Policy statement health and safety at work

The Calgary Inter-Faith Food Bank (CIFB) acknowledges it has a duty under the current Occupational Health & Safety Legislation and Federal and Alberta Labour Standards to take all reasonable precautions to protect all persons working on site, (employees, volunteers, employees of contractors and placement agencies) and all visitors.

CIFB will maintain all Statutory Health and Safety practices and implement such others as are consistent with our needs and position as a charitable organization. All persons when on site are required to refrain from any action or activity, which may jeopardize the health and safety of others.

Contravention of Health & Safety Regulations or CIFB Health and Safety Policy will be interpreted as due cause and will result in immediate dismissal or termination of contract

Employee obligations

Maintaining a safe work environment requires the continuous co-operation of all employees and volunteers.

- It is required that all employees recognize that it is their duty to comply with all Health and Safety rules, regulations and guidelines and in performing all tasks in a safe & healthy manner.
- All management and supervisory employees are required to make the Health and Safety of all persons working for CIFB an integral part of their management and supervisory functions.
- All persons are required to refrain from any unsafe practices or hazardous actions and to exercise due care and diligence. No person shall carry out any action, practice or process, which may jeopardize the health and safety of others.
- Any unsafe conditions, materials or equipment and all accidents and injuries must be reported.

Compliance with the Statutory and CIFB Health and Safety Policy, rules, procedures and practices is considered a condition of employment.

Roles and responsibilities

The board of directors
Is responsible for developing and endorsing the Health and Safety Policy and the appointment of an Officer responsible for the implementation of CIFB Health and Safety Policy and all statutory legislation.

The executive director
Is appointed and delegated by the Board as the officer having responsibility for developing appropriate Health and Safety procedures. He/she will implement all Health and Safety Policy and Procedures as endorsed by the Board and is responsible for ensuring that the requirements of all Health and Safety legislation are met.
Department managers
 Managers are directly responsible for ensuring all processes and procedures used in their departments meet Statutory and CIFB Health and Safety requirements. They will ensure that all staff; volunteers and visitors know and comply with the appropriate Health and Safety rules/guidelines when in their area of responsibility. The specific Health and Safety requirements for each Department must be defined and posted in their work areas.

Volunteers and employees
 Every person, CIFB employee, volunteer, contractor, agency employee, or other person working on site will comply with the duties and responsibilities imposed by law. In addition they will comply with the rules, regulations and guidelines developed by CIFB to perform jobs, tasks or actions in a safe and healthy manner.

All employees and volunteers are required to take an active role in protecting and promoting their health and safety on site and that of others with whom they work. All employees and volunteers are responsible for the health and safety of all that personally visit them at work and for conducting them safely on and off the premises.

Emergency evacuation procedures

The evacuation plan
 In the event that the building needs to be evacuated due to an emergency the following plan of action should be followed.

Everyone without a pre-assigned task should proceed to the nearest exit, and go to the assembly area on the front lawn of the building and check in with the building Marshals who will be wearing an orange vest and carrying a clipboard and at night a flashlight.

The building marshals general duties

The responsibility of the Fire Marshals is to act as the central point of the evacuation process, to call the roll and account for all persons who were on site and to liaise with the emergency services. Where necessary the Marshals will also be the emergency First Aid Point.

The Marshals will co-ordinate with the Fire Department and other Emergency Services once they arrive, give them the building plans and keys, and advise them of the status of the evacuation, what has occurred, and provide any other assistance or information they require. As soon as time permits they should begin the call list procedures and inform the necessary management of the situation.
The upstairs marshal
Will collect the Marshals kit, the In/Out sheets for staff, volunteers and visitors and First Aid Box from the reception area. Ensure that the receptionist has paged for the building to be evacuated and then proceed immediately outside to the assembly area on the lawn by the bus stop to begin organizing their people.

As people who work in the upstairs area check in with them, they should ask all staff, volunteers and visitors to move their vehicles away from the front of the building to allow access for the fire department and other emergency vehicles.

*It is essential that the fire hydrant area in the front of the building be cleared as soon as possible.*

The downstairs marshal
Will collect the Marshals kit, blanket and First Aid Box from the Anchor room, and should also take the Staff, volunteers and visitors In/Out sheets with them. They should then proceed immediately out to the assembly area to begin organizing everyone. As people who work in the downstairs area check in with them, they should ask all staff, volunteers and visitors to move their vehicles away from the building access for the fire department and other emergency vehicles.

In the event the emergency occurs out of normal hours or at weekend all evacuation will be via the downstairs exit and the downstairs Marshall will be in charge of all the evacuation procedures. As soon as time permits they should begin the call list procedures and let all necessary management know what has occurred.

The area wardens

Area wardens’ general duties
Wardens are assigned to areas within the building and should direct all staff, volunteers and visitors to leave from the nearest exit and move around to the assembly areas on the lawn in front of the building or the neighbouring car park. The Wardens may have to assign people to assist anyone who are mentally or physically challenged to ensure they are helped out of the building by the appropriate nearest exit.

Once all the immediately visible people are out of their area, Wardens must begin a sweep of their zones area to ensure it is clear. All rooms, storage spaces, cupboards walk in fridge/freezers and coolers must be visually checked and when clear the doors should be left open and the lights off. This is a visible sign to others and fire/emergency services that the area has been cleared.

When your entire area is cleared, proceed outside to the assembly area and check in with the building Marshal.

Upstairs wardens
The Upper floor of the building, although treated as only one area/zone, will have two Wardens assigned to it on the basis that at least one will be present during normal office hours. The Warden(s) will check all the upstairs offices, the phone room, boardroom, storerooms and washrooms.

In periods outside of the normal office hours the responsibilities for Marshal and Wardens will pass to the evening shift working downstairs.
**Downstairs wardens**
The warehouse is divided into four zones and at least one Warden as allocated per zone. The Wardens will check their zone including all stores, offices and washrooms leaving the doors open but turning off the lights. When the zone is clear each Warden will leave and report to the Fire Marshal.

During the evening shift the Warden will also be responsible for checking upstairs and reporting the all clear to the Fire Marshal.

The definition of zones, appointment of Fire Marshals and Wardens is posted around the building and will be amended as necessary. *For this information and for site maps marking fire exits and appliances see the information published on notice boards and elsewhere in the building.*

**Wardens care for people with disabilities**
The Wardens have particular care to ensure the additional assistance the elderly and disabled. They should assign staff to assist anyone who is mentally or physically challenged to ensure that they are helped out of the building.

**Additional responsibilities**

**Reception**
The receptionist will page for the building to be evacuated as soon as the alarm goes off. The monitoring company will automatically inform the Fire Brigade when the alarm trips but the receptionist will also call 911 to verify this is not a false alarm.

The Receptionist will ensure the Fire Marshal has all the sign In/Out sheets, Marshals kit and First Aid Box then, if possible given the circumstances, will stay by the phone to handle all communications and information until the Wardens have finished clearing the floor. At that time, the receptionist will exit the building together with the Wardens and report to the Marshals.

If no receptionist is on duty at night, the anchor room supervisor will make the page.

**Security personnel**
In the event of an evacuation during office hours the Security Guard will be responsible for clearing the side parking lot and placing the parking barricades in the entrance to stop others from entering the lot. The guard will also direct traffic, if needed, and move the barricades so that the fire department may enter the lot.

During the evening the Security Guard will carry out the above duties or assist the Wardens in clearing the building as directed by the Evening Supervisor.

**Health and safety at work**

**Health and safety responsibilities**

**The board of directors**
Is responsible for developing and endorsing the Health and Safety Policy and the appointment of an Officer responsible for the implementation of CIFB Health and Safety Policy and all statutory legislation.
The executive director
Is appointed and delegated by the Board as the officer having responsibility for developing appropriate Health and Safety procedures. He/she will implement all Health and Safety Policy and Procedures as endorsed by the Board and is responsible for ensuring that the requirements of all Health and Safety legislation are met.

Department managers
Managers are directly responsible for ensuring all processes and procedures used in their departments meet Statutory and CIFB Health and Safety requirements. They will ensure that all staff; volunteers and visitors know and comply with the appropriate Health and Safety rules/guidelines when in their area of responsibility. The specific Health and Safety requirements for each Department must be defined and posted in their work areas.

Supervisors
Have the responsibility for ensuring all persons working on their shifts are aware of the Health and Safety requirements and carry them out.

Volunteers and employees
Every person, CIFB employee, volunteer, contractor, agency employee, or other person working on site will comply with the duties and responsibilities imposed by law. In addition they will comply with the rules, regulations and guidelines developed by CIFB to perform jobs, tasks or actions in a safe and healthy manner.

All employees and volunteers are required to take an active role in protecting and promoting their health and safety on site and that of others with whom they work. All employees and volunteers are responsible for the health and safety of all that personally visit them at work and for conducting them safely on and off the premises.

The Health and Safety Committee
The Health and Safety Committee is an Advisory Committee of the Board of Directors. It shall comprise of a mix of employees, volunteers, supervisors and managers from different departments and include the Executive Director, under the chairmanship of the Volunteer Supervisor. He/she will ensure that meetings occur regularly at not less than quarterly intervals and proper reports and minutes are kept and distributed appropriately.

Reporting
The Committee reports directly to the Executive Director who will attend meetings as felt appropriate. The Executive Director will implement recommendations or carry out actions on the advice of the committee, as are reasonable and practical. The proceedings of the Committee will be reported regularly to the Board by the Executive Director who will bring any issues that require direct Board action or approval to their notice as soon as possible.
The role of the committee

The role of the Health and Safety Advisory Committee shall be:

• To advise the Board and Executive Director on all matters concerning Health and Safety at CIFB.
• To take an active role in the promotion and protection of the health and safety of all those persons working for CIFB.
• To act as the link between staff (employees & volunteers), management and the Board on all Health and Safety issues.
• To be the appropriate forum for any individual or group to take, give notice or otherwise communicate any Health and Safety issue, concern, problem or suggestion.
• To assess any accident or incident concerning Health and Safety reported as happening on site and recommend procedures or practices to prevent reoccurrence.
• To Individually act as Health and Safety representatives as initial points of contact between staff (employees and volunteers) and the Committee.

Accident and incident reporting

Accidents, injuries and medical emergencies

All incidents requiring any form of first aid, hospitalization or calling of an ambulance occurring on site to employees, volunteers, clients or visitors must be reported using the standard CIFB Accident Report form. Similarly any work related accident or injury to staff or volunteers occurring off site must be reported.

It is a mandatory condition of employment that all employees notify all WCB reportable accidents or injuries within 72 hours of occurrence to their department Manager and the Corporate Services Manager.

WCB work related injuries to full or part time employees must be reported if requiring modified work practices, medical treatment or disability likely to cause absence from work longer than the day of injury.

The employee shall ensure that the CIFB accident report form is completed and the Corporate Services Department is provided all information necessary to complete the necessary WCB Employers workplace Injury Report, which will be submitted within 72 hours of notification by the employee.

The Department Manager/Shift Supervisor/Event Co-ordinator will ensure that any accidents or situations requiring first aid or medical assistance to be administered to clients or volunteers are recorded and the Corporate Services Manager is notified. The Corporate Service Manager will inform our insurance carrier as appropriate.

Incident reports, accidents and equipment failures

All incidents or accidents not requiring medical attention but affecting Health and Safety must similarly be reported on the CIFB Incident Form.

Equipment failures, accidents resulting in damages to property or materials, potential safety hazards, suggestions or other health and safety related issues must be reported using the Incident Report Form. Shift Supervisors/Managers are responsible for ensuring these are completed and sent to the Corporate Services Manager.
Accident prevention and incident analysis
The Corporate Services Manager will ensure that copies of all accident and incident reports are distributed to Managers, Executive Director, and the Health and Safety Committee. Each manager will carry out an analysis and review of each accident/incident that occurred in their department and are responsible for amending or implementing internal processes to prevent reoccurrence. The Health and Safety Committee will also review the reports and processes and make recommendations/suggestions to improve Health and Safety on site.

Entering and leaving the premises
From a purely safety point of view we must know who is in the building and in the event of an emergency to be able to account for them. We must also be aware that we are operating an industrial process in the warehouse that has its own dangers and unsafe areas, so we need to know who is working, when and in what areas.

Wearing identification badges
Is a mandatory requirement for all persons entering and leaving the premises and while on site.

Employees registering in/out
Employees who work upstairs will come in/out the front entrance and make sure they are posted on the status board by reception. Operations and all evening shift employees will make sure that they are posted in or out on the board by the Transport Supervisors office. All staff will wear their identification badges at all times when on the premises.

Volunteers registering in/out
All volunteers must sign in at the point of entry and exit at the same point, recording their time in/out and daily number of volunteer hours. All volunteers are required to wear their ID buttons when on the premises. Employees will ensure that the volunteers enter and exit at the appropriate points, ear their buttons and challenge anyone they see wandering around without identification.

Visitors registering in/out
All persons except employees and volunteers who are on site are classified as visitors including suppliers and contractors. Visitors are required to register at front reception during office hours and at the Anchor room in the evening. When registering at reception/anchor room visitors must be asked what their business is and which employee they wish to see or who has issued the work order. The receptionist/volunteer processing the visitor will contact the appropriate employee/dept. to come to the area to collect them. The employee will accept responsibility for the visitor while on -site and for ensuring they book out at the same place as they entered.

Contractors working on the premises
No contractor or service provider will be allowed to start work in any area without the permission of the Department Manager or on duty senior Supervisor. Where the work to be undertaken is likely to effect other departments the Manager/Supervisor will be responsible for liaising with them in advance of the work beginning.
**Clients and agency personnel on site**
Those persons collecting Food Link supplies from the Agency area are not allowed to pass through other areas into the warehouse or other parts of the building. If they have business elsewhere in the building they must conform to the above rules for visitors. Clients are restricted to the client areas. The doors from the client and agency areas into the warehouse must be kept closed at all times.

**Late or working out of regular hours**
When employees choose to remain in the building or offices outside of normal office hours or return to the offices after they have been locked, they must check in/out with the duty supervisor or senior employee on site so that in the event of an emergency evacuation they may be accounted for. Those needing to return to the building outside of the CIFB regular working hours for business reasons, when there is not shift or other organized body working on the site, may only do so by making prior arrangements with their Managers. In such cases Managers must make provision for accounting for their leaving the building safely and establish a procedure to call for assistance if the employee fails to check in.

**Securing the building**

The shift Supervisor/Manager or any other employee who is the last to leave the building is responsible for locking and alarming the building at the end of the shift or working day.

Any employee who enters the building after normal working hours when it has been secured and who has turned off the alarm system, is solely responsible for re-securing the building when they leave.

**Security checks**

CIFB reserves the right to inspect all packages, parcels or personal luggage/bags entering or leaving the premises.

**Fire and other emergency evacuation procedures**

All employees and volunteers will familiarize themselves with the Fire and Emergency Evacuation Procedures (see Appendix 5) fire alarms and location of extinguishers, which are posted around the building. In the event of an emergency evacuation of the building, the specific employees allocated roles as Marshals or Wardens will carry out these responsibilities. It is expected that all employees will assist volunteers, especially the elderly or disable, to leave the building by the nearest fire ext and assemble on the grass area in front of the building.

**No smoking policy**

CIFB endorses a no smoking policy on its premises except in the designated smoking room. All persons on site are required to abide by this rule.
Parking

All staff bringing a vehicle on site is encouraged to use the car parking provided and to use care to avoid the areas needed for emergency vehicles, access for trucks loading and unloading and client access areas. CIFB accepts no responsibility for the safety or security of cars and other vehicles or their contents, which are parked on our premises entirely at the risk of the owner.

Courtesy and common sense will help eliminate accidents and damage to vehicles. If you should damage another vehicle or see someone else damaging a vehicle on our premises immediately contact reception or the Duty Manager/Supervisor providing the License numbers of all vehicles involved and any other pertinent information.

Accident prevention

Health and Safety is to be given primary importance in every aspect of planning and performing all the tasks carried out by CIFB. We are dedicated to protect and prevent avoidable accidents and injuries to our staff and volunteers and to minimizing avoidable expense and loss of production to the detriment of our clients and donors.

Working safely

Safety is everyone’s business; remind your co-workers and volunteers about safe methods. Actively intervene to stop unsafe practices, use machinery only after the safety requirements have been met and operate it in the safe and approved manner. Immediately report all hazards or unsafe equipment or conditions to the Manager/Supervisor or safety committee representative.

Care when lifting

Ask for assistance in lifting heavy or awkward objects and life only in the approved manner.

Safe materials handling

Do not throw objects, always pass or carry them. Only use flammable or toxic/hazardous materials in accordance with the instructions and dispose of them safely. If in doubt ask the Manager/Supervisor who are responsible for safe storage and handling. In the warehouse all product and inventory items are to be stacked properly at a safe height and using safe undamaged materials in the approved manner.

Operating power tools/equipment and machinery

Exercise caution when handling all sharp objects or tools and do not use broken or defective equipment. Use tools for their intended purposes only and in the correct safe manner. Wear safety goggles and other protective clothing when using power tools, maintaining vehicles or equipment and in handling hazardous materials.

Garbage disposal

Garbage disposal processes are operated under the responsibility of the Operations Manager who will ensure they are carried out in a safe and hygienic manner.

Unusable food products may only be disposed in the dumpsters at the rear of the building under director of the onsite senior shift employee who will ensure the
correct equipment and number of volunteers/staff are used to carry out the operation safely. Under no circumstances is this process to be carried out by a long worker. All cardboard is to be disposed via the compactor, and paper waste in the Gaylord provided in the operations area. The person using shredding machines will ensure they are operated in the approved manner.

**Safety equipment and clothing**

CIFB will make provision for safely clothing and equipment where this is considered necessary or desirable. Any employee may request the provision of safety equipment and protective clothing by submitting it to the Health and Safety Committee and if endorsed it will be provided either by the appropriate department or purchased from the Health and Safety budget.

Where safety clothing and equipment is provided as necessary for proper protection in carrying out the job/tasks the wearing and use of such items is mandatory.

**CIFB uniform**

Where uniform clothing is provided it shall be worn.

**Safety shoes**

All full or part time operations employees carrying our warehouse/driving duties are encouraged to wear safety steel toed shoes and CIFB will contribute 50% of the cost to a maximum of $50.00 for safety shoes once every twelve months on the production of a valid receipt. Under no circumstances will any person working in the warehouse be allowed to war open toed shoes.

**Preventing falls**

To prevent slips and falls all persons working on site will clean up spills and pick up debris immediately after they occur or are noticed. It is all our responsibility; avoid blocking aisles; keeping stairways clear, and avoid blocking emergency exits. Store equipment properly and safely. Do not place heavy objects on high shelving, keep filing cabinets and desk drawers closed. Place ladders securely and use them instead of standing on desks, chairs or other devices not intended for this purpose.

**Fork lifts and power jacks**

May only be used by those personnel qualified and trained to do so. The control and use of maintenance of these machines are the responsibility of the Operations Manager, who will ensure they are operated in a manner and speed appropriate to the situation and with due care and attention to the others working on site.

When Tour Groups, Children/school visits, seniors groups and people with disabilities are on site they provide additional risks to fork lift and power jack movement. Tour guides are responsible for warning groups of the hazard and keeping them out of the red lined danger areas. Operators/drivers are responsible for ensuring they moderate moving to take into account the additional hazards at such times.
Alcohol, intoxicants and drugs

It is the policy of CIFB that no alcohol may be brought onto or consumed on site without the express permission of the Executive Director. No employee or volunteer may work on site while under the influence of drugs, alcohol, any intoxicants or other substances except when medically prescribed and with a written Doctors assurance that the person may safely work while taking the prescribed substance. This must be presented to the appropriate Department Manager to be placed on the individual’s personnel record.

Weapons

CIFB specifically prohibits all persons entering onto our property carrying any kind of firearm, knife or other implement that can be described as a weapon, whether legally prohibited or not, and regardless of whether the person is licensed to own or carry the weapon.

Health and safety training

CIFB provides the appropriate training for all that require it as part of their work or any voluntary capacity they may undertake. Opportunities are available for such training including First Aid and CPR for those who wish to undertake the course.

A national organization agreed to post this policy on www.hrcouncil.ca as part of the HR Toolkit. Sample policies are provided for reference only. Always consult current legislation in your jurisdiction to create policies and procedures for your organization.