

WORK SAFE WITH ROD STICKMAN

Using the Facilitator's Video Discussion Guides!



Creating a positive environment to discuss safety is vital to creating safer workplaces in Nova Scotia. The Rod Stickman videos are an excellent way to begin the conversation about safety in your workplace.

As discussion starter tools, they highlight some of the biggest health, safety and injury prevention issues facing workplaces, and the steps that employers and employees can take to create safer workplaces in Nova Scotia.

These guides will provide key points to explore when discussing the Rod Stickman videos. The videos can be used as part of an orientation for new employees, during special workshops or at a regular staff meeting. They won't replace work-specific safety training, but are great tools to start the discussion.

In each guide you will find a discussion section for that video that includes:

- background notes,
- a "Question and Answer" section to help guide discussions, and examples in the Q & A section, to encourage conversation.

You can also capture group discussion, ideas and questions on flip chart, white board, or in meeting notes.

Facilitators should watch each Rod Stickman video a few times before leading a discussion. They are short, easily accessible, and can be downloaded at no charge at worksafeforlife.ca. You can also order them on DVD by contacting us at info@wcb.ns.ca.

For more information about health and law for Nova Scotia workplaces, call the Nova Scotia Occupational Health and Safety Division at **1-800-952-2687** or visit gov.ns.ca/lae/healthandsafety

To access health, safety, injury prevention and return to work resources and supports, call the Workers' Compensation Board of Nova Scotia toll free at 1-800-870-3331, or visit wcb.ns.ca or worksafeforlife.ca.

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NS OHS Division: 1-800-952-2687 or 1-902-424-5400

To learn more, visit worksafeforlife.ca and somanymways.ca



COMMUNICATING AT WORK



BACKGROUND NOTES

Communication is vital to creating a safe work environment. This video will help emphasize the importance of strong and open dialogue in creating safe workplaces. It will help encourage employees to share their thoughts and beliefs about safety in your workplace.

In this video, Rod Stickman notes the importance of effective communication in creating safe workplaces.

- Having a conversation about workplace safety is the first and most important step to putting proper safety measures in place.
- Talking about safety, and reporting, investigating and controlling workplace hazards, are some of the best ways to make positive change.

This video highlights worker rights and responsibilities under Nova Scotia's *Occupational Health and Safety (OH&S) Act*. It discusses these three key safety rights:

- The **right to know** about hazards, including worker requests for information and employer training for safe work.
- The **right to participate**, which can include joining the safety committee, becoming a safety representative, and having regular safety conversations with co-workers and supervisors.
- The **right to refuse** work if the worker believes it could hurt him/her or someone else.

Nova Scotia's OH&S Act and thirteen regulations, including WHMIS, Workplace Violence, First Aid and Fall Protection, are based on the safety philosophy of the Internal Responsibility System – which applies to the safety functions of all workplaces. The Internal Responsibility System and effective safety communication are foundation pieces of the Act and regulations.

QUESTION & DISCUSSION POINTS

What hazards have you seen or experienced – here or in another workplace – which are like the ones in the video we just watched? Examples:

- Poor safety communication, such as:

- No or inadequate personal protective equipment, such as:

- No training or poor training, such as:

- Workers not knowing their rights or responsibilities, which can lead to:

- List group's examples:

What hazards do we have here in our workplace?

What are the most risky? Examples:

- Power equipment, such as:

- Risky tasks, such as:

- Other hazards, ie. heavy objects, slippery floors, etc.

- Bears

- List group's examples:

How do we control hazards in our workplace now?

What safety measures do we have in place?

Look at the listed hazards and add safety measures for them. Examples:

- The first safety measure is understanding our three key safety rights.
- Safety controls and measures can include training, protective equipment and safety communication, such as:

What changes can we make to better control these hazards? What can be done quickly, and what would likely take more time? Examples:

- Training about rights (to know, to refuse, to participate)
- Understanding responsibilities, like reporting hazards
- Working with the employer to find safety measures, ie. equipment or safer work processes
- List group's examples:

How can you influence safety changes? List points: what can be done now and what could be done in the future?

Examples:

- Talk to supervisor
- Talk to safety representative or Joint Occupational Health and Safety (JOHS) Committee members
- Take part in JOHS Committee
- Work with employer to identify hazards and possible controls
- Talk to other businesses with similar hazards
- Include safety projects in future planning

CONCLUSION

- It is your right to know about any hazards you might encounter at work.
- It is your right to participate in safety efforts at work.
- It is your right to refuse unsafe work.
- If you see a hazard in your workplace, be sure to report it to your supervisor – hazards must be investigated in order to be fixed!
- Workplace safety is not only your right; it's also your responsibility. Communication is important. Make sure your voice is heard.

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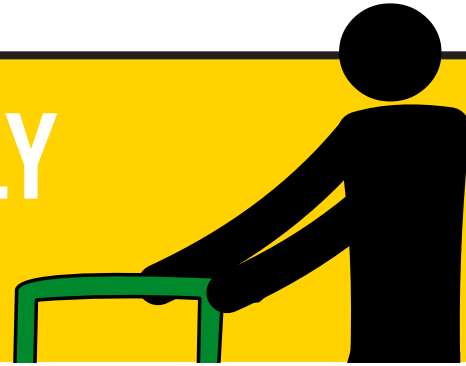
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WORKING SAFELY BY DESIGN



BACKGROUND NOTES

Most workplace injuries in Nova Scotia affect our musculoskeletal system. The bad news is that these musculoskeletal injuries (MSI), also known as soft tissue injuries, cost millions of dollars every year in Nova Scotia. The good news is that musculoskeletal injuries can typically be prevented by changing the way work areas are designed, and how tasks are carried out.

As you watch this video, consider how employers and employees can work together to examine and improve how jobs are done. Does the workplace have processes and an environment that allows tasks to be performed without strain? Can an ergonomic assessment be done of work areas in your business?

QUESTION & DISCUSSION POINTS

What types of actions and tasks are common in our work?

Examples:

- Lifting
- Bending and moving
- Working on production lines
- Sitting or standing for long periods
- Using hand tools or machines
- Moving patients
- List group's examples:

What kinds of hazard controls do we currently have in place to decrease the risk from these tasks?

- Proper work process
- Safe work design and procedures
- Appropriate tools
- Training
- Protective equipment
- List group's examples

See "Spot it. Fix it." at worksafeforlife.ca to learn more

What other measures could be used to further decrease risk for injury? Examples:

- Always assess the task for risk of injury
- Look for new tools and new ways of doing it
- Plan stretching and rest breaks
- List group’s examples

Do we pull heavy loads often in our workplace?

Examples:

- Full pallets of materials
- Transferring patients
- Pulling wet laundry from a washer
- Dragging cases of stock in a store
- List group examples

Lifting and Storage: Questions and Discussion Points

Obviously anvils aren't an everyday workplace item, but other heavy things are. How people lift them, or are asked to lift them, can lead to injury. Storing heavy items at waist height is safer for lifting and reduces overhead hazards.

- How are things stored in our workplace?
- How do we access those items?
- Does this need to change?

What are some of Rod's key tips on lifting?

- Don't twist – “Keep your nose between your toes”
- Don't lift things that are too heavy
- Lift with your knees, not your back
- Use proper tools to safely lift and move objects

Where does lifting happen in our workplace? Examples:

- Are people lifting large or heavy loads?
- Are people lifting anything (even smaller and lighter materials) repeatedly?
- What kind of safe lifting or safe handling training have you received?
- Do we have a safe lifting program? If so, is it appropriate to our needs? If not, how does it need to improve?

What's better – pushing or pulling?

- Pushing. Our muscles are better designed for it.

How can we prevent injury due to these hazards?

Examples:

- Evaluate how the task needs to be changed.
- Design new safe work procedure, and/or work area design for that task
- Ensure proper training for the work task
- Use proper training every time a lift is required.
- Use proper tools and work measures, like carts, adjustable tables, lift devices, or safe lift teams in order to safely move items or people.
- List group examples

CONCLUSION

- Many musculoskeletal injuries can be prevented by changing the way work areas are designed and how work tasks are carried out.
- Employers and workers need to work together to identify safe work design and procedure for tasks that require high frequency, high repetition, high force.
- The “Spot it. Fix it.” sprains and strain activity found at worksaferforlife.ca is another good example of a way to start thinking about safe work design. You can also download the “Sprains and Strains” brochure, which includes the “Spot it. Fix it.” poster, or you can request a hard copy.
- If you see a hazard in your workplace, be sure to report it to your supervisor – all hazards must be investigated.

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WORKING FROM HEIGHTS



BACKGROUND NOTES

This video will help encourage discussion about the importance of fall protection, and the rules and regulations concerning working from heights in the workplace. In it Rod highlights some of the most common areas people work from heights – roofs, buildings and ladders.

Nova Scotia has fall protection legislation. In certain work situations it is illegal to work, or ask someone to work, without fall protection. Employers and workers can be prosecuted for failing to do so. Find out more about Nova Scotia Fall Protection and Scaffolding regulations by going to gov.ns.ca/just/regulations/regs/ohs296f.htm.

Fall protection is required for any job above three meters, and applies to jobs on land and around water. It can include measures such as the use of guardrails, scaffolding, body harnesses and proper ladder use. The higher you go, the more protection is needed!

As you watch this video, consider how employers and employees can work together to ensure everyone is safe when working at height.

QUESTION & DISCUSSION POINTS

What are some of the aspects of your job, or previous jobs that required you to work from heights? What kind of training did you receive for it? Did you feel it was sufficient? Examples:

- Using a ladder
- Working on a roof, or at height on the inside of a structure
- Elevated platforms
- Working on top of cargo vehicles
- Entering and exiting elevated vehicles
- Group's examples

What working materials or conditions most frequently contribute to falls? Examples:

- Ladders – poor condition or improper for the task
- Improperly installed scaffolding
- Working on roofs and at roof edges
- Improperly guarded gangways and catwalks
- Checking loads and accessing tanks on large vehicles
- No access to/not using the right equipment
- Group's examples

If a new worker was performing the work you do at height, what type of training do you think they should have?

- List group suggestions

If you had questions or were concerned about your safety, who could you talk to? Examples:

- Your boss or another supervisor at your workplace
- Your safety representative, or a member of the safety committee at work
- Nova Scotia's Occupational Health and Safety Division
- The Workers' Compensation Board

What three protective items did Rod Stickman reference?

- Guardrails
- Scaffolding
- Harness

When are some of the times that you require fall protection?

- Fall protection is required when a person could fall from a work area that is three meters or more above the nearest safe surface, including over water or hazardous materials or substances.
- When using a mechanical lift.

What is considered fall protection? Measures such as:

- Guardrail
- Temporary flooring
- A personal safety net
- Full body harness, lanyard and anchor point
- Other?

What does Rod mean when he recommends maintaining three points of contact when using a ladder?

- Sometimes you may be working on a ladder above three meters and it might not always be practical to use a full fall arrest system. In that case you should always have three points of contact with a ladder – mostly both feet and one hand.

CONCLUSION

- If something feels wrong, talk to your employer about it.
- Employers must ensure you have proper training and equipment to safely work at height.
- When working from heights, rushing leads to injury – your safety comes first.
- If you see a hazard in your workplace, be sure to report it to your supervisor – all hazards must be investigated.
- You have the right to refuse work that you believe could hurt you or someone else.

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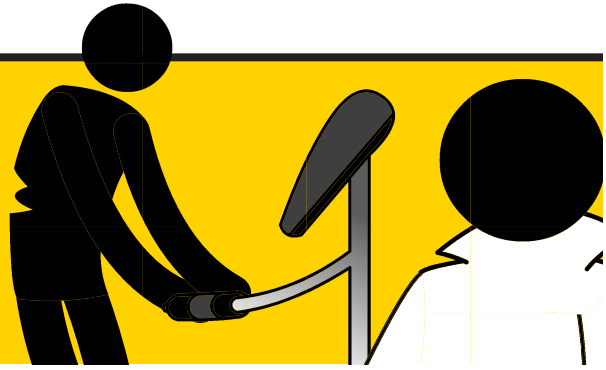
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RETURN TO WORK



BACKGROUND NOTES

It is important to help an injured worker return to work as quickly as is safely possible. It has been shown that the longer injured employees are off work, the less likely they are to return. Staying connected to the workplace and continuing to work has proven to be one of the most important factors in recovery.

At the beginning of the video, Rod is hit by a car while on the job. He has a flash forward moment where he is forced to be off work for weeks. He didn't feel like himself, he missed his friends. He was discouraged and thought he may never be able to go back to work. His bills were piling up and he was feeling overwhelmed.

These types of fears and frustrations are common among people who must take time off work due to an injury. That is why it is best for the injured worker to get back to work as soon as possible, and for employers to have a return to work (RTW) program.

Rod talks to his boss about his workplace's return to work program. This program is key to Rod getting back to the job, and helps him avoid the stress he feared before.

Rod seeks recovery shortly after his injury. He works with his boss to find another role in the organization until he is ready for his original job again. Soon he's back to his old job.

As you watch this video, remember that a solid RTW program is a team effort. When an injury occurs, the goal for both the employer and the worker is to help get things back to the way they were before the injury.

QUESTION & DISCUSSION POINTS

Discuss your organization's return-to-work program.

Ask the group to discuss (if they so choose) their own experiences with leaving work due to injury, and efforts to return to work.

If injured, how would a return-to-work program help?

A return-to-work program helps to eliminate the stress and inconvenience an injury can cause to someone's life and their family. Together with employers, workers can make a plan to get back to work, while employers make a plan to accommodate the injury. Whether it's modified or alternate duties and schedules, or retraining for another job, a return-to-work program is there to help.

Did you know you can play a huge role in your own recovery by seeing a physiotherapist for an assessment of a sprain or strain?

Create a hypothetical situation for step-by-step scenario.

Eg: Dave reports injury to supervisor, if injury is a suspected strain or sprain, the supervisor can call the physiotherapist that day for an appointment for Dave. Dave can still follow-up with his family doctor, but the first contact with physio often means more immediate results for Dave's road to recovery. Click on 'Returning to Work' at wcb.ns.ca for more information about the WCB's physiotherapy direct referral program.

The video stresses the importance of getting back to work as soon as it is safe to do so. Why is it important for injured workers to return to work? Examples

- Reduces human impact of workplace injury (ie. on work life, personal life, social and community activities, etc.)
- Allows employee to continue working, keeping valuable skill sets and knowledge
- Reduces or eliminates employee wage loss
- Employee keeps important social networks at the workplace, which support recovery
- Employee stays active, which speeds up recovery
- Minimizes lost productivity, at work and at home
- Reduces risk of re-injury
- Employee maintains a sense of value, purpose and self-confidence
- List group's examples

What are some ways you can return to work if unable to do your regular job? Examples:

- Transitional duties are temporary changes to the worker's job tasks that take their injury into account, but still allow the employee to be productive and contribute.
- Duties can progressively increase as the employee's function improves.
- The goal is to return the employee to full, pre-injury job duties.
- Employers and workers have responsibilities under the legislated requirements of return-to-work. *The Workers' Compensation Act of Nova Scotia* outlines the duties of workers in Sections 82 – 85 and the duties of employers in Sections 86 – 101.

CONCLUSION

- The longer an injured worker is off the job, the less likely they are to return to work.
- Returning to work in a safe and timely manner is supported when employers, injured workers, and health care providers work together. The Nova Scotia WCB can help too!
- There are financial and healthcare resources available to help an injured worker get healthy again.
- Staying active in the workplace is important, even if an injured worker isn't quite ready for their old job.
- Employers should share their Return-To-Work policies with employees and create a "buddy system" to help an injured worker stay connected to his or her workplace.
- Employers are encouraged to consult their Workers' Compensation Board case worker for more information on Return-To-Work programs.

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SLIPS & FALLS



BACKGROUND NOTES

Over 3,000 people are injured every year in Nova Scotia as a result of slips, trips and falls in the workplace. Use this Rod Stickman video to lead a discussion about how to spot hazards and prevent these incidents and injuries in your workplace.

There are two basic types of falls: elevated falls and same-level falls. Same-level falls are most frequent, but elevated falls result in more severe injuries. A large percentage of elevated falls occur from ladders, but there are also a significant number of falls from vehicles and equipment, loading docks, buildings and other structures.

Many workplace slips and falls happen on and around slippery surfaces. In the video we see Rod slip on wet floors, and trip on lumpy carpets and objects in the hallways. Keeping workspaces clean and tidy can help prevent slips, trips and falls! Rod also falls down the stairs while carrying things that obscure his vision, and then takes a tumble because of poor lighting!

As you watch this video, think of ways you can work with your employees to create a workplace environment that eliminates the risks of slips, trips and falls. You may wish to encourage them to discuss incidents or near misses, what could have been done to prevent them, and what's being done now to prevent reoccurrences.

More information about preventing falls can also be found on Rod Stickman's "Working From Heights" video.

QUESTION & DISCUSSION POINTS

What kinds of things could make someone slip, trip or fall in our workplace? Examples:

- Spills on floors
- Slippery work areas
- Clutter
- Stairs or other uneven surfaces
- List group's examples

How can we prevent slips and falls in our workplace?

Examples:

- Clean all spills immediately; mop or sweep debris from floors
- Tell someone immediately if you see a hazard in the workplace
- Mark slippery work areas with clear and proper signage
- Use non-slip flooring or mats
- Remove obstacles from walkways and always keep them free of clutter
- Ensure power cords are secure and/or out of the way
- Provide proper lighting for work areas
- Don't carry objects that impede sight lines
- Use appropriate, non-slip footwear
- Make everyone responsible for tidiness of his/her own workspace
- List group's examples

What are some of the areas in our workplace that present with a risk for falls? Examples:

- Trucks, trailers, truck beds
- Wet, icy, muddy, oily, slippery steps
- Slippery work areas
- Worn, heavy-traffic surfaces
- Ramps, loading docks
- List group's examples

How can we prevent someone from falling in these areas? Examples:

- Keep steps clean and dry
- Install portable railings
- Erect safety signs around hazardous areas and tell your supervisor so he/she can get to the root of the problem.
- List group's examples

CONCLUSION

- Slips, trips and falls are a major cause of workplace injuries in Nova Scotia.
- Elevated falls, from ladders, vehicles, loading docks and stairs, often cause serious injuries.
- Removing obstacles and keeping a workplace neat and tidy can prevent many workplace trips and falls.
- Good lighting and proper carrying technique can help avoid a fall.
- Everyone has a responsibility to keep their personal workspace tidy.
- Communication is often the key to preventing these types of injuries. Make your voice heard.
- If you see a hazard in your workplace, be sure to report it to your supervisor – all hazards must be investigated.

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YOUNG WORKER HEALTH AND SAFETY



BACKGROUND NOTES

Our early jobs are often where our attitudes toward workplace safety begin to develop. Regardless of whether it's our first job or not, starting a conversation about safety, and moving toward preventing injury and **not** normalizing it as “part of the job”, is something we can all promote in our attitudes and actions. In this video Rod Stickman (with the help of some new friends!) discusses these six key safety topics.

Worker safety rights

Nova Scotia's Occupational Health and Safety (OHS) Act and regulations include the safety rights and responsibilities that employers and workers have. All workers have three main rights to protect their safety at work:

- The **right to know** about hazards and how to safely work with and around them.
- The **right to participate** in your own safety, like joining a safety committee.
- The **right to refuse** work that you feel could hurt you or someone else.

Recognizing workplace hazards

All types of work have hazards. We need to understand this so we can take measures to keep ourselves and others healthy and safe at work. We can't know every hazard in every workplace, but we do know that all hazards are classed only into these five groups:

- **Physical** – machinery, equipment, exposure to electricity, high noise, vibration, etc.
- **Chemical** – manufactured or natural chemicals, WHMIS – regulated substances, etc.
- **Biological** – moulds, mildews, bacteria & viruses, work with people, animals, insects, etc.
- **Ergonomic** – impact of body posture, force, repetition, design of work process, tools, etc.
- **Psychosocial** – interaction of people, stressors, nature of work, etc.

Safety advocacy: speaking up to ask questions and report hazards

Speaking up for safety is one of the most important work skills we will learn. It can be uncomfortable and even a little scary, but letting things slide – even if others appear to – means hazards aren't identified and fixed. Workers have the right and responsibility to speak up. Employers have the responsibility to listen and investigate safety reports and concerns.

Safely lifting and moving materials

The most common injuries for Nova Scotia workers are to the neck, shoulders and back. Awareness and prevention of these types of injuries depends on four key things:

- Proper design – is the process required to complete the task safe?
- Proper tools – do we have the necessary equipment to safely lift and move materials?
- Proper training and technique – training can tell us how, when – and when not! – to lift.
- Communication – talk about how to prevent soft tissue injuries, and then do something!

For more information about safe lifting, see “Working By Design”

Preventing workplace bullying and violence

Nova Scotia's “Violence in the Workplace” Regulation clearly lays out what employers must do to identify and control for risk of violence to workers. It can be viewed under the province's occupational health and safety information data base, gov.ns.ca/lae/kb. Bullying and violence in the workplace are **never** ok. If you see it or experience it, don't hide it. Talk to someone and then report it to a supervisor. If you don't get the support you need, you can call the NS Occupational Health Division or the WCB.

Understanding importance of safety rules

All workplaces need safety rules – this is the employer's responsibility under health and safety legislation. These rules reflect that the employer will do all he or she can to ensure the health and safety of their workers, including safety training and communication, safe equipment, and hazard awareness and control. Workers are required to follow safety rules and not take short cuts, even if others do!

QUESTION & DISCUSSION POINTS

What hazards have you seen or experienced – here or in another workplace – which are like the ones in the video we just watched? Examples:

- working around hot surfaces or substances
- working at height
- working with power equipment or hand tools
- working with the public and handling money
- List group examples

Which of the following hazards do we have here in our workplace? What are the most risky? (List group answers)

- equipment for food and drink preparation (ie. coffee pots, fryers, ovens, slicers)
- slippery floors and surfaces
- rushing to finish tasks
- handling money/dealing with the public
- List group examples

How do we control these hazards in our workplace now? What safety measures do we have in place? (Look at the listed hazards and add safety measures for them)

- understand and exercise our safety rights and responsibilities
- training for workers and their supervisors
- proper and safe work procedure
- protective clothing and non-slip flooring
- List group examples

What changes can we make to better control these hazards? What can be done quickly, and what would likely take more time? (List examples)

- report hazards, tell the supervisor when bad things happen
- investigate how we're working now, can it be done more safely?
- Training and clearer communication
- List group examples

How can you influence safety changes? (List points: what can be done now and what could be done in the future?)

- Talk to supervisor
- Talk to safety representative or JOHS Committee members
- Take part in a JOHS Committee
- Help employer identify hazards and fix them
- Talk to other businesses with similar hazards
- Include safety projects in future planning

CONCLUSION

- Get the training you need to safely do your work. If it's not offered right away, ask for it!
- Ask your boss to explain safety rules, and follow them!
- Take the time to work safely. If you're feeling way too rushed, talk to your supervisor.
- Don't take shortcuts, even if other people do!
- Always use safety equipment, including protective gear and clothing.
- Operate machinery and tools properly.
- Be an advocate for safety; if they need it, help others to speak up too.
- Report anything you feel is unsafe.
- Work **with** your supervisor and boss to make positive change happen!

Rod is a great way to begin the conversation about workplace safety. But he's just the start to a safer workplace. If you see a hazard in your workplace, be sure to report it to your supervisor – all hazards must be investigated.

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