
EXCELING IN SAFETY

Pozniak Safety Associates Inc. Canadian Newsletter
Fall 2009

*Pozniak Safety
Associates Inc.*

A SAFER WORLD OF WORK

www.pozniaksafety.com

Lets just Think about it,....

Violence in the workplace,... it is a reality. It is not new, yet some organizations that are at risk have done little. Over the last two weeks I have thought of many examples from school shootings, to death of police officers the last few years (my son being a police officer), to the Edmonton WCB hostage situation this last week, to a man walking into a workplace pouring gas over himself and trying to light him self on fire in my home city.

So what can we do to make sure that it does not happen in our workplace, and if it does what do we have to have in place to mitigate the losses.

Who is at risk from workplace violence?

Violence can happen in any workplace. However, people whose jobs involve any of the following factors are at increased risk of workplace violence: Contact with the public; Exchange of money; Delivery of passengers, goods, or services; Having a mobile workplace (such as a vehicle); Working with unstable or volatile people; Working alone or in small numbers; Working late at night or during early morning hours; Guarding valuable property or possessions; or Working in community-based settings (for example home care).

Types of Workplace Violence: Violence by Strangers; Violence by Customers or Clients; Violence by Co-workers: or Violence by Personal Relations.

How can you prevent violence at your workplace?

Everyone in the workplace must be committed to, and involved in creating, a workplace violence prevention program: employers, workers, the joint health and safety committee, and unions.

The Workplace Violence Prevention Program has two very important goals:

1. To find ways to recognize and prevent violence from occurring.
2. To ensure employees know how to respond if an incident does occur.

Follow these steps to prevent workplace violence:

1. Establish violence prevention policy and standards.

2. Conduct a risk assessment.

The worksite analysis is a step-by-step review of all aspects of the workplace. This review is focused on looking for potential security breaches that would allow for or enhance the likelihood of workplace violence. Consider a Threat Assessment Team - a group of motivated employees, empowered by the employer to review all aspects of the workplace and recommend corrective actions to prevent workplace violence. The team is generally comprised of representatives from senior management, operations, human resources, security, and safety. In performing the assessment, you will review records of the company and the physical work environment to determine the threat level. This review should include at a minimum: nature of interactions between workers and others such as the public, attributes of workers and the work, the nature of the work environment, physical inspection of the work environment, and past history of incidents in your workplace and in similar operations.

The University of California, Davis article [Maintaining a Safe Workplace](http://www.hr.ucdavis.edu/supervisor/Er/Violence/Brochure) explains how to recognize disruptive, threatening, or violent behavior and how to respond to different levels of such behavior. It also details effective preventive steps. <http://www.hr.ucdavis.edu/supervisor/Er/Violence/Brochure> [Workplace Violence Headquarters](http://www.workplace-violence-hq.com) is a great resource. It lists common misconceptions, warning signs to distinguish between everyday anger and explosive violence, and potential solutions - <http://www.workplace-violence-hq.com>

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H1N1— Hype & Hysteria or Hazard,....

11 STEPS BUSINESSES CAN TAKE TO PREPARE FOR A PANDEMIC

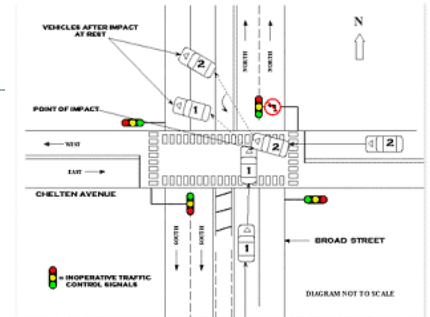
Since it takes time to implement strategies, organizations are encouraged to start planning immediately for business continuity during an influenza pandemic.

1. Work with Local Public Health Officials. Coordination with local health officials is strongly encouraged for all businesses so that timely and accurate information can guide appropriate responses in each location where their operations reside. Because the intensity of an outbreak may differ according to geographic location, local public health officials will be issuing guidance specific to their communities. Also, businesses could work with public health and community leaders to explore ways of improving accessibility of vaccinations for the workforce and in the community.
2. Check that existing contingency plans are applicable to a pandemic, and that core business activities can be sustained over several weeks in the event of high employee absenteeism.
3. Plan accordingly for interruptions of essential governmental services like sanitation, water, power, and disruptions to the food supply.
4. Identify your organization's essential functions and the individuals who perform them. Build in the training redundancy necessary to ensure that work can be done in the event of a potential absentee rate of 25-30 per cent that may last for 2-3 weeks during the peak of a pandemic.
5. Maintain a healthy work environment by ensuring adequate air circulation and posting tips on how to stop the spread of germs at work.
6. Educate your people. On how to prevent it, what are the symptoms, and what you can do if you have it.
7. Promote hand washing, and coughing and sneezing etiquette. Ensure wide and easy availability of alcohol-based hand sanitizer products.
8. Determine which outside activities, such as transportation systems, are critical to maintaining operations and develop alternatives in case they cannot function normally.
9. Establish or expand policies and tools that enable employees to work from home with appropriate security and network access to applications.
10. Expand online and self-service options for customers and business partners.
11. Encourage employees to stay home if they are sick to stop the spread of illness, and update sick leave, and family and medical leave policies. Concern about lost wages is the largest deterrent to self-quarantine. Be Prepared for Schools Dismissals and Closures that may affect your workforce, as in some communities, schools may dismiss students and childcare programs may close, particularly if the severity increases. Be prepared to institute flexible workplace and leave policies for these workers.

You can find more information on Web Sites such as www.fightflu.ca, www.hc-sc.gc.ca, www.flu.gov, and various provincial or state health agencies.

Incident Investigation Tools — CAD Incident Recreation

One of the biggest issues within incident investigation is coming up with the true picture of what really happened. Have you ever wished you had those systems like they have on NCIS and CSI,... those computer generated recreations of the incident, so you could really look at what happened, the causes and prevent reoccurrence.



Pozniak Safety Associates Inc. provides associates who are specially trained investigators, engineers, commercial vehicle inspectors & computer programmers. With this diverse background we can assist you with your incident investigations. We are able to use a CAD program to recreate the particular incident whether it is a motor vehicle collision, industrial or work place accident. Scenes are mapped using a Total Station then drawn using a computer program which allows us to render the incident in either a two or three dimension perspective. We are also able to provide an animated rendering of the incident.

The specialized background of our associates allows for review of incidents with the perspective of being “on scene” investigators. This insight is beneficial to an investigation as it provides us with the experience of being “hands on” at those scenes immediately after an incident took place, something that not all consultants have had the opportunity to do. It also provides us with the experience to return to a scene to collect the evidence first hand in order to determine for ourselves what actually occurred. This then gives us the ability to examine the initial report and search out inaccuracies within.

Who are our Associates?

Malcolm Gibson

- Level 4 Accident Reconstructionist, with 25 years of Law Enforcement experience
- Has testified in Queen’s Bench Court, Provincial Court, Traffic Safety Court, and Civil Court
- Instructor for Saskatchewan Police College, Saskatoon Police Service and RCMP
- Liaising with numerous police agencies, law firms, coroner’s office and private consulting firms

Ted Hus

- Level 3 Accident Analyst, with 26 years of Law Enforcement experience
- Has testified in Queen’s Bench Court, Provincial Court, Traffic Safety Court, and Civil Court
- Instructor and chief driver instructor for Saskatchewan Police College and Saskatoon Police Service Liaising with numerous police agencies, law firms, coroner’s office and private consulting firms

Joseph Chan

- Masters in Civil Engineering
- Lead investigator for Transport Canada Accident Study Team at the University of Saskatchewan
- Instructor for the Saskatoon Police Service and RCMP

Wendell Barsi

- 13 years of Law Enforcement experience, liaising with numerous police agencies, law firms, coroner’s office and private consulting firms
- Commercial vehicle inspector
- Provides court testimony in Queen’s Bench Court, Provincial Court and Traffic Safety Court

Devon Racicot

- Level 4 Accident Reconstructionist, with 15 years Law Enforcement experience
- Computer programmer
- Provides court testimony in Queen’s Bench Court, Provincial Court and Traffic Safety Court

To learn more about this service please contact our office at 306-373-1444 or info@pozniaksafety.com.

ON THE INTERNATIONAL FRONT

Pozniak Associates DMCC in Dubai, U.A.E. Are present at the CSSE in Calgary



Paul Pascoe from Professional Safety Solutions, Australia and now Pozniak Associates DMCC, Associate based in the UAE presented his “LET ME ENTERTAIN YOU” 3 hour workshop at the CSSE 2009 Professional Development Conference which was held September 20 – 23, 2009 in Calgary Alberta. The Theme this year “Prevention through Global Partnerships” was emphasized with presentations and workshops facilitated by international speakers such as Paul. The attendance by and networking opportunities with, the top safety professionals from across Canada and around the world was invaluable



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SPEAKING ON HEALTH AND SAFETY AROUND THE WORLD.



Eldeen was the closing keynote speaker at **InterConstruct 09: Health & Safety in a Challenging and Multicultural industry**, at the Sheraton Grand Hotel and Spa, Edinburgh Scotland, May 19 - 20. This conference discussed the ever-increasing number of challenges, the most pressing being the poor economic climate and a diverse, multicultural workforce facing the construction industry. You can watch Eldeen’s interview at that conference on YouTube – InterConstruct 09 – Eldeen Pozniak www.youtube.com/watch?v=jzkwSUKo4GQ.

Here is a picture of Eldeen being presented with traditional haggis and other memorabilia at the conference.

IOSH – 2010 Conference – Health and Safety: Making the Case

will be held in Glasgow March 24-25, 2010. The annual IOSH conference is the largest and most comprehensive health and safety conference in the UK, featuring a prestigious array of leading speakers, up-to-the-minute information and best practice case studies – all aimed at helping health and safety professionals meet their future challenges. This year’s conference theme has been developed to encompass the challenges faced by health and safety practitioners today in protecting their budgets in a global economic downturn, securing senior management engagement and demonstrating where health and safety really adds value to the organisation.

www.iosh.co.uk



Eldeen Pozniak and her team Daniel Hearson, Adel Chorfi and Ahmed Chorfi spend some time in Morocco this year performing a safety perception survey, evaluating an organizations safety culture. There was a little time for site seeing and balancing life and work activities— here is Eldeen and Ahmed taking a break, shopping, and exploring some of this beautiful country.

CSSE 2009 PDC
Calgary
Sept 20-23, 2009



CSSE PDC—Calgary, Alberta, Canada:

CSSE 2009 Professional Development Conference was held September 20 – 23, 2009 in Calgary Alberta. The Theme this year “Prevention through Global Partnerships” was emphasized with presentations and workshops facilitated by international speakers such as Rakesh Maharaj, Philip McAleenan, David Evans, and Paul Pascoe. The attendance by and networking opportunities with, the top safety professionals from across Canada and around the world was invaluable. You might recognize a few in the pictures from one of our networking events.



Pozniak Safety Associates Inc and our consultants always play a role in professional development - our very own Eldeen Pozniak was the Conference Chair and Val Foulds MacLeod manned our booth, as well as attended educational sessions for certification and the conference itself.



CSSE 2010 Professional Development Conference is September 12-15, 2010 in Halifax Nova Scotia Canada. The theme – “Prevention: Global Vision – Local Practice”.

Make plans to attend – hope to see you there.



Safety 2010 - Join us June 13-16 in Baltimore, Maryland!

Thousands of Safety, Health and Environmental professionals will choose SAFETY 2010 as their primary source of professional development this year. Be a part of the excitement. Learn from the successes of other professionals and organizations, take away examples and strategies, network with your peers and earn CEUs

www.asse.com

One needs to approach Slip, Trip and Falls like all other hazards in the workplace – with a management approach. So identify the hazard, assess the risk and then make sure the right controls are in place.



slips

Great Tools for risk assessment and for Risk factors checksheet on the following web site: http://www.docep.wa.gov.au/WorkSafe/Content/Safety_Topics/Slips_and_trips/index.htm



trips

Remember that different industries have different hazards that contribute to the Slip, Trip and Fall scenarios. Construction Industry – falls from working at a height, ice on the ground, or tripping on tools and equipment in a housekeeping mess, where as in the service industry it could be falls from a ladder hanging decorations, spilled food on the floor, or a tear in the flooring.



and falls

Slips: Slips happen where there is too little friction or traction between the footwear and the walking surface. Common causes of slips are: wet or oily surfaces, occasional spills, weather hazards – winter is coming in Canada and frost and ice will be abundant, loose, unanchored rugs or mats, and flooring or other walking surfaces that do not have same degree of traction in all areas.

Trips: Trips happen when your foot collides (strikes, hits) an object causing you to lose the balance and, eventually fall. Common causes of tripping are: obstructed view, poor lighting, clutter in your way, wrinkled carpeting, uncovered cables, bottom drawers not being closed, and uneven (steps, thresholds) walking surfaces.

Falls: usually the result of a slip or trip,... or holes in work services, utilization of equipment, or working at a height.

Common controls used in workplaces can be categorized according to the hierarchy of controls:

Eliminate the hazard: Eliminate changes in floor levels at design stage; Choosing appropriate floor surface for the type of work and work tasks being performed at design stage; Install more (or suspend) power outlets to eliminate hazards of cords on floors ; Providing adequate space to perform tasks (eg aisle width – general guide minimum of 1m, but will depend on the work tasks and risk assessment); Substitution—Re-surface floors with less hazardous materials; Isolation—Restrict access to work areas identified as higher risk for slips, trips and falls; Apply floor treatments to increase slip resistance (look under “floor treatment products” in the Yellow Pages); Improve lighting of work areas; Maintain/ repair equipment or pipes that are leaking; Provide well-positioned drainage to prevent pooling of contaminants; Clearly mark walkways, edges of steps and any changes in floor heights or surface types; Setting mats into the floor surfaces to eliminate any height variations; Providing ramps instead of steps for floor level changes.

Administrative Controls: Implement good housekeeping practices (clean as you go; keeping access ways clear; prompt spills management; keeping floors, ramps & stairs clean & dry; regular rubbish removal; appropriate storage of equipment); Use of signage or barricades for wet or slippery areas; Training for staff in identifying risk factors for slips/trips and controls to manage risks; Supervision of staff; and Clear procedures for reporting damage to floors, surfaces, and equipment/

Personal Protective Equipment: Clear footwear policy (fully enclosed, stable, well fitted footwear with appropriate soles to prevent slips/trips); Monitoring/ supervision of employee adherence to footwear policies; and Provision of appropriate safety footwear may be required in certain workplaces.

Other great web sites:

http://www.ccohs.ca/oshanswers/safety_haz/falls.html

http://www.worksafesask.ca/files/ont_wsib/falls/sld001.htm

http://www.worksafesask.ca/topics/specific_hazards/safety/prevent_slip.html



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Pozniak Safety Associates Inc. specializes in assisting corporations, industry & government to create viable & sustainable business through client specific & value added Occupational Health & Safety Management Systems and Business Support.

No matter what safety & health challenges you & your company face, whether one time only advice or a full range of services, **Pozniak Safety Associates Inc.**, is ready to work in **partnership** with you to **assess your needs, evaluate options, develop solutions & assist you** to fulfill your companies vision and objectives.

Some Things That Make You Think: Continued from Page 1.

3. Control violence hazards through workplace design and work practices and having an Emergency Response Plan – reporting, responding and investigating.

Prevention and damage control are full-cycle activities. Meaning, to be effective, prevention activities (Threat Assessment) must be continually re-evaluated and adjusted. During the threat assessment, the team will find areas that have a higher risk than others. Actions, which an employer can take to reduce risk, are: Alarm systems and other security devices; Metal detectors; Safe rooms for employees to use during emergencies; Closed-circuit video recording for high-risk areas; and Barriers between the public and employees, such as walls, glass, and locked doors.

While the intention of every employer is to prevent acts of violence in the workplace, it is critical that every employer be prepared to handle the post mortem of an incident. Key areas of concern following a workplace violence incident are: Getting medical care for injured victims. Ensure that the facility is properly equipped to handle basic first aid. Develop an Emergency Action Plan to assist the employees in handling incidents and interfacing with the local responders. Secure the premises - safeguard evidence. Develop a procedure to secure the facility from unauthorized persons. Include in that procedure, the steps to be taken to transfer evidence to local authorities. Arrange appropriate psychological treatment for victims. A pre-existing EAP will be a valuable tool should an incident occur.

Some good references are:

The U.S. Office of Personnel Management publishes a Guide for Agency Planners that includes this advice on "[preventing workplace violence](http://www.opm.gov/employment_and_benefits/worklife/officialdocuments/handbookguides/WorkplaceViolence/p1-s3.asp)" - http://www.opm.gov/employment_and_benefits/worklife/officialdocuments/handbookguides/WorkplaceViolence/p1-s3.asp

The American Federation of State, County and Municipal Employees (AFSCME) has published a handbook on [Preventing Workplace Violence](http://www.afscme.org/publications/2956.cfm) - <http://www.afscme.org/publications/2956.cfm>

U.S. Department of Labor's Occupational Safety & Health Administration (OSHA) has published an extensive list of resources for preventing workplace violence including this list of "grass roots" efforts by the various states to [prevent workplace violence](#). And OSHA publishes this list or resources for [learning more about workplace violence](#)

4. Educate and train your workers on how to prevent violence and how to report and respond to a situation. All employees should receive training on the scope and intent of the workplace violence policy. Supervisory employees should receive in-depth training on recognizing potentially violent employees, and conflict resolution. The person delivering the training should have a sufficient background in workplace violence to present the material in positive fashion, while focusing on the seriousness of the matter. Training should include an emphasis on alternate dispute resolution methods, and de-escalation techniques. More importantly, every training session must re-enforce the company's "zero tolerance" commitment.

5. Regularly inspect your workplace and review your program to ensure standards are maintained.

Where can you learn more about preventing workplace violence?

See these resources for more information about preventing violence in the workplace:

Canadian Centre for Occupational Health and Safety: [OSH Answers: Workplace Violence](#); Ontario's Health and Safety Associations have information and programs to help you. You can reach their websites through [PreventionDynamics.ca](http://www.preventiondyamics.ca); "Violence in the Workplace Prevention Guide", available from <http://www.ccohs.ca/products/publications/violence.html> and the "Workplace Prevention Program from http://www.esao.on.ca/products/manuals/resource/workplace_violence.htm.

