

MILL BAY WATERWORKS IMPROVEMENT DISTRICT
HSSE MANUAL

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Section 1: Introduction

1.1 Purpose

The purpose of this Health and Safety Procedure is to establish a comprehensive framework for ensuring a safe and healthy work environment at Mill Bay Waterworks District. This procedure aims to prevent workplace injuries and illnesses by identifying, evaluating, and controlling hazards in compliance with WorkSafeBC regulations.

1.2 Scope

This Health and Safety Procedure applies to all employees, contractors, and visitors at Mill Bay Waterworks District facilities and worksites. It encompasses all activities, operations, and processes conducted by the district, including but not limited to:

- Water treatment and distribution
- Maintenance and repair of water infrastructure
- Office and administrative functions
- Fieldwork and inspections
- Emergency response

1.3 Responsibilities

Employer Responsibilities:

- Ensure compliance with all applicable health and safety regulations, including WorkSafeBC requirements.
- Provide the necessary resources, training, and equipment to maintain a safe work environment.
- Conduct regular hazard assessments and implement effective control measures.
- Maintain clear communication channels for reporting and addressing health and safety concerns.
- Ensure that all incidents are reported and investigated promptly, and corrective actions are implemented.

Supervisor Responsibilities:

- Oversee the implementation of health and safety procedures in their respective areas.
- Ensure that employees receive proper training and understand their roles and responsibilities.
- Conduct regular inspections and audits to identify and mitigate hazards.
- Encourage a culture of safety and lead by example.
- Address any unsafe behaviors or conditions promptly.

Worker Responsibilities:

- Follow all health and safety procedures and guidelines.
- Participate in training programs and safety meetings.
- Use provided personal protective equipment (PPE) and safety equipment correctly.
- Report any hazards, incidents, or unsafe conditions to their supervisor immediately.
- Cooperate with incident investigations and the implementation of corrective actions.

Contractor Responsibilities:

- Comply with Mill Bay Waterboard's health and safety procedures and WorkSafeBC regulations.
- Ensure that their employees are trained and equipped to perform their tasks safely.
- Report any hazards, incidents, or unsafe conditions to their Mill Bay Waterworks District contact.
- Cooperate with health and safety inspections and investigations.

Visitor Responsibilities:

- Follow all health and safety guidelines provided by Mill Bay Waterworks District staff.
- Report any hazards or unsafe conditions to their Mill Bay Waterworks District contact.

By clearly defining the purpose, scope, and responsibilities, Mill Bay Waterworks District commits to maintaining a safe and healthy work environment for all employees, contractors, and visitors. This Health and Safety Procedure is a critical component of our overall commitment to occupational health and safety.

Section 2: Policy Statement

2.1 Commitment to Health and Safety

Mill Bay Waterworks District is dedicated to providing a safe and healthy work environment for all employees, contractors, and visitors. Our commitment to health and safety is integral to our operational philosophy and is reflected in our continuous efforts to identify, assess, and mitigate risks associated with our activities. We recognize that the well-being of our workforce and stakeholders is paramount and will take all reasonable steps to ensure compliance with WorkSafeBC regulations and other relevant health and safety standards.

2.2 Management's Commitment

The management of Mill Bay Waterworks District is committed to:

- Demonstrating leadership and accountability in health and safety matters.
- Allocating sufficient resources to implement and maintain the health and safety program effectively.
- Setting measurable health and safety objectives and regularly reviewing performance.

- Promoting a culture of safety through open communication and continuous improvement.

2.3 Employee Involvement

We believe that health and safety is a shared responsibility, and that employee involvement is crucial to the success of our health and safety program. To this end, Mill Bay Waterworks District commits to:

- Encouraging active participation in health and safety initiatives and decision-making processes.
- Providing opportunities for employees to contribute to hazard identification, risk assessments, and the development of safe work procedures.
- Recognizing and rewarding proactive health and safety behaviors.

2.4 Compliance with Regulations

Mill Bay Waterworks District will comply with all applicable health and safety regulations, including but not limited to WorkSafeBC requirements. This commitment includes:

- Staying informed about changes in legislation and best practices.
- Implementing necessary changes to our health and safety procedures to ensure ongoing compliance.
- Cooperating with WorkSafeBC and other regulatory bodies during inspections, audits, and investigations.

2.5 Risk Management

Effective risk management is a cornerstone of our health and safety strategy. We commit to:

- Conducting regular hazard assessments and implementing control measures to mitigate identified risks.
- Ensuring that all work activities are planned and conducted with safety as the primary consideration.
- Providing and maintaining safe equipment and facilities.

2.6 Training and Competency

Mill Bay Waterworks District is committed to ensuring that all employees and contractors are competent to perform their duties safely. We will:

- Provide comprehensive health and safety training during the onboarding process and on an ongoing basis.
- Ensure that training programs are up-to-date and relevant to the tasks and risks associated with specific roles.
- Maintain records of all training activities and competency assessments.

2.7 Health and Wellness

We recognize the importance of promoting overall health and wellness. Mill Bay Waterworks District will:

- Support initiatives that encourage healthy lifestyles and well-being.
- Provide resources and programs to assist employees in managing work-related stress and mental health issues.
- Encourage a work-life balance that supports long-term health and productivity.

2.8 Continuous Improvement

Mill Bay Waterworks District is committed to the continuous improvement of our health and safety program. We will:

- Regularly review and update our health and safety policies and procedures.
- Analyze incident reports, audit findings, and feedback to identify areas for improvement.
- Foster a culture of learning and adaptation to enhance our health and safety performance.

2.9 Conclusion

Our commitment to health and safety is unwavering. By adhering to this policy, Mill Bay Waterworks District aims to create a workplace where every individual feels valued, respected, and protected. Together, we will work towards achieving our goal of zero incidents and a safe, healthy environment for all.

Section 3: Health and Safety Roles and Responsibilities

3.1 Employer Responsibilities

The employer, Mill Bay Waterworks District is responsible for the overall implementation and maintenance of the health and safety program. Specific responsibilities include:

- **Compliance:** Ensure all operations comply with WorkSafeBC regulations and other relevant health and safety standards.
- **Resource Allocation:** Provide adequate resources, including personnel, equipment, and funding, to support the health and safety program.
- **Policy Development:** Develop and update health and safety policies and procedures regularly to reflect current best practices and legislative changes.
- **Training and Education:** Ensure all employees receive appropriate health and safety training and education relevant to their roles.
- **Hazard Management:** Conduct regular hazard assessments and implement effective control measures to mitigate identified risks.
- **Incident Reporting:** Establish and maintain an efficient system for reporting, investigating, and recording incidents and near misses.

- **Communication:** Maintain clear and open channels of communication for health and safety matters, including regular meetings and updates.
- **Monitoring and Review:** Regularly monitor and review health and safety performance, conducting audits and inspections to ensure compliance and identify areas for improvement.

3.2 Supervisor Responsibilities

Supervisors play a critical role in implementing the health and safety program at the operational level. Their responsibilities include:

- **Leadership:** Demonstrate a commitment to health and safety through leadership and setting a positive example.
- **Training:** Ensure that all employees under their supervision receive adequate training and understand their health and safety responsibilities.
- **Hazard Identification:** Conduct regular inspections and risk assessments to identify potential hazards in the workplace.
- **Incident Management:** Promptly report and investigate all incidents and near misses, implementing corrective actions to prevent recurrence.
- **PPE Enforcement:** Ensure employees use appropriate personal protective equipment (PPE) and adhere to safe work practices.
- **Employee Support:** Provide support and guidance to employees regarding health and safety concerns, ensuring issues are addressed promptly.
- **Documentation:** Maintain accurate records of training, inspections, incidents, and corrective actions taken.

3.3 Worker Responsibilities

Workers at Mill Bay Waterworks District have a duty to take reasonable care for their own health and safety and that of others. Their responsibilities include:

- **Compliance:** Follow all health and safety policies, procedures, and instructions provided by the employer and supervisors.
- **PPE Use:** Use personal protective equipment (PPE) correctly and as required for specific tasks.
- **Hazard Reporting:** Report any hazards, unsafe conditions, or equipment defects to their supervisor immediately.
- **Incident Reporting:** Report all incidents and near misses to their supervisor as soon as possible.
- **Participation:** Participate actively in health and safety training, meetings, and initiatives.
- **Cooperation:** Cooperate with supervisors and the employer in the implementation of health and safety measures.
- **Safe Work Practices:** Adhere to safe work practices and not engage in any behavior that could endanger themselves or others.

3.4 Contractor Responsibilities

Contractors working on Mill Bay Waterworks District premises or projects must comply with the health and safety requirements set forth by the Waterboard. Their responsibilities include:

- **Compliance:** Adhere to all applicable health and safety regulations, including WorkSafeBC standards, and the Waterboard's health and safety policies.
- **Training and PPE:** Ensure that their employees are trained and provided with the necessary PPE to perform their tasks safely.
- **Hazard Reporting:** Report any hazards or unsafe conditions to the Mill Bay Waterworks District designated contact person.
- **Incident Management:** Report and investigate any incidents or near misses that occur on Mill Bay Waterworks District premises, cooperating fully with Mill Bay Waterworks District staff.
- **Cooperation:** Cooperate with Mill Bay Waterworks District health and safety inspections and audits.

3.5 Visitor Responsibilities

Visitors to Mill Bay Waterworks District facilities must also adhere to health and safety guidelines to ensure their safety and the safety of others. Their responsibilities include:

- **Compliance:** Follow all health and safety instructions provided by Mill Bay Waterworks District staff.
- **PPE Use:** Use any required personal protective equipment (PPE) when entering designated areas.
- **Hazard Reporting:** Report any observed hazards or unsafe conditions to their Mill Bay Waterworks District contact person immediately.
- **Incident Reporting:** Inform their Mill Bay Waterworks District contact person of any incidents or near misses that occur during their visit.

By clearly defining the roles and responsibilities of all parties involved, Mill Bay Waterworks District ensures that everyone is aware of their obligations and contributes to maintaining a safe and healthy work environment. This collaborative approach is essential for achieving our health and safety objectives and complying with WorkSafeBC requirements.

Section 4: Hazard Identification and Risk Assessment

4.1 Overview

Hazard identification and risk assessment are crucial components of Mill Bay Waterworks District's health and safety program. This section outlines the procedures for systematically identifying, assessing, and controlling hazards to ensure the safety of all employees, contractors, and visitors. These processes are in alignment with WorkSafeBC requirements and best practices.

4.2 Hazard Identification

4.2.1 Definition of Hazard A hazard is any source of potential damage, harm, or adverse health effects on something or someone. Hazards can arise from various sources, including physical, chemical, biological, ergonomic, and psychosocial factors.

4.2.2 Methods of Hazard Identification

- **Workplace Inspections:** Regular inspections of the workplace, equipment, and processes to identify potential hazards.
- **Job Safety Analysis (JSA):** Detailed analysis of job tasks to identify hazards associated with each step.
- **Employee Reporting:** Encouraging employees to report hazards or unsafe conditions through established reporting channels.
- **Incident Investigations:** Reviewing incidents and near misses to identify underlying hazards.
- **Safety Audits:** Comprehensive audits conducted periodically to assess the overall safety performance and identify potential hazards.
- **Risk Assessments:** Evaluating tasks, processes, and work environments to identify hazards.

4.3 Risk Assessment

4.3.1 Definition of Risk is the likelihood that a hazard will cause harm, combined with the severity of the potential harm.

4.3.2 Risk Assessment Process

- **Identify Hazards:** Compile a list of all identified hazards in the workplace.
- **Evaluate Risks:** Assess the likelihood and potential severity of harm for each hazard.
- **Prioritize Risks:** Rank risks based on their potential impact and likelihood to prioritize mitigation efforts.
- **Implement Controls:** Develop and implement control measures to eliminate or minimize risks.
- **Review and Monitor:** Regularly review and monitor the effectiveness of control measures and update risk assessments as needed.

4.3.3 Risk Assessment Tools

- **Risk Matrix:** A tool used to evaluate and prioritize risks based on their likelihood and severity.
- **Hazard Control Plan:** A document outlining the specific controls implemented to mitigate identified risks.

4.4 Control Measures

4.4.1 Hierarchy of Controls Mill Bay Waterworks District follows the hierarchy of controls to manage risks effectively:

1. **Elimination:** Remove the hazard entirely from the workplace.
2. **Substitution:** Replace the hazard with a less hazardous alternative.
3. **Engineering Controls:** Isolate people from the hazard through physical means (e.g., guards, barriers).
4. **Administrative Controls:** Implement procedures and policies to reduce exposure to hazards (e.g., training, signage).
5. **Personal Protective Equipment (PPE):** Provide PPE to protect workers from hazards that cannot be eliminated or controlled through other means.

4.4.2 Implementing Controls

- **Control Implementation:** Ensure that control measures are implemented effectively and in a timely manner.
- **Training and Communication:** Provide training on the use of control measures and communicate their importance to employees.
- **Maintenance and Inspection:** Regularly inspect and maintain control measures to ensure they remain effective.

4.5 Documentation and Record-Keeping

Proper documentation and record-keeping are essential for effective hazard identification and risk assessment. Mill Bay Waterworks District will:

- **Maintain Records:** Keep detailed records of all hazard identifications, risk assessments, and control measures.
- **Review and Update:** Regularly review and update records to reflect changes in the workplace or work processes.
- **Accessibility:** Ensure that all records are accessible to employees, supervisors, and health and safety representatives.

4.6 Continuous Improvement

Mill Bay Waterworks District is committed to continuous improvement in hazard identification and risk assessment processes. This includes:

- **Feedback:** Encouraging feedback from employees and other stakeholders on the effectiveness of current practices.
- **Monitoring Trends:** Monitoring trends in workplace incidents and near misses to identify areas for improvement.
- **Regular Reviews:** Conducting regular reviews of hazard identification and risk assessment procedures to ensure they remain effective and compliant with WorkSafeBC requirements.

By systematically identifying and assessing hazards, Mill Bay Waterworks District ensures that risks are managed effectively, creating a safer work environment for everyone involved.

Section 5: Safe Work Procedures

5.1 Overview

Safe work procedures (SWPs) are essential for ensuring that all tasks are performed safely and consistently at Mill Bay Waterworks District. These procedures provide detailed instructions on how to carry out specific tasks while minimizing risks to health and safety. All SWPs comply with WorkSafeBC regulations and guidelines.

5.2 Development of Safe Work Procedures

5.2.1 Identification of Tasks Identify all tasks that require safe work procedures, focusing on those with significant risks. This includes tasks involving machinery, hazardous substances, manual handling, and other high-risk activities.

5.2.2 Task Analysis Conduct a detailed analysis of each task to understand the specific steps involved and identify potential hazards. This process includes:

- Breaking down the task into individual steps.
- Identifying the hazards associated with each step.
- Assessing the risks associated with each hazard.

5.2.3 Consultation Consult with employees, supervisors, and health and safety representatives during the development of SWPs to ensure all relevant information is considered and the procedures are practical and effective.

5.2.4 Documentation Document each SWP clearly and concisely, ensuring they are easy to understand and follow. Each SWP should include:

- Title and purpose of the procedure.
- Scope and applicability.
- Required personal protective equipment (PPE).
- Step-by-step instructions for completing the task safely.
- Emergency procedures and contact information.
- References to relevant regulations, standards, and guidelines.

5.3 Implementation of Safe Work Procedures

5.3.1 Training and Communication

- **Training:** Provide comprehensive training to all employees and contractors on the SWPs relevant to their roles. Training should include theoretical knowledge and practical demonstrations.

- **Communication:** Ensure SWPs are readily accessible to all employees. Communicate updates and changes to procedures promptly.

5.3.2 Compliance Monitoring

- **Supervision:** Supervisors are responsible for monitoring compliance with SWPs. This includes observing work practices and providing guidance as necessary.
- **Inspections and Audits:** Conduct regular inspections and audits to ensure compliance with SWPs and identify areas for improvement.

5.4 Review and Revision of Safe Work Procedures

5.4.1 Continuous Improvement

- **Feedback:** Encourage employees to provide feedback on SWPs to identify any issues or areas for improvement.
- **Incident Analysis:** Review SWPs following any incidents or near misses to determine if revisions are necessary.

5.4.2 Regular Review

- **Scheduled Reviews:** Conduct regular reviews of all SWPs, at least annually, to ensure they remain relevant and effective.
- **Regulatory Updates:** Update SWPs to reflect any changes in regulations, standards, or best practices.

5.5 Specific Safe Work Procedures

Mill Bay Waterworks District has developed specific SWPs for the following tasks and activities. This list is not exhaustive and additional SWPs may be developed as needed:

1. **Water Treatment Operations:**
 - Chemical handling and storage.
 - Operation of water treatment equipment.
 - Maintenance and cleaning procedures.
2. **Distribution System Maintenance:**
 - Pipe installation and repair.
 - Working in confined spaces.
 - Trenching and excavation.
3. **Use of Machinery and Equipment:**
 - Safe operation of pumps and valves.
 - Use of hand and power tools.
 - Lockout/tagout procedures.
4. **Office and Administrative Tasks:**
 - Ergonomic workstation setup.
 - Safe handling of office equipment.

- Emergency evacuation procedures.
- 5. **Fieldwork and Inspections:**
 - Site-specific risk assessments.
 - Use of mobile equipment.
 - Personal protective equipment (PPE) requirements.
- 6. **Emergency Response:**
 - Spill response procedures.
 - First aid and medical emergency response.
 - Fire evacuation procedures.

5.6 Personal Protective Equipment (PPE)

5.6.1 PPE Requirements Identify and specify the PPE required for each task in the SWPs. Ensure all employees and contractors are trained in the correct use and maintenance of PPE.

5.6.2 PPE Provision Provide all necessary PPE to employees and ensure it is maintained in good condition. Replace damaged or worn PPE promptly.

5.6.3 PPE Compliance Monitor and enforce compliance with PPE requirements. Supervisors should ensure that employees use the correct PPE for each task.

By developing, implementing, and regularly reviewing safe work procedures, Mill Bay Waterworks District ensures that all tasks are performed safely and in compliance with WorkSafeBC requirements. This proactive approach to safety helps prevent incidents and protect the health and well-being of all employees, contractors, and visitors.

Section 6: Emergency Procedures

6.1 Overview

Emergency procedures are critical for ensuring the safety of all personnel at Mill Bay Waterworks District during unexpected events. This section outlines the necessary steps to prepare for, respond to, and recover from emergencies in alignment with WorkSafeBC requirements. These procedures aim to minimize harm and ensure a swift and organized response to emergencies.

6.2 Emergency Preparedness

6.2.1 Emergency Planning

- **Emergency Response Plan (ERP):** Develop and maintain a comprehensive ERP that includes procedures for various types of emergencies, such as fires, chemical spills, medical emergencies, and natural disasters.
- **Risk Assessment:** Conduct regular risk assessments to identify potential emergency scenarios and develop appropriate response strategies.
- **Emergency Contacts:** Maintain an up-to-date list of emergency contacts, including internal personnel, local emergency services, and relevant regulatory bodies.

6.2.2 Training and Drills

- **Training Programs:** Provide regular training for all employees on emergency procedures, including the use of emergency equipment and PPE.
- **Emergency Drills:** Conduct regular emergency drills (e.g., fire drills, evacuation drills) to ensure employees are familiar with the procedures and can respond effectively in an actual emergency.
- **First Aid Training:** Ensure a sufficient number of employees are trained and certified in first aid and CPR.

6.3 Emergency Response

6.3.1 Immediate Actions

- **Alerting Authorities:** Immediately alert relevant emergency services (e.g., fire department, medical services) in the event of an emergency.
- **Alarm Systems:** Activate the appropriate alarm systems to notify all personnel of the emergency.
- **Evacuation Procedures:** Follow established evacuation procedures, including designated evacuation routes and assembly points. Ensure all employees and visitors are accounted for.

6.3.2 Specific Emergency Procedures

- **Fire Emergencies:**
 - Activate the fire alarm.
 - Evacuate the building using designated routes.
 - Use fire extinguishers if trained and it is safe to do so.
 - Assemble at the designated assembly point and wait for further instructions.
- **Chemical Spills:**
 - Evacuate the area and restrict access.
 - Use appropriate spill containment materials to contain the spill if safe to do so.
 - Notify the emergency coordinator and relevant authorities.
 - Follow decontamination procedures as specified in the ERP.
- **Medical Emergencies:**
 - Call for emergency medical services immediately.
 - Provide first aid if trained and it is safe to do so.
 - Keep the area clear for emergency responders.
 - Report the incident to the supervisor and document the event.
- **Natural Disasters:**
 - Follow the specific procedures outlined in the ERP for earthquakes, floods, or other natural disasters.
 - Seek shelter or evacuate as instructed.
 - Communicate with emergency services and follow their guidance.

6.4 Communication During Emergencies

6.4.1 Internal Communication

- **Emergency Notification System:** Use the established emergency notification system to communicate with all employees during an emergency.
- **Emergency Coordinators:** Designate emergency coordinators to manage communication and coordination during an emergency.
- **Employee Accountability:** Use check-in systems or headcounts to ensure all employees and visitors are accounted for.

6.4.2 External Communication

- **Media Relations:** Designate a spokesperson to communicate with the media and the public. Ensure all information is accurate and approved by management.
- **Regulatory Reporting:** Notify WorkSafeBC and other relevant regulatory bodies of any reportable incidents as required by law.

6.5 Post-Emergency Procedures

6.5.1 Incident Investigation

- **Investigation Process:** Conduct a thorough investigation of the incident to determine the cause and identify corrective actions.
- **Documentation:** Document all findings, actions taken, and recommendations for improvement.

6.5.2 Debriefing and Support

- **Employee Debriefing:** Conduct debriefing sessions with employees to discuss the incident, response actions, and any concerns.
- **Support Services:** Provide access to counseling and support services for employees affected by the emergency.

6.5.3 Review and Improvement

- **Procedure Review:** Review and update emergency procedures based on lessons learned from the incident.
- **Continuous Improvement:** Implement corrective actions and improvements to prevent recurrence and enhance emergency preparedness.

6.6 Emergency Equipment and Supplies

6.6.1 Equipment Maintenance

- **Regular Inspections:** Conduct regular inspections and maintenance of all emergency equipment, including fire extinguishers, alarm systems, and first aid kits.
- **Readiness:** Ensure all emergency equipment is readily accessible and in good working condition.

6.6.2 Emergency Supplies

- **Stocking Supplies:** Maintain adequate emergency supplies, including first aid kits, spill containment materials, and emergency food and water.
- **Accessibility:** Ensure emergency supplies are easily accessible to employees and clearly labeled.

By establishing comprehensive emergency procedures, Mill Bay Waterworks District ensures a prompt and effective response to emergencies, minimizing harm and ensuring the safety of all personnel. These procedures align with WorkSafeBC requirements and are an integral part of our commitment to health and safety.

Section 7: Training and Education

7.1 Overview

Training and education are critical components of Mill Bay Waterworks District's health and safety program. Ensuring that all employees, contractors, and visitors are knowledgeable about health and safety policies, procedures, and practices is essential for maintaining a safe workplace. This section outlines the training and education requirements to comply with WorkSafeBC regulations and to promote a culture of safety.

7.2 Training Programs

7.2.1 Orientation Training

- **New Employees:** All new employees must complete orientation training that covers general health and safety policies, emergency procedures, and an introduction to the specific hazards associated with their job.
- **Contractors and Visitors:** Contractors and visitors must receive a tailored orientation that includes relevant health and safety information and emergency procedures.

7.2.2 Job-Specific Training

- **Task-Specific Training:** Provide detailed training for employees on the safe performance of their specific tasks, including the use of machinery, handling of hazardous materials, and any other job-specific hazards.
- **Personal Protective Equipment (PPE):** Train employees on the correct use, maintenance, and limitations of PPE required for their tasks.

7.2.3 Refresher Training

- **Regular Updates:** Conduct regular refresher training sessions to ensure employees remain current with health and safety practices and any updates to policies or procedures.
- **Post-Incident Training:** Provide additional training following an incident to address any identified deficiencies and prevent recurrence.

7.2.4 Specialized Training

- **First Aid and Emergency Response:** Offer specialized training for employees designated as first aid attendants and emergency response team members.
- **Specific Hazards:** Provide additional training for employees exposed to specific hazards such as confined spaces, electrical safety, and working at heights.

7.3 Training Delivery

7.3.1 Methods of Delivery

- **Classroom Training:** Use traditional classroom settings for theoretical knowledge and discussions.
- **Hands-On Training:** Provide practical, hands-on training for tasks requiring specific skills or the use of equipment.
- **Online Training:** Utilize online platforms for convenient access to training materials and modules.

7.3.2 Training Materials

- **Manuals and Guides:** Develop comprehensive training manuals and guides that employees can reference.
- **Visual Aids:** Use visual aids such as videos, diagrams, and presentations to enhance understanding.
- **Interactive Sessions:** Incorporate interactive elements such as quizzes, group discussions, and practical exercises.

7.4 Training Records and Documentation

7.4.1 Record Keeping

- **Training Logs:** Maintain detailed logs of all training sessions, including participant names, dates, topics covered, and trainers' names.
- **Certificates:** Issue certificates of completion for all training programs and keep copies in the employees' records.

7.4.2 Review and Update

- **Regular Reviews:** Conduct regular reviews of training materials and programs to ensure they remain current and effective.
- **Continuous Improvement:** Use feedback from employees and trainers to continuously improve training programs.

7.5 Roles and Responsibilities in Training

7.5.1 Employer Responsibilities

- **Program Development:** Develop and maintain comprehensive training programs that meet WorkSafeBC requirements and address workplace-specific hazards.
- **Resource Allocation:** Allocate sufficient resources, including time and budget, to support effective training programs.

7.5.2 Supervisor Responsibilities

- **Training Implementation:** Ensure that all employees under their supervision complete required training.
- **Monitoring Compliance:** Monitor compliance with training requirements and provide additional support as needed.

7.5.3 Employee Responsibilities

- **Active Participation:** Actively participate in all required training sessions and apply the knowledge gained to their work.
- **Continuous Learning:** Stay informed about health and safety practices and seek additional training or clarification when needed.

7.6 Evaluation of Training Effectiveness

7.6.1 Assessment Methods

- **Pre- and Post-Training Assessments:** Conduct assessments before and after training sessions to measure knowledge gained.
- **Performance Evaluations:** Evaluate employees' performance and adherence to safety procedures in the workplace.

7.6.2 Feedback Mechanisms

- **Surveys and Questionnaires:** Use surveys and questionnaires to gather feedback from participants on the effectiveness of training programs.
- **Focus Groups:** Conduct focus groups with employees to discuss training needs and improvements.

7.6.3 Continuous Improvement

- **Data Analysis:** Analyze training data to identify trends and areas for improvement.
- **Program Adjustments:** Make necessary adjustments to training programs based on feedback and performance evaluations.

By implementing thorough and comprehensive training and education programs, Mill Bay Waterworks District ensures that all personnel are equipped with the knowledge and skills necessary to maintain a safe and healthy workplace. This commitment to ongoing education and training aligns with WorkSafeBC requirements and supports our goal of continuous improvement in health and safety performance.

Section 8: Reporting and Investigating Incidents

8.1 Overview

Effective reporting and investigation of incidents are essential for identifying hazards, preventing recurrence, and ensuring continuous improvement in health and safety. This section outlines the procedures for reporting and investigating incidents at Mill Bay Waterworks District, in alignment with WorkSafeBC requirements.

8.2 Incident Reporting

8.2.1 Definition of an Incident An incident includes any event that results in injury, illness, property damage, or a near miss (an event that could have resulted in injury, illness, or damage).

8.2.2 Reporting Procedures

- **Immediate Reporting:** All incidents must be reported immediately to a supervisor, regardless of the severity.
- **Incident Report Form:** Complete an Incident Report Form for all incidents, providing detailed information about the event, including the date, time, location, individuals involved, and a description of what occurred.
- **Reporting Channels:** Use established reporting channels, such as direct communication with supervisors, online reporting systems, or dedicated hotlines.
- **Confidentiality:** Ensure that the reporting process respects the confidentiality of individuals involved.

8.2.3 Internal Notification

- **Supervisors:** Supervisors must notify the Health and Safety Manager of all reported incidents as soon as possible.
- **Senior Management:** Significant incidents, such as those resulting in serious injury or extensive property damage, must be reported to senior management immediately.

8.2.4 External Notification

- **WorkSafeBC:** Report any incidents that result in serious injury, illness, or death to WorkSafeBC immediately, as required by law.
- **Other Authorities:** Notify other relevant authorities, such as environmental agencies or emergency services, as necessary.

8.3 Incident Investigation

8.3.1 Investigation Team

- **Composition:** Form an investigation team comprising supervisors, the Health and Safety Manager, and employee representatives. Include subject matter experts as needed.
- **Training:** Ensure that all members of the investigation team are trained in incident investigation techniques.

8.3.2 Investigation Process

- **Immediate Response:** Secure the incident scene to prevent further injury or damage and preserve evidence.
- **Fact-Finding:** Collect relevant information, including witness statements, photographs, equipment logs, and any other pertinent data.
- **Root Cause Analysis:** Conduct a root cause analysis to identify the underlying causes of the incident. Use tools such as the “5 Whys” technique or fishbone diagrams.
- **Report Preparation:** Prepare a detailed incident investigation report that includes a summary of the incident, findings, root causes, and recommended corrective actions.
- **Corrective Actions:** Develop and implement corrective actions to address the root causes and prevent recurrence. Assign responsibilities and deadlines for completing these actions.

8.3.3 Communication of Findings

- **Internal Communication:** Share the findings and corrective actions with all employees to promote learning and prevent similar incidents.
- **External Reporting:** Submit required reports to WorkSafeBC and other relevant authorities, including detailed information about the investigation and corrective actions taken.

8.4 Corrective Actions

8.4.1 Implementation

- **Action Plan:** Develop an action plan that outlines specific steps to be taken, responsible persons, and timelines.
- **Monitoring:** Monitor the implementation of corrective actions to ensure they are completed effectively and on time.

8.4.2 Verification

- **Effectiveness Review:** Review the effectiveness of corrective actions to ensure they have addressed the root causes and prevented recurrence.
- **Follow-Up Inspections:** Conduct follow-up inspections or audits to verify that corrective actions have been implemented and are working as intended.

8.5 Record Keeping

8.5.1 Documentation

- **Incident Reports:** Maintain detailed records of all incident reports, including investigation findings and corrective actions.
- **Investigation Reports:** Keep copies of all incident investigation reports and related documentation.
- **Corrective Actions:** Document the implementation and verification of all corrective actions.

8.5.2 Access and Review

- **Accessibility:** Ensure that incident records are easily accessible to relevant personnel and regulatory bodies.
- **Regular Review:** Regularly review incident records to identify trends, areas for improvement, and opportunities for proactive hazard mitigation.

8.6 Continuous Improvement

8.6.1 Data Analysis

- **Trend Analysis:** Analyze incident data to identify patterns or trends that may indicate underlying issues or recurring hazards.
- **Performance Metrics:** Develop and track performance metrics related to incident reporting, investigation, and corrective action implementation.

8.6.2 Lessons Learned

- **Sharing Lessons:** Share lessons learned from incidents across the organization to promote a culture of safety and continuous improvement.
- **Policy and Procedure Updates:** Update health and safety policies, procedures, and training programs based on lessons learned from incident investigations.

By implementing thorough and systematic procedures for reporting and investigating incidents, Mill Bay Waterworks District ensures compliance with WorkSafeBC requirements and promotes a proactive approach to health and safety management. This approach helps identify and address hazards, prevent recurrence, and continuously improve the overall safety performance of the organization.

Section 9: Health and Safety Inspections

9.1 Overview

Regular health and safety inspections are vital for identifying hazards, ensuring compliance with safety standards, and maintaining a safe work environment at Mill Bay Waterworks District. This section outlines the procedures for conducting health and safety inspections, in alignment with WorkSafeBC requirements.

9.2 Types of Inspections

9.2.1 Routine Inspections

- **Frequency:** Conduct routine inspections on a regular basis, such as weekly, monthly, or quarterly, depending on the risk level of the work area.
- **Scope:** Cover all areas of the workplace, including offices, workshops, water treatment facilities, and fieldwork locations.

9.2.2 Special Inspections

- **Trigger Events:** Conduct special inspections following incidents, changes in processes or equipment, or in response to specific safety concerns.
- **Scope:** Focus on areas related to the trigger event and any other areas deemed necessary based on the situation.

9.2.3 Pre-Operation Inspections

- **New Equipment:** Inspect new equipment or machinery before it is put into operation to ensure it meets safety standards.
- **Start-Up:** Conduct inspections before the start of any new projects or operations.

9.3 Inspection Process

9.3.1 Preparation

- **Inspection Team:** Assemble an inspection team that includes supervisors, safety representatives, and employees familiar with the work area.
- **Checklists:** Develop and use standardized checklists tailored to specific areas and tasks to ensure consistency and thoroughness.

9.3.2 Conducting Inspections

- **Observation:** Observe work practices, equipment condition, and environmental factors.
- **Interviews:** Talk to employees to gather information about potential hazards and any safety concerns they may have.

- **Documentation:** Document all findings, including positive observations, hazards identified, and any unsafe behaviors or conditions.

9.3.3 Hazard Identification and Risk Assessment

- **Identify Hazards:** Clearly identify and describe any hazards observed during the inspection.
- **Assess Risks:** Evaluate the risks associated with identified hazards, considering the likelihood and potential severity of harm.

9.4 Reporting and Follow-Up

9.4.1 Reporting

- **Inspection Report:** Prepare a detailed inspection report that includes a summary of findings, identified hazards, assessed risks, and recommended corrective actions.
- **Distribution:** Distribute the inspection report to relevant personnel, including supervisors, the Health and Safety Manager, and senior management.

9.4.2 Corrective Actions

- **Action Plan:** Develop an action plan to address identified hazards, assigning responsibilities and deadlines for corrective actions.
- **Implementation:** Ensure that corrective actions are implemented promptly and effectively.
- **Follow-Up Inspections:** Conduct follow-up inspections to verify that corrective actions have been completed and are effective.

9.5 Continuous Improvement

9.5.1 Trend Analysis

- **Data Analysis:** Analyze inspection data to identify trends, recurring issues, and areas for improvement.
- **Performance Metrics:** Track key performance metrics related to inspection findings and corrective actions.

9.5.2 Feedback and Review

- **Employee Feedback:** Encourage feedback from employees on the inspection process and any safety concerns.
- **Review Process:** Regularly review and update inspection procedures, checklists, and training programs based on feedback and data analysis.

9.6 Roles and Responsibilities

9.6.1 Employer Responsibilities

- **Program Development:** Develop and maintain an effective inspection program that meets WorkSafeBC requirements.
- **Resource Allocation:** Allocate sufficient resources, including time and personnel, to support regular inspections.

9.6.2 Supervisor Responsibilities

- **Conduct Inspections:** Ensure that regular inspections are conducted in their areas of responsibility.
- **Implement Actions:** Implement corrective actions identified during inspections and ensure follow-up.

9.6.3 Employee Responsibilities

- **Participate:** Actively participate in inspections when requested and provide honest feedback on safety conditions.
- **Report Hazards:** Report any hazards or unsafe conditions identified during inspections to their supervisor immediately.

9.7 Documentation and Record Keeping

9.7.1 Record Maintenance

- **Inspection Reports:** Maintain detailed records of all inspection reports, including findings, corrective actions, and follow-up activities.
- **Accessibility:** Ensure that inspection records are easily accessible to relevant personnel and regulatory bodies.

9.7.2 Regular Review

- **Record Review:** Regularly review inspection records to identify trends and ensure that corrective actions have been effective.
- **Compliance Verification:** Verify that all inspection records meet WorkSafeBC documentation requirements.

By conducting thorough and regular health and safety inspections, Mill Bay Waterworks District ensures a proactive approach to identifying and mitigating hazards. This systematic inspection process aligns with WorkSafeBC requirements and supports our commitment to maintaining a safe and healthy work environment.

Section 10: Review and Continuous Improvement

10.1 Overview

Continuous improvement in health and safety practices is essential for maintaining a safe work environment at Mill Bay Waterworks District. This section outlines the procedures for regularly reviewing health and safety policies, procedures, and performance to ensure ongoing compliance with WorkSafeBC requirements and to promote a culture of continuous improvement.

10.2 Regular Review of Health and Safety Policies and Procedures

10.2.1 Review Frequency

- **Annual Reviews:** Conduct comprehensive reviews of all health and safety policies and procedures at least annually.
- **Trigger-Based Reviews:** Initiate reviews in response to incidents, regulatory changes, or significant changes in work processes or conditions.

10.2.2 Review Process

- **Document Review:** Examine all health and safety documents, including policies, procedures, training materials, and emergency plans, to ensure they are up-to-date and effective.
- **Stakeholder Consultation:** Engage with employees, supervisors, health and safety representatives, and other stakeholders to gather feedback and suggestions for improvement.
- **Best Practices:** Compare current practices with industry best practices and WorkSafeBC guidelines to identify areas for enhancement.

10.2.3 Approval and Implementation

- **Revisions:** Make necessary revisions to policies and procedures based on the review findings.
- **Approval:** Obtain approval for revisions from senior management and the health and safety committee.
- **Communication:** Communicate changes to all employees and ensure they understand and implement the updated procedures.

10.3 Performance Monitoring and Evaluation

10.3.1 Key Performance Indicators (KPIs)

- **Incident Rates:** Track incident rates, including the frequency and severity of workplace injuries and illnesses.
- **Training Completion:** Monitor the completion rates of mandatory health and safety training programs.

- **Inspection Findings:** Evaluate the results of health and safety inspections and audits.
- **Corrective Actions:** Track the implementation and effectiveness of corrective actions taken to address identified hazards.

10.3.2 Data Analysis

- **Trend Analysis:** Analyze trends in incident data, inspection findings, and other KPIs to identify patterns and areas for improvement.
- **Benchmarking:** Compare performance metrics against industry benchmarks and WorkSafeBC standards to assess performance.

10.4 Incident and Hazard Analysis

10.4.1 Incident Review

- **Root Cause Analysis:** Conduct thorough root cause analyses of all significant incidents to identify underlying causes and contributing factors.
- **Lessons Learned:** Document and share lessons learned from incident investigations with all employees to prevent recurrence.

10.4.2 Hazard Identification and Risk Assessment

- **Regular Assessments:** Perform regular hazard identification and risk assessments to proactively address potential risks.
- **Employee Involvement:** Involve employees in the risk assessment process to leverage their knowledge and experience.

10.5 Continuous Improvement Initiatives

10.5.1 Employee Engagement

- **Safety Committees:** Establish and support active health and safety committees to provide a platform for employee involvement and feedback.
- **Suggestion Programs:** Implement programs that encourage employees to suggest improvements to health and safety practices.

10.5.2 Innovation and Best Practices

- **New Technologies:** Explore and implement new technologies and tools that enhance health and safety.
- **Industry Collaboration:** Participate in industry forums and networks to share knowledge and learn from the experiences of other organizations.

10.6 Documentation and Communication

10.6.1 Record Keeping

- **Review Documentation:** Maintain detailed records of all policy and procedure reviews, including the findings and actions taken.
- **Performance Reports:** Document and retain performance monitoring reports and analyses.

10.6.2 Communication Strategy

- **Internal Communication:** Regularly update employees on health and safety performance, improvements, and changes to policies and procedures.
- **External Reporting:** Provide necessary reports to WorkSafeBC and other relevant regulatory bodies as required.

10.7 Management Review and Commitment

10.7.1 Senior Management Involvement

- **Leadership:** Ensure senior management demonstrates a strong commitment to health and safety by actively participating in reviews and improvement initiatives.
- **Resource Allocation:** Allocate sufficient resources to support health and safety programs and continuous improvement efforts.

10.7.2 Strategic Planning

- **Goals and Objectives:** Set clear health and safety goals and objectives aligned with the organization's overall strategy.
- **Action Plans:** Develop and implement action plans to achieve health and safety goals, with defined responsibilities and timelines.

By implementing a robust review and continuous improvement process, Mill Bay Waterworks District ensures ongoing compliance with WorkSafeBC requirements and fosters a proactive approach to health and safety management. This commitment to continuous improvement helps create a safer and healthier work environment for all employees, contractors, and visitors.

Appendix 1: Water Treatment Operations

Overview

Water treatment operations involve various processes that can pose significant health and safety risks if not managed properly. This section outlines safe work procedures (SWPs) for water treatment operations to ensure compliance with WorkSafeBC requirements and to protect the health and safety of all employees involved in these tasks.

1. Chemical Handling and Storage

Hazards:

- Exposure to hazardous chemicals
- Chemical spills and leaks
- Inhalation of toxic fumes
- Skin and eye contact with corrosive substances

Safe Work Procedures:

- **Training:** Ensure all employees handling chemicals are trained in chemical safety, including proper handling, storage, and emergency response procedures.
- **Personal Protective Equipment (PPE):** Provide and enforce the use of appropriate PPE, such as gloves, safety goggles, face shields, and chemical-resistant clothing.
- **Storage:** Store chemicals in designated areas with appropriate labeling and segregation to prevent incompatible substances from coming into contact.
- **Handling:** Use proper tools and equipment for transferring chemicals to avoid spills. Ensure containers are properly sealed and labeled.
- **Spill Response:** Implement spill response procedures, including the use of spill containment kits and neutralizing agents. Train employees in spill response and cleanup.
- **Ventilation:** Ensure adequate ventilation in areas where chemicals are used or stored to prevent the buildup of toxic fumes.

2. Operation of Water Treatment Equipment

Hazards:

- Mechanical injuries from moving parts
- Electrical hazards
- Exposure to high-pressure systems
- Confined space entry risks

Safe Work Procedures:

- **Training:** Provide comprehensive training on the operation, maintenance, and safety features of all water treatment equipment.
- **PPE:** Require the use of appropriate PPE, such as safety gloves, hard hats, ear protection, and steel-toed boots.
- **Lockout/Tagout:** Implement and enforce a lockout/tagout program to ensure equipment is de-energized and cannot be accidentally activated during maintenance or repair.
- **Inspection:** Conduct regular inspections and maintenance of equipment to ensure it is in safe working condition. Document and address any identified issues promptly.
- **Confined Spaces:** Follow confined space entry procedures, including atmospheric testing, use of ventilation systems, and provision of rescue equipment. Ensure employees are trained in confined space entry and rescue.

3. Maintenance and Cleaning Procedures

Hazards:

- Slips, trips, and falls
- Exposure to hazardous substances
- Electrical and mechanical risks

Safe Work Procedures:

- **Training:** Ensure employees are trained in safe maintenance and cleaning procedures, including the use of PPE and emergency response actions.
- **PPE:** Provide and enforce the use of appropriate PPE for maintenance and cleaning tasks, such as gloves, safety goggles, and protective footwear.
- **Tools and Equipment:** Use appropriate tools and equipment for maintenance tasks. Ensure all tools are in good working condition and are used according to manufacturer instructions.
- **Chemical Use:** Follow safe procedures for the use of cleaning chemicals, including proper dilution, application, and ventilation. Store cleaning chemicals safely and label them clearly.
- **Housekeeping:** Maintain clean and orderly work areas to prevent slips, trips, and falls. Ensure that walkways are clear of obstructions and spills are cleaned up immediately.
- **Isolation:** Isolate and de-energize equipment before performing maintenance or cleaning to prevent accidental startup.

4. Emergency Procedures

Hazards:

- Chemical exposure
- Equipment failure
- Medical emergencies

Safe Work Procedures:

- **Emergency Training:** Provide training on emergency response procedures, including the use of emergency equipment and first aid.
- **Emergency Equipment:** Ensure that emergency equipment, such as eyewash stations, safety showers, fire extinguishers, and first aid kits, is readily accessible and regularly maintained.
- **Communication:** Establish clear communication protocols for reporting emergencies and summoning assistance. Ensure that emergency contact numbers are posted prominently.
- **Evacuation:** Develop and practice evacuation procedures, including routes and assembly points. Ensure all employees are familiar with evacuation plans.
- **First Aid:** Provide first aid training to designated employees and ensure that first aid supplies are available and accessible.

5. Monitoring and Documentation

Hazards:

- Incomplete records
- Missed maintenance or inspection schedules

Safe Work Procedures:

- **Record Keeping:** Maintain accurate records of all training, inspections, maintenance, and incidents. Ensure records are up-to-date and accessible.
- **Monitoring:** Implement a monitoring system for water treatment operations to track performance and identify potential issues. Use data to inform maintenance and safety practices.
- **Audits:** Conduct regular audits of water treatment operations to ensure compliance with safety procedures and identify areas for improvement. Document audit findings and corrective actions.

By following these comprehensive safe work procedures, Mill Bay Waterworks District ensures the safe operation of water treatment facilities, protects employees from potential hazards, and complies with WorkSafeBC requirements.

Appendix 2: Distribution System Maintenance

Overview

Distribution system maintenance involves tasks related to the installation, repair, and maintenance of water distribution infrastructure. These tasks can pose significant health and safety risks if not managed properly. This section outlines safe work procedures (SWPs) for distribution system maintenance to ensure compliance with WorkSafeBC requirements and to protect the health and safety of all employees involved in these tasks.

1. Pipe Installation and Repair

Hazards:

- Trenching and excavation risks
- Confined space entry
- Exposure to hazardous materials
- Manual handling injuries

Safe Work Procedures:

- **Training:** Ensure all employees involved in pipe installation and repair are trained in safe work practices, including trenching, excavation, and confined space entry.
- **PPE:** Provide and enforce the use of appropriate PPE, such as hard hats, high-visibility clothing, gloves, and safety boots.
- **Trenching and Excavation:**
 - Conduct pre-excavation site assessments to identify underground utilities and potential hazards.
 - Implement protective systems, such as trench boxes or shoring, to prevent trench collapses.
 - Ensure safe access and egress from trenches, such as ladders or ramps.
 - Monitor trench conditions continuously for signs of instability.
- **Confined Spaces:**
 - Follow confined space entry procedures, including atmospheric testing, ventilation, and rescue preparedness.
 - Ensure employees are trained and equipped for confined space entry and rescue operations.
- **Hazardous Materials:**
 - Identify and properly handle any hazardous materials, such as asbestos or lead, encountered during pipe installation or repair.
 - Follow safe disposal procedures for hazardous materials.
- **Manual Handling:**
 - Use mechanical aids, such as hoists or pipe jacks, to lift and position heavy pipes.
 - Train employees in proper lifting techniques to prevent musculoskeletal injuries.

2. Working in Confined Spaces

Hazards:

- Oxygen deficiency or toxic atmospheres
- Limited access and egress
- Physical hazards within confined spaces

Safe Work Procedures:

- **Training:** Provide comprehensive training on confined space entry procedures, hazard identification, and emergency response.
- **PPE:** Ensure the use of appropriate PPE, including respirators, harnesses, and protective clothing.
- **Atmospheric Testing:**
 - Conduct atmospheric testing before entry and continuously monitor the air quality within confined spaces.
 - Use gas detectors to measure oxygen levels, flammable gases, and toxic substances.
- **Ventilation:** Provide adequate ventilation to maintain safe atmospheric conditions.
- **Entry Permits:**
 - Implement a confined space entry permit system to ensure all necessary precautions are taken before entry.
 - Verify that all permit requirements are met, including atmospheric testing, PPE, and rescue equipment.
- **Rescue Preparedness:**
 - Ensure a rescue team is on standby and equipped with necessary rescue equipment.
 - Conduct regular rescue drills to ensure readiness.

3. Trenching and Excavation

Hazards:

- Cave-ins and trench collapses
- Striking underground utilities
- Falls into trenches

Safe Work Procedures:

- **Training:** Provide training on safe trenching and excavation practices, hazard recognition, and emergency procedures.
- **PPE:** Require the use of appropriate PPE, such as hard hats, steel-toed boots, and high-visibility vests.
- **Site Assessment:**
 - Conduct a thorough site assessment to identify potential hazards and underground utilities.
 - Mark the location of all underground utilities before excavation begins.

- **Protective Systems:**
 - Use protective systems, such as trench boxes, shoring, or sloping, to prevent trench collapses.
 - Ensure protective systems are designed and installed according to regulatory requirements.
- **Access and Egress:**
 - Provide safe access and egress points, such as ladders or ramps, within 25 feet of workers in the trench.
 - Ensure all access and egress points are securely positioned and maintained.
- **Fall Protection:**
 - Implement fall protection measures, such as barriers or guardrails, around open trenches.
 - Ensure adequate lighting and signage to warn of trench edges.

4. Use of Machinery and Equipment

Hazards:

- Mechanical injuries from moving parts
- Electrical hazards
- Equipment malfunction

Safe Work Procedures:

- **Training:** Provide training on the safe operation, maintenance, and inspection of machinery and equipment used in distribution system maintenance.
- **PPE:** Ensure the use of appropriate PPE, such as gloves, safety glasses, hearing protection, and protective footwear.
- **Pre-Use Inspections:**
 - Conduct pre-use inspections of machinery and equipment to identify any defects or issues.
 - Ensure all safety guards and devices are in place and functioning properly.
- **Operation:**
 - Follow manufacturer instructions and safety guidelines for operating machinery and equipment.
 - Prohibit the operation of machinery and equipment by untrained or unauthorized personnel.
- **Maintenance:**
 - Perform regular maintenance and servicing of machinery and equipment according to the manufacturer's recommendations.
 - Document all maintenance activities and repairs.
- **Lockout/Tagout:**
 - Implement lockout/tagout procedures to ensure machinery and equipment are de-energized during maintenance or repair.
 - Train employees in lockout/tagout procedures and enforce compliance.

5. Emergency Procedures

Hazards:

- Accidents and injuries
- Equipment failures
- Medical emergencies

Safe Work Procedures:

- **Training:** Provide training on emergency response procedures, including first aid, fire response, and evacuation.
- **Emergency Equipment:** Ensure emergency equipment, such as first aid kits, fire extinguishers, and rescue tools, is readily available and maintained.
- **Communication:**
 - Establish clear communication protocols for reporting emergencies and summoning assistance.
 - Ensure emergency contact numbers are posted and easily accessible.
- **Evacuation:**
 - Develop and practice evacuation procedures, including routes and assembly points.
 - Ensure all employees are familiar with evacuation plans.
- **First Aid:**
 - Train designated employees in first aid and CPR.
 - Ensure first aid supplies are available and accessible.

6. Monitoring and Documentation

Hazards:

- Incomplete records
- Missed maintenance or inspection schedules

Safe Work Procedures:

- **Record Keeping:** Maintain accurate records of all training, inspections, maintenance, and incidents. Ensure records are up-to-date and accessible.
- **Monitoring:** Implement a monitoring system for distribution system maintenance to track performance and identify potential issues. Use data to inform maintenance and safety practices.
- **Audits:** Conduct regular audits of distribution system maintenance operations to ensure compliance with safety procedures and identify areas for improvement. Document audit findings and corrective actions.

By following these comprehensive safe work procedures, Mill Bay Waterworks District ensures the safe operation of distribution system maintenance activities, protects employees from potential hazards, and complies with WorkSafeBC requirements.

Appendix 3: Use of Machinery and Equipment

Overview

The use of machinery and equipment in water treatment operations is essential but comes with inherent risks. Proper procedures must be followed to ensure safe operation, maintenance, and handling of machinery and equipment. This section outlines the safe work procedures (SWPs) for the use of machinery and equipment to align with WorkSafeBC requirements and ensure the safety of all employees.

1. Safe Operation of Machinery and Equipment

Hazards:

- Mechanical injuries from moving parts
- Electrical hazards
- Equipment malfunction
- Noise-induced hearing loss

Safe Work Procedures:

- **Training:** Provide comprehensive training on the safe operation of machinery and equipment. Ensure employees understand the manufacturer's instructions and safety guidelines.
- **PPE:** Require the use of appropriate PPE, such as gloves, safety glasses, hearing protection, and protective footwear.
- **Pre-Use Inspections:**
 - Conduct thorough inspections of machinery and equipment before each use to identify any defects or issues.
 - Ensure that all safety guards and devices are in place and functioning properly.
- **Operating Procedures:**
 - Follow all manufacturer instructions and safety guidelines for operating machinery and equipment.
 - Do not operate machinery and equipment if safety guards are missing or malfunctioning.
 - Ensure that only trained and authorized personnel operate machinery and equipment.
- **Emergency Stop Mechanisms:** Ensure that emergency stop mechanisms are accessible and functioning on all machinery and equipment. Train employees on their use.

2. Maintenance and Servicing

Hazards:

- Mechanical injuries

- Electrical hazards
- Chemical exposure during maintenance

Safe Work Procedures:

- **Training:** Provide training on safe maintenance procedures, including the use of PPE and lockout/tagout procedures.
- **Scheduled Maintenance:**
 - Perform regular maintenance and servicing of machinery and equipment according to the manufacturer's recommendations.
 - Document all maintenance activities and repairs.
- **Lockout/Tagout Procedures:**
 - Implement lockout/tagout procedures to ensure machinery and equipment are de-energized during maintenance or repair.
 - Train employees in lockout/tagout procedures and enforce strict compliance.
- **Use of PPE:** Ensure that appropriate PPE is used during maintenance activities, such as gloves, safety goggles, and protective clothing.
- **Chemical Handling:** Follow safe procedures for handling and disposing of chemicals used in maintenance. Ensure proper ventilation when working with hazardous substances.

3. Handling and Storage of Equipment

Hazards:

- Manual handling injuries
- Equipment damage
- Chemical exposure

Safe Work Procedures:

- **Training:** Provide training on the proper handling and storage of equipment to prevent injuries and damage.
- **Manual Handling:**
 - Use mechanical aids, such as hoists or forklifts, to lift and move heavy equipment.
 - Train employees in proper lifting techniques to prevent musculoskeletal injuries.
- **Storage:**
 - Store equipment in designated areas to prevent damage and ensure easy access.
 - Ensure that storage areas are well-ventilated, clean, and free of obstructions.
- **Chemical Safety:**
 - Store chemicals used with machinery and equipment in accordance with safety guidelines.
 - Ensure that chemical containers are properly labeled and stored to prevent spills and leaks.

4. Inspection and Testing

Hazards:

- Equipment failure
- Unidentified defects

Safe Work Procedures:

- **Inspection Schedules:** Develop and implement regular inspection schedules for all machinery and equipment.
- **Qualified Inspectors:** Ensure that inspections are carried out by qualified personnel who are trained to identify potential hazards and defects.
- **Documentation:**
 - Maintain detailed records of all inspections, including findings and corrective actions taken.
 - Ensure inspection records are accessible and up to date.
- **Testing Procedures:** Follow manufacturer guidelines and industry standards for testing the functionality and safety of machinery and equipment.

5. Emergency Procedures

Hazards:

- Equipment malfunction
- Accidents and injuries

Safe Work Procedures:

- **Emergency Training:** Provide training on emergency response procedures, including the use of emergency stop mechanisms and first aid.
- **Emergency Equipment:** Ensure that emergency equipment, such as fire extinguishers and first aid kits, is readily available and maintained.
- **Communication:**
 - Establish clear communication protocols for reporting emergencies and summoning assistance.
 - Ensure that emergency contact numbers are posted and easily accessible.
- **Evacuation Plans:** Develop and practice evacuation procedures for scenarios involving machinery and equipment failures. Ensure all employees are familiar with the plans.
- **First Aid:** Ensure that first aid supplies are available and that designated employees are trained in first aid and CPR.

6. Monitoring and Documentation

Hazards:

- Incomplete records
- Missed maintenance or inspection schedules

Safe Work Procedures:

- **Record Keeping:** Maintain accurate records of all training, inspections, maintenance, and incidents. Ensure records are up-to-date and accessible.
- **Monitoring:** Implement a monitoring system for machinery and equipment to track performance and identify potential issues. Use data to inform maintenance and safety practices.
- **Audits:** Conduct regular audits of machinery and equipment operations to ensure compliance with safety procedures and identify areas for improvement. Document audit findings and corrective actions.

By following these comprehensive safe work procedures, Mill Bay Waterworks District ensures the safe use of machinery and equipment, protects employees from potential hazards, and complies with WorkSafeBC requirements.

Appendix 4: Office and Administrative Tasks

Overview

While office and administrative tasks may seem less hazardous than other operations, they still pose various risks, such as ergonomic issues, slips, trips, and falls, and emergency situations. This section outlines safe work procedures (SWPs) for office and administrative tasks to ensure compliance with WorkSafeBC requirements and to protect the health and safety of all employees involved in these activities.

1. Ergonomic Workstation Setup

Hazards:

- Musculoskeletal disorders (MSDs)
- Eye strain
- Repetitive strain injuries (RSIs)

Safe Work Procedures:

- **Training:** Provide training on ergonomic principles and the importance of proper workstation setup.
- **Workstation Setup:**
 - Ensure chairs, desks, and computer monitors are adjustable to accommodate different body sizes and shapes.
 - Position computer monitors at eye level to prevent neck strain.
 - Use ergonomic accessories, such as keyboard trays, mouse pads with wrist supports, and footrests, to enhance comfort.
- **Posture:** Encourage employees to maintain good posture, with feet flat on the floor, back supported, and wrists in a neutral position.
- **Breaks and Stretches:** Promote regular breaks and stretching exercises to reduce the risk of MSDs and RSIs. Implement the 20-20-20 rule for eye strain: every 20 minutes, look at something 20 feet away for at least 20 seconds.

2. Safe Handling of Office Equipment

Hazards:

- Electrical hazards
- Equipment malfunction
- Manual handling injuries

Safe Work Procedures:

- **Training:** Provide training on the safe use and maintenance of office equipment, such as computers, printers, and photocopiers.
- **PPE:** Require the use of appropriate PPE, such as gloves and safety glasses, when handling office equipment that poses a risk of injury.
- **Electrical Safety:**
 - Ensure all electrical equipment is properly grounded and regularly inspected for damage or wear.
 - Avoid overloading electrical outlets and use surge protectors where necessary.
 - Unplug equipment before cleaning or performing maintenance.
- **Manual Handling:**
 - Use proper lifting techniques when moving office equipment or supplies. Bend at the knees and keep the back straight.
 - Use mechanical aids, such as carts or dollies, for heavy or bulky items.

3. Emergency Evacuation Procedures

Hazards:

- Fire
- Medical emergencies
- Natural disasters

Safe Work Procedures:

- **Training:** Provide training on emergency evacuation procedures, including the location of exits, assembly points, and the use of fire extinguishers.
- **Evacuation Plan:**
 - Develop and maintain an emergency evacuation plan that includes clear evacuation routes and assembly points.
 - Ensure evacuation routes are clearly marked and free of obstructions.
- **Emergency Drills:** Conduct regular emergency drills to ensure employees are familiar with evacuation procedures.
- **Emergency Equipment:** Ensure that emergency equipment, such as fire extinguishers, first aid kits, and automated external defibrillators (AEDs), is readily accessible and regularly inspected.

4. Housekeeping and Slip, Trip, and Fall Prevention

Hazards:

- Slips, trips, and falls
- Cluttered workspaces
- Poor lighting

Safe Work Procedures:

- **Training:** Provide training on good housekeeping practices and the prevention of slips, trips, and falls.
- **Housekeeping:**
 - Keep workspaces clean and free of clutter. Ensure walkways and emergency exits are unobstructed.
 - Store supplies and equipment properly to prevent tripping hazards.
 - Use non-slip mats in areas prone to wet floors, such as entrances.
- **Lighting:** Ensure adequate lighting in all work areas to prevent accidents. Replace burnt-out bulbs promptly.
- **Spill Response:** Implement procedures for promptly cleaning up spills. Provide spill kits and train employees on their use.

5. First Aid and Medical Emergencies

Hazards:

- Minor injuries
- Sudden illnesses

Safe Work Procedures:

- **Training:** Train designated employees in first aid and CPR. Ensure they are aware of their responsibilities during a medical emergency.
- **First Aid Supplies:** Maintain well-stocked first aid kits in easily accessible locations. Regularly check and replenish supplies as needed.
- **Emergency Response:**
 - Establish clear procedures for responding to medical emergencies, including contacting emergency services.
 - Post emergency contact numbers and procedures prominently throughout the office.

6. Monitoring and Documentation

Hazards:

- Incomplete records
- Unaddressed safety issues

Safe Work Procedures:

- **Record Keeping:** Maintain accurate records of all training, inspections, maintenance, and incidents. Ensure records are up-to-date and accessible.

- **Monitoring:** Implement a monitoring system for office and administrative tasks to track performance and identify potential issues. Use data to inform maintenance and safety practices.
- **Audits:** Conduct regular audits of office and administrative operations to ensure compliance with safety procedures and identify areas for improvement. Document audit findings and corrective actions.

By following these comprehensive safe work procedures, Mill Bay Waterworks District ensures the safe execution of office and administrative tasks, protects employees from potential hazards, and complies with WorkSafeBC requirements.

Appendix 5: Fieldwork and Inspections

Overview

Fieldwork and inspections are critical components of water treatment operations that involve various risks, including exposure to environmental hazards, working in remote locations, and encountering unpredictable conditions. This section outlines safe work procedures (SWPs) for fieldwork and inspections to ensure compliance with WorkSafeBC requirements and to protect the health and safety of all employees involved in these activities.

1. Site-Specific Risk Assessments

Hazards:

- Unfamiliar environments
- Unidentified hazards
- Changing conditions

Safe Work Procedures:

- **Pre-Task Assessment:** Conduct a thorough risk assessment before beginning any fieldwork or inspection. Identify potential hazards specific to the site.
- **Documentation:** Document the findings of the risk assessment and communicate them to all team members.
- **Planning:** Develop a plan to mitigate identified risks, including the use of appropriate PPE, tools, and safety measures.

2. Personal Protective Equipment (PPE)

Hazards:

- Exposure to hazardous substances
- Physical injuries
- Environmental conditions

Safe Work Procedures:

- **PPE Requirements:** Identify the specific PPE required for each type of fieldwork or inspection, such as hard hats, safety glasses, high-visibility clothing, gloves, and protective footwear.
- **Training:** Train employees on the correct use, maintenance, and limitations of their PPE.
- **Inspection:** Regularly inspect PPE for damage and replace it as necessary. Ensure that PPE is stored properly when not in use.

3. Travel and Transportation Safety

Hazards:

- Vehicle accidents
- Environmental conditions
- Remote locations

Safe Work Procedures:

- **Vehicle Safety:** Ensure that all vehicles used for fieldwork are well-maintained, equipped with emergency supplies, and driven by licensed and trained personnel.
- **Travel Planning:** Plan travel routes in advance, considering weather conditions, road conditions, and potential hazards.
- **Communication:** Maintain clear communication with the office or designated contact person, especially when working in remote locations. Use GPS and communication devices to stay connected.
- **Emergency Preparedness:** Equip vehicles with emergency kits, including first aid supplies, tools, and communication devices. Train employees on emergency response procedures for vehicle breakdowns or accidents.

4. Environmental Hazards

Hazards:

- Extreme weather
- Wildlife encounters
- Hazardous terrain

Safe Work Procedures:

- **Weather Monitoring:** Monitor weather conditions before and during fieldwork. Postpone or adjust activities in case of extreme weather.
- **Wildlife Safety:** Educate employees on local wildlife hazards and appropriate response strategies. Carry wildlife deterrents if necessary.
- **Terrain Navigation:** Assess and plan routes to avoid hazardous terrain. Use appropriate equipment and footwear to navigate safely.

5. Working Alone

Hazards:

- Delayed emergency response
- Increased risk of injury

Safe Work Procedures:

- **Working Alone Procedures:** Implement procedures for employees working alone, including regular check-ins and communication protocols.
- **Buddy System:** Use the buddy system whenever possible to ensure that employees are not working alone in high-risk situations.
- **Emergency Devices:** Provide employees with personal emergency devices, such as panic buttons or satellite phones, for use when working alone.

6. Inspection Protocols

Hazards:

- Exposure to hazardous substances
- Physical hazards
- Incomplete inspections

Safe Work Procedures:

- **Standardized Checklists:** Use standardized checklists for inspections to ensure consistency and thoroughness.
- **Hazard Identification:** Identify and document all hazards encountered during inspections. Take immediate action to mitigate risks.
- **Sampling and Testing:** Follow safe procedures for collecting samples and conducting tests. Use appropriate PPE and equipment to minimize exposure to hazardous substances.

7. Emergency Response

Hazards:

- Accidents and injuries
- Medical emergencies
- Environmental hazards

Safe Work Procedures:

- **Emergency Training:** Train employees on emergency response procedures, including first aid, evacuation, and communication.
- **Emergency Equipment:** Ensure that emergency equipment, such as first aid kits, fire extinguishers, and communication devices, is readily available and maintained.
- **Communication:** Establish clear communication protocols for reporting emergencies and summoning assistance. Ensure that emergency contact numbers are posted and easily accessible.
- **Evacuation Plans:** Develop and practice evacuation plans for fieldwork sites. Ensure all employees are familiar with the plans and can evacuate safely in an emergency.

8. Monitoring and Documentation

Hazards:

- Incomplete records
- Unaddressed safety issues

Safe Work Procedures:

- **Record Keeping:** Maintain accurate records of all training, inspections, maintenance, and incidents. Ensure records are up-to-date and accessible.
- **Monitoring:** Implement a monitoring system for fieldwork and inspections to track performance and identify potential issues. Use data to inform safety practices.
- **Audits:** Conduct regular audits of fieldwork and inspection operations to ensure compliance with safety procedures and identify areas for improvement. Document audit findings and corrective actions.

By following these comprehensive safe work procedures, Mill Bay Waterworks District ensures the safe execution of fieldwork and inspections, protects employees from potential hazards, and complies with WorkSafeBC requirements.

Appendix 6: Emergency Response

Overview

Emergency response procedures are essential for ensuring the safety of all personnel at Mill Bay Waterworks District during unexpected events. This section outlines the necessary steps to prepare for, respond to, and recover from emergencies in alignment with WorkSafeBC requirements. These procedures aim to minimize harm and ensure a swift and organized response to emergencies.

1. Spill Response Procedures

Hazards:

- Chemical spills
- Contamination
- Exposure to hazardous substances

Safe Work Procedures:

- **Training:** Provide training on spill response procedures, including the use of spill kits and personal protective equipment (PPE).
- **Spill Kits:** Ensure spill kits are readily available and contain absorbent materials, neutralizing agents, PPE, and disposal containers.
- **Immediate Action:**
 - Alert all personnel in the area and evacuate if necessary.
 - Use spill containment materials to prevent the spread of the spill.
 - Wear appropriate PPE before attempting to clean up the spill.
- **Containment and Cleanup:**
 - Contain the spill using absorbent materials and barriers.
 - Neutralize and clean up the spill according to the specific chemical's Material Safety Data Sheet (MSDS) instructions.
 - Properly dispose of contaminated materials and report the spill to the supervisor and relevant authorities as required.
- **Documentation:** Record all spill incidents, including details about the spill, response actions taken, and any injuries or exposures.

2. First Aid and Medical Emergency Response

Hazards:

- Injuries
- Sudden illnesses

Safe Work Procedures:

- **First Aid Training:** Ensure that a sufficient number of employees are trained and certified in first aid and CPR.
- **First Aid Kits:** Maintain well-stocked first aid kits in easily accessible locations. Regularly check and replenish supplies as needed.
- **Emergency Response:**
 - Call for emergency medical services immediately if a serious injury or illness occurs.
 - Provide first aid care until professional medical help arrives.
 - Ensure that the injured person is comfortable, and that the scene is safe.
- **Incident Reporting:** Document all medical emergencies and first aid treatments provided. Report serious injuries to WorkSafeBC as required.

3. Fire Emergency Procedures

Hazards:

- Fire
- Smoke inhalation
- Burns

Safe Work Procedures:

- **Fire Safety Training:** Provide training on fire prevention, emergency evacuation, and the use of fire extinguishers.
- **Fire Equipment:** Ensure that fire extinguishers, alarms, and fire suppression systems are readily available and regularly inspected.
- **Evacuation Plan:**
 - Develop and maintain a comprehensive fire evacuation plan, including clear evacuation routes and designated assembly points.
 - Conduct regular fire drills to ensure all employees are familiar with evacuation procedures.
- **Immediate Action:**
 - Activate the fire alarm if a fire is detected.
 - Evacuate the building immediately using designated routes.
 - Use a fire extinguisher to attempt to extinguish the fire only if it is safe to do so and the fire is small and contained.
 - Assemble at the designated assembly point and conduct a headcount to ensure everyone is accounted for.
- **Incident Reporting:** Document all fire incidents, including the cause, response actions taken, and any injuries or damages.

4. Natural Disaster Response

Hazards:

- Earthquakes
- Floods
- Severe weather

Safe Work Procedures:

- **Disaster Preparedness Training:** Provide training on emergency response procedures for natural disasters, including evacuation, shelter-in-place, and emergency communication.
- **Emergency Supplies:** Maintain emergency supplies, including food, water, first aid kits, and communication devices.
- **Earthquake Response:**
 - Drop, cover, and hold on during an earthquake.
 - Evacuate the building if it is safe to do so after the shaking stops.
 - Assemble at the designated assembly point and conduct a headcount.
- **Flood Response:**
 - Move to higher ground immediately in the event of a flood.
 - Avoid walking or driving through floodwaters.
 - Follow evacuation orders from authorities and local emergency services.
- **Severe Weather Response:**
 - Monitor weather forecasts and warnings.
 - Secure outdoor equipment and seek shelter during severe weather events.
 - Follow specific procedures for different types of severe weather, such as thunderstorms, hurricanes, and tornadoes.

5. Emergency Communication

Hazards:

- Delayed response
- Miscommunication

Safe Work Procedures:

- **Communication Training:** Train employees on emergency communication protocols, including who to contact and what information to provide.
- **Emergency Contact List:** Maintain an up-to-date list of emergency contacts, including internal personnel, local emergency services, and relevant regulatory bodies.
- **Notification Systems:** Implement and regularly test emergency notification systems, such as alarms, PA systems, and emergency messaging services.
- **Clear Instructions:** Ensure that all emergency communication provides clear and concise instructions to employees.

6. Review and Improvement of Emergency Procedures

Hazards:

- Ineffective response
- Unidentified risks

Safe Work Procedures:

- **Regular Review:** Conduct regular reviews of emergency procedures to ensure they remain effective and up to date.
- **Debriefing:** After an emergency or drill, conduct debriefing sessions with employees to identify strengths and areas for improvement.
- **Continuous Improvement:** Implement changes to emergency procedures based on feedback, lessons learned, and changes in regulations or best practices.
- **Documentation:** Keep detailed records of all emergency drills, incidents, and reviews. Use this documentation to track improvements and compliance with WorkSafeBC requirements.

By following these comprehensive emergency response procedures, Mill Bay Waterworks District ensures the safety and preparedness of all personnel in the event of an emergency, aligns with WorkSafeBC requirements, and promotes a culture of safety and readiness.

Appendix 7: Bullying and Harassment Policy

1. Purpose

The purpose of this policy is to foster a safe and respectful workplace at Mill Bay Waterworks District by preventing and addressing bullying and harassment. This policy outlines the expectations, procedures, and responsibilities for employees, supervisors, and management to ensure compliance with WorkSafeBC requirements and to promote a positive work environment.

2. Scope

This policy applies to all employees, contractors, volunteers, and visitors at Mill Bay Waterworks District regardless of their position or status within the organization. It covers all work-related activities, including those conducted off-site or during work-related social events.

3. Definitions

Bullying: Bullying is any repeated, unreasonable behavior directed towards an employee or group of employees that creates a risk to health and safety. Examples include verbal abuse, physical threats, or humiliation.

Harassment: Harassment is any unwelcome conduct based on a protected characteristic (such as race, gender, age, or disability) that creates an intimidating, hostile, or offensive work environment. This includes sexual harassment, discriminatory harassment, and personal harassment.

WorkSafeBC Requirements: WorkSafeBC defines workplace bullying and harassment as including any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated.

4. Policy Statement

Mill Bay Waterworks District is committed to providing a work environment free from bullying and harassment. We do not tolerate any form of bullying or harassment, and we will take all necessary steps to prevent and address such behavior.

5. Responsibilities

Employer Responsibilities:

- Develop, implement, and maintain a bullying and harassment policy.
- Provide training and resources to employees on recognizing, preventing, and addressing bullying and harassment.
- Ensure the policy is communicated to all employees and is accessible.
- Investigate all reports of bullying and harassment promptly and impartially.

- Take appropriate corrective actions to address confirmed incidents of bullying and harassment.
- Protect the privacy of individuals involved in investigations, except where disclosure is necessary for the investigation or required by law.
- Review the policy annually and make necessary updates to ensure it remains effective and compliant with legal requirements.

Supervisor Responsibilities:

- Promote a respectful workplace culture and lead by example.
- Be vigilant in recognizing signs of bullying and harassment and take appropriate action.
- Ensure employees are aware of and understand the bullying and harassment policy.
- Support employees who report bullying and harassment and ensure their concerns are addressed promptly and fairly.
- Participate in training on bullying and harassment prevention and response.

Employee Responsibilities:

- Treat all colleagues with respect and dignity.
- Refrain from engaging in any form of bullying or harassment.
- Report any incidents of bullying or harassment they witness or experience to their supervisor, human resources, or designated contact.
- Participate in training on bullying and harassment prevention and response.
- Cooperate fully with investigations into bullying and harassment allegations.

6. Reporting Procedures

Reporting an Incident:

- Employees who believe they have been subjected to or have witnessed bullying or harassment should report the incident as soon as possible.
- Reports can be made to the employee's supervisor, human resources, or a designated contact person.
- Reports can be made verbally or in writing. Written reports should include details of the incident(s), names of the individuals involved, and any witnesses.

Confidentiality:

- All reports of bullying and harassment will be treated with the utmost confidentiality.
- Information will only be disclosed as necessary to investigate and resolve the complaint or as required by law.

7. Investigation Process

Initial Assessment:

- Upon receiving a report, an initial assessment will be conducted to determine if the allegations fall under the definitions of bullying and harassment.

Formal Investigation:

- If warranted, a formal investigation will be initiated. This may involve interviewing the complainant, the respondent, and any witnesses.
- The investigation will be conducted impartially and promptly.
- All parties involved will have the opportunity to present their perspective.

Findings and Actions:

- Based on the findings, appropriate actions will be taken, which may include disciplinary measures against the respondent, such as warnings, suspension, or termination of employment.
- Both the complainant and the respondent will be informed of the investigation outcome.

Support for Involved Parties:

- Provide support to both the complainant and the respondent, which may include counseling services, mediation, or other resources.

8. Retaliation

Prohibition of Retaliation:

- Retaliation against anyone who reports bullying or harassment, or who participates in an investigation, is strictly prohibited.
- Any employee found to have engaged in retaliation will be subject to disciplinary action, up to and including termination of employment.

9. Training and Education

Training Programs:

- Provide mandatory training for all employees on recognizing, preventing, and addressing bullying and harassment.
- Offer additional training for supervisors and managers on handling complaints and conducting investigations.

Ongoing Education:

- Regularly update training materials and conduct refresher courses to ensure continued awareness and understanding of bullying and harassment issues.

10. Policy Review and Updates**Annual Review:**

- Conduct an annual review of the bullying and harassment policy to ensure its effectiveness and compliance with WorkSafeBC requirements.
- Update the policy as necessary based on feedback, legal changes, and best practices.

Employee Feedback:

- Encourage employees to provide feedback on the policy and its implementation.
- Use feedback to make improvements and address any gaps in the policy.

By implementing this comprehensive bullying and harassment policy, Mill Bay Waterworks District commits to creating a safe and respectful work environment that aligns with WorkSafeBC requirements and supports the well-being of all employees.