work and reduce strain.

O.C. 885-2001, s. 169

- (20) I will arrange my work materials so that they are within easy reach, thus reducing body twisting and side-to-side repetitive motions.
- (21) If possible, I will position my desk so that the window is to my side.
- (22) I will adjust window blinds to control light levels and glare.
- (23) I will avoid placing a monitor facing a window to reduce glare and eye-strain.

Noise Control

Regulations regarding noise control apply to industrial levels that surpass 85 dBA. In most offices, noise levels are estimated at 50 dBA. However, measures can be applied in an attempt to reduce worker stress, annoyance or interference of work performance.

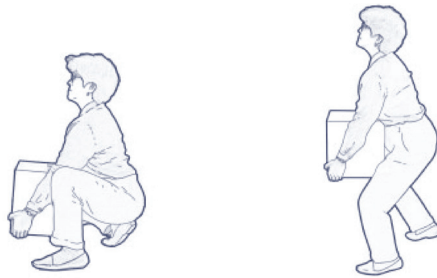
- (1) I will schedule noisy tasks when it is least likely to disturb other employees.
- (2) I will use conference rooms for conversations that could disturb other employees.

Manual Material Handling

Workers assigned to the handling of loads or persons shall be instructed in the proper manner of performing their work safely.

O.C. 885-2001, s. 166.

- (3) I will use proper ergonomic techniques for picking up heavy loads such as boxes or other objects.



This lift is the most common method of good lifting technique. Use the basic lift for objects small enough to straddle where you have enough room to use a wide stance.

Safe Lifting Technique

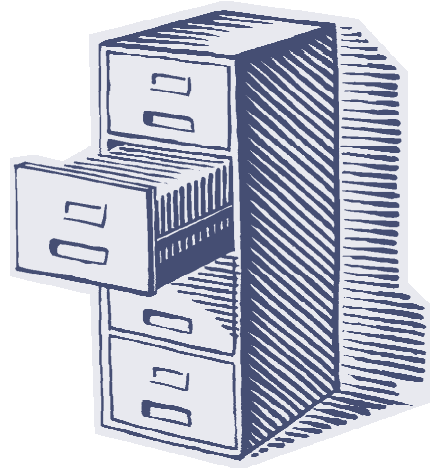
1. Get close to the object.
2. Stand with a wide stance: put one foot forward and to the side of the object.
3. Keep your back straight, push your buttocks out, and use your legs and hips to lower yourself down to the object.
4. Move the load as close to you as possible.
5. If the box has handles, grasp the handles firmly and go to step 9.
6. Put the hand (that is on the same side of your body as the forward foot) on the side of the object furthest from you.
7. Put the other hand on the side of the object closest to you. Your hands should be on opposite corners of the object.
8. Grasp the object firmly with both hands.
9. Prepare for the lift: look forward.
10. Lift upwards following your head and shoulders. Hold the load close to your body. Lift by extending your legs with your back straight, your buttocks out, and breathe out as you lift.

*SOURCE: U.S. Army Center for Health Promotion and Preventative Medicine, Ergonomics Program.
("Copying and distribution of this pamphlet is authorized and encouraged").*

Filing Cabinets

When using filing cabinets, I will ensure to:

- (4) Place cabinets so that the drawers do not open into the aisles.
- (5) Load cabinets starting from the bottom for stability.
- (6) Whenever possible, secure cabinets to the wall or floor.
- (7) Use handles to close drawers to avoid catching fingers.
- (8) Close cabinet drawers when not in use.
- (9) Avoid overfilling cabinets.
- (10) Not keep heavy objects on top of tall filing cabinets.
- (11) Not open more than one drawer at a time.



Corrective Actions for Hazards in Administration Positions

Situation

- Repetitive bending, twisting, pinching, grasping.
Includes: typing and computer keyboard work, cashier and housekeeping.

Hazard or Risk

- Pain in the wrist or carpal tunnel area.

Corrective Action:

- Position hands and wrists comfortably, ensure both are at proper level of work area;
- Use two hands instead of one to avoid forcing.
- Reduce repetition (e.g. vary tasks);
- Use ergonomically designed tools;
- Maintain tools in good working condition to avoid excessive need for force;
- Perform hand exercises that strengthen wrist area.

Front Line Work

Front-Line Workers should observe the following measures for their own safety and the safety of the clients, students and other people within their physical or mobile working environments.

Safety Rules for Front Line Workers

Proper Hand Washing:

Since front-line workers may deal with different clients in various environments, they should be aware of the necessity to practice effective hand washing regularly to avoid the spread of germs and bacteria which could cause or spread themselves and others.

For effective hand washing, follow these steps:

- (1) Remove any rings or other jewelry
- (2) Use warm water and wet your hands thoroughly
- (3) Use soap (1-3 ml) and lather very well
- (4) Scrub your hands, between your fingers, wrists, and forearms with soap for 20 seconds
- (5) Scrub under your nails
- (6) Rinse thoroughly
- (7) Turn off the taps/faucets with a paper towel
- (8) Dry your hands with a single use towel or air dryer
- (9) Protect your hands from touching dirty surfaces as you leave the bathroom



Working Alone

A person is considered as “working alone” when they cannot be seen or heard by another person; and/or cannot expect a visit from another person.

Working alone is not necessarily problematic, although certain safety and prevention measures must be observed to ensure the security of the lone worker.

- (1) Employees will refrain from working alone under high-risk circumstances, which include working:
 - (i) At heights;
 - (ii) In confined spaces;
 - (iii) With electricity;
 - (iv) With hazardous substances or materials;
 - (v) With hazardous equipment such as chainsaws or firearms;
 - (vi) With materials at great pressure; or,
 - (vii) With the public when there is a potential for violence.

Needlestick Injuries

Needlestick injuries are wounds that are caused by needles that puncture the skin.

Front-line workers may come across needles or syringes in the various home and/or work environments that they find themselves in.

Therefore, it is important to be aware of this type of injury so as to avoid contracting any infectious diseases or blood borne illnesses.

(2) Recapping and Disposal Procedure

- (i) Never move an exposed needle tip towards an unprotected hand.
- (ii) Lay the cap on a flat surface and scoop it onto the tip of the syringe held in one hand, keeping the free hand away from the exposed needle.
- (iii) Needles should be disposed of in wide-mouth, puncture proof containers. Do not overfill the containers for this purpose.

Home Visits

When an employee is working away from the office, such as on a home visit, s/he cannot rely on other workers to come to their aid if required. This is why it is important to incorporate preventative measures into one's routine.

The unpredictability of certain circumstances can turn a routine visit into a violent one if certain factors are present. It may not necessarily be the clients who pose a danger, but perhaps other people in the home at the time of the visit, especially if they are under the influence of drugs or alcohol.

In all situations, employee discretion must be used for each one's own security. Some suggestions include:

- (i) Have access to a cell phone at all times. Ensure that it is sufficiently charged and is working properly at the start of your shift.
- (ii) Use a check-in/check-out procedure using the "buddy system" in your office.
- (iii) Prepare a daily work plan so that you and others can know where and when you are expected somewhere.
- (iv) Call the client ahead of time to confirm your appointment. You may detect any unusual mood or activity at the client's location.



- (v) Avoid entering any situation or location where you feel threatened or unsafe.
- (vi) When parking your car at a client's home, park facing out towards the main road to allow a quick and easy exit if necessary.
- (vii) Be alert and make mental notes of your surroundings when you arrive at a new or different setting; pay particular attention to possible escape routes and how the doors lock.
- (viii) If possible, take control of the seating arrangements by sitting next to the door.
- (ix) Terminate the meeting in a non-confrontational manner if the client appears to be intoxicated, under the influence of drugs, emotionally disturbed or out of control.
- (x) Exercise your right to refuse to provide services in a clearly hazardous situation.
- (xi) Disclose any feelings of apprehension or discomfort about an impending meeting to your supervisor.

Violence Within the Work Environment

Violence towards employees of the Kitigan Zibi Anishinabeg **will not be tolerated.**

In the event that a violent act should occur within the workplace, whether from external or internal sources, **CALL THE KITIGAN ZIBI POLICE DEPARTMENT IMMEDIATELY.**

In the case of an assault, there will be mandatory reporting to police and charges will be pressed.

The Director/Supervisor or person in charge will document the incident, and an Incident Report will be filed. A copy will be sent to the Safety Officer.

If the source of the assault is a Kitigan Zibi employee, disciplinary and administrative measures will be applied in accordance Section 16.0 of the *Kitigan Zibi Anishinabeg Human Resources Policy*.

More information can also be found in the “Respect in the Workplace Policy” found in Appendix 2 of the *Human Resources Policy* regarding Personal and Sexual Harassment within the Workplace.

Corrective Actions for Hazards in Front-Line Positions

Source: "Violence in the Workplace Prevention Guide" Canadian Centre for Occupational Health and Safety

Situation:

- A fight breaks out involving children

Hazard or Risk:

- Getting injured by intervening

Corrective Action:

- Name someone to go for help
- Dismiss the audience. Tell the students to leave immediately and tell them specifically where to go.
- Deal with the fighters. Use their names; tell them what you want them to do. Use specific commands. Keep your distance.
- Defer to rules, instead of personal authority, for example, "hands off" or "fighting is against the rules".
- Identify the aggressor and direct the other child to a safe place.

Situation:

- Dealing with a potentially violent person

Hazard or Risk:

- Being the victim of physical assault

Corrective Action:

Verbal communication:

- Focus your attention on the other person to let them know you are interested in what they have to say.
- Look at the person when they are talking.
- DO NOT look away as if disinterested.
- DO NOT try to humour the person as this can be interpreted negatively.
- Remain calm and try to calm the other person.
- DO NOT allow the other person's anger to become your anger.
- Remain conscious of how you are delivering your words.
- Speak slowly, quietly and confidently.
- Speak simply. DO NOT rely on official language or complex terminology.
- Avoid communicating a lot of technical or complicated information when emotions are high.
- Listen carefully. DO NOT interrupt or offer unsolicited advice or criticism.
- Ask if you can take a few "brief notes" to help you retain the information. This conveys that you are interested
- Encourage the person to talk. Ask questions that require a lengthy explanation as this can defuse the intensity of the interaction.
- DO NOT tell the person to relax or calm down.
- Try to understand. Ask questions. Make statements like "Help me understand why you are upset."
- Once you think you understand, repeat it back to the person so they know you understand.
- Remain open-minded and objective.
- Use silence as a calming tool.

- Use delaying tactics to give the person time to calm down, for example offer a drink of water (in a disposable cup)
- Acknowledge the person's feelings. Indicate that you can see he/she is upset.
- Invite the person to make suggestions. DO NOT reject these suggestions. Tell the person you will consider them.
- Before terminating the conversation, clearly and precisely summarize the issues discussed and the next steps you will take to resolve the problem

Non-Verbal Behaviour and Communication

- Use calm body language - relaxed posture with hands unclenched, attentive expression.
- Arrange yourself so that your exit is not blocked.
- Position yourself at a right angle rather than directly in front of the other person.
Give the person enough physical space, 2-4 feet is usually considered an adequate distance.
- Get on the other person's physical level. If they are seated, try kneeling or bending over rather than standing over them.
- **DO NOT** pose in a challenging stance, such as:
 - standing directly opposite someone
 - putting your hands on your hips
 - pointing your finger
 - waving your arms
 - crossing your arms
- **DO NOT** glare or stare, which may be perceived as a challenge.
- **DO NOT** make sudden movements which can be seen as threatening.
- **DO NOT** fight. Walk or run away. Get assistance from police.

Tips for Problem Solving

- Try to put yourself in the person's shoes, so that you can better understand how to solve the problem.
- Ask for his or her recommendations.
- Repeat back to the person what you feel he or she is asking of you, to clarify what you are hearing.
- Be honest. **DO NOT** make false statements or promises you cannot keep.
- Remain professional and take the person seriously.
- Be respectful.
- Ask for small, specific favours, such as asking the person to move to a quieter area.
- Be reassuring and point out choices.
- Try to keep the person's attention on the issue at hand.
- **DO NOT** take sides or agree with distortions.
- **DO NOT** reject the person's demands or position from the start.
- **DO NOT** attempt to bargain with a threatening individual. If necessary, terminate the interaction.
- **DO NOT** make promises you cannot keep.
- Try to avoid escalating the situation.
- Find ways to help the person save face.
- Establish ground rules if unreasonable behaviour persists.
- In a calm and non-threatening manner, clearly state that violence is unacceptable and will not be tolerated.
- Calmly describe the consequences of violent or aggressive behaviour.
- Suggest alternatives to violent behaviour.
- Avoid issuing commands and making conditional statements.
- If the nature of the situation involves punishment or sanctions (e.g. enforcement); delay the punitive action until you have back-up or the situation is safer.
- Try to politely and calmly terminate the interaction in a non-threatening manner, if possible.

- Know what back up and advice is available to assist you in handling a difficult individual.
- Get help.
- Use a silent alarm.
- Use a code word.
- If you threaten to call the police, call them.

Situation:

- You feel the need to terminate a negative interaction

Hazard or Risk:

- May invoke a negative reaction.

Corrective Action:

- Interrupt the conversation firmly but politely.
- Tell the person that you:
 - Do not like the tone of the conversation
 - Will not accept abusive treatment
 - Will end the conversation if necessary
- Tell the person that you will ask him or her to leave the building, or that you will leave (if working off-site).
- If the behaviour persists, end the conversation.
- Ask the person to leave the building, or leave yourself.
- If the person does not agree to leave, remove yourself from the scene and inform your supervisor immediately.
- DO NOT return to the meeting if you believe the person poses a physical threat.
- Advise other staff and have them leave the immediate area.
- Call the police.
- File an incident report.

Situation:

- You are being bullied or harassed.

Hazard or Risk:

- Could have psychological impacts

Corrective Action:

The following are some actions that can be helpful when dealing with harassment in the workplace. For further instruction, refer to the **KZA Human Resource Policy, Appendix 2, Respect in the Workplace Policy**.

- Talk to someone you trust about your observations and experiences.
- Firmly tell the harasser or bully that his or her behaviour is unacceptable and unwelcome. Ask him or her to stop.
- Keep a factual journal or diary of daily events. Record:
 - The date, time and what happened in as much detail as possible
 - The names of witnesses
 - The outcome of the event
- Remember, it is not just the character of the incidents, but the number, regularity and especially the pattern that reveal harassment.
- Keep copies of all letters, memos, e-mails, faxes, etc. received from the harasser or bully.
- When criticism or allegations are made, write to the harasser or bully and ask him or her to substantiate their claims in writing.
- Keep all memos and correspondence related to your work if the quality of your work is being challenged.
- Report the harassment, bullying or mobbing behaviour to the person identified in the Human Resources Policy.
- If your concerns are minimized, proceed to the next level of management.
- File an incident report.

- Create a safer space for yourself at work. For example, you could:
 - Reposition your desk so that you have a clearer view of people approaching you and can make a quick exit from your work area.
 - Work with your employer to identify areas with poor lighting or other security risks.
 - Ask for violence prevention training specific to your situation, for example handling cash, working with patients, or conflict resolution techniques.
 - Build a support network – family, friends, supportive co-workers, support organizations and information centres.
 - Understand that if you begin to question your own competence, that the problem is not yours.

If your health is affected:

- Keep a daily record of:
 - All physical and mental symptoms
 - All visits to your doctor or any other medical appointments
 - Any medication or treatment prescribed
- DO NOT blame yourself. Don't waste time or energy worrying about why it is you.
- DO NOT retaliate. You may end up looking like the perpetrator and will most certainly cause confusion for those responsible for evaluating and responding to the situation.
- DO NOT engage in workplace conversations that make you uncomfortable. Excuse yourself and walk away. If necessary, say "I'm not comfortable discussing this."
- DO NOT agree or disagree with distorted statements.
- DO NOT tolerate harassment in any form.

If you witness harassment, bullying or mobbing:

- Make sure the victim knows about your workplace violence prevention policy
- Stand next to, or speak up for, the person being harassed, bullied or mobbed.
- Ask the harasser or bully to stop.
- Offer support.
- File an incident report.

Police Work

Prevention Measures for Police Officers

The following is a general overview of prevention measures for Kitigan Zibi Police Officers.

- (3) The Director of Police Services will ensure that all KZA Police Officers have the proper training to perform their duties and will update their training as required. Training may also include hazards related to police work such as chemical hazards/WHMIS, blood borne diseases, needlestick injuries, self-defense and Firearm Requalifications.
- (4) KZA Police Officers will ensure to keep fit through regular exercise to reduce the risks of occupational injuries.
- (5) As front-line workers, KZA Police Officers will ensure to regularly use proper hand washing techniques to prevent the spread of germs and bacteria that could lead to illness.
- (6) All KZA on-duty police officers will ensure that they wear the proper Personal Protective Equipment required for their shift.
- (7) KZA Police Officers will, as situations allow, employ proper lifting techniques of heavy objects as required.
- (8) KZA Police Officers will adhere to the Safety Guidelines as set out in their handbook.

Additional further detailed measures can be found in *Manual of Policing Practices, Volume 2, Operations*, for the exclusive use/reference of Police Officers.




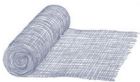


First Aid

The Kitigan Zibi Anishinabeg will ensure that:

- (1) Each building and/or construction site within the Kitigan Zibi Anishinabeg will be equipped with an adequate number of first aid kits.
- (2) The kits must be readily accessible, transportable and available at all times.
- (3) It does not take more than five minutes to access a kit. If this is the case, the KZA will remedy the situation by adding additional kits to their buildings or construction sites.
- (4) First Aid kits are kept clean, fully equipped, and in good condition.
- (5) The expiry dates of the contents are checked regularly and replaced as required.
- (6) Partially used sterile material will be discarded.

First Aid Kit Contents

- (1) In addition to the standard items (see chart on next page), it is strongly recommended that these items be added to the first aid kit:
 - (i) Pocket mask;
 - (ii) Disposable gloves;
 - (iii) Antiseptic soap
- (2) The kit must not contain any medication. First aiders in the workplace are not authorized to give medication in any form whatsoever, unless they have received additional training to administer oxygen or adrenaline.

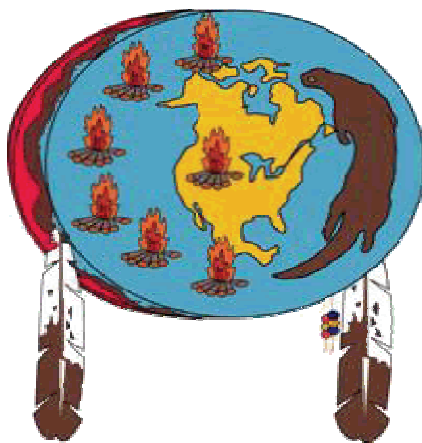
Standard Items	Description	Notes
First Aid Manual	First Aid Manual and Guide	Must be a CSST approved manual
1 pair of Bandage Scissors 	Metal scissors with a rounded tip used to cut gauze strips or adhesive tape.	Disinfect with alcohol (or with another disinfectant solution) before and after use. Thoroughly wash and dry before storing. Make sure the scissors are sturdy and of good quality.
 Splinter Forceps	Pointed forceps used to remove small foreign bodies such as splinters.	Disinfect with alcohol (or with another disinfectant solution) before and after use. Thoroughly wash and dry before storing. Make sure that the forceps are sturdy and of good quality.
12 Safety Pins of Assorted Sizes	Useful for fastening triangular bandages, gauze bandages, etc.	
25 sterile bandages, individually wrapped	Useful for protecting a wound	Avoid touching the surface of the gauze so as to prevent contamination. Avoid fastening the bandage too tightly when applying it to an extremity. Discard any bandage that is not in an airtight wrapper or that has been damaged by water or moisture.
 Sterile Gauze Squares (25) (4 in. x 4 in.) (Individually wrapped)	Useful for covering larger wounds or applying pressure to an area that is bleeding.	Open the envelope where indicated and remove the gauze by holding onto one corner so as not to contaminate the square. Always avoid touching the gauze surface that covers the wound.
Rolls of Sterile Gauze Bandage (4) 50 mm x 9 m (2 in. x 30 ft.) (Individually wrapped) Rolls of Sterile Gauze Bandage (4) 101.6 mm X 9 m (4 in. x 30 ft.) (Individually wrapped)	 Strips of sterile gauze or cotton bandage used to hold sterile gauze squares in place.	Always apply from the bottom of the injury to the top.
 Triangular Bandages (6)	Used to immobilize a limb or stabilize a limb	
Sterile Bandage Compresses (Pressure Dressings) (4) 101.6 mm x 101.6 mm (4 in. x 4 in.) (Individually wrapped)	Bandages consisting of several layers of sterile gauze, filled with cotton batting and fastened using strips of gauze. Used to apply fast, effective pressure in case of profuse bleeding.	When opening, be careful not to touch the gauze; apply directly over the wound. Wrap the gauze strip firmly around the injured limb so as to reduce or stop bleeding. Make sure that the bandages and compresses applied directly over the wound are sterile.
Roll of Adhesive Tape (1)	Adhesive tape used to fasten bandages or protective dressings.	Avoid using in case of allergies (an anti-allergic tape is available on the market). Never apply directly on the face.
Alcohol Swabs (25)	Small swabs filled with an antiseptic solution and packaged in sealed envelopes.	

SOURCE: *First Aid in the Workplace*, 6th Edition, prepared by the Commission de la santé et de sécurité du travail du Québec.

First Aiders

Depending on the type of work activity being carried out, a minimum number of people qualified to provide first aid must be present.

NUMBER OF FIRST AIDERS:	NUMBER OF WORKERS ASSIGNED TO A GIVEN SHIFT	MINIMUM NUMBER OF FIRST AIDERS REQUIRED FOR THIS SHIFT
At an Establishment	50 or less	1 first aider
	51-150	2 first aiders
	151 or more	Starting with this number, add 1 first aider for every additional 100 workers or fraction thereof assigned to the shift.
At a Construction Site:	10-50	1 first aider
	51-100	2 first aiders
	151 or more	Starting with this number, add 1 first aider for every additional 100 workers or fraction thereof assigned to the shift. NOTE: <i>At a construction site, all first aiders must identify themselves by wearing a hard hat bearing a cross.</i>
At a Forestry Enterprise	5 or less	1 first aider
	6-10	2 first aiders
	11 or more	Starting with this number, add 1 first aider for every group or portion of a group of 5 workers.



KITIGAN ZIBI ANISHINABEG

BOX 309
MANIWAKI, QUEBEC
J9E 3C9