OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM (OHSMS)
COORDINATOR GUIDANCE MANUAL

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1.0 Your Contribution as a Departmental OHSMS Coordinator

Congratulations! You have likely been selected as a Departmental OHSMS Coordinator because you are organized and understand your department well!

As a Departmental OHSMS Coordinator, you contribute by assisting your department with implementation of the OHSMS by maintaining your department's OHSMS Department Manual. This means that you will need to gather documents from members of the department and inform management of any gaps in required activities or documents.

Your Departmental Leaders and Manager/Supervisor have roles as well – to support you. As an OHSMS Coordinator, you are not responsible to "do" all of the OHSMS activities required of Managers, Supervisors and other Employees with the department. You are a champion and gatekeeper of the OHSMS Department Manual, tracking implementation and providing progress updates to your Departmental leaders.

2.0 Purpose of the OHSMS Department Manual

The OHSMS Department Manual (Manual) is intended to assist departments collect and maintain important documentation related to the OHSMS. The Manual provides a consistent format allowing departments to readily identify and address OHSMS gaps. The seven "tabs"/sections of the Manual relate to provincial OHSMS Standards and reflect documentation reviewed as part of audits.

2.1 Checklist of contents

The checklist of Manual contents is provided to assist you in keeping track of documents that you have in your Manual and documents that still need to be completed or retrieved in the Manual. In some cases, the number of documents or pages may be too great to be placed in the Manual, or the documents may contain personal confidential information. Consequently, these documents may be kept elsewhere, but it is important to document that they exist and where they are located. The reverse side of the checklist of contents provides a place to record the locations of documents not included in the Manual.

2.2 Documents provided by Environmental Health and Safety (EHS)

EHS provided many University-wide documents and useful templates for the Manuals. It will be up to the OHSMS Coordinators to ensure that department-specific information is maintained in each section. The following information is provided to assist in interpreting what is required to complete the sections of the Manual.

3.0 Responsibilities, Policy and Legislation

This section is all about Leadership commitment to OHSMS. If Leaders are committed to the OHSMS, they demonstrate their commitment by ensuring there are good policies in place and ensuring that "nothing falls through the cracks" by designating and following-up on health and safety responsibilities with all levels of staff. Leaders "walk the talk" and demonstrate their commitment by communicating with staff about their commitment to, and the importance of, health and safety in all University activities. The OHSMS roles and responsibilities are well-described in the responsibilities checklist for managers, supervisors and employees.

In addition to the documents provided by EHS (e.g. the OHS Policy, the CASP Program, the Visitor Health and Safety Standard), department-specific information must also be added to this section.

If you have visitors to your area, you must find a way to provide them with basic safety information. This might include a visitor's sign-in sheet with some pertinent safety information provided, an email calendar invitation that include some safety information, completed visitors' safety orientation forms, etc. Ensure there is a note in the Manual describing how visitors are provided with this safety information.

Note – there is a green sheet that provides a link to Alberta OHS legislation. It is legally required that all employees in Alberta be provided with access to Alberta OHS legislation. There is also a link to the OHS legislation provided on the EHS website, many employees are not aware this exists!

In the spirit of a good safety culture, all departments should strive for continuous improvement in their safety programs. One way to demonstrate this commitment is to identify and document departmental OHS objectives, noting what the specific objective is (i.e. the activity that will be conducted) and a target date for completion. There is no minimum or maximum number of objectives required, but it is a good idea to have more than one ranging from relatively easy to accomplish and some requiring more time/effort. Feel free to add items that may be completed on more of an 'ongoing' basis. Give your department credit for all the great work it has done so far!

Worksite tours by all levels of management are an excellent way to demonstrate management commitment to safety. When leaders "walk-around" their work area and show an interest in employee safety, employees are more likely to take safety seriously as well. The tours provide an opportunity to chat with employees, listen to their concerns about safety, and provide positive reinforcement for safety initiatives and behaviors. Informal tours need to be conducted twice a year. The tour can be documented using the green log sheet in this section or the 'Worksite Tour' template on the EHS website.

Because it is important for employees to be aware of management's commitment, it is a good idea to "announce" when the tours will take place and encourage all employees to speak freely about safety concerns. This announcement can be easily done through emails.

Other ways leadership demonstrates commitment to the safety culture and to the OHSMS is through regular communication to all staff about safety. This can include emails, memos, discussions at meetings or "town halls", etc. Be sure to include copies of examples of leadership communication in this section of the Manual.

4.0 Hazard Identification, Assessment and Control

A key goal of an OHSMS is to identify and correct any conditions and/or situations that may cause injury or illness to employees BEFORE they occur.

One of the best ways (and also a legal requirement) is to systematically identify all potential hazards associated with each task employees do. Then, assess the risk and identify the "control measures" that employees should use to reduce the risk (of the hazard).

The University has a well-developed program of hazard identification, assessment and control and supplies all employees with standardized templates that make identification of hazards associated with tasks easy! Templates are available for several different categories of employees, including administrative and teaching positions, technical, trades and engineering positions, laboratory employees, caretaking employees, and those who travel internationally. The hazard assessment & control procedure is already in the Manual.

4.1 Department-specific Documentation within the Manual should include:

- An organizational chart for the department, identifying the positions and reporting structure. This will ensure that all positions have hazard assessment and controls forms (HACFs).
- An inventory of job positions – also to make sure that all employees listed in the department have HACFs and that no employee "falls through the cracks." You can ask your HR partner for updated HR Employee Data to put in the Manual.
- Job profiles/job descriptions for each position. These are important as they list tasks, which enable a better understanding of the hazards associated with the tasks these employees perform. These documents may or may not be maintained by HR, so it is recommended that the department maintain copies of these documents (just in case).
- Completed hazard assessment and control forms (HACFs) for all jobs**.** The HACFs may be numerous or very few – it all depends on whether employee tasks are similar or not. For example, many administrative areas can have many job titles, but essentially the hazards may all be related to office work, so one HACF may suffice. Important points about the HACFs:
  Every position/job must have an HACF, though one HACF may cover many positions.
  The HACF should be relatively recent; if it is older than 2-3 years, it should be reviewed by people in the positions it covers and updated as necessary. Sending the HACF to people by email, asking them to review it and get back to you with any changes by a specific date is an easy way to get this done. Once you see the feedback, the HACF can be updated and the date (reviewed/revised) changed on the HACF.
  All employees represented by the HACFs should know they have a HACF and have had the opportunity to review it – this is an audit interview question for all employees!
- Completed Field Level Hazard Assessments (FLHAs) for personnel traveling to locations where the activities and conditions change frequently (e.g. research and teaching field sites, construction sites, outdoor activities affected by weather conditions, etc.). There is a one page template for this on the EHS website, and it should be completed each and every time prior to going out for the job.

- Safe work procedures are usually available for jobs with high risks, but are often not available for those jobs considered primarily administrative or teaching. However, there are several safe work procedures that all employees can be made aware of, with copies kept in the Manual. These include workstation setups, working alone, office ergonomics, and a variety of courses and information on the EHS website. Ensure you have paper copies or links to the relevant information in your Manual.
- Equipment maintenance plans and records. If your department has equipment that needs to be checked/verified or have preventive maintenance done regularly, this equipment should be listed in your Manual, with details about the maintenance schedules and records to support the maintenance being done. Equipment that is maintained by the University centrally does not need to be covered in the Manual (e.g. photocopiers, printers, office equipment).
- Reporting of hazards, communication about hazards to employees and Archibus work requests. These documents will indicate that hazards are taken seriously, reported, and corrected in a timely fashion. Please include a description/note in the Manual describing how hazards are reported in your department. If a hazard needs to be communicated to staff (e.g., something that you need to warn staff about), include any emails or communications about the hazard in the Manual. If you have many Archibus reports, make a list of the safety-related requests that your department has made. If you have just a few, you can place a copy of the Archibus documentation in the Manual. Make sure to only include work requests that are safety-related.

5.0 Formal Workplace Inspections

Formal workplace inspections are a proactive approach to learning about hazards or deficiencies before they may lead to employee incidents or injuries.

Most people think of inspections as only a process for laboratories or workshops, however, inspections identify potential hazards in any workplace/work area. They are also required by the University Workplace Inspection Procedure.

Formal inspections need to be documented, so an inspection checklist is used. Laboratories and workshops have an online inspection tool (Chematix) and an Administrative Areas inspection checklist is available. Make extra copies of the administrative areas inspection checklist and use it to record the inspection. Inspections are required (at least) annually.

Completed Inspection Checklists should indicate any deficiencies and identify who is responsible for correcting the deficiency, a timeline for correction/target date, and the date the deficiency was corrected. The date corrected is a critical component, as the whole purpose of the inspections is to identify hazards and correct them to make the work area safer.

Inspections are often done by management and employee representatives. Management representatives could include managers and supervisors. However, make sure the manager reviews the inspection and signs off on them in the space provided on the inspection form (Management Review).

6.0 Orientation and Training

6.1 Required OHS Training

There are several OHS courses required for ALL employees. Many of them are offered online, such as the Occupational Health and Safety Orientation and Hazard Assessment. In addition, managers and supervisors are required to take the "Incident Reporting and Investigation" online course. All OHS training records need to be documented in the Manual.

Managers and supervisors can print a summary of their team's training in the Enterprise Learning System (ELM) – where all the training is accessed. In addition, managers can enroll employees in courses they have not yet taken or use the system to follow-up on training that employees have not yet completed.

The required courses must be taken by ALL employees, not just new hires. Even if an employee has been working for the University for a long time, they still need to take the course(s). At present, there is no requirement for how often employees need to refresh their training or if they need to re-take the courses periodically, but it is a good idea to suggest a periodic refresher (especially before the audit)!

In some departments, employees are required to take additional safety courses related to their work (e.g., laboratory safety, ladder safety, forklift training, etc.). If this is the case in your department, make sure that you identify what courses are required for which employees and include records of the training completed.

6.2 Site-Specific Orientation

For new hires, the site-specific orientation checklist needs to be completed. The template is found in the Manual and on the EHS website. While the online orientation course covers University-wide safety information, there is also a need to focus on site-specific information for all new hires/transferred employees. This provides a way to make sure they are familiar with important site-specific safety information – where the emergency exits are, where the fire extinguisher is, who is their Emergency Warden, etc.

If you have had new employees join the team in the past year (new to the University or transferred from another department) or if your group has (perhaps) moved to a new work area, it is a good idea to have these employees complete the site-specific orientation checklist again. Some departments require all employees to complete this checklist. You can also conduct this site-specific orientation as a group activity. Make sure that the completed orientation checklists are in the Manual for all the new hires and those transferred to your department (within the last year).

The green sheet in the Manual provides a table where you can document the new hire training records, including site-specific orientation as well as required/mandatory training courses.

7.0 Emergency Management

The Emergency management section of the Manual is pre-populated with most of the required documents. If any of the required documents are missing, find them at http://www.ucalgary.ca/emergencyplan/

The green First Aid page is an important one to have completed. The names, locations, qualifications, and expiry dates of certifications must be listed. To verify that you have adequate numbers of first aiders and first aid supplies, consult the EHS website at http://www.ucalgary.ca/safety/programs/first-aid-0 for details about all aspects of the first aid requirements. If you are in a location with other departments, you may share first aiders, as long as required minimum numbers are met.

Remember that you likely need at least two first aiders, just in case someone is absent or on vacation. First aid services must always be available. Post the list of first aiders in conspicuous locations such as shared rooms (lunchrooms, lounges, photocopy rooms, washrooms, etc.). This list is also a good place on which to include the names of your Emergency Wardens.

First Aid kits are also required, and you need to ensure they are kept fully stocked. Information about first aid kit requirements is found on the EHS website (same link as above). The system for checking to verify the contents of the first aid kits can be quite simple – perhaps an index card on the inside of the first aid kit lid that indicates a monthly check and a place for the initial of the person checking the kit.

8.0 Incident Reporting & Investigation

This section of the Manual is also pre-populated with all required information about the Online Accident Reporting System (OARS). If your department has had incidents reported in the OARS system, use the green sheet template in the Manual to record relevant information. Because OARS reports (typically) contain confidential personal information, it is not recommended to include full OARS report in the Manual. Instead, list the OARS number and date of incident on the "Incidents Reported in OARS" sheet.

Most importantly, the purpose of investigating incidents is to ensure they are properly investigated and that root causes and identified and corrected (in a timely manner). Please make sure that all sections on the green sheet related to the investigation findings and corrective action are completed. Ensure any communications about the incident follow-up are documented on the form. Copies of these communications (for example – emails to staff) can also be included in this section.

9.0 Health & Safety Committees & Records

This section focuses on communications about safety. The goal is to support a safety culture by ensuring that safety is discussed and that employees are comfortable bringing up safety concerns.
It also should contain examples of discussions about safety that occur in meetings or in management communications. If your department has a safety committee, be sure to include committee minutes in this section. If your department has regular staff meetings and safety is on the agenda, include those agendas or minutes. Many department now include Safety Moments regularly at meetings. This is a good place to document these also.

10.0 Making Sure Employees are Aware of the OHSMS Details

Having a good OHSMS includes documenting all aspects of the system, but also includes ensuring that all information is available to all employees and that all employees are aware of the department's safety efforts.

When OHSMS audits are conducted, for example the Certificate of Recognition (COR) audit, the documents are reviewed in detail by certified auditors. However, employee interviews (that are also conducted as a part of the audit) are a significant contributor to the audit results. If employees are unaware of the OHSMS and how it fits in to their role, this can seriously impact the success of the OHSMS audit.

For example, having a policy in a Manual shows that you have a policy, but if employees are unaware of the policy or its contents, they are not likely to follow it or understand their responsibilities.

Efforts should be made (across the department) to communicate all aspects of the OHSMS to employees, especially:

- Health and Safety Responsibilities
- How, when and why worksite tours and inspections are conducted
- Awareness of relevant Hazard Assessment and Control Forms (HACFs) for each employee/position
- How to report incidents and hazards
- Emergency response procedures, including where and how to access first aid
- OHS training requirements
- How management demonstrates commitment to safety and communicates about safety

Get creative! Try to find neat ways to keep employees informed about the OHSMS. This will help ensure the ongoing evolution of the University of Calgary's safety culture.

11.0 References and Additional Resources

For more information about the Manual, to access templates and other Manual contents, visit the EHS website at ucalgary.ca/safety/ohsms_manual