
***Occupational Health & Safety
Program***

***Department of Transportation and
Infrastructure***

Government of Newfoundland and Labrador

April 2025

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1.0 Roles, Responsibilities, Accountability, and Authority.

Statement from the Deputy Minister

The Department of Transportation and Infrastructure (TI) is committed to taking all reasonable steps to ensure the health, safety, and well-being of its employees, as well as those impacted by our operations. As the Deputy Minister, I am dedicated to fostering collaboration with all stakeholders, including Occupational Health and Safety (OHS) Committees, Representatives, and employees at every level, to maintain a workplace that is as safe as reasonably practicable while delivering critical services to the residents of our province.

While delivering these essential services is a key priority, nothing is more important than safeguarding the safety and well-being of our employees, contractors, and the travelling public. At TI, safety is a shared responsibility, and this document outlines the specific roles and obligations that each of us must uphold. Employees are expected to understand their responsibilities, follow them diligently, and ensure compliance with established safety processes.

As safety leaders, our work is never done. We must recognize that even one accident or injury is one too many. Our safety management system is built on the principle of continuous improvement, and while fewer incidents are encouraging, we must remain vigilant in sustaining strong safety performance and seeking opportunities to enhance it further.

Safety begins with a shared commitment to protecting our own health and safety and that of those around us. As part of my role as Deputy Minister, I am committed to:

- Reducing and eliminating workplace injuries and illnesses
- Ensuring compliance with all legislative requirements
- Driving continuous improvement in the department's safety programs

I call on every employee to embrace these commitments and contribute to maintaining a safe, healthy, and productive working environment within TI. Together, we can create a culture of safety that protects everyone.


Cory Grandy
Deputy Minister
Department of Transportation and Infrastructure

April 18/25
Date

Internal Responsibility and OHS Support

Clerk of the Executive Council

The Clerk of the Executive Council holds overarching responsibility for the governance and operations of the core public service and therefore has ultimate accountability for Occupational Health and Safety (OHS) and the Occupational Health and Safety Management System (OHSMS). While the Clerk may delegate responsibility and authority for specific OHS matters, overall accountability for OHS remains with the Clerk.

Deputy Minister

The Deputy Minister (DM) holds the highest level of accountability for OHS within the Department of Transportation and Infrastructure (TI). The DM is responsible for identifying the financial and human resources required to maintain a safe and healthy workplace for employees and provides leadership to promote and establish a positive safety culture across the department. Working alongside the executive team, the DM ensures that departmental safety initiatives are effectively implemented and continuously monitored.

All department wide OHS procedures and processes must receive the DM's approval before implementation.

Executive Lead for Occupational Health and Safety

Appointed by the DM, the Executive Lead for OHS is the department's safety representative at the executive table and is tasked with overseeing the strategic direction of OHS within TI with respect to the health and safety of employees, contractors, visitors, and the public. The Executive Lead for OHS ensures that the executive is apprised of OHS issues and concerns and promotes and supports the department's OHS initiatives. The Executive Lead for Health and Safety for TI is currently the Assistant Deputy Minister, Strategic and Corporate Services.

Assistant Deputy Ministers

Assistant Deputy Ministers are accountable to oversee safety compliance and continuous improvement initiatives within their respective Branches. Ensuring employees have the necessary training, tools, and equipment to conduct tasks safely is a critical part of this responsibility. The Assistant Deputy Minister is responsible for advising the DM and Executive Lead for OHS on resource needs, including staffing and funding to ensure the effective operation of services.

Assistant Deputy Ministers must ensure appropriate allocation of resources in respect of health and safety to ensure timely implementation, maintenance and continual improvement of OHS policies, processes, and procedures. Policies and procedures which are specific to a Branch are to be approved by the respective Assistant Deputy Minister.

Supervisors (Includes Directors and Managers)

Supervisor: A person authorized or designated by an employer to exercise discretion and control over workers of the employer. The Occupational Health and Safety Act states:

5.1 Supervisors are accountable for ensuring, to the extent reasonably practicable, the health, safety, and welfare of all workers under their supervision (section 5.1).

5.2 Supervisors are integral to the implementation and monitoring of OHS Programs within their designated areas. Their specific responsibilities include:

- Informing workers under their supervision about potential health and safety hazards they may encounter in the workplace.
- Providing clear written or verbal instructions regarding the necessary precautions for the protection of all workers under their supervision.
- Ensuring that workers under their direction use or wear the protective equipment, devices, or clothing as required by this Act, relevant regulations, or the employer's policies.

Employees

6. Employees are responsible for exercising reasonable care to protect their own health and safety, as well as that of their fellow workers and other individuals present at or near the workplace.

7. Employees must:

-
- Cooperate with their employer and fellow workers in the workplace to promote:
 - Their own health and safety;
 - The health and safety of other workers engaged in the employer's operations; and
 - The health and safety of individuals not engaged in the employer's work but present at or near the workplace.
 - Utilize devices and equipment provided for their protection, following the instructions for use and training related to those devices and equipment.
 - Consult and collaborate with the occupational health and safety committee, the worker health and safety representative, or the designated workplace health and safety personnel.
 - Cooperate with any individual fulfilling a duty imposed by this Act or associated regulations.

All employees have a right to work in a respectful workplace that is free of workplace harassment and or violence. In addition to the Government of Newfoundland and Labrador's Harassment-Free Workplace Policy, the Department of Transportation and Infrastructure has developed a Workplace Violence and Harassment Prevention Program to assist employees and management in this regard.

Corporate Safety Division

The Corporate Safety Division of TI has been established to provide support and guidance across all branches and divisions within the department. The Structure and responsibilities of Corporate Safety Division employees are outlined below.

OHS Manager

Under the guidance of the Assistant Deputy Minister, Strategic and Corporate Services, the OHS Manager directs and supports a team of OHS specialists, assisting employees at all levels within the department in meeting their OHS responsibilities. The OHS Manager provides strategic advice to the department by collaborating with the OHS team and reviewing incident reports, legislative requirements, audits, and other OHS-related inputs.

Key responsibilities of the OHS Manager include identifying program needs, preparing monthly reports on OHS metrics for the executive, and coordinating with the Employee Safety and Wellness Division to ensure that OHS programming aligns with government-wide programs established by the Treasury

Board Secretariat. Reporting to the Assistant Deputy Minister (the Executive Lead for Occupational Health and Safety), the OHS Manager also offers direction and guidance to all members of the OHS team, as outlined below.

OHS Consultants (Regional)

Regional OHS Consultants are responsible for providing guidance and support to Directors, Managers, Supervisors, and all other employees at the local level on OHS operations. Their primary duties include addressing OHS issues and concerns related to infrastructure, construction and maintenance, general operations, as well as in-field coaching and compliance verifications.

Key Responsibilities involve assisting or leading incident investigations, conducting hazard assessments, facilitating toolbox talks, and responding to training inquiries related to traffic control. They also support risk assessment teams in completing formal risk assessments in alignment with the Risk Management Program. Additionally, the consultants act as field advisors for corporate safety, providing critical support on issues related to contractors in the field.

OHS Consultant (Marine)

Key responsibilities include assisting supervisors with incident investigations, conducting hazard assessments, facilitating toolbox talks, and addressing training inquiries related to federal and provincial requirements. The Marine OHS Consultant supports risk assessment teams in conducting formal risk assessments in alignment with the Risk Management program and coordinates OHS audits required for licensing and registration. Additionally, the Marine OHS Consultant identifies and promotes opportunities for continual improvement across the branch with a focus on employee health, safety and wellness.

OHS Officer (Air Services)

The OHS Officer, Air Services plays a similar role to that of the OHS Officer, Marine Services but within the Air Services Division. In addition to providing OHS support to the pilots and maintenance staff, the OHS Officer oversees the functioning of OHS committees within the division as well as the development of required Safe Work Practices and Procedures that may not be required by Transport Canada but are required under provincial regulations.

Given the division's adherence to stringent procedures based on federal regulatory requirements and best practices, the OHS Officer is responsible for identifying necessary OHS measures—such as specific PPE, training, and other safety requirements—to perform tasks safely. This process involves reviewing safety

data sheets and existing procedure cautions, as well as observing and consulting with frontline employees to ensure all safety needs are properly addressed.

OHS Consultant (Contractor Safety Management)

The OHS Consultant, Contractor Safety Management is responsible for overseeing and supporting all activities and processes related to the safe management of contractors performing work across all departmental branches. This includes the development and oversight of the departmental contractor safety management program, covering all stages from pre-qualification to post-work evaluation of contractor performance in accordance with contract documents.

The Consultant collaborates with project managers and others departmental personnel responsible for contractor oversight to ensure that all work-related hazards are identified and effectively controlled. Key duties include assisting with the review of site-specific safety plans, developing monitoring protocols to verify contractor compliance, providing direction and guidance on safety issues, and reviewing contractor incidents and OHS orders issued to the department due to contractor activities. The consultant also identifies protocols for managing subcontractors and service contractors. In addition to the duties related to contractors, the OHS Consultant for Contractor Safety Management supports other OHS division employees in areas such as risk assessment and incident investigation.

Industrial Hygienist

The Senior Industrial Hygienist provides specialized support to employees at all levels in addressing industrial hygiene issues and concerns. With expertise in chemical, physical, biological, and ergonomic hazards, the Senior Industrial Hygienist plays a key role in developing and overseeing programs related to respiratory protection, hearing conservation, and asbestos management and abatement.

Primary responsibilities include liaising with OHS enforcement officials on orders and directives, especially those concerning industrial hygiene issues such as building ventilation and air quality. A significant part of this role involves assisting building managers with ventilation, temperature control, air quality, and building envelope hazards, including mold, lead paint, and asbestos.

Additionally, the Senior Industrial Hygienist develops and facilitates specialized training to mitigate industrial hygiene hazards and interprets technical bulletins and third-party reports, offering advice on implementing relevant recommendations. The Senior Industrial Hygienist also collaborates with other OHS division employees in risk assessments and incident investigations.

Fire Protection Officer

The Fire Protection Officer is responsible for ensuring the safety of facilities and personnel from fire-related hazards. Key responsibilities include conducting fire inspections of departmental buildings and facilities to ensure compliance with fire codes and standards, evaluating evacuation plans, advising on building occupancy requirements, and providing fire protection awareness training to departmental employees. The Officer also investigates fire-related incidents to identify causes and prevent recurrence.

As the primary contact for emergency preparedness, the Fire Protection Officer oversees the updating and maintenance of the Emergency Preparedness section of the Transportation and Infrastructure OHS Program Manual. Additionally, they provide support to other OHS divisional employees in areas such as risk assessment and incident investigation.

Departmental Program Coordinator (OHS)

The Departmental Program Coordinator compiles reports and documents related to OHS metrics for the department. This includes the gathering of OHS incident data, OHS Committee meeting information and minutes, OHS Orders and Directives as well as tracking and monitoring Risk Management compliance within the department. The Departmental Program Coordinator coordinates revisions to the Departmental OHS Program as well as the information and data posted on the departmental OHS intranet site. The Departmental Program Coordinator supports OHS Committees and Representatives in fulfilling their regulatory duties and provides administrative support for the OHS Manager in coordinating regular safety meetings and teleconferences.

Occupational Health and Safety Committees and Representatives

Consistent with OHS legislative requirements, TI has established OHS Committees in all locations where 20 or more TI workers are employed. The department supports OHS committees established throughout the province which are monitored and tracked by the OHS Departmental Program Coordinator.

The role of the OHS committee is to support employees at their workplaces to perform their OHS responsibilities as outlined in section 2 of this manual. It is important to note that OHS committees are NOT directly responsible for OHS in the workplace but rather, play an important role in monitoring OHS within their areas. A key part of this role is to participate in regular inspections of the workplace (at least two annually) and provide findings to those responsible for corrective action.

Additionally, the OHS committee serves as a resource for employees on health and safety matters that cannot be resolved at the supervisory level. The committee works collaboratively with employees and supervisors to address issues and, when necessary, to support the "Right to Refuse" unsafe work process.

All OHS committees are required to meet at least every 90 days and submit their meeting minutes to Workplace NL as per regulatory requirements. OHS committees are required to post a hard copy of the meeting minutes on the dedicated OHS bulletin board at their respective facilities. A current listing of all OHS committees can be found on the TI OHS intranet site ([OHS Committees – Transportation and Infrastructure](#))

All OHS committee members must be trained in accordance with provincial regulation which is provided through the Centre for Learning and Development (CLD).

At facilities with fewer than 20 employees, OHS Representatives are responsible for monitoring the OHS program and supporting employees in the same capacity as an OHS committee. However, rather than forwarding meeting minutes to Workplace NL, they must submit directly to SafeTI@gov.nl.ca

Contractors and Contractors' Employees

TI is committed to fulfilling its responsibility as owner and/or principal contractor for work completed by contractors. As per the Department's Contractor Safety Management Program:

- Contract documents should state in considerable detail in the front-end documentation that the contractor must comply with all safety standards established by law as well as the safety standards established by industry associations and relevant sections of this document. A breach of this condition will be a fundamental breach of contract and subject to termination of the contract or other penalty.
- The contractor is required to provide a copy of its Site-Specific Safety Plan for the proposed work. The acceptable level of detail in this plan will depend on the degree of risk of the activity and any other requirements established by the Department. The plan shall be reviewed by the individual responsible for the contract and any deficiencies identified corrected prior to the beginning of the work.
- The contractor must fully comply with relevant specification guidelines developed by the department and ensure full compliance and cooperation in other programs, such as the Workplace Violence and Harassment Prevention Program, as deemed necessary in contract documents.
- Department representatives will investigate and check on the contractor's safety performance. The frequency and detail of the monitoring by the project manager, site resident engineer or

other Transportation and Infrastructure personnel will depend on the nature of the work and the safety precautions specified in the contract.

- Every tender specification and written contract for work with the Department must have a clause specifying that the contractor shall, within 14 days of award of the contract and prior to commencement of work, provide a Letter of Good Standing under the Certificate of Recognition Program from the Newfoundland and Labrador Construction Safety Association, to the Department's Tendering and Contracts section.
- The contractor must also submit to Tendering and Contracts, a Clearance Certificate from Workplace NL, which indicates that their account is in good standing.

As the owner and/or principal contractor, the Department must ensure contractors and contractors' employees are familiar with, and follow, legislative requirements and departmental policies and procedures regarding occupational health and safety issues. This is typically accomplished through a pre-construction/service meeting with the contractor or service provider to ensure all required safety protocol has been considered and is adequately addressed.

General Safety Rules for Visitors

TI is committed to conducting its business in a socially responsible manner by ensuring a safe and healthy environment for all individuals, including all visitors to our workplaces.

A Department "workplace" is defined as any site where employees' work is being conducted whether it is regular or non-routine work. Workplaces include areas of government-owned or leased buildings, provincial roads and highways, marine vessels, aircraft, vehicles, and any sites where our employees are working.

Admission to a Department workplace is conditional upon each visitor abiding by the following health and safety rules:

1. Workplace supervisors and departmental representatives must inform visitors that all accidents, incidents, injuries and near misses, and any unsafe acts and conditions observed by the visitor are to be reported promptly to the person in charge of the workplace. In the event the supervisor is temporarily away from the workplace, he/she must assign the responsibility to inform visitors of this requirement to one of the workers at the workplace. Emergency first aid procedures will be included in the visitor orientation.
2. Personal protective equipment required by the Occupational Health and Safety Act and regulations or by the Department's OHS Program or safe work practices must be worn at all times while at the workplace. This may include protective headgear, footwear, hearing protection,

protective eyewear and hi-visibility apparel based on the nature of the hazards present. Eyewear, head protection, and hearing protection appropriate to the hazard will be provided by the Department. It is the responsibility of the individual visitor to provide all other personal protective equipment.

3. Where instructed to do so by a departmental employee, the visitor shall follow specific safe work practices related to the work being undertaken and the hazards being present.
4. A “No Smoking” policy is in effect and compliance is mandatory in all government buildings, vehicles, vessels and equipment.
5. Individuals who are under the influence of alcohol or illegal drugs, or who are otherwise impaired so as to pose a safety risk, are prohibited on Departmental premises.
6. Unprofessional behavior, such as horseplay (defined as rough or boisterous conduct that can create unsafe conditions), is strictly prohibited on worksites.
7. Verbal or physical abuse or any other form of harassment of, or interference with another person is strictly prohibited.
8. The Government of NL has a scent policy which states that “the use of scented products in government workplaces is to be avoided to provide employees, clients and visitors with a healthy and safe environment”.

2.0 OHS Committees and Workplace Representatives

TI recognizes the valuable contribution made by OHS Committees and Workplace Health and Safety Representatives toward maintaining safe and healthy workplaces. Committees and Representatives play an integral part in supporting the Department’s OHS initiatives.

To assist in fulfilling its monitoring role, OHS Committees and Representatives have access to, and are encouraged to review, various types of OHS data such as Accident/Incident reports, OHS Orders and Directives, Inspection Reports and revisions to the OHS Program.

Responsibilities

In addition to the duties of OHS Committees and Workplace Health and Safety Representatives as prescribed in the Occupational Health and Safety Act, OHS Committees and Workplace Health and Safety Representatives serve as a support mechanism for employees at all levels in dealing with OHS issues and concerns.

Consistent with the Internal Responsibility System, OHS Committees and Representatives work to facilitate collaboration between various levels within the Department to advance safety objectives.

While not directly responsible for safety under the Internal Responsibility System, OHS Committees and Workplace Health and Safety Representatives play a monitoring role to ensure compliance with Departmental safety goals and objectives.

Monitoring occurs in several ways, including:

- Participating in workplace inspections of facilities such as buildings, depots, vessels, and air hangers
- Reviewing accident/incident reports
- Reviewing past inspection reports
- Reviewing OHS program revisions
- Reviewing OHS Orders and Directives
- Assisting in “Right to Refuse” unsafe work situations

Meetings and Documentation

TI OHS committee meetings required by regulation are to be submitted to Workplace NL. Minutes must also be posted locally in a prominent area, preferably on the local OHS bulletin board.

At facilities with fewer than 20 employees, OHS Representatives are responsible for monitoring the OHS program and supporting employees in the same capacity as an OHS committee. However, instead of forwarding meeting minutes to Workplace NL, they are required to submit them directly to SafeTI@gov.nl.ca .

Tracking and Compliance

TI has implemented the following process to monitor, and support OHS Committees to ensure compliance to regulatory requirements:

- *Delinquent Stage 1* – Departmental Program Coordinator (OHS) issues message advising of delinquency and the requirement to hold a meeting.
- *Delinquent Stage 2* – Director/Manager issues message advising of delinquency and to hold a meeting.
- *Delinquent Stage 3* – Assistant Deputy Minister issues message advising of delinquency and to hold a meeting.
- *Referred to Government* – DM issues message advising of delinquency and to hold a meeting.

Note: Stages of delinquency referenced above are based on Workplace NL protocol and are defined as follows:

- *Delinquent Stage 1* - Three months after a committee meeting is required as per legislation (Letter sent to Committee Co-Chairs from Workplace NL)
- *Delinquent Stage 2* – Five months after a committee meeting is required as per legislation (Call from Workplace NL Safety Advisor)
- *Delinquent Stage 3* – Six months after a committee meeting is required as per legislation (Site visit by Workplace NL Safety Advisor)
- *Referred to Government* – Thirty days after entering delinquent stage 3. (OHS Officer) is advised of committee status)

A current listing of all TI OHS Committees can be found on the TI intranet at [OHS Committees – Transportation and Infrastructure](#)

Any questions, issues or concerns related to OHS Committees/Workplace Representatives can be forwarded to the Departmental Program Coordinator (OHS) who can be contacted by clicking the “Contact Us” link below:

[Corporate Safety – Transportation and Infrastructure](#)

3.0 Education and Training

TI recognizes the need for employees to be trained appropriately for the tasks that they are expected to perform.

Consistent with the Internal Responsibility System, stakeholders at all levels have specific roles and responsibilities with respect to the identification, development, implementation, scheduling, tracking, monitoring, and evaluation of OHS compliance-based training.

4.0 Communications

TI is committed to open and continuous communication to employees on all matters affecting their safety and well-being.

While communication occurs in various venues and formats, the Department has embarked on several communication initiatives to further advance health and safety including those noted below:

Communications from the Deputy Minister

OHS Committee Conference Calls

At least once a year, the DM will address all OHS Committee co-chairs to provide an update on OHS Committee compliance. This address will also serve to update the OHS Committee co-chairs on opportunities to better support the safety initiatives of the department by providing information on any trends and statistics which may be available. The discussion will also advise OHS Committee co-chairs of specific departmental OHS initiatives and solicit feedback from OHS committees on how they can best support the TI OHS program. These conference calls will also be considered a key performance indicator for the department.

Program Specific Safety Messages

In addition to regular scheduled communications as referenced above, the DM from time to time will issue communications to all employees on safety related matters that may be time sensitive or require immediate dissemination. Examples include updates on serious incidents or near misses, significant events which have direct impact on safety programming and structural or resource changes which may impact how employees are supported from an OHS perspective.

Corporate Safety Division Communications

Executive Safety Meetings

On a monthly basis the Corporate Safety Division reports to the Executive on several safety related items which have been monitored over the previous month. Standing items reported on are:

- Incident Data
- OHS Order/Directive compliance
- OHS Committee compliance

- Updates on recent safety initiatives specific to the Department

These monthly meetings are considered a key performance indicator for the Department.

Hazard Alerts

Hazard alerts are notifications of serious hazards which require broad timely communication to departmental employees. Examples include:

- Manufacturers defects and recalls.
- High risk hazards not limited to one specific area.
- A rash of incidents related to a specific action (several slips and falls in a short period).
- A rash of incidents related to a specific injury (several hand injuries in a short period).
- Any information brought to the attention of the Corporate Safety Division which it feels necessary to share with the department (reported high risk hazards, information conveyed through government orders and internal notifications such as speeding reports).

Any employee can initiate a hazard alert by simply contacting the Corporate Safety through the TI Hazard Alert email SafeTI@gov.nl.ca. It must be understood that regardless of whether a safety alert is initiated, all hazards must be reported on the PeopleSoft application as outlined in Section 7 – Hazard and Incident Reporting and Investigation in the document.

All Hazard Alerts will be issued by the Corporate Safety Division and communicated to employees utilizing the SafeTI email address with directions for posting on the local areas OHS bulletin boards.

Incident Summaries and Lessons Learned

Incident summaries and lessons learned from them provide valuable information to employees on measures to be taken to prevent similar occurrences. They include any incident brought to the attention of the Corporate Safety Division which it feels necessary to share with the department. Incident summaries are prepared by the Corporate Safety Division and are typically based on incident reports and investigations conducted by supervisors which have been logged in the PeopleSoft incident reporting module. Incident summaries include the following:

- A brief description of the incident(s), including the date of occurrence.
- Location of incident(s)
- Lessons Learned to prevent future occurrences.

The Corporate Safety Division will initiate an Incident Summary through SafeTI@gov.nl.ca. The focus of communicating significant incidents department wide is to help identify lessons learned from incidents to improve upon managing health and safety outcomes and to prevent future similar occurrences.

OHS Consultant Communications

As part of their role to support OHS initiatives at the local level, departmental OHS Consultants communicate programming requirements to supervisors and managers to assist in ensuring that they are fulfilling their OHS responsibilities. OHS incident reports are actioned to OHS consultants who in turn, work with the appropriate level of supervision within the local area to communicate findings in order to prevent future similar occurrences.

OHS Consultants also communicate programming expectations and often lead and facilitate program initiatives at the local level. Risk assessment is one such example along with providing assistance to OHS committees and representatives.

Departmental Program Coordinator Communications

On a monthly basis, the Departmental Program Coordinator communicates with OHS committees and departmental executive on the status of OHS committee compliance. These communications are structured to remind committees of their OHS duties and responsibilities and are detailed in Section 2.0.

TI Intranet

A primary source of communication for the department is the TI Intranet which houses information on safe work practices and procedures, hazard assessments, and OHS Committee information.

This platform serves as the primary tool for OHS document control, providing the most up-to-date Safe Work Practices, Procedures, and related formal hazard assessments. Additionally, the TI intranet hosts information on audits and their resulting action plans, accessible by selecting the Transportation and Infrastructure [link](#).

OHS Committee Communications

As required by legislation, OHS committees must communicate the minutes of their meetings and the results of any OHS facility inspections. These minutes must be forwarded to Workplace NL, which will update the committee's status and maintain an archive of the meeting minutes. The Departmental Program Coordinator (OHS) will ensure that updates on the committee's status are readily available on the TI Intranet.

OHS Committees are also required to post a hard copy of the minutes in the local area, typically on the OHS bulletin board. OHS Committee compliance is considered a key performance area for the department.

Directors, Managers, Supervisors and Employees

Supervisors at all levels, (including Directors and Managers), are expected to inform employees of the hazards to which they may be exposed to, based on the job function or task being performed. The type and format of communication will vary based on the level of responsibility. As a minimum, the following is expected of each of the levels of management listed below:

Directors

Directors must meet at least twice annually with their team (this would typically include Managers, Superintendents, Captains, and in some cases, Supervisors where no Manager may be in place). This meeting is to be dedicated solely to safety-related issues and is intended to update the management team on the status of divisional objectives as well as to discuss areas of OHS concern within the division. These meetings, which are considered a key performance area for the department, must be documented and the information forwarded to the Corporate Safety Division.

Managers and Supervisors

Managers and Supervisors must communicate regularly with employees to ensure expectations are clear and that controls required to reduce risk are understood and implemented. Controls include engineering modifications, administrative adjustments, training and education, personal protective equipment, and safe work practices and procedures.

While the level of communication is dependent on a number of factors, the primary purpose of communication between a supervisor (including a manager) and an employee is to ensure that the employee is familiar with the hazards, knows what controls need to be implemented to perform the job or task safely and has the necessary tools and equipment (including personal protective equipment) to do so. Details of the TI PPE program can be found on the TI Corporate Safety intranet page.

The most common tool utilized to facilitate this communication is the hazard assessment which can be used as a basis for a discussion or “toolbox talk” related to precautions to be taken while performing the job or task. Toolbox talks should also reference past incidents related to the task being performed as well as any observations or findings from inspections or OHS Orders that the supervisor may be aware of. OHS committees and representatives are also encouraged to participate in toolbox talks where appropriate for the task.

The supervisor should be aware of the employee's transition from previous non-Center for Learning and Development (CLD) training to the training provided by the CLD. This awareness will help ensure a smooth integration into the workplace and provide the necessary support for the employee's continued learning and development.

Employees

In addition to the requirement to report incidents, all employees are expected to communicate safety issues and concerns to the supervisor in addition to their co-workers or anyone who may be affected by their undertaking. Safety issues and concerns must be communicated to their respective OHS committee or representative.

It is expected that prior to performing a task, employees voice any concerns or suggestions, particularly when a hazard assessment is being reviewed by the supervisor or during the course of a toolbox talk. It is only through discussing hazards openly that the best approach can be taken to minimize the risk associated with a particular hazard.

Contractors

As is the case with employees, contractors have a responsibility to communicate hazard information to the appropriate stakeholders and report incidents when they happen. Similarly, project managers have a responsibility to communicate safety expectations in pre-job meetings and in the review of site safety plans that contractors are required to submit.

Contractors must communicate hazards and appropriate controls to their workers and inform the TI

representative overseeing the contract of issues and concerns that arise during the project or service. Hazard reports, incident reports, site specific safety plans, training records, person in charge, etc. are examples of information which must be communicated to the TI representative.

In addition, contractors have a responsibility to ensure that any visitors to the worksite are made aware of site-specific hazards and precautions to be taken while at that location. Visits to the worksite are to be documented by the contractor and available for inspection by TI personnel, particularly those responsible for managing or monitoring the work.

It is critical for all contracts that a mechanism be implemented such that there is a direct line of communication between the contractor's site employee(s) and TI representative(s) in case of a serious incident. Contractors must also ensure that for field projects, where temporary work buildings are located, that required and other relevant safety information (OHS committee representative names, emergency response numbers, chemical safety data sheet information, trained First Aid employees, etc.) be posted in a conspicuous location for all employees to readily access and for TI representatives or other regulatory authorities to inspect.

5.0 Risk Management

TI is committed to identifying hazards and the resulting control measures required to reduce the risk associated with its operations. While it is impossible to eliminate hazards in every situation, the risk assessment process strives to reduce the risk to an acceptable level so that tasks can be performed safely. The Department observes a two-tiered process involving daily field level hazard assessments as well as structured analyses of core tasks associated with different job functions.

These two processes are intended to supplement each other. While the processes are different, the intent is the same for both – reduce the risk associated with a given task or activity.

Daily or field level hazard assessments should be completed prior to any task involving a high or medium risk hazard. Examples include traffic control activities, operation of heavy equipment, building construction and renovation, working from heights, and working in confined spaces. The goal is to identify the hazards present at the job site immediately before the task begins and to identify control measures required to perform the task safely. All employees conducting such activities should be familiar with and are expected to complete and document daily/field level hazard assessments.

Formal structured risk assessments are designed to identify hazards associated with core job tasks long before the task takes place. The intent of a formal risk assessment is to identify control measures in sufficient time before the start of the job so that control measures which are time dependent can be implemented. Examples of these types of control measures include training and education, PPE

identification, and safe work procedures. The formal process would identify what training is needed, what PPE is required and what procedure should be followed when performing that task, the intent being to better prepare the worker before he or she arrives at the worksite. Safe work procedures and other control measures can then be referenced in the daily/field level hazard assessment.

It is intended that the formal, structured risk assessment process be conducted by subject matter experts within their given field of work, along with significant input from a representative sample of those conducting the activity.

Roles and Responsibilities

TI has identified the following responsibilities for Risk Management.

- Deputy Minister – Overall accountability for the Risk Management Program within Transportation and Infrastructure.
- Executive Lead for Health and Safety – The Executive Lead for Health and Safety for TI is the Assistant Deputy Minister, Strategic and Corporate Services who is responsible for overseeing the implementation of Risk Management within the Department in all Branches.
- Assistant Deputy Ministers (Branches) are responsible for:
 - Identifying Risk Management Teams for the various job functions within their respective branch and forwarding the names of risk assessment team members to the Manager Corporate Safety.
 - Reviewing and approving hazard assessments and safe work procedures resulting from the formal hazard assessment process.
 - Ensuring that an annual review of formal hazard assessments and procedures are conducted.
- Supervisors (including Managers and Directors) are responsible for:
 - Communicating and reviewing formal hazard assessments and procedures to front line workers.
 - Monitoring compliance to approved safe work procedures.
 - Providing appropriate training, PPE and other controls as identified through the formal hazard assessment process, legislative requirements, or industry best practices of which the supervisor ought reasonably to be aware.

- Ensuring daily/field level on-site hazard assessments which are used to supplement formal hazard assessments or when no formal hazard assessment exists.
- Conducting formal hazard assessments and safe work procedures for core tasks associated with their job function.
- Supporting and promoting the Risk Management in their field of operations.

➤ Employees must:

- Review and familiarize yourself with completed hazard assessments, safe work procedures, and any relevant manufacturer instructions or information for equipment, as required.
- Follow approved safe work procedures.
- Conduct daily/field level hazard assessments to identify any site/time specific hazards that may not be captured through the formal risk assessment process.

➤ Corporate Safety Division:

The Corporate Safety Division will support supervisors and employees in the risk assessment process by assisting with the development of formal hazard assessments and safe work procedures. Additionally, the division will aid in the creation and ongoing management of a Risk Management Registry to ensure hazards and mitigation measures are effectively documented and monitored.

A Risk Management Registry is a comprehensive record used to:

- Identify workplace hazards and risks.
- Assess the likelihood and potential impact of each risk.
- Develop and track mitigation strategies.
- Assign responsibilities for managing and monitoring risks.
- Ensure compliance with safety regulations.
- Maintain a safer work environment through ongoing risk management efforts.

Methodology

Formal structured risk assessments and associated procedures are to be conducted by front-line workers, with supervisor representation, with support from the Corporate Safety Division. These assessments and procedures are to be documented on forms as outlined in the Public Service Network in the Occupational Health and Safety division. The form can be found by clicking the following link: <https://www.intranet.gov.nl.ca/files/Risk-Assessment-Form.docx>

Daily/field level risk assessments must be conducted at the beginning of the shift or task and are to be completed on the Hazard Assessment Form (revised June 2023) which can be found at the following link:

<https://access.psnl.ca/ti/library/documents/hazard-assessment/>

<https://access.psnl.ca/ti/files/DL-CorpSafety-Forms-FLRA-form-UPDATE-September-2021-05-25-2023.pdf>

Approvals

Formal hazard assessments and safe work procedures:

All hazard assessments and safe work procedures developed as part of the formal structured risk assessment process are to be approved by the Assistant Deputy Minister responsible for the Branch. In cases where a formal assessment and/or safe work procedure applies to more than one branch, the approval must come from the DM.

Daily/Field level hazard assessments:

Daily or field-level hazard assessments must be completed by employees and reviewed and signed off by the supervisor. If no formal structured hazard assessment or associated safe work procedure exists, and the field-level assessment identifies high-risk hazards, the supervisor must:

- Conduct a thorough risk assessment to evaluate the hazard.
- Ensure adequate controls are in place to safely carry out the activity or task.
- Stop the activity immediately if the hazard cannot be adequately controlled to ensure the safety of all employees.

Document Control

All approved formal risk assessments and associated safe work practices and procedures are to be posted on the Corporate Safety Intranet.

Records

Daily or field level risk assessments must be returned to the supervisor and filed at the regional office for a period of two years.

6.0 Workplace Inspections

Introduction

Workplace inspections are an essential method of identifying existing and potential hazards for corrective action. They are also a means of determining the level of compliance with established standards for hazard controls, safe work practices, job procedures and safety rules. All members of the Department have a role in conducting workplace inspections as outlined below:

- All employees are required to participate in the informal inspections of their workplaces. As part of their daily routine, employees are expected to maintain a practiced awareness which identifies potential hazards. Employees have a duty to report all hazards to their supervisors. Hazards are to be documented on the PeopleSoft reporting system. Refer to *Section 7.0* in document.
- Supervisors are responsible for conducting informal inspections of all workplaces under their control and participating in formal inspections. They must ensure that the OHS Committee or Workplace Health and Safety Representative is actively involved in formal inspections. Each facility must undergo at least two formal workplace inspections per year, conducted in collaboration with the OHS Committee or Workplace Health and Safety Representative.
- OHS Committees and Representatives have a key role in the inspection program, as provided for under the *Occupational Health and Safety Act* and *Regulations*. They shall be given the opportunity to participate in inspections and monitor the progress of action items arising from such inspections.

Link to an Inspection Checklist:

<https://access.psnl.ca/ti/files/DL-CorpSafety-Forms-Site-Inspection-Checklist-05-25-2023.pdf>

Types of Inspections

The Department typically conducts three types of inspections:

- Formal
- Informal
- Pre-use

Formal Inspections

Formal inspections are planned, systematic, and periodic examinations of the workplace aimed at identifying hazards and ensuring compliance with occupational health and safety standards. These

inspections are conducted by management and/or supervisors in consultation with affected workers and the OHS Committee or workplace health and safety representatives.

Informal Inspections

Informal inspections are ongoing assessments conducted continuously by supervisors and workers as part of their daily job responsibilities. Hazardous conditions are identified and either corrected immediately or reported as hazardous occurrences for corrective action. These inspections typically do not generate formal inspection reports.

Informal inspections should be conducted on a daily or weekly basis and are a key responsibility of supervisors. They are especially important in temporary workplaces, such as construction and maintenance sites, where hazards may change rapidly.

Pre-Use Inspections

Pre-use inspections refer to inspections of personal protective equipment and work equipment before it is put in operation. These inspections may be:

- Routine such as “pre-trip” inspections of snowplows, government light vehicles, or other mobile equipment conducted by the equipment operators,
- Pre-use inspection of personal protective equipment
- Inspections performed on new or modified machinery

Inspection Requirements

The *Occupational Health and Safety Act* and regulations require workplace inspections be conducted as often as necessary to ensure safe workplaces. Where the workplace is large and diverse, inspections may be broken into sections so that over the period of a year, the whole workplace has been inspected.

Fire Safety Inspections (Fire Protection Officer)

In accordance with national fire and life safety codes the Fire Protection Officer shall be responsible to ensure that all facilities are assessed to determine the level and frequency of formal detailed inspections required for each facility. This assessment is based on risk and considers factors such as building occupancy, fire loads, types of operation (welding, etc.) and the type of fire protection system utilized for that facility. Formal inspections must be conducted by the Fire Protection Officer, documented, and

stored in HPRM. Any deficiencies should be addressed promptly and in accordance with code requirements

Fire Safety Inspections (Building Manager)

In addition to the fire inspections conducted by the Fire Protection Officer, and in accordance with required emergency response plans, each TI Depot and Regional Office shall require a monthly fire prevention inspection of the facility. The building manager is responsible for completing these inspections which are to be completed on the Fire Safety Checklist form and forwarded to FirePreventionTI@gov.nl.ca for review. The form can be found by clicking the following link:

<https://access.psnl.ca/ti/library/documents/fire-safety-checklist/>

Facility Inspections (Primary Tenant)

Facility inspections are to be carried out twice a year by the primary building tenant in consultation with affected workers and occupational health and safety committee representatives. They are intended to supplement the fire inspections indicated above by focusing on the operations of the building tenants and include operational observations not included in building fire inspections. Facility inspections are the responsibility of the management overseeing the operational activities which are taking place in the building and must be conducted in collaboration with the OHS Committee or Workplace Representative for that facility. At least two facility inspections are to be conducted annually on the Site Inspection Checklist form and forwarded to the Corporate Safety Departmental Program Coordinator at safeTI@gov.nl.ca.

It is recognized that Facilities Management can play an important role in the inspection process as it relates to facility related issues such as indoor air quality, HVAC, thermal comfort, lighting, building envelope issues, etc. and are to be consulted on any structural or building related issues identified during the inspection process.

While formalized inspection checklists are utilized to ensure key items are not missed during the inspection, inspections should not be limited to only those items listed on checklists. The formalized report should identify the hazards, action items, parties responsible for corrective action, as well as applicable timelines for follow-up.

Inspection Related Forms and Documentation

Several forms are available to assist occupational health and safety committees and workplace health and safety representatives in doing inspections. These forms are listed below. However, management may develop their own checklists for informal inspections or modify the existing forms to better suit their purposes. Any modifications to the formal checklists shown below, however, must be approved by the Corporate Safety Division.

- <https://access.psnl.ca/ti/library/documents/site-inspection-checklist/>
- <https://access.psnl.ca/ti/library/documents/fire-safety-checklist/>

7.0 Hazard and Incident Reporting and Investigation

Purpose

The purpose of this procedure is to outline the expectations for incident reporting and investigation within the Department.

Scope

Regardless of the nature or severity of the event, all injuries, illnesses, near misses, hazards, property or equipment damage, and fires must be immediately reported. This ensures prompt investigation to determine the cause and implement effective controls or corrective measures to prevent future occurrences.

Responding to Incidents

If you are involved in, or witness, a workplace safety incident:

- Ensure medical attention for injured workers.
- Report the incident to your immediate supervisor.
- Maintain contact with emergency services at the scene to aid information gathering.

Once notified, supervisors must:

- Ensure that injured workers have received medical attention.

- Ensure the area is safe and preserve the integrity of the incident scene for investigation.

Contact the authorities:

- Immediately report serious incidents to Service NL, OHS Division – *see below for more details.*
- If the incident involved contact with power lines, immediately contact the appropriate utility (Newfoundland Power 1-800-474-5711, or NL Hydro 1-888-737-1296)
- Immediately report vehicle accidents involving bodily injury or combined damages of greater than \$2,000.00 to the police and follow-up with the Insurance Division within 5 days
- Inform your manager of the incident (See Critical Incident Protocol on page 39)
 - <https://access.psnl.ca/ti/library/documents/critical-incident-protocol-checklist/>
- Ensure that post-incident response and clean-up is performed in a safe manner and that an inspection is completed before work resumes.
- Conduct a thorough investigation. Interview witnesses and gather information to determine root cause. TI Corporate Safety Division will participate in the investigation of serious incidents.
- Ensure ongoing communication with all stakeholders (OHS, disability management, insurance division, etc.)
- Ensure that the incident is reported in PeopleSoft.

Regulatory Reporting Requirements

The OHS Division of Digital Government and Service NL must be immediately notified by telephone of the occurrence of any incident that: (a) results in 'serious injury' to a person or results in the death of a person; or (b) that had or continues to have the reasonable potential of causing 'serious injury' to or the death of a person.

Serious injuries include fractures, amputations, sight loss, serious internal hemorrhages, burns that require medical attention, any injury caused by explosives, asphyxiation or poisoning by gas that results in a loss of physical control, or another injury that is likely to endanger life or cause permanent injury. Any injury that causes unconsciousness, results in substantial blood loss, or places life in jeopardy is also a serious injury.

To report such incidents, call 1-800-563-5471 or 709-729-4444. TI Corporate Safety must also receive a copy of all notifications, both telephone and written, at the earliest opportunity via safeTI@gov.nl.ca.

Departmental Reporting Requirements

All employees within the Department must report and complete a Hazard/Incident report when they are involved in any workplace incident. In the case of a fire, immediate notification to the Fire Protection Officer is mandatory, and in his absence, Fire and Emergency Services must be contacted. In any case, where fire or serious injury has occurred, the scene must be secured as per regulatory requirements.

Documentation

Employees who have access to PeopleSoft must submit their report electronically utilizing the PeopleSoft application. For those employees who do not have PeopleSoft access, a secondary process has been implemented.

PeopleSoft Process

- i. Employees will complete and submit the electronic Hazard/Incident report electronically through the PeopleSoft OHS application. The same link described in the secondary process section below will take the user directly to a page where they can link to the PeopleSoft system.
- ii. The immediate Supervisor receives automatic notification of the incident and investigates what occurred. Corrective actions must be identified stating the anticipated date or actual date of completion if already completed. If this section is not completed, the incident will remain open.
- iii. When all satisfactory information has been received from both the employee and Supervisor, the file will be considered closed.
- iv. OHS Consultants with TI will periodically review PeopleSoft reports and where appropriate will contact the supervisor for missing or incomplete information.

Secondary Process

This process is only to be used by those employees who do not have access to the PeopleSoft system.

- i. A paper version of the PeopleSoft form will be completed by the employee and Supervisor and forwarded to ESWD for entry into the PeopleSoft system.

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- ii. Employees can access the paper form as well as an editable .pdf version, through an icon on their desktop as shown below. The icon graphic is shown:



Tracking, Monitoring, and Reporting

On a monthly basis, reports from the PeopleSoft system are analyzed to identify trends reflected in the monthly data totals. The analyzed incident data is then presented at the monthly Executive meeting for review and discussion.

8.0 Emergency Preparedness and Response

Introduction

Emergency preparedness involves identifying potential emergency situations and putting plans in place to address them should they occur.

TI is committed to effective emergency planning and associated response to minimize the effect of any harm or damage which could result due to an unwanted event.

An Emergency can be reported from any source, an employee on site, contractor or the general public. Remember that events during an emergency can change over the course of the incident. Any procedures developed must be able to change with the incident. The plan should be in plain language, give clear instructions, be concise as possible and be posted and available for everyone to review and understand.

Scope

While there are numerous types of potential emergencies, this procedure is focused on the following emergency categories:

- 1. Building emergencies (Fire, intruder, major structural damage, etc.)
- 2. Emergencies involving employees working alone (snow plow operators, inspectors, dispatchers, etc.)
- 3. Emergencies which could arise as a result of a high-risk activity (road maintenance and construction, piloting aircraft and marine vessels)

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4. Emergencies which require specific plans due to regulatory requirements (Confined Space, Fall Protection)

Roles and Responsibilities

Building Emergencies

TI Building Managers must oversee the development, completion and implementation of all emergency plans for government-owned buildings. These include plans for but not limited to such things as fire and medical emergencies. Emergency plans should be based on identified hazards for the site-specific building location and occupancy.

The Department has provided all provincial government buildings with an Emergency Evacuation Procedure Manual which is a guide for developing an emergency evacuation plan along with emergency procedures. A pdf copy of this document is available from TI's Fire Protection Officer, at (709) 729-3024.

In addition to the development of the Emergency Response Plan for the building, Building Managers must also review the plan to ensure it is currently up to date including updated phone number, building changes, emergency equipment testing and maintenance.

Planning for Fire Emergencies

One of the most common building emergencies that require significant planning is fire. Fire Safety plans shall be developed for all government Buildings and worksites and must include the following information.

- 1) Procedures for notification of a fire including sounding the alarm if applicable.
- 2) Notifying the fire department who will in turn notify Fire and Emergency Services.
- 3) Procedures to be followed when an alarm or notification has been received.
- 4) An evacuation plan, including special provisions for persons requiring assistance.
- 5) How to confine, control and extinguish the fire if possible.
- 6) The appointment of designated staff to carry out fire safety duties such as fire marshals, floor wardens and monitors for such things as evacuation. Prior to any responsibilities given to staff, they must be training in the duties assigned.
- 7) Documents, including diagrams, showing the type, location, and operation of the building fire emergency systems.
- 8) Identification of keys/alarm codes or special devices to operate the fire protection systems and shall be available at all times to designated staff and the location of such shall be specified.

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- 9) Fire drill requirements and records must be conducted at least once annually (as per NFPA Fire code)
 - 10) Control of fire hazards including fire prevention and proper storage.
 - 11) The inspection and maintenance requirements of the building fire protection systems, including such items as portable fire extinguishers, emergency lighting, fire alarm, sprinkler systems, standpipe systems and fixed fire protection systems.

The fire safety plan shall be kept in the building at or near the main entrance for review by the fire department and designated staff.

At least one copy of the fire emergency procedures including evacuation floor plans shall be prominently posted on each floor area for everyone to review.

The Emergency Evacuation Procedure Manual, available through your security team, provides further information for developing an emergency evacuation plan along with emergency procedures.

Working Alone

Any employee working alone must have a plan to identify how assistance will be rendered in case of emergency. While the level and complexity of the plan will vary depending upon the circumstances, the plan must include the following:

- 1. Notification to a supervisor of the intent to be working alone and the type of work to be conducted.
- 2. Arrangements for a contact to be assigned to be notified when the employee will be setting out and when the employee will be returning. This arrangement must also include the intervals at which the employee is required to check in based on the risk associated with the task. This must be determined by the supervisor in consultation with the employee.
- 3. A provision for what action must be taken should an employee miss a check-in or become involved in an incident.
- 4. A consideration of other potential hazards which the employee may reasonably be expected to encounter while working alone. Examples include extreme weather conditions, working in isolated locations, working late at night, dealing with potentially violent individuals, engaging wild animals and the availability of medical care. This information must be documented on the hazard assessment form and the appropriate controls identified.

Working alone protocol must also be carried out in accordance with established procedures within the branch in which the individual is employed. Employees are encouraged to consult the TI Intranet Safe Work Practices and Procedures (found here: Safe Work Practices/Procedures – Transportation and Infrastructure) for any specific working alone protocol already developed and approved.

Planning for Emergencies Involving High Risk Activities

Any work conducted involving high risk activities must include a consideration of what to do in the event of an emergency. Examples of such activities include road construction and maintenance, building construction and maintenance, as well as operating aircraft, and marine vessels.

Road construction and maintenance

Every day, prior to the start of a job, the supervisor must ensure that a hazard assessment is conducted and documented on the hazard assessment form. The hazard assessment must include input from the employees conducting the work and in addition to identifying the hazards and associated controls, the hazard assessment must identify what measures will be taken should an emergency situation occur. This emergency response plan must include the following:

1. Verification of the availability of trained First Aid personnel in accordance with provincial regulations
2. Verification of the availability of required First Aid equipment
3. Confirmation of an effective means of communication from the job site
4. A listing of emergency contact numbers (which should be documented on the hazard assessment form or posted at the worksite)
5. Identification of the person in charge at the worksite who will coordinate emergency response efforts (as well as a back-up in case the person in charge is the one injured or who requires assistance)

Operation of Marine Vessels

Emergency response planning for all marine operations shall be in accordance with the fleet Marine Safety Management System as well as the Safety Management System specific to the vessel in question. Any

queries concerning emergency response for marine operations should be directed to the Designated Person Ashore.

Air Services Operations

Emergency response for Air Services Operations involving the use of aircraft must be in accordance with Transport Canada regulations. Any other emergency situation not directly involving aircraft operations must be planned for in accordance with Air Services protocol. The OHS Officer (Air Services) can advise of current emergency response requirements such as check-in utilizing the third-party call service for dispatchers and other personnel working out of the air services buildings/hangers.

Regulatory Specific Emergency Planning

The Occupational Health and Safety Regulations Act make reference to situations where specific emergency response planning is required. Specifically, as per section [s. 38. \(3\)](#):

- (3) Written rescue and evacuation procedures are required for but not limited to
 - (a) work at high angles;
 - (b) work in confined spaces or where there is a risk of entrapment;
 - (c) work with hazardous substances;
 - (d) underground work;
 - (e) work in close proximity to power lines;
 - (f) work on or over water; and
 - (g) workplaces where there are persons who require physical assistance to be moved.

As such, supervisors must ensure that any work involving these activities be assessed to identify the actions to be taken should an emergency occur and the processes to be implemented for effective rescue and or evacuation. All rescue/evacuation information must be documented and communicated to employees and the supervisor must ensure also ensure that the required training, tools, equipment, PPE and other necessary devices are in place to affect a timely rescue or evacuation.

Reporting and Communication

In the event of an emergency, in addition to the requirements outlined above, the incident must be promptly reported to the supervisor and documented in the incident reporting system (PeopleSoft) to ensure proper investigation and follow-up.

In cases of major emergencies, a protocol has been developed to ensure timely reporting to internal and external stakeholders such as departmental executive and provincial regulatory authorities. Equally important, this protocol also provides for the expeditious deployment of any additional resources or support that may be required. All employees must be familiar with this Critical Incident protocol (shown below).

Critical Incident protocol

TI requires that all critical incidents be reported and addressed immediately to minimize or eliminate further harm to people, equipment, facilities, materials, and the environment. The following outlines the roles involved in responding to an emergency and identifies the necessary actions to reduce harm or significant damage. Adhering to proper emergency protocol will help minimize the impact of the incident and preserve valuable information to identify root causes, which can prevent similar incidents from occurring in the future.

A critical incident is defined as an event or events, usually sudden, which involve the experience of significant personal distress to a level which potentially overwhelms normal responses, procedures, and coping strategies and which is likely to have emotional and organizational consequences. Some examples include witnessing a serious injury of a co-worker (i.e. fall from heights), responding to a fatal vehicle accident on our highways, a significant medical trauma, a major structural failure, collapse or fire in a building, and a major release of a hazardous substance. A critical incident has the potential to lead to one or more fatalities.

Such events can affect the emotional well-being of both employees directly involved and their co-workers. For details on the Employee Assistance Program (EAP), see page 43.

It is important to understand that the priority in a critical incident is to attend to any injured personnel through the provision of timely First Aid and/or Medical Aid. It is also critical that the incident scene be secured to prevent further injury. The Occupational Health and Safety Act states:

55. Except as otherwise directed by the assistant deputy minister or an officer, a person shall not disturb the scene of an accident that results in serious injury or death except as is necessary.

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- (a) to attend to persons injured or killed;
 - (b) to prevent further injuries; and
 - (c) to protect property that is endangered as a result of the accident.

2. In this Act

- a) “Assistant deputy minister” means an assistant deputy minister appointed under section 9 of the *Executive Council Act*.

To assist in ensuring timely reporting and coordination of response efforts, a checklist has been developed which outlines the roles and responsibilities of all stakeholders in the event of a critical incident. A copy of this checklist can be found on the TI Intranet at:

<https://access.psnl.ca/ti/library/documents/critical-incident-protocol-checklist/>

9.0 Disability Management

Introduction

As per the Treasury Board Secretariat (TBS) Disability Accommodation Policy, the Government of Newfoundland and Labrador is committed to having a diverse and inclusive workforce where employees have equal and fair opportunity to participate, contribute, and advance in the workplace. This commitment stems from the desire to ensure a strong, dedicated, and engaged public service.

The employer will make every reasonable effort, up to the point of undue hardship, to accommodate an employee's disability-related employment needs. The accommodation process is applied on an individualized basis. Successful implementation of the duty to accommodate requires the cooperation and participation of employees, departments, and unions.

TI is also committed to providing the highest level of public service to the people of the province and recognizes the valuable role employees play in achieving this objective. Regular attendance is a fundamental element of the employment relationship and is necessary to maintain a high level of public service. When an employee does not attend work regularly, operations and the delivery of service is impacted.

To support employee recovery from illness and injury and to prevent the spread of communicable illnesses, the Department does not expect that sick and injured employees attend work while unable to do so. Therefore, access to sick leave benefits as insurance against loss of income during these times

and/or paid leave benefits is provided. Effective management of these benefits is the shared responsibility of employees and management.

All levels of the organization have a role to play in maintaining regular attendance through positive and supportive communication and cooperation. Managers must be proactive in supporting employees' efforts to participate in the workplace. Employees must be responsible and take proactive steps to ensure regular attendance at work including working cooperatively in the management of absences as they occur. Absenteeism in the workplace can be reduced by focusing on employee wellness and engagement, injury and sickness prevention, early intervention, and proactive case management. Workplace accommodations, modifications, and return to work planning also help promote regular attendance.

Scope

Disability management in an organization is required when employees require support resulting from:

1. Occupational Injury or illness which arose out of and in the course of the employment - (WorkplaceNL Claims)
2. Non-Occupational Injury or Illness – not arising out of or in the course of employment (for example a flu or an injury which occurred at home)
3. Disability where accommodation may be required.

Roles and Responsibilities

It is the responsibility of Deputy Ministers or their delegates to:

- Ensure the fulfillment of the employer's obligation to accommodate, up to the point of undue hardship, an employee's disability-related accommodation needs.
- Approve and authorize implementation of accommodation plans, including anticipated accommodation related expenses.
- Deputy Ministers will determine, in consultation with the Department of Justice and Public Safety and TBS, whether an accommodation would result in undue hardship.

It is the responsibility of the Employee Safety and Wellness Division to:

- Implement, communicate, support, monitor, document, and consistently apply the Disability Accommodation Policy and process.
- Provide leadership, advice, and support to departments, the accommodation seeker, and the accommodation seeker's immediate supervisor/manager.

- Coordinate/lead the accommodation planning process and work with stakeholders.
- Collect medical documentation from the accommodation seeker.
- Act as the office of primary responsibility for accommodation related files and records, in accordance with the Access to Information and Protection of Privacy Act and the Management of Information Act.

It is the responsibility of the Employee seeking an accommodation to:

- Submit an accommodation request to their immediate supervisor/manager and/or the Manager, Integrated Disability Management (IDM), TBS regarding their workplace accommodation needs. A bargaining unit employee is encouraged to engage their union representative.
- Cooperate and participate in accommodation planning and implementation, which includes providing information and medical documentation, examining accommodation options, and accepting reasonable accommodations.
- When moving to a new position, inform the new immediate supervisor/manager and/or IDM Manager of the existing accommodation plan and any accommodation needs in the new position.

It is the responsibility of immediate supervisors/managers to:

- Proactively participate in and support accommodation planning and implementation.
- Work and consult with the Employee Safety and Wellness Division providing updates to the Division and monitor and document accommodation efforts.
- Consult with the Employee Safety and Wellness Division when it is believed that an employee may require an accommodation but has not requested one.
- Ensure that all workers under their supervision are properly trained on how to safely perform work, and;
- Ensure that all workers know the processes associated with employee workplace injury and sick leave usage and that these processes are followed in accordance with the appropriate Collective Agreements, Human Resource Policies and the Workplace, Health Safety Compensation Act.

Manager of Integrated Disability Management, TBS

The Employee Safety and Wellness Division, TBS, provides support to the department on disability management issues through the Manager of IDM. This position provides the following supports:

- Provides guidance to directors, managers, and employees on attendance issues.
- Facilitates resolution to sick leave issues with employees, managers, union representatives and medical professionals.

- Provides guidance on inappropriate behaviors that may be the result of illness or injury to directors and managers.
- Provides advice and guidance to directors and managers on workplace accommodation.
- Provides advisory services surrounding Early and Safe Return to Work and Accommodation Plans to directors and managers.
- Liaises with Workplace NL once a claim is established and facilitates early and safe return to work plans with appropriate stakeholders.

Employment Assistance Program

EAP is a collaborative initiative of the Government of Newfoundland and Labrador, the Newfoundland Association of Public Employees, and the Public Sector Managers' Association. Its primary objective is to offer employees of the Newfoundland and Labrador Public Service access to support for personal challenges that may impact their work performance. These challenges may include marital, family, financial, emotional issues, or concerns related to substance abuse or gambling.

Employees can proactively seek assistance by reaching out to an EAP Coordinator. Alternatively, if an employee's work performance has declined, their supervisor may suggest participation in the program with the employee's consent. An EAP Coordinator will discuss the nature of the issue, provide immediate counseling if needed, and/or refer the employee to an appropriate external support agency. All interactions are strictly confidential.

The program offers the following services:

- Confidential support for personal challenges
- Crisis debriefing and grief counseling for individuals and groups
- Assistance with workplace interpersonal conflicts
- Workshops on topics such as the EAP process, stress management, and managing change
- Wellness promotion seminars

This service can be accessed by calling the Employee Assistance Program at 729-2290 or 1-888-729-2290 or availing of the services online - [Employee Assistance and Respectful Workplace Programs - Public Service Commission](#). This number is private and direct to the office of the Employee Assistance Program Coordinators.

Appendix 1 - OHS Program Self Audit

Branch: _____ Division: _____

Location/Site: _____ Date of Audit: _____

Auditor #1: _____ Auditor #2: _____

SECTION 1 - LEADERSHIP & ADMINISTRATION		
a) Has the Deputy Minister signed off on the current version of the OHS program manual?	YES	NO
b) Is the OHS Program current within three years?	YES	NO
c) Are safety roles and responsibilities outlined in Section 1 of the current program manual?	YES	NO
d) Is there evidence that the OHS Committee(s) has been consulted on the program?	YES	NO
e) Is the program accessible to all employees?	YES	NO
f) Is there an Executive Lead for Safety in place for the Department?	YES	NO
g) Are monthly executive meetings held dedicated solely to OHS issues and concerns?	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	
SECTION 2 - OHS COMMITTEE/REPRESENTATIVE		
• 2-9 EMPLOYEES REQUIRE REPRESENTATIVE		
• 10 OR MORE EMPLOYEES REQUIRE A COMMITTEE		
a) Are OHS Committee meetings held quarterly as required?	YES	NO
b) Are committee meeting minutes submitted to the Corporate Safety Division Departmental Program Coordinator?	YES	NO
c) Are minutes posted electronically to the TI Intranet and forwarded to Workplace NL?	YES	NO
d) Are minutes posted locally on the facility OHS bulletin board?	YES	NO
e) Are OHS Committee members trained as per Workplace NL protocol?	YES	NO
f) Are notices of non-compliance issued as per escalation process outlined in Section 2 of the OHS Program Manual?	YES	NO
g) Are OHS Committee members trained as per Workplace NL protocol?	YES	NO
h) Are OHS Committee compliance statistics reviewed at monthly executive safety meetings?	YES	NO
i) Do OHS Committees participate in at least two formal OHS inspections annually?	YES	NO
j) Have OHS Representatives been identified for facilities/worksites with less than 10 employees?	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	
SECTION 3 - EDUCATION & TRAINING		
a) Have training requirements been identified for employees?	YES	NO
b) Has the Supervisor communicated these training requirements?	YES	NO

c) Have employees received an OHS orientation (including employees returning to a position after a considerable absence (> 6 months)?	YES	NO
d) Has training been identified as part of any formal risk assessment that has been conducted?	YES	NO
e) Have Risk Assessment team members received the CLD Risk Management training?	YES	NO
TOTAL "YES" ANSWERS =		TOTAL "NO" ANSWERS =
SECTION 4 - COMMUNICATIONS		
a) Has the Deputy Minister conducted quarterly Department-wide safety-related conference calls?	YES	NO
b) Is there evidence that employees have participated in the quarterly calls?	YES	NO
c) Has the DM addressed the OHS Committees at least annually by way of conference call?	YES	NO
d) Are monthly safety messages prepared and issued through the Corporate Safety Division?	YES	NO
e) Is there a dedicated safety bulletin board at each facility?	YES	NO
f) Have the monthly safety messages been posted on facility bulletin boards?	YES	NO
g) Have Directors met at least twice annually with all employees for the sole purpose of discussing safety-related issues?	YES	NO
h) Have these Director meetings with employees been documented and submitted to the Corporate Safety Division?	YES	NO
i) Are Supervisors holding regular toolbox talks for high risk activities?	YES	NO
j) Are employees reporting hazardous occurrences in the workplace?	YES	NO
k) Are Safety Alerts and Lessons Learned posted to local area safety bulletin boards?	YES	NO
l) Are minutes of the monthly executive safety meetings posted on the TI Intranet?	YES	NO
TOTAL "YES" ANSWERS =		TOTAL "NO" ANSWERS =
SECTION 5 - RISK MANAGEMENT		
a) Have Risk Assessment teams been established for each job function within the branch?	YES	NO
b) Have risk assessment teams developed at least two formal risk assessments for their respective job function in the last twelve months?	YES	NO
c) Do risk assessments identify control measures which include training, procedures and PPE?	YES	NO
d) Have Hazard Alerts been communicated to workers and posted locally on safety bulletin boards?	YES	NO
e) Have approved Hazard Assessments and associated Safe Work Procedures been posted on the TI Intranet?	YES	NO
f) Are formal risk assessments and safe work procedures reviewed and approved by the safety lead (Corporate Safety facilitator) prior to forwarding for final approval?	YES	NO
g) Are field level risk assessments conducted where formal structured hazard assessments are not available?	YES	NO
h) Has a review of formal hazard assessments been conducted annually?	YES	NO
i) Has the Supervisor indicated the importance of reporting hazards formally?	YES	NO

TOTAL "YES" ANSWERS =		TOTAL "NO" ANSWERS =	
SECTION 6 - WORKPLACE INSPECTIONS			
a) Has the facility been assessed by the Fire Protection Officer to determine the level and frequency of formal fire inspection required?		YES	NO
b) Has a monthly fire prevention inspection been conducted by the Building Manager (or designate)?		YES	NO
c) Has the monthly fire protection inspection report been forwarded to the Fire Protection Officer for review?		YES	NO
d) Has there been a bi-annual facility inspection conducted by the primary building tenant?		YES	NO
e) Has the bi-annual inspection report been forwarded to the TI Department Program Coordinator for posting electronically to the TI Intranet?		YES	NO
f) Is there evidence that the OHS Committee participated in the bi-annual inspections?		YES	NO
g) Has the bi-annual inspection report been posted on the OHS bulletin board at the facility and a copy forwarded to the OHS Committee?		YES	NO
h) Have supervisors communicated the need for employees to conduct regular informal workplace inspections of their workplaces?		YES	NO
TOTAL "YES" ANSWERS =		TOTAL "NO" ANSWERS =	
SECTION 7 - HAZARD & INCIDENT REPORTING & INVESTIGATION			
a) Are employees familiar with the Hazard/Incident reporting process (PeopleSoft and secondary process)		YES	NO
b) Are supervisors completing hazard/incident reports within 72 hours of receiving notification?		YES	NO
c) Is there evidence that the Corporate Safety Division periodically reviews hazard/incident reports for appropriate corrective and preventive action?		YES	NO
d) Are the executive during monthly meetings reviewing accident incident reports and identifying trends to better focus preventive measures?		YES	NO
e) Are lessons learned from incident investigations being communicated to appropriate employees to prevent future similar occurrences?		YES	NO
f) Are incident reports reviewed by the OHS Committee/Representative?		YES	NO
TOTAL "YES" ANSWERS =		TOTAL "NO" ANSWERS =	
SECTION 8 - EMERGENCY PREPAREDNESS			
a) Are fire safety plans available for the facilities being audited?		YES	NO
b) Are evacuation/floor plans posted at the facility?		YES	NO
c) Are employees aware of the building emergency response plan?		YES	NO
d) Have emergency response plans been updated to include current emergency contact information?		YES	NO
e) Are periodic fire drills conducted as per code requirements?		YES	NO
f) Is there a response plan/procedure in place for employees who are working alone or who are potentially exposed to violent situations?		YES	NO
g) Are emergency eye wash stations and showers checked periodically as per manufacturer's requirements?		YES	NO

h) Are First Aid kits and other emergency equipment inspected regularly to ensure adequate availability of first aid items?	YES	NO
i) Are the names of First Aiders posted on the OHS bulletin board at the facility?	YES	NO
j) Does the facility have a chemical inventory and appropriate product data sheets?	YES	NO
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	
SECTION 9 - DISABILITY MANAGEMENT		
a) Regular* contact with the injured employee. (see last 3 claims)	YES	NO
b) Regular* receipt of medical documentation. (see last 3 claims)	YES	NO
c) Regular* updates to modified work available. (see last 3 claims)	YES	NO
d) Regular updates to the WHSCC on: the offer and status of the modified duties, failure to cooperate and/or end of program. (see last 3 claims)	YES	NO
Note: the term "regular" must be defined on a case-by-case basis, depending on severity of injury		
TOTAL "YES" ANSWERS =	TOTAL "NO" ANSWERS =	

**AUDIT RECOMMENDATION
ACTION PLAN**

Item #	Description	Person Responsible	Deadline

COMMENTS:
