



KAMLOOPS
foodbank



Worker & Volunteer Safety Handbook

Version Number	Date revised (yyyy mm dd)	Sign off/ Approval of HSE Director
01.1	2023 08 17	Wes Graham

For all workers, volunteers, and drivers engaged or contracted to KFB. The provisions of this policy manual are subject to any provincial laws that may prohibit or restrict their applicability.

At KFB, we would not ask our clients, donors, or agencies to put their trust in a company that delivers less than outstanding safety performance. We cannot do that without the consistent and committed work from all our staff. It is the depth of our worker’s and our commitment to safe operations that makes KFB a leader in the community.

At the Kamloops Food Bank, Safety Is Everyone’s Responsibility.

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Commitment to Safety

Safety is a Kamloops Food Bank core value. Safety is the product of well-trained and knowledgeable workforce; a work environment where hazards are identified and controlled, and a culture that fosters worker wellbeing and consideration for our community.

The Kamloops Food Bank is committed to the physical, psychological, and social wellbeing of our workers and volunteers, to the development, maintenance, and continual improvement of policies, procedures, standards, and practises that foster health, safety, and environmental stewardship.

The Kamloops Food Bank is committed to providing a safe and healthy workplace for our workers, and safe and reliable service to our clients. The Kamloops Food Bank Safety Management Program is our blueprint, the guideline for all Kamloops Food Bank volunteers and workers. The program is reviewed annually and updated as necessary.

We each have an important role to play to keep ourselves, our fellow workers, and those we interact with safe. The responsibilities of all managers, supervisors, workers, and volunteers have been clearly outlined in our Safety Management System. Kamloops Food Bank will ensure that all parties are aware of their responsibilities and are well trained and equipped to meet them. Kamloops Food Bank will provide safe work procedures, appropriate tools, and equipment to assist workers and volunteers to carry out responsibilities. We are all accountable for achieving sustainable health, safety, and environmental results.

The Kamloops Food Bank is committed to the protection of the environment in the areas we serve and to compliance with all applicable laws, acts, statutes, and codes that govern our operations. All managers, supervisors, workers, and volunteers are required to comply with health, safety, and environmental requirements.

For all of us, a steadfast focus on safety is a condition of employment at the Kamloops Food Bank.

Bernadette Siracky

Executive Director

KFB Rules and Responsibilities

Management

Kamloops Food Bank (KFB) Management is responsible to ensure:

- Sufficient resources are provided to effectively implement and manage our Health and Safety Management System
- All reasonably foreseeable hazards are identified and controlled
- This hazard information is passed on to KFB workers and volunteers
- Prompt correction of hazardous conditions is taken
- All applicable legislation and regulations are enforced
- All staff know, understand, and implement their responsibilities
- All staff arrive to work fit for duty. This means that all workers/volunteers arrive to work in a proper state of physical and mental fitness (including fatigue)
- Appropriate and prompt action is taken to correct unsafe working practices and conditions
- All workers/volunteers are adequately trained in the safe performance of their duties
- Safety records and statistics are maintained and used to evaluate the effectiveness of KFB's Safety Management System
- Regular inspection of facilities, equipment work methods and practices are conducted for the purpose of identifying unsafe acts or conditions
- Ensure inspection documents are periodically reviewed and signed off
- Prompt correction of unsafe work behaviours or procedures is consistently applied
- The investigation of workplace accidents and incidents are conducted
- The prompt investigation of all incidents of workplace violence
- That the necessary Health and Safety Authorities are informed of workplace accidents when required
- That written safe job procedures are developed for work processes

Supervisors

As part of everyday work operations, KFB Supervisors must ensure:

- Each worker/volunteer under their supervision is adequately trained in the safe performance of their duties through orientation, induction, proper job instructions, observation and feedback.
- Workers/volunteers receive proper personal protective equipment (PPE) when required and that they are trained in proper safe use and maintenance procedures.
- Each worker/volunteer under their supervision follows KFB safety rules and procedures.
- Each worker/volunteer under their supervision follows all legislated and regulatory requirements
- Each worker/volunteer under their supervision knows, understands and implements their responsibilities
- Workers/volunteers under their supervision work in a safe and responsible manner
- All accidents, incidents and near miss incidents are promptly reported
- Workers/volunteer know accident and incident reporting procedures
- They continually inspect the workplace for all reasonably foreseeable hazards (including unsafe working conditions or behaviours)
- That in cooperation with the work force through the inspection process, unsafe working conditions or acts are corrected and that documentation is reviewed and signed off
- Only trained and authorized workers operate equipment and machinery
- Proper housekeeping is conducted to prevent the development of unsafe working conditions
- They lead by example—wear all required PPE, lockout every time it is required and follow safe job procedures.
- They perform their duties in a manner that will not cause injury to themselves, other workers/volunteers, or the public.

Drivers & Equipment Operators

The following responsibilities apply specifically to all lease operators, drivers, and equipment operators. They must ensure that:

- Daily vehicle and equipment pre-use inspections are completed
- On-board monitoring systems and other pieces of equipment are in good working order
- Any malfunction of the on-board monitoring systems or other equipment is reported
- All KFB records, time sheets and pre/post trip inspection documents are properly completed
- Alcohol or illicit drugs are not carried in KFB vehicles
- There is no smoking in or near KFB vehicles.
- All equipment and vehicle damage, however caused, is reported to their supervisor as soon as possible
- They settle their own traffic violations, such as speeding tickets, seat belt infractions and failing to stop violations etc.
- They report all violations incurred while operating a commercial vehicle covered by the KFB's NSC safety certificate to their supervisor
- All violations that may involve the suspension of their driver's license are reported to their supervisor immediately
- Any commercial vehicle violations such as defective equipment or "out of service" CVSA violations found during a roadside inspection are immediately reported to their supervisor

Workers & Volunteers

All workers/volunteers must:

- Become knowledgeable with KFB's general and specific orientation and training information as required
- Follow all KFB safety and operating policies
- Know, understand, and implement their responsibilities
- Wear all required PPE (Personal Protective Equipment)
- Refuse to perform work when they have a reasonable belief that to do so would create an undue hazard to themselves, other workers or the public, all work refusal situations must be discussed with the KFB Manager or Supervisor immediately.
- Assist all other KFB workers/volunteers to understand and follow safe job procedures, rules and all applicable legislation and regulations
- Immediately report all work-related injuries or problems
- Maintain good housekeeping in all work areas
- Promptly report all unsafe conditions, acts or any defects with tools or equipment to their Supervisor
- Arrive at work in a proper state of physical and mental fitness prior to the performance of assigned duties and tasks (fit for duty)
- Report to their Supervisor or the First Aid attendant any over the counter or prescription medication use that may affect their ability to safely perform their job
- Not report to work while under the influence of alcohol or narcotics, illicit or mood-altering substances
- Not engage in unsafe, dangerous, reckless, or careless acts (including horseplay) that could endanger KFB co-workers, clients, volunteers, or the public
- Not use KFB equipment for anything other than KFB business
- Not carry unauthorized passengers in KFB registered vehicles

- Comply with all customer safety and operating regulations
- Ensure that all license, endorsement, certificates and trade tickets are kept current
- All workers share the same three rights when it comes to health and safety:
 1. The right to know **HAZARDS**
 2. The right to participate **IN SAFETY PREVENTION**
 3. The right to refuse unsafe work **BY FOLLOWING THE PROCESS**

Life Saving Rules

The life saving rules include, but are not limited to:

1. **Lock-Out/Energy Sources** – equipment, machinery, tools, energy sources such as breakers, must be de-energized and locked out.
2. **Confined Spaces** – Confined spaces need to be identified at the KFB site. Workers/volunteers need to be trained on the proper methods used to deal with confined spaces
3. **Working Near Overhead Powerlines** – Workers need to be trained in the minimum safe distance in which work can be conducted near power lines. Training on “what to do” if contact with a power line occurs.
4. **Rollover Dangers** – All mobile equipment must be equipped with a Rollover Protective Structure (ROPS). Seatbelts must be installed and used in all trucks and mobile equipment.
5. **Fall Protection Violations** – All work over 3m (10 feet), or where a fall from a lesser height involves an unusual risk of injury, or where a fall from a lesser height involves an unusual risk of injury, must be done using fall protection systems. Workers/volunteers carrying out work at height, must be trained and equipped to conduct the work.
6. **Line of Fire**
 - Keep yourself and others out of the line of fire
 - Position yourself to avoid moving objects, vehicles, pressure releases, dropped objects
 - Supervisors and workers, establish and obey barriers and no-go zones
7. **Bypassing a Safety Device** – Do not disable or override safety equipment, deviate from procedures, and cross over barriers
8. **Driving**
 - Always wear a seat belt
 - Don't speed and always drive to conditions
 - Don't use hand held devices or other mobile devices such as GPS while driving
 - Do not operate if not fit for duty
 - Always ensure you check-in on longer drives

9. **Safe Mechanical Lifting**

- Equipment is inspected and fit for the purpose
- A load plan is in place
- Workers only operate equipment they are qualified to use
- Establish and obey barriers and exclusion zones
- Never walk under a suspended load

10. **Fit for Duty**

- Be physically and mentally in a state to perform assigned duties
- Not be under the influence of alcohol or mood altering substances
- Inform a supervisor immediately if you or a co-worker may be unfit for work

What to Expect from the KFB's Safety Program

Work that is completed safely does not just happen. It requires the participation of everyone involved in KFB operations: workers, volunteers, clients, and the public.

The KFB Tradition

Part of the tradition we have at KFB is that we look out for each other, and we put our energy into not just working but working safely! To help you work in the safest most effective manner possible we thought we would tell you what our expectations are for all workers/volunteers.

How We Do Business

All staff are expected to follow safe job procedures, KFB rules, legislated and regulated requirements and the instructions of their Supervisors.

KFB specific safe job procedures and safety rules have been designed to allow you to work as efficiently and as safely as possible. If you have any questions about your work environment, ask your Supervisor BEFORE you begin work. At a minimum, you should be able to identify workplace hazards, determine the risks and perform work in a manner that protects you from these hazards.

Your Safety Management System

Our Safety Management System can only be effective while it is used by our workers and volunteers. Take the program and make it yours. It is here for your safety.

YOU

When you take your safety seriously and work every day to protect yourself, you become an integral part of our safety system.

- YOU are the one doing the work.
- YOU are the one deciding how to do the job.
- YOU are the one who has the ultimate control of how you work.
- YOU are the one who must decide to do the job safely.

- YOU can protect yourself and your co-workers from workplace hazards.
- YOU are an important part of our team.
- YOU are the one person you can rely on 100% to protect yourself.

We want you to remember that:

- Working safely is the way that you can protect yourself and your co-workers
- Working safely can prevent workplace injuries and diseases
- Working safely is a condition of your employment at KFB

At the Kamloops Food Bank Safety Is Everyone's Responsibility

We take your safety very seriously.

Do YOU?

Due Diligence

Due diligence is a very important concept in Workplace Health and Safety.

Due diligence is a legal standard that has been used by companies and individuals to defend themselves against criminal prosecution or Workers' Compensation Board examinations. Canadian courts have determined that every person in the workplace has specific responsibilities to themselves, co-workers, workers, the company, contractors, and the public.

Due diligence is the act of:

Taking all reasonable care and implementing all practicable precautions in the specific circumstances of the situation to protect the health and safety of workers or co-workers.

So, what does this mean? It means that when you are working, you will do the right and safe thing. When you are faced with a decision about how you will do your work, you must take care and ensure that you are not performing the work in a manner that could hurt yourself or anyone around you.

What Is Right and Safe?

How do you know what is the right and safe thing to do? Read KFB policies and safe job procedures, ask your Supervisor, ask a co-worker. If you are still unsure, contact your manager.

How Do I Put This to Work?

The key thing you need to remember is that you are legally required to think about how you do your job and more importantly, how you are going to do it in the safest manner possible. You must remember that your actions can affect people other than yourself. You have to make decisions that protect your safety and the safety of those around you.

If you do not know how to do a job, have questions about a procedure or need more information, ask before you begin work. This is the smart thing to do. Legally it is the only thing you should be doing.

Communication & Problem Solving

Communication is a key ingredient to a successful operation. To be effective, communication should be open and constructive. The KFB desires to maintain an open and cooperative working relationship with all workers/volunteers. Your Supervisor is available to assist you with any concerns you may have.

From time to time, complaints and problems will arise at the workplace. It is important that these matters be handled quickly and properly. To that end, the following provides an orderly and businesslike method for resolving problems:

- It is important to address and resolve problems as quickly as they occur. Therefore, you must discuss and attempt to resolve problems with your immediate Supervisor
- In the event the problem is not resolved, you should immediately arrange to discuss the matter with your Supervisor. You should provide a written summary of the issue and your position at the time
- If the problem is still not resolved to your satisfaction, the Manager will be available to discuss the matter with the person involved and the Supervisor
- There may be the occasional problem which is so important to you and the KFB that it may be referred to a mutually agreed upon third person who will make every effort to mediate a solution, failing that he/she will render a binding solution to the problem

Start with the people closest to the issue; get their input and discuss basic causes, solutions, and outcomes. Following these steps and facing the situation as soon as it occurs, should help you prevent the problem from becoming a major issue.

Hazard Identification & Reporting

Identifying workplace hazards is one of the most important activities that you can do to protect yourself at work. A hazard is an object or condition that may expose a person to a risk of injury or occupational disease.

KFB conducts Hazard Assessments to ensure jobs that pose a risk have the necessary documentation to ensure the work is done safely. Job Safety Analysis, also referred to JSAs, break down the job steps, what the hazards are and how we control those hazards. These documents support the hands-on-training that is provided to workers and are an ongoing reference for those more experienced workers.

KFB has JSAs that are relevant to the workplace. When starting a task that you are not familiar with or a task that hasn't been carried out for some time, the question must be asked; "where is the JSA?"

The JSAs are created with the support of the KFB workforce. They are also reviewed at minimum every two years, or when changes are made to a process.

Pre-Trip or Pre-Use Inspections

Prior to every shift, you are responsible for inspecting your workstation or area and the equipment, machinery, or tools that you work with. Most of us know that truck drivers and equipment operators follow a formal method of pre-trip inspections with required paperwork.

Did you know that you still need to inspect your work area and equipment if you work in a shop, a warehouse or in an office? There may not be a logbook you fill out, but you should at a minimum, ensure that your equipment is in good condition (look at electrical cords, housekeeping) and that your work area houses no specific hazards. If you operate equipment there are inspection documents to complete.

ONLY YOU CAN PROTECT YOURSELF AND OTHERS AT WORK!

Hazard Reporting

The best way to protect workers from workplace hazards is to control the hazards before they hurt workers, volunteers, or the public. The only way to do this is to:

- identify situations, conditions and work methods that may become hazardous
- modify the condition to control the problem
- if you can't fix the problem, report the situation to your Supervisor immediately

Unsafe Conditions

If you identify an unsafe condition, assess the risk to yourself. If you can control the hazard yourself, do so immediately (i.e. moving boxes or cleaning up debris).

You must report any unsafe condition and how you fixed the situation to a Supervisor.

If you do not feel that you can fix the situation on your own, contact your Supervisor immediately. You must record the condition and that you called in your Supervisor.

ALL WORKPLACE HAZARDS OR SAFETY CONCERNS MUST BE REPORTED!

If you do not report an unsafe act or condition, the hazard created may end up injuring you or one of your co-workers.

Unsafe Acts or Behaviours

If you see an unsafe act by either a fellow KFB worker, volunteer, or a member of the public on KFB property, you must try the following procedure:

- If you can talk to the individual who is acting in an unsafe manner, inform the person about KFB policies, suggest a safer more appropriate behaviour, and indicate what the consequence will be if the person continues with the behaviour. If the unsafe behaviour continues, contact your Supervisor immediately.

Approaching a co-worker can be difficult but if your safety is at risk, you have to manage the situation. If you cannot approach the individual or you feel unsafe doing so, contact your Supervisor immediately and inform them of the situation.

Keeping a Record

In either situation, ideally you must record the unsafe behaviour. Your record must include the:

- behaviour
- names of the people involved (if you know the person)
- business or organization they are involved with
- actions you took
- whether or not the behaviour was stopped

At minimum, you must report the situation to a Supervisor.

What If My Co-Worker Mentions an Unsafe Behaviour of Mine?

Since we are working together, we need to look out for each other. Don't be offended or embarrassed if one of your co-workers suggests a safer way for you to perform your job. Discuss the situation with them and get the input of your Supervisor if necessary.

Remember that your co-worker is caring enough about your health and safety to risk approaching you. It's better to improve your safety performance by receiving this kind of direction than hearing about it after you get hurt.

Smoking

KFB does not permit smoking in any KFB owned or operated facility, or on customer sites. Do not smoke or permit others in or near KFB vehicles. Refer to applicable provincial regulations relating to smoking in the workplace.

The Mini Risk Assessment

A risk assessment is a process that identifies hazards, assesses the risks and identifies and implements risk control strategies. You must look for hazards and protect yourself and others from them.

The process of formal risk assessment is complex and time consuming. Luckily, a mini risk assessment takes almost no time and can be done as you are setting up to start your workday.

Step 1. Hazard Identification

Look at your work area, the equipment you will use, your exits: are there any obvious hazards? Now look again and ask yourself, "What types of hazards might develop as I do my work?" You will want to look for obvious hazards as well as not so obvious ones.

When you identify work hazards, you need to follow the procedure mentioned in the previous section; if you can fix it, do it and if you can't, contact your Supervisor.

Step 2. Hazard Assessment

Once you have identified a workplace hazard, ask yourself the following questions:

- How badly could I be harmed from contact with this hazard?
- Is it likely that I would be hurt in this manner?

When you are answering these questions, remember this fact:

Incident accident investigation research has shown that when a worker's judgment has proven to be a major cause of a serious accident, the worker usually simply misjudged how serious the hazard was or how well they could deal with the hazard.

Don't let this happen to you. Realistically assess the risk to yourself. Take a good look at the hazard and critically assess how you will reduce the risk to yourself.

Step 3. Hazard Control

You have assessed the hazard; now what? If it is a new hazard, report it. If it is a hazard that is part of the job, refer to the JSA or your Supervisor for direction on how to work safely around the hazard or assist in modifying the work to reduce the risk.

This process does not have to take a whole lot of time...just a couple of minutes. Just remember, it's better to know about the hazard and how you are going to deal with it before you start work.

Injury Reporting and Incident Investigation

All incidents, no matter how minor, are telling us as a company that something is not working properly—they are a warning sign. We must identify all current and potential problems that may result in down time, equipment damage, customer losses and most importantly injury to our people.

Based on this philosophy, we require that all workplace injuries, incidents, and near misses, no matter how minor, be reported.

We will investigate all workplace incidents to determine what the causes were. We are committed to actively eliminating or minimizing the causes of incidents. Our commitment is to the health and safety of our workers/volunteers and to the success of our supporter/client partnerships.

What Happens When I Report an Incident?

Your Safety Manager will investigate all near misses and incidents. Investigations involve a process that looks for the causes of collisions, property damage etc. rather than laying blame. The goal of the investigation is to prevent the incident from occurring again.

When the investigation is completed, a report will follow with recommendations to correct the situation/causes.

Why Should I Report?

In the simplest terms: because you have to.

We have said that working safely is a condition of your employment. Reporting incidents and workplace injuries are also a condition of your employment. More importantly, you are part of our team, and your input is vital to our operations.

If you do not report accidents or near misses, you may be allowing a situation to continue that could hurt you or your co-workers in the future. If the causes of an incident or accident are not eliminated or controlled, it is just a matter of time before it occurs again AND the next time the injuries may be more severe. Reporting helps you take an active role in keeping yourself and your co-workers safe.

The key function of incident investigations is fact finding not fault finding. The investigation focuses on finding all the causes of an accident or incident. Investigations can identify several causes for a single incident. A focus on preventing future potential incidents is key.

These causes can include faulty or poor condition of equipment, inadequate safe job procedures, improper training, personal factors, or administrative issues.

Some Tips for Working Safely at KFB

- If you don't know how to do a task, ask your Supervisor before you begin work.
- Be vigilant and specific when you ask your Supervisor for instruction.
- Confirm the instruction.
- Question the procedures.
- Act and do the work safely.
- Be a workplace expert. Set a good example and act as a coach to your co-workers.

Joint Health and Safety Committees

What is a Joint Health and Safety Committee?

A safety committee is made up of both management and worker representatives who work together with a focus of increasing the health and safety of all workers/volunteers by reviewing injuries, inspections, and reporting on site and off-site concerns. KFB is proud of our Joint Health and Safety committee and looks to it for continued success in promoting safe and healthy workplaces.

Who is Involved?

KFB safety committees have both management and worker membership. Representation should come from all departments or work groups. The safety committees meet monthly. The minutes of these meetings are posted on bulletin boards. The names of committee members are also listed on the bulletin boards.

What Do the Committees Do?

Committee members make suggestions and recommendations to KFB management for improving health and safety at our facility. Committee members are actively working to promote Workplace Health and Safety.

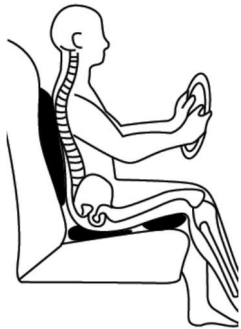
Committee members can receive and consider complaints or concerns respecting the safety and health of KFB workers/volunteers. The safety committee is an advisory body which makes recommendations to KFB management through the meeting minutes process.

What If You Have a Safety Concern?

If you are concerned about a workplace safety hazard, you must first report it to your Supervisor. Together you can identify the risks and the safest, most effective method for completing the work.

If you have a safety concern, complaint, or suggestion, you should let your committee members know about it. Your safety committee representatives are not a replacement for your Supervisor. They can provide you with information, research issues for you, conduct inspections and promote a safe working environment.

Ergonomics



Ergonomics is the science of fitting jobs to the people who perform them. This means that ergonomics tries to make a fit between you and the tasks you perform, the tools, equipment, or machinery you use, the environment you work in, the attention to detail you must have and the speed and efficiency you must work with.

When this fit is good, physical, and psychological stresses can be reduced. When the fit between you and your work environment is poor, the risk of developing a musculoskeletal injury (MSI) increases.

What Is an MSI?

An MSI is: “an injury of the muscles, tendons, ligaments, joints, nerves, blood vessels or related soft tissue including a sprain, strain or inflammation, that may be caused or aggravated by work”. Common examples of MSIs include tendonitis, tennis elbow, carpal tunnel syndrome, vibration white finger, bursitis, back strain, and neck strain.

How Can I Develop an MSI?

There are many risk factors that can contribute to the development of an MSI. Some of the risk factors that may contribute to MSI development are:

- Personal factors (general health, pre-existing conditions, age, weight, height, physical strength, and muscle condition)
- Psychosocial factors (stress, job satisfaction, perceived or real production demands, degree of control in the work environment)

Workplace MSI Risk Factors

- large force required to move or hold an object
- duration of work
- limited visibility (including glare and obstructed vision)
- too high or low working heights
- prolonged standing
- awkward size and shape of containers
- container, tool, and equipment handles
- poor load condition and weight distribution
- local contact stress (contact between your body and a small, localized surface)
- low task variability
- high repetition
- poor work postures
- excessive working reaches
- prolonged sitting
- inadequate work-rest cycles
- hot/cold temperatures
- slippery or uneven floor surfaces
- high work rate

Away From Work

It is important to remember that the activities you do outside of work can also affect your likelihood of developing an MSI. If a data entry clerk works 7 hours a day using fine finger motor skills to enter data into a computer and then goes home and ties flies or knits in their off time; the ligaments, tendons and small muscles of the fingers, wrists and forearms may be overworked.

Potential Signs and Symptoms Of MSI

We want you to be able to recognize the risk factors of MSIs and the signs and symptoms of MSIs. If you notice the signs and symptoms listed below, you must report it to your Supervisor immediately:

- discomfort or persistent pain (day and night)
- sore or stiff neck, shoulders, or upper back
- low back pain
- tingling in fingers
- wrist pain
- stiff legs
- localized heat or inflammation
- crepitus (grinding or scraping sound)
- diffuse pain (pain with no specific location)
- persistent headaches
- eyestrain and fatigue
- muscle pain
- numbness
- weakness
- swelling in joints
- loss or restriction of range of movement

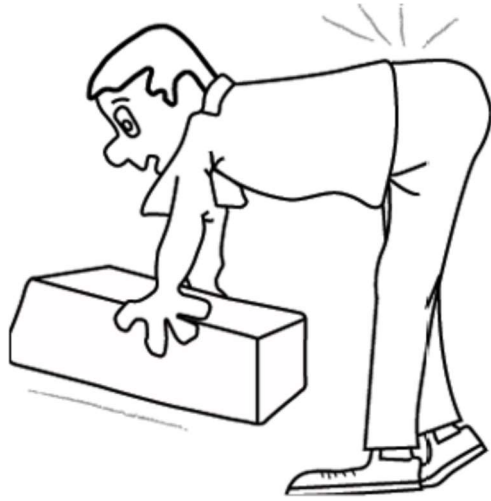
Back Care and Safety

Back facts:

- Workplace back injuries account for almost 30% of all claims.
- Workplace back injuries cost BC employers over 6 million dollars each week!
- Back injuries can result from damage to muscles, ligaments, bone, discs, nerves and blood supply to the spine.

The Pressure is On

Your back acts like a lever, with your waist being the fulcrum (think of a teeter-totter, the fulcrum is the centre part that holds the teeter totter up).



Your waist and lower back take most of the compressive (squeezing or squishing) forces when you lift objects.

If your torso weighs 120 pounds and you are lifting a 20 pound object held closely to your body, the compressive force on your back is 1400 pounds (10 times the weight of your torso and the object combined).

The further out from the torso the object is held, the higher the compressive forces. If you held the same 20 pound object 20 inches from your body, the compressive forces double to 2800 pounds of pressure.

Causes of Back Injuries

The most common causes of back injuries are:

- poor physical condition
- weak stomach muscles
- poor posture
- repetitive movements
- lack of stretching or warm up prior to exertion
- lack of flexibility
- emotional stress
- overexertion
- handling awkward, heavy loads

Eight Steps to Safe Lifting

You need to read these steps but more importantly, you need to use them at work and at home. You must decide to make every effort to protect your back.

1. Stretch

Stretching at work may sound weird but take the time to warm up the muscles that will be used by stretching them before and after work. Athletes take the time to stretch before an activity, workers who perform physical activity on the job are no less athletic. Take two minutes before starting heavy work and stretch your muscles... they will thank you for it!

2. Plan your lift before you begin

Think about the lift...how heavy is the object, is the load unbalanced, is the load awkward to carry, how far does it have to be carried, is your path obstructed, do you have to go up or down stairs, can you avoid lifting the object, do you have any help? Know what you are up against before trying your lift and get a game plan in place.

3. Get help

If the lift will be awkward or the weight is heavy, get help! The time it takes to get someone to help you lift may save you pain and suffering in the future. Asking someone to help you lift does NOT mean you are not strong... it means you are smart!

4. Use mechanical aids

The best way to avoid a back strain while lifting or carrying is to not lift or carry. Use a handcart or other lifting and carrying equipment to reduce the amount of time and distance that you have to lift an object.

5. Bend at your knees

Bend your knees to get your upper body as close to the object as possible.

6. "Hug" the object

Bring the object as close to your body as possible and get a firm grip on the object.

7. Lift with your leg and stomach muscles

Use your leg, buttock, and stomach muscles rather than your back muscles to lift.

8. Turn with your whole body

Turn with your whole body by moving your feet in the direction you must turn. Do NOT twist at the waist to turn.



What Things Can You Do to Reduce Your Risk of Developing MSIs?

- Vary your work. If your job allows it, vary the tasks you perform so that you are not stressing the same body parts over and over. Simply alternating or rotating your job tasks can provide much needed relief from muscle, tendon, and ligament strain.
- Take a break. If you cannot vary your job tasks, take a short break every 45 minutes. This break can last just 4 or 5 minutes and will still be effective at reducing the risk of MSIs. During your break, do some stretching to relax your muscles.

What if I Cannot Vary My Work or Take a Break?

If you are in a job position where you cannot take a break (i.e., driving), you can still practice some preventative measures to alleviate the stress on your body.

- **Micro breaks.** Micro breaks are an extremely effective prevention or control measure. In a micro break, you move parts of your body to neutral position (i.e., one arm at a time) and hold loosely for 15–30 seconds.
- **Isometrics.** Isometric exercises occur when muscles are contracted but this does not result in any movement. The simple way of doing these types of exercises is to tighten the muscles in one body part (i.e., tighten your upper thigh muscles), hold for 30 seconds and release. Repeating this several times can provide your muscles with relief from static postures.
- **Lumbar support.** Good lumbar support (the spinal curve located just above the buttocks) can prevent lower back pain. Commercial lumbar supports are available, but you can also use a small pillow to maintain the curve of your back.
- **Get up and move.** This suggestion obviously cannot be done while you are sitting but it is such an effective risk reduction measure that it needs to be mentioned. When the human body sits, the pressure on the discs (located between your vertebra in you back) is increased by 35%. This means that if your torso weighs 140 pounds when you are standing, the weight force on your discs when you sit goes up to 190 pounds. If you lean forward at the waist while sitting, you can double the pressure on your discs—yes that means going from 140 pounds to 280 pounds of downward force...OUCH!
- **Stretching.** Stretching is one of the best ways to prepare your body for work activities as well as helping it relax and reduce the stress resulting from your work. We want you to think of yourself as an industrial athlete and just like athletes, stretching can help reduce stress and help reduce muscle strain. We have provided a list of stretches that you can do while seated and standing.

Vehicle & Equipment Operation

As part of your work at KFB, you may be required to operate a variety of equipment and machinery. You must make sure that you are comfortable and have received applicable training to ensure competency with the equipment before you operate it.

We must all work towards reducing the number and severity of all types of preventable collisions, personal injuries, equipment damage incidents and mechanical breakdowns. Our corporate goal is zero preventable incidents. We have every confidence in our workers' ability to apply common sense and sound judgment while on the job, whether while encountering challenging situations or during routine activities.

Authorized and Qualified Operators

It is KFB policy that only authorized and qualified personnel are allowed to operate machinery, tools and equipment.

You will receive training on equipment, tools and machinery from your Safety Manager/Supervisor, designated trainer or experienced co-worker. Your Safety Manager/Supervisor will determine your competency as an operator and results are included in your file.

You cannot operate any tools, equipment or machinery, without supervision, until your Safety Manager/Supervisor is satisfied that you know how to safely operate the equipment. Your Safety Manager/Supervisor will inform you on equipment use and will observe and assist you.

Your Safety Manager/Supervisor will be observing your equipment operations prior to considering you authorized and qualified. You will be required to complete several tasks and show competency in operating the equipment.

If you feel that you are not comfortable with the operation of any equipment, tools or machinery, you should talk to your Safety Manager/Supervisor and ask for more instruction and practice time. The more you operate, the more skilled you will become. This is also your opportunity to use your experience to coach new or less experienced co-workers as they perform the same work.

AT THE START OF EVERY SHIFT, THE OPERATOR MUST PERFORM THE DAILY PRE TRIP SAFETY CHECKLIST.

What If I Find Something Wrong with the Equipment?

Any defects or conditions that you think may affect the safe operation of the equipment must be reported to your Supervisor or Safety Manager.

If the defect or condition will affect the safe operation of the equipment, the equipment **MUST NOT** be used until repairs or adjustments are made.

It is important that you actively protect yourself, your co-workers, and the public by participating in and completing equipment inspections.

KFB's training provides information on equipment inspection. If you operate equipment or machinery, you will take part in this training. As a competent operator you must ensure any defects are recorded on the appropriate document and reported to your Supervisor or Manager.

Public Relations

All vehicles have equal rights on the highways and streets. The way you operate KFB equipment creates either a positive or negative impression in the mind of the public.

Unnecessary or repeated complaints are treated seriously, investigated and the circumstances recorded.

As a KFB worker, you are the KFB as far as the public is concerned. You are responsible for our public image and the KFB depends on you. Take pride in your appearance and the appearance of the vehicle you operate, inside and out.

We are a service organization, and a crucial aspect of your job is to provide service in its total concept. Overall safety and an injury-free workplace is a genuine concern to our customers who expect safe and reliable service.

KFB Guidelines

Speed Limit

Government posted travel speed limits must not be exceeded. Road speed is monitored through the on-board computer systems. Drivers must strictly follow all customer travel speed restrictions while on their premises or roadways.

It is the responsibility of the driver to adjust their travel speed to the always changing conditions of the road surface, weather, visibility, traffic density and personal condition (fatigue, alertness, etc.), that may be likely to affect their driving ability.

The KFB on-board computer (OBC) will be used extensively to enforce the appropriate travel speeds throughout the fleet. Parameters are established to promote a more efficient and defensive driving style.

Use Of 4-Way Flashers

It is KFB's policy that the driver activates the unit's 4-way flashers in situations where travel speed is slower than the travel speed of other vehicles on the road or highway. This is one of several methods you have to alert other motorists that you are travelling at a reduced rate of speed for the roadway.

The use of the unit's 4-way flashers is restricted to situations when climbing a steep hill with reduced travel speed, or descending a steep grade where travel speed is decreased to maintain control and avoid a run-away condition.

Note: In the event of a breakdown or roadside emergency, use your warning devices in addition to your 4-way flashers.

Seat Belt Use

All drivers and passengers of KFB registered vehicles must always wear supplementary restraints (seat belts) while they are operating or traveling in KFB vehicles. Equipment operators must always wear seat belts when operating such equipment.

Electronic Device

In accordance with provincial legislation and KFB policy do not operate a phone or any other electronic device during the operation of any equipment.

Cruise Control

Only use cruise control under ideal road conditions. The system can not sense when roads are wet or slippery; it may be possible for the wheels to accelerate with the cruise control engaged as the vehicle hits a slippery section. When the tires contact the firm and dry road surface again, the vehicle can skid or lose traction. Also, normal or panic braking will disengage the cruise control, which could cause loss of control.

Passengers

No unauthorized passengers are to be carried in KFB registered or licensed equipment. An authorized passenger is one that has to carry out a work-related responsibility. No riders or passengers are permitted in the cab or running boards of any mobile equipment.

Parking Instructions

Vehicles are to be parked well off the traveled portion of the highway or street in accordance with federal, provincial and municipal laws, bearing in mind not to block driveways, fire access lanes, and crosswalks.

Mobile equipment is to be parked in the designated area with the parking brake engaged. Parking brakes must be functioning and applied. Report any problems to your Supervisor.

Fueling

When fueling at any gas station, adhere to all posted safety precautions. Clean up all spills promptly with available materials. Make every effort to prevent fires from occurring. Do not leave the fuel nozzle unattended under any circumstance while fueling.

Defensive Driving

Basics

A professional driver always drives defensively by anticipating and allowing for the mistakes of others. To do this, you must:

- Obey all traffic signs and signals.
- Slow down when approaching intersections. Be aware of other vehicles approaching and be cautious when vision is obscured.
- When following other commercial or passenger vehicles, always leave at least 200 metres (660 feet) between your unit and the one you are following. Remember, loaded trucks unit stopping distances are greater than those of cars and lighter vehicles. Leave yourself a safety margin should the vehicle in front of you brake suddenly. Do not tailgate.
- Reduce speed in congested areas and when driving conditions are worsened by snow, sleet, fog, rain, and darkness.
- Watch for children, pedestrians, and cyclists on streets and highways.
- Signal well in advance any intention to turn, change lanes or stop.
- Avoid cutting in and out of traffic.
- Slow down before entering a curve. Advisory speed limits for ideal conditions are posted prior to most curves. Do not push the limit of your vehicle's operating capabilities and stability—obey advisory speed tabs.
- Choose proper lane when preparing to turn. Ensure vehicles do not squeeze along your blind side.
- Take advantage of your elevation above the roadway.
- Get the big picture by staying aware of the complete traffic pattern ahead and surrounding you.
- Stay aware of changing conditions and visual cues.
- Keep your eyes moving.
- Keep windshields, cab windows, mirrors, marker lights, taillights, and headlights clean.

- Anticipate the mistakes, driving errors and habits of other motorists.
- Watch for wildlife on highways and domestic animals on city streets.
- Anticipate, recognize, evaluate, and react to the many hazards you face everyday.

Backing of Vehicle

Avoid backing unless absolutely necessary. If you must back up, make sure that the way is clear. Be aware of all potential hazards. Walk around the vehicle; check the area over which the vehicle will travel is free of obstructions, noting side and overhead clearances. Sound the horn, then back immediately before the situation changes. Whenever possible, have another driver or party direct you back. Agree on signals to be used in advance. Remember, you are in control! Mobile equipment operators must ensure their work area is clear, that they have sufficient visibility from the unit, that the load will not strike stationary objects, structures or in any way endanger yard workers. Back up alarms must be operational on all mobile equipment. –NO EXCEPTION!

Road Courtesy

The impression you make means much to our reputation and to your own. You are the face of KFB to our customers and the public. It is important that you maintain an image as a safe, skillful, and courteous operator. Repeated acts of courtesy will maintain good relations between industries, our customers, KFB and the public.

You are expected to display above-average courtesy and respect the rights of others using the highways. A courteous driver will always do the following:

- Dim lights when approaching or following other vehicles
- Avoid blocking pedestrian crosswalks, private driveways or other entrances when parking
- Drive in the proper lane and avoid unnecessary lane hopping
- Use the horn only as a warning signal
- Respect the rights of pedestrians
- Acknowledge courteous acts of others
- Avoid splashing pedestrians
- Avoid double-parking
- Avoid sudden stops

- Pass only when necessary and in a safe manner
- Never insist on the right of way; be prepared to yield
- Leave sufficient distance behind automobiles to prevent drivers' uneasiness
- Adhere to accepted rules of conduct while on the road

Road Management

- Keep your speed steady. Frequent braking and accelerating wastes fuel, and constantly changing speed is also hard on the nerves.
- Keep a look-out. Anticipate the flow of traffic.
- Keep your distance from the vehicle in front of you. You'll save on nerve-wracking, fuel wasting stops and speed-ups.
- Maintain proper lane position. Never drive over the white fog line to allow others to pass—it is the only safety margin you have.
- Plan for hills. Increase and decrease speed slowly and smoothly.
- Drive courteously. Good road manners give you an edge to help get you home safely and may improve the trucking industry's reputation in the eyes of the motoring public.

Railroad Crossings

Most railroad crossing collisions are caused by unsafe driving practices. To prevent such incidents, the driver shall comply with all provincial and municipal laws governing railroad crossings in the area.

When approaching a controlled or uncontrolled railroad crossing and you must stop, signal your intention to stop by flashing your brake lights; then bring your truck to a full stop.

- If a gear change is necessary in the crossing area, change gears before entering the crossing, never while crossing the tracks.
- Where there is more than one track, don't cross immediately after a train has passed. Make sure that nothing is coming from either direction.
- Do not ever try to beat a train to the crossing.

- Never drive around lowered barrier arms.
- Be aware that warning signals may be out of order or defective when approaching a railway crossing.
- Stop at all STOP signs prior to entering the crossing. Proceed only after you are sure it is safe to do so.

Overtaking And Passing

Never pass on hills, curves, within intersections, at approaches to or on railroad crossings bridges.

When passing you should:

- Always make sure that approaching traffic is not near enough to make the passing attempt dangerous.
- Always make sure that another vehicle is not trying to pass you.
- Always signal your intention to pass.
- Is the pass necessary? Never increase travel speed to pass.
- Never pull back into the right-hand lane until your vehicle is well ahead of the one you passed. Check your mirror before moving back in.
- Watch for traffic activity at intersections ahead.
- Know the dimensions and limitations of your equipment.

Breakdown/Collision Procedures

What to Do in the Event of a Collision

- Immediately set your warning signals (reflectors, flags, flares, etc.) to avoid further collisions. Help anyone injured. Call an ambulance, police and your Safety Manager/Supervisor. Do not expose yourself to additional danger.
- Assign someone to control traffic to prevent further incidents.
- Do not move your equipment unless leaving it will create additional hazards. Wait for police to note its position if the incident warrants police attendance.
- Do not sign or make statements to anyone except the police investigating officer or KFB representative. You are only required to provide information to the police and the other party involved.
- Obtain names and addresses of witnesses. If you are refused names, get the driver's licence number or plate number of witnesses (photograph plates, if possible).
- Take any necessary photographs at the scene. The photographs will help KFB, and the driver deal with future insurance claims.
- Do not admit responsibility or agree to pay for anything.
- When reporting an incident to anyone by telephone or by messenger, be specific as to location, time of incident, extent of injuries, amount of damage to the equipment, condition of cargo and where you can be reached.

Information Required to Complete the Incident Report

Make all reasonable attempts to obtain the following information, however, be mindful of others and avoid confrontation.

KFB provides all drivers with a "Collision Kit" to keep in their unit which is to be used after a collision to record the required information.

- Location, time, and date

- Make, licence plate number, registered owner, insurance company and policy number of other vehicle(s) and equipment involved
- Names and addresses of operators, drivers and/or occupants of other vehicles and equipment involved
- Names of injured persons and extent of injuries
- Name, addresses and phone numbers of witnesses
- Name of police officer attending scene
- Copy of the police report and number, if available
- Estimate and description of damage to other vehicle(s) or property
- A rough diagram of the position of all vehicles, equipment, property, pedestrians, and skid marks as accurate as possible (pace skid marks out, if possible)
- Weather, road, and visibility conditions
- Mobile equipment operators involved in any yard incident must report the event immediately and without delay to their Supervisor or Manager.

Emergency Warning Devices

If you stop on a highway, roadway, or shoulder of a roadway, in the event of a breakdown or emergency, you must:

Activate 4-way flashers immediately until reflectors or flags have been placed in the following locations:

- On a two lane or undivided highway:
 - One reflector or flag at left rear of unit (within 3m/10ft)
 - One reflector or flag 75m (250ft) at rear of unit, on the shoulder or lane you stopped in
 - One reflector or flag 75m (250ft) at front of unit, on the shoulder or lane you stopped in
- On a one-way or divided highway:
 - One reflector or flag at the left rear of the unit
 - One reflector or flag at 30m (100ft) and at 75m (250ft) at rear of unit, toward approaching traffic

- On a hill or curve:
 - Place reflector or flag back beyond any hill, curve or other obstruction that prevents other drivers from seeing the vehicle, within 150m (500ft)

Make repairs, if possible. If you are unable to make repairs, get in touch with your supervisor advising them of the situation and for added instruction.

Take photographs of “short-lived” scene evidence:

- Location of all vehicles, equipment
- Location of debris, pooled material such as vehicle fluids
- Road, weather, and visibility (e.g., shadows, snow cover, etc.)

What To Photograph

- The approach to the scene from the perspective of all drivers concerned at driver level
- Take several shots of the scene at different distances from eyewitness viewpoint
- Final rest positions of vehicles; position of any persons involved
- Include any evidence that may be on the roadway leading up to the scene

Incident Reporting

All collisions, incidents (including near misses), or equipment damage, no matter how minor, must be reported to your Supervisor or Manager immediately.

All incident report forms, are available at the KFB office and in your tractor’s glove box, detailed driver statements, police reports, etc. must be completed and turned in by the end of your work shift or as appropriate, depending on the incident’s circumstances.

Collision & Equipment damage report forms must be completed in detail by the driver, noting:

- Date and time
- Name of driver
- Unit number(s) and vehicle(s) involved
- Damage to unit(s)
- Description of how damage occurred
- Location of where damage occurred

- Names of other parties involved, if applicable

Description of all repairs performed to equipment must be completed by the mechanic doing the repairs and checked by the Manager. All incidents are investigated by KFB.

Reporting To Police

Call the local police or RCMP immediately if the incident meets one of the following conditions:

- Results in death
- Results in bodily injury

Enforcement authorities must be contacted within 24 hours of the time of the incident if the incident:

- Results in damage in excess of \$1,000

A copy of the police report, if supplied, must be turned in to your immediate Supervisor as soon as is practical. If one is not supplied, you must secure the police file number, name of the detachment handling the file, name of investigating officer and contact information (get a business card, if possible).

Regulatory Compliance - National Safety Code

The National Safety Code (NSC) is a set of safety standards for motor carriers, drivers and vehicles operating in Canada. The Provincial government has implemented the NSC to ensure our highways remain the safest in North America.

KFB seeks to comply with all aspects of the NSC and to ensure that our drivers who's over-the-road performance can significantly impact our Carrier Profile, support the compliance efforts. Our NSC safety rating is dependent upon our drivers' history of compliance with hours of service, vehicle inspection and motor vehicle regulations. Regular monitoring of drivers' documentation and internal audits are carried out to ensure compliance with the NSC.

Inspection Guidelines

Pre-Trip Vehicle Inspection

Each lease operator and driver must complete the daily pre-trip inspection prior to the start of their shift. The pre-trip inspection must be supported by the completion of the pre/post trip document.

Refer to KFB guidelines and instructions.

Items that must be checked:

- Inspect the defect or pre/post trip inspection book for the equipment you are using to confirm completed repairs arising from the previous shift.
- Check engine oil and coolant levels.
- Check and adjust the truck seat to fit you.
- Start engine, allow for warm up.
- Check gauges, wiper operation, mirrors, radios etc.
- Check steering wheel free play.
- Check emergency equipment (flares, first aid kit, fire extinguisher etc.) and ensure you have your personal protective equipment.
- Turn on and check head, tail, stop, signal, and clearance lights.
- Check all tires, wheel studs and nuts and oil seal sight glasses.
- Visually check suspension and drive lines.
- Check and test cab doors and tailgates, ensure they are secure.
- Check licence plate and preventative maintenance decals. (Ensure you have your driver's licence and copies of the registration, insurance, operating authority and special permits prior to the start of the shift). Document checks are a part of pre/post trip inspections.

Post Trip Inspection

Prepare units for the next driver's shift or next workday by doing the following:

- Fuel the unit.
- Check oil and coolant levels (do not over fill). Be cautious when checking fluid levels with a hot engine.
- Visually check all wheel studs and nuts. Check the oil level.
- Check all tires, inspect and report all tire/wheel defects.
- Thoroughly clean the interior of the cab, glass, and mirrors.
- Clean lights and licences.
- Properly park the unit in the specified area.
- Identify and report all mechanical defects found during the post-trip inspection.
- If the unit requires servicing and has not been serviced, leave a note in plain view on the dashboard. Accurately complete equipment defect reporting forms along with other documentation as instructed by the Supervisor or Manager.

Fall Protection

We require all workers to follow a strict program of fall protection compliance.

High Risk Violation

Falling from heights is one of the most serious workplace hazards, so much so that the compensation boards recognize it as one of the high-risk violations.

When Is Fall Protection Required?



If your work at KFB requires that you work at elevation:

- From which a fall of 3 meters (10 feet) or more may occur
- Where a fall from a lesser height involves an unusual risk of injury

You are required to use a system of fall protection. Discuss this with your Supervisor to determine the best method of fall protection for you and the work you must do.

REMEMBER: the requirements for fall protection apply to every circumstance when you are working “at any height” ... even if it’s just for a couple of seconds or minutes.

Lockout & Electrical Safety

Lockout refers to the isolation of the energy source that powers equipment or machinery. KFB recognizes that working near or with energy can cause special risks to workers. We require all workers to follow a strict program of electrical safety and equipment lock out.

High Risk Violation

Contacting live electricity is one of the most serious workplace hazards, so much so that it is recognized as one of the HRVs. HRVs are work practices that have a proven history of injuring or killing workers.

Due to the severe nature of the injuries that can result from contact with an energy source, KFB has a strictly enforced lockout policy. This policy is designed to protect KFB workers/volunteers, and it is only as good as it is implemented by every KFB worker who works near or with energy sources.

I Know About Electricity but What Other Energy Sources are There?

Electricity is the most common type of energy source that is locked out in the workplace. Other sources of energy include:

- Water/Steam
- Hydraulic
- Chemical
- Gravity (potential energy)
- Kinetic (moving or mechanical energy)

When Is Lockout Required?

Whenever a KFB worker/volunteer performs maintenance on any energized equipment, tools, machinery, system or process, lockout procedures must be followed. (E.g., when servicing refrigeration equipment, ensure the breakers are off.)

What Should I Do If I Do This Type of Work?

If you are required to work on potentially energized systems, you must know, fully understand, and implement proper lockout. You must be properly trained and authorized to perform any work requiring lockout. If you have any questions about lockout, contact your Supervisor. REMEMBER: it is your personal responsibility to ensure that you follow lockout procedures. Your life depends on it.

Drivers and Operators Steps to Electrical Safety

Step 1. Ten Meters to Safety

Stay back at least 10 meters or 33 feet from any downed power line, exposed underground cable, or where there is contact with an overhead power line. Depending on voltage, this distance may increase up to 32 meters (105 feet).

Step 2. Look Up and Live

All workers who operate machinery or equipment that could come in contact with power lines should look up and check for overhead power lines before beginning work.

Step 3. Know Your Limits

When operating machinery or equipment in close proximity to power lines, always maintain the limits of approach. In order to make it easier to see your limits, paint the ground or set up barriers to mark your approach limits. Once you have done this, DO NOT cross with your equipment for any reason!

Step 4. Don't Hang Around Operating Equipment

On the ground stay at least 10 meters (33 feet) away from operating equipment. If the equipment or machinery contacts an energized line, the electricity will go to the ground. The operator should be on the vehicle with everyone else clear of the vehicle when the vehicle is in motion. Do not approach operating equipment or machinery.

Step 5. Shuffle or Hop, Don't Step

If the piece of machinery you are operating contacts an energized line, move the machine/vehicle away from the line to break contact. If this cannot be done, remain on the machine. If there is an uncontrollable fire, jump off the machine keeping your feet together. Do not contact the machine and the ground at the same time. When you jump away, make sure you that you are steady enough to not fall to your hands/ butt and that you land with your feet together. Make sure that you do not fall back to the machine and that when you jump you let go of the machine so that you do not contact the machine and the ground at the same time. Keep your arms and hands at your sides. Once clear of the machine, make small hops with your feet together or shuffle slowly away. When you shuffle, do not let the heel of either foot move beyond the toe of the other, make sure that your insteps are touching. Go slow. You want to make sure

you don't fall and that your feet are always touching. Keep shuffling or hopping until you are at least 10 meters (33 feet) away.

Step 6. Don't Be a Victim

Always call your local emergency services when someone is injured in an electrical accident, if they are still in contact with the electrical source and you touch them, you could be seriously injured or killed. Keep everyone back at least 10 meters (33 feet) and have someone call for help immediately.

I Have Come into Contact with an Electrical Line

- Always consider the electrical line to be live.
- Move the vehicle away from the electrical line if possible.

I Cannot Move My Vehicle/Machine Away from the Line

If you cannot move the vehicle, stay inside, and ask yourself:

"Am I at risk right now or is it safer to stay inside the vehicle (i.e., is there an uncontrollable fire or other risk)?" If the answer is that there is no risk to you remaining in the vehicle, stay there until help comes.

If You Are at Greater Risk Inside the Vehicle

If you are at considerable risk, you may have to leave the vehicle. The following are some steps you will want to follow. Copy these steps, put them in your vehicles, and show your spouse, children, and friends. This information could save a life:

1. Open the door but do not step out of the vehicle.
2. Make a small jump away from the vehicle landing squarely with both feet together.
3. Make sure that you do not contact the vehicle and the ground at the same time.
4. Do not reach back for anything inside the vehicle or to close the door.
5. Keep your arms close to your sides.
6. Make small hops or slowly shuffle away from the vehicle.
7. Make sure you keep your feet together, touching each other at the instep as you go. Keep your balance and stop if you think you are going to fall. Regain your balance and begin shuffling or hopping.
8. Go slow. Make sure you don't fall and that your feet are always touching.
9. Keep hopping or shuffling until you are at least 10 meters (33 feet) away from the vehicle.

Working Around or Near Power Lines

General Limits of Approach

Voltage, phase to phase		Minimum Distance	
Kilovolts	Volts	Metres	Feet
Over 750 V to 75 kV	Over 750 V to 75,000 V	3	10
Over 75 kV to 250 kV	Over 75,000V to 250,000 V	4.5	15
Over 250 kV to 550 kV	Over 250,000 V to 550,000 V	6	20

Equipment operators of wheel loaders, forklifts, backhoe, excavators, or HIAB units must be aware of any power lines in the areas they may or are required to operate within. The table above is a guide, complete your pre-start site risk assessment before starting work.

Personal Protective Equipment

Personal protective equipment (PPE) means exactly what it says—the equipment that you are required to wear in order to provide you with extra protection. PPE that you may be required to wear:

- hi-visibility reflective vest/clothing
- approved safety glasses
- work gloves
- steel toed boots
- traction aids (during snowy and icy conditions)
- fall protection harnesses and systems
- hearing protection

When hazards cannot be eliminated, wearing PPE will reduce the level of exposure. It is a condition of your employment with KFB to wear all PPE when required. Our donors may also require that you wear PPE on their sites. Complying with our donors' PPE requirements is also a condition of your employment.

Specialized PPE such as respirators, gas detectors and fall protection systems require specific pre-use inspections.

KFB provides workers/volunteers with most PPE required to do their job safely. For certain items, such as approved safety footwear, KFB gives workers a set allowance per year that can be used to purchase these items. If you need any additional PPE items, reach out to your Manager.

In order for you to be able to provide yourself with the best protection, PPE must be worn properly in work situations that warrant it. The following list provides a guideline for when specific PPE must be worn:

Safety footwear



To provide adequate protection to the work site hazards. When determining what kind of footwear is required, the following factors should be assessed: slipping, uneven terrain, abrasion, ankle protection, foot support, crushing potential, temperature extremes, corrosive substances, puncture hazards, electrical shock.

Eye protection (glasses or goggles)



If the worker may be exposed to work situations or materials which are likely to irritate or injure the eyes.

Hi-visibility reflective vests/clothing



Any time a worker is exposed to or is required to work around mobile equipment or any of our yards or shops.

Fall protection harnesses and systems.



Any time a worker is working at heights above 3 meters (10 feet). Or where a fall from a lesser height involves an unusual risk of injury

Hearing protection



Wearing high quality industrial earplugs or earmuffs helps protect your hearing. Hearing protectors reduce the noise exposure level and the risk of hearing loss.

Violence in the Workplace and Workplace Conduct

Injuries resulting from violence or aggression in the workplace are a greatly increasing phenomenon in Canadian workplaces. Incidents of workplace violence can result in physical injury, but these visible injuries are far outweighed by the personal and psychological trauma that remain long after the incident.

Violence in the workplace affects the safety and security of every KFB worker. Due to the negative impact that violence in the workplace can make on our workers and customers, KFB has taken a very strong stand against workplace violence.

What is Violence in the Workplace?

Violence in the workplace is defined by KFB as: "The attempted or actual exercise by a person, of any physical force so as to cause injury to a worker and includes any threatening statement or behaviour that gives a worker reasonable cause to believe that he or she is at risk of injury."

This means that workplace violence occurs when a member of the public, a worker of another company/contractor or a customer acts in a manner described above.

Violence can include:

- verbal threats
- physical contact
- phone threats
- swearing
- physical intimidation
- theft
- vandalism
- written threats (email)

What are Some Risk Factors?

Some risk factors that can increase a worker's risk of workplace violence include:

- working with the public
- carrying out inspection or enforcement duties
- working with unstable or volatile people
- working alone or in small numbers
- handling money, valuables, or prescription drugs
- providing service, care, advice, or education (i.e., health care worker, social worker, teacher)
- working in premises where alcohol is served
- having a mobile workplace (i.e., bus or taxi driver)

What Should You Do if You are Concerned?

If you are concerned about workplace violence or have been involved in an incident of workplace violence, you must contact your Supervisor and/or Safety Manager immediately. Your Supervisor/Safety Manager is required to investigate all reported incidents of workplace violence.

In accordance with our established policy for the prevention of workplace bullying, harassment, and violence.

What to Do if You Meet Up with an Irate Person (Just the Basics)

This information is meant to give you some basic tools for dealing with a verbally or physically aggressive person. You can use this as a guideline for behaviour but for more specific information; contact your Supervisor or the Director of Safety.

- Show respect: even if you do not agree with the person, show them the respect that you yourself would like to receive. If the person is highly aggressive, do not try to be neutral, show the person that you are with them and then try to remove yourself from the area.
- Show you are genuine: don't respond in a stereotyped or professional manner. Again, show genuine concern and use any excuse to leave the person.
- Stay calm.
- Take all threats of violence towards you seriously.
- Listen very carefully to the person's issues.
- Respect other people's personal space. Some people can become agitated just by having you in their space. A good guideline is to keep at least an arm's length away.
- Don't block the other person's escape route.
- Speak clearly, slowly and do not raise your voice in response to the other person.

- Watch your body posture. Stand with your feet shoulder width apart, your shoulders at an angle to the person. Keep your hands visible with palms open. Don't cross your arms.
- Set gentle but firm limits (i.e., please lower your voice, I want to help you).
- Don't set limits you cannot enforce (i.e., if you don't quiet down, you are going to have to leave).
- Never. Never. Never try to disarm an armed person. If possible, get yourself out of the area and call the police.
- Don't accept a weapon from an agitated person. During the hand-off they may change their mind and you will be close enough to injure.
- Don't match anger with anger.
- Don't try to physically intimidate the person.
- Avoid confrontation.
- Align yourself with the person.
- Try diversions to get yourself out of harm's way.
- Be non-threatening, non-punitive, non-judgmental.
- Show empathy: show that you have listened and understood how the person feels.
- Once you are away from the person, do not return until you have contacted your Supervisor and precautions have been taken.
- If at any time you feel that you are at risk of physical injury, try anything to get out of the area.
- In a situation that is out of control and you, volunteers, staff, donors, or clients are in danger, use the panic button to alert police immediately

After the Incident

When the situation or incident is over and your Supervisor has been informed of the incident, you should contact your doctor if you are experiencing any ill effects. You may also want to contact your Supervisor or Manager for additional help, information, or future resources.

After a violent incident, a person's strength is shown when they get assistance to help them deal with the incident.

The Last Word on Violence in the Workplace

KFB is committed to a workplace free from violence and that respects and protects the health, safety and dignity of all workers/volunteers. KFB is committed to providing a workplace in which the respect and safety of the workers is paramount. The risk or occurrence of violent acts against workers requires particular attention as violence undermines workers' ability to work effectively and impacts their quality of life.

ANY work-related threats or acts of violence against workers, or their families, are unacceptable and will not be tolerated.

KFB's Policy for the Prevention of Workplace Bullying, Harassment and Violence can be found in the Safety Corner or on the Shared Drive.

Biohazards

Bio what? A biohazard is the exact same thing as any other workplace hazard. It is something that can cause injury to a worker. A biohazard is any material that may contain microscopic organisms that are known to cause disease or injury to humans. Many people are very concerned with the risk of infection from viruses or bacteria and the concern increases with the fact that biohazards are more difficult to observe than other workplace hazards.

Fortunately, at KFB, the risk of workplace exposures to biohazards is very low. The risk of workplace contacts with biohazards is greatly reduced because the types of work conducted do not put workers in close contact to biohazardous materials.

Even though the risk of exposure is so low, we want to give you some information that you can take home with you.

Basic Infection Rates

The issue of workplace exposures to biohazardous materials carries with it a lot of fear and concern. The good news is that transmission rates of the microscopic organisms are very low. Many people focus on the big three viruses: Hepatitis B, Hepatitis C and HIV. These viruses cannot be spread from casual contact like shaking hands or having someone sneeze near you.

How to Reduce Infection Risks

Most viruses, bacteria and fungi can be controlled with simple control measures. The following are some basic control measures you can use at work and at home:

Wash Your Hands

This is the number one control measure used in hospitals and labs to control the spread of viruses and bacteria. Wash your hands with soap for at least 30 seconds (this is about the time to sing "Happy Birthday" twice). Make sure that you use soap and warm water and scrub all parts of your hands and fingers. Washing your hands regularly, especially before eating or drinking is the most effective way to protect yourself from even the simple cold or flu. If you cannot wash your hands, use a waterless hand cleanser. Read the directions and use the product properly. Once you have access to soap and water, rewash your hands.

Use Gloves

The goal of wearing gloves is to protect your skin from contact. If you do not have skin contact with materials that may contain viruses or bacteria, you will not need to wear gloves. If you have to do work that requires you to use heavier gloves, you may not need to wear additional gloves. If you are working with materials that may be potentially biohazardous and your skin is broken (i.e., a cut or scrape), you will want to cover the cut with a bandage and wear a pair of gloves over this.

Use Eye Protection

Your skin offers a degree of protection from viruses and bacteria, but your eyes do not have this same protection. As soon as a chemical or fluid comes in contact with your eyes, it can be absorbed directly into your blood supply. The easiest way to protect yourself from this is to put on a pair of glasses, even sunglasses, to protect your eyes.

Garbage Handling

When you handle garbage (even in your office waste receptacle) do not push down the waste with your hands or use your hands to remove the waste from the receptacle. The risk of discarded needles, broken glass, or sharp materials cutting your hands is too high. This risk can be completely eliminated. If you have to regularly push down the garbage in your receptacle, begin removing the refuse on a more regular basis.

Safe Needle Disposal

- Do not try to replace the cap on the needle, snap, break, or bend the needle
- Pick up needle using work or latex gloves and tongs or tweezers, holding needle point away from you
- Put the needle in a metal or hard plastic container that has a lid, such as a product or drink bottle
- Replace cap on container firmly and label it
- Wash hands thoroughly with soap and water
- Drop off the sealed container at the biohazard disposal bin in the Warehouse Office.

Emergency Preparedness and Response

The emergency procedures you are required to learn depend on your location and the type of work you do. The information listed in this booklet is designed to be initial first response. For more in depth emergency information and procedures, ask your Supervisor about the emergency response plan. This plan will give you specific information about how you should respond in a number of emergency situations. KFB's Emergency Preparedness Plan also clearly lays out the lines of communication and KFB's corporate response and support for our workers/volunteers in case of an emergency.

To allow you to customize this booklet to your work area, you will be required to fill in specific information in the spaces provided as part of your orientation.

Keep this handbook available to you so that in case of emergency, you will not have to memorize or remember contact people and phone numbers.

Emergency Contacts Sheet

From Office or Cell Phone

Police, Fire, Ambulance	Dial 911
Physical Address	171 Wilson St, Kamloops, BC V2B 2M8
Alarm Monitoring Station	250 374 2577

Non-Emergency

Fire Department	250 828 3680
Ministry of Environment	250 356 9614
Department of Health	811
Poison Control Center	1 800 567 8911
RCMP Kamloops	250 828 3000
Royal Inland Hospital	250 374 5111

First Aid Attendants

		Extension
Darren Sellars	Warehouse	112
Wes Graham	Offices	104
Gabrielle Bray	Warehouse	107

Emergency Response Calls

Step 1. Contact designated first aid or emergency services. If you are using a radio, wait for an answer. Keep trying until first aid answers.

For fire, police, and ambulance, call 911.

Step 2. Provide your full name when reporting a first aid/emergency situation.

Step 3. Provide your exact/current location of the emergency situation. Be specific.

Step 4. Tell them:

- What kind of emergency it is
- How many people are involved
- What types of injuries there are to workers or others

Step 5. Be specific.

- You may be required to stay on the line or perform activities such as traffic control or keep persons away from the area.

Note: A work site may be treated as a crime scene in the event of a serious injury or fatality—DO NOT disturb the area or allow work to proceed until given permission from occupational health and safety officers or the police. Consult with your Supervisor or Manager if in doubt.

If You Work at KFB Facility

If your work site is a KFB property, you will be provided with specific emergency and evacuation information. The information you will want to commit to memory is the evacuation routes out of your building and the mustering location. The mustering location is a safe location out of the building where you will meet up with other workers. When you evacuate, you will be required to check in with a contact person who will be conducting a “head” count to ensure that all staff are out of the building.

If You Perform Work at Customer Work Sites

If you work on some of our customer’s work sites, you will be provided with specific emergency and evacuation information for that site. The information you will want to commit to memory is the evacuation routes out of the work area and the mustering location. When you access a customer’s work site, you must know their emergency procedures and become familiar with them. Follow all site requirements.

If You Are a Driver

The instructions listed above, refer to you when you are on the customer’s property. If you have an emergency or breakdown while driving, refer to your Operators Manual for information on emergency warning devices, towing/pushing procedures, collision information and equipment damage reporting procedures and contact your Supervisor.

Evacuation Tips

If you are required to evacuate your work area due to an emergency, the following are some tips you can use:

- Walk the best escape route from your work area.
- Walk alternate escape routes in case you cannot exit using your first option.
- Take your co-workers from your area with you, become familiar with the routine of leaving your work area.
- Familiarize yourself with the location air horns and fire extinguishers.
- Know who your fire warden or emergency coordinator is.
- Know where the first aid supplies are in your area.
- Remain calm.

- Exit your work area immediately when you hear an alarm, do not stop to see if it is an emergency.
- Exit your work area calmly and quickly but do not run.
- Close doors as you leave.
- Move to the main or alternate mustering location for your work site.
- Check in with your emergency coordinator to ensure you are included in the "head count".
- Do not re-enter the building for any reason until emergency services have given the okay to return.

The key thing to remember is that as soon as the alarm sounds, time is on your side if you use it to exit the work area. Be responsible for yourself!

What if my Co-Worker Does Not Want to Evacuate?

While you are leaving your work area, look around for anyone who is not leaving. This can include co-workers not familiar with evacuation procedures, guests, salespeople, contractors, or the public.

Offer to show the safe way out. If the person refuses, insist that they leave but do not force them or physically push them. If the person still refuses, leave! You can report their location to emergency personnel who are trained to deal with situations like this.

Worker & Volunteer Acknowledgement

I, _____, have received and reviewed the Kamloops Food Bank Worker & Volunteer Safety Handbook. I understand the importance of the safety guidelines and procedures outlined in the handbook.

By signing this, I confirm that:

- I have received a copy of the Safety Handbook.
- I will read and follow the guidelines outlined in the handbook.
- I am aware that not following the safety guidelines could lead to disciplinary actions.

I understand the significance of prioritizing safety in the workplace and will do my part to maintain a secure environment.

Name

Date

Signature



Sharing food. Feeding hope.