

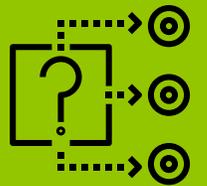


Jeffery's Greenhouses

HEALTH AND SAFETY REVIEW

2023

Purpose



To review selected safety topics as part of our continual progress on our health and safety program in order to create a safer, more productive work environment.

Safety Story from 2022



What is your safety moment story (ideally business related if not personal) that you (or your staff) had in 2022? What lessons did you learn?

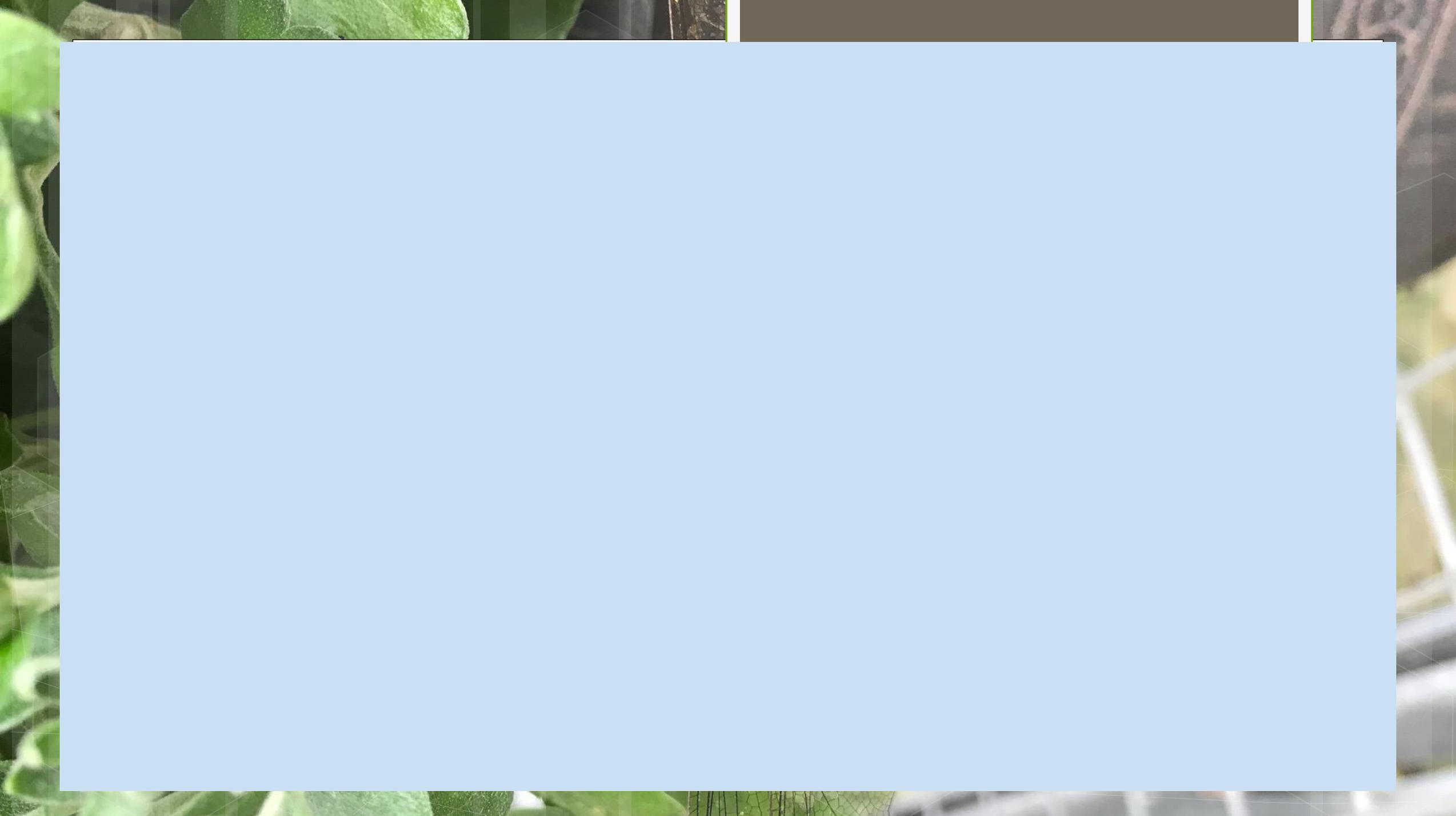
Allison's 2022 Safety Moment





Today's Agenda

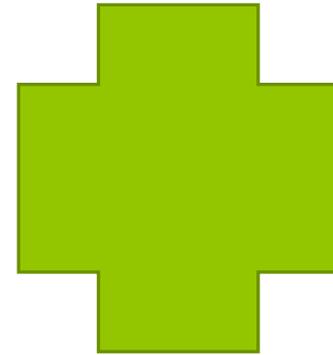
- Health and Safety Responsibilities
- Accident Year to Date Report– including injury stats
- 2023 Goals and Objectives
- Safety Topic Focus
- Annual Violence and Harassment Prevention Review
- Covid-19 Update
- Accident Reporting and Response



Responsibility

Everyone on the farm is responsible for health and safety

Employer + Supervisors



You



Responsibilities

- Employer
- Supervisors
- Workers

What are your safety responsibilities?



Employer's Responsibilities



Safe Workplace



Training



Identify Hazards



Hazard Control



Provide PPE



First Aid

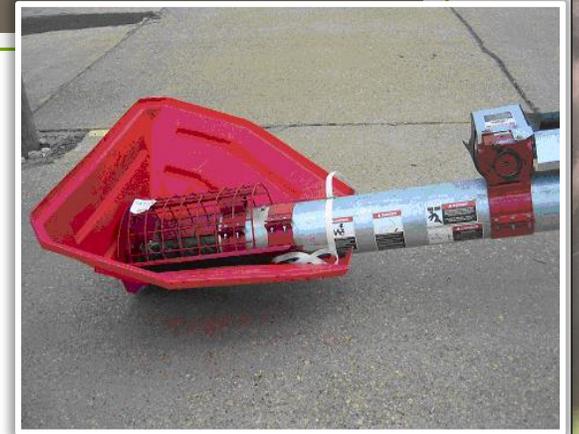
Supervisors and Team Leaders



Guidance



Identify Hazards



Control Hazards



Train Workers



Ensure PPE Use



Inspections

Worker's Responsibilities



Work Safely



Take Training



Use Safety Devices



Report Hazards



Housekeeping



Emergencies

No job is so important
and no service so urgent –
that we cannot take time to
perform our work safely.

- AT&T Bell System Safety Creed 1939

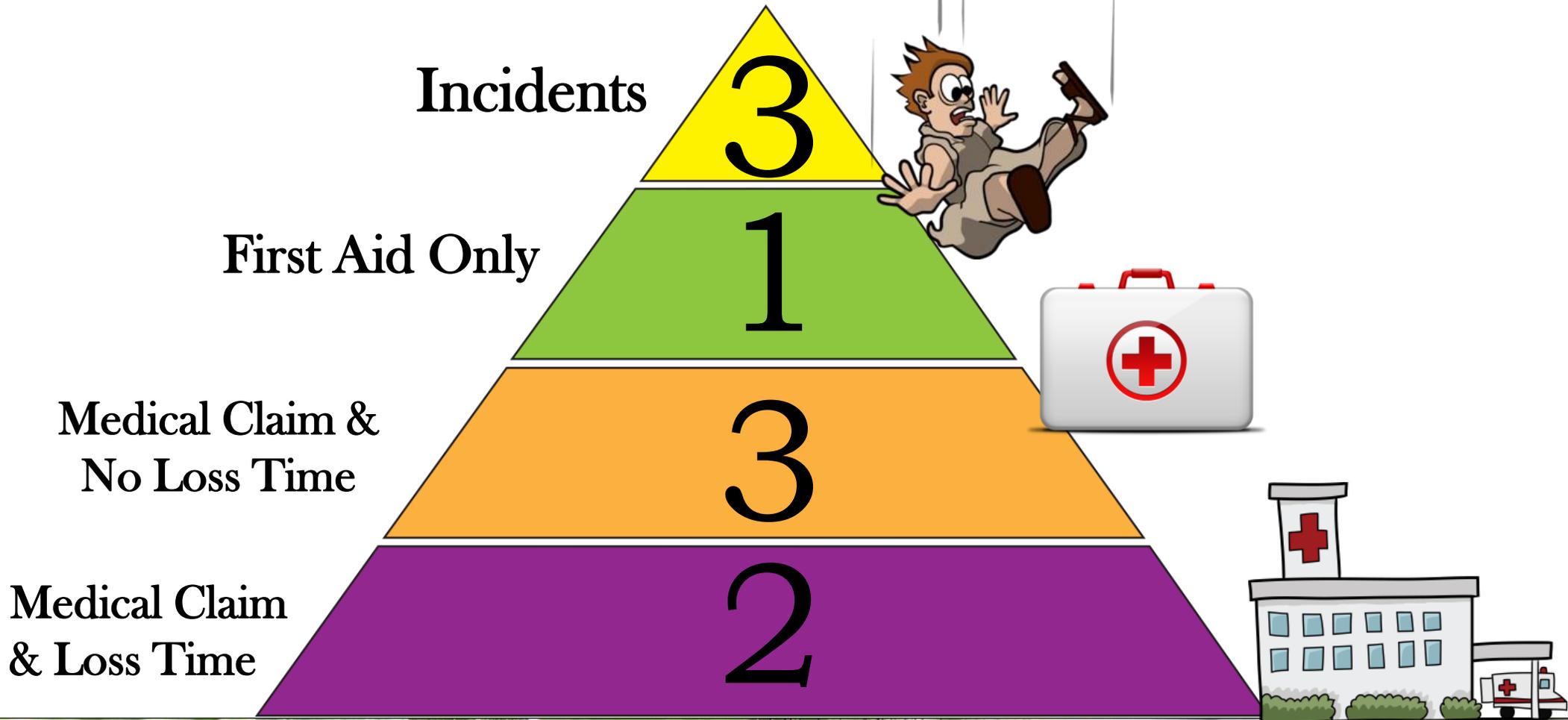


weeklysafety.com





Jeffery's Greenhouses Plant II 2022 Year to Date Accident Summary



Health and Safety 2022 Objectives

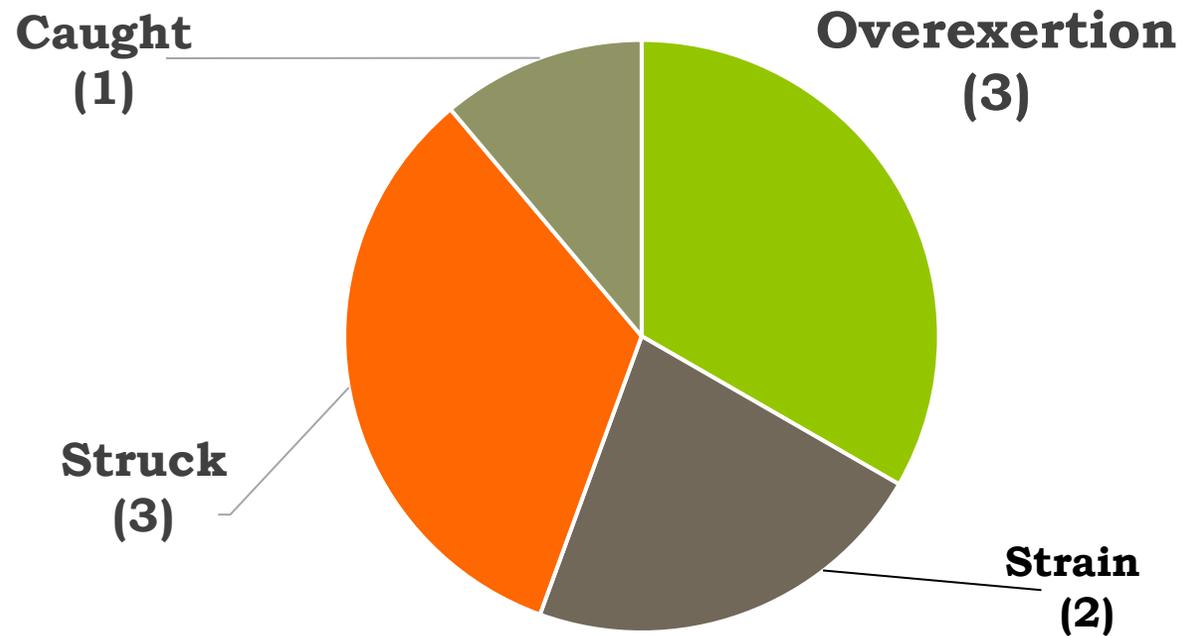
Jeffery's Greenhouses Plant II

- 1) We wish to reduce our Lost Time Injury (LTI's) to a Frequency Rate of zero.
- 2) To reduce our Non-Lost Time Injury (Medical only) Frequency Rate to one.



Injury Stats--Jeffery Greenhouses Plant II

2022



A photograph of a paved road with double yellow lines curving through a desert landscape. The road is flanked by sand dunes and sparse, low-lying desert vegetation. The sky is a clear, bright blue. A large, semi-transparent red banner is overlaid across the middle of the image, containing the quote in white text.

Set your target and keep
trying until you reach it.

Napoleon Hill

2023 Health and Safety Goals for Plant II

- We wish to reduce our Lost Time Injury (LTI's) to a Frequency Rate of zero.
- To reduce our Non-Lost Time Injury (Medical only) Frequency Rate to one.



Injury Stats (External)

Ministry of Labour, Immigration, Training and Skills Development

Injuries -2021

There were 3,212 allowed WSIB claims in the agriculture/farming sectors.

Top 10 injuries/illnesses reported to WSIB¹

Nature of injury category	Claim count
COVID-19 novel coronavirus	794
Sprains and strains	354
Fractures	109
Bruises, contusions	65
Cuts, lacerations, punctures	62
Traumatic injuries, disorders, complications, unspecified, NEC	56
Concussion	55
Abrasions, scratches and other superficial injuries	29
Multiple traumatic injuries	28
Skin and subcutaneous tissue disorders, including dermatitis	15



1 - [Safety Check \(wsib.on.ca\)](https://www.wsib.on.ca)

The Top 10 Retail Workplace Hazards

1. Overexertion Injuries.
2. Lifting and Handling Materials
3. Slips, Trips, and Falls
4. Stress at Work.
5. Being Struck by or Against
6. Knives, Box Cutters, and Other Sharps.
7. Forklifts and Pallet Jacks.
8. Loud or Intermittent Noise.
9. Workplace Violence.
10. Workplace Bullying

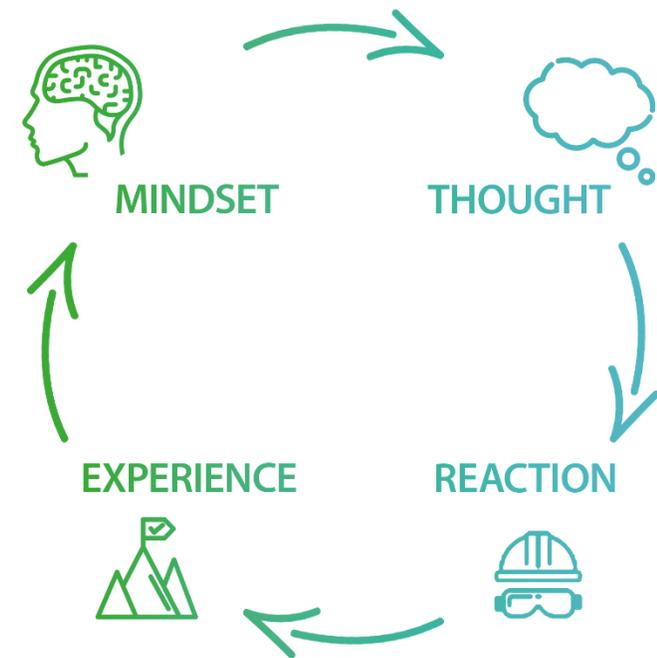


National Occupational Research Agenda
(NORA)

<https://losspreventionmedia.com/the-top-10-retail-hazards-that-impact-safety-in-the-workplace/>

Retail Safety Mindset....

- Safety in the workplace can't simply be approached as a plan or a program; it **must be perceived as a state of mind.**
- We must instill occupational safety principles as a critical element of the retail culture and **willingly accept the responsibility to make safety an integral part of everything that we do.**

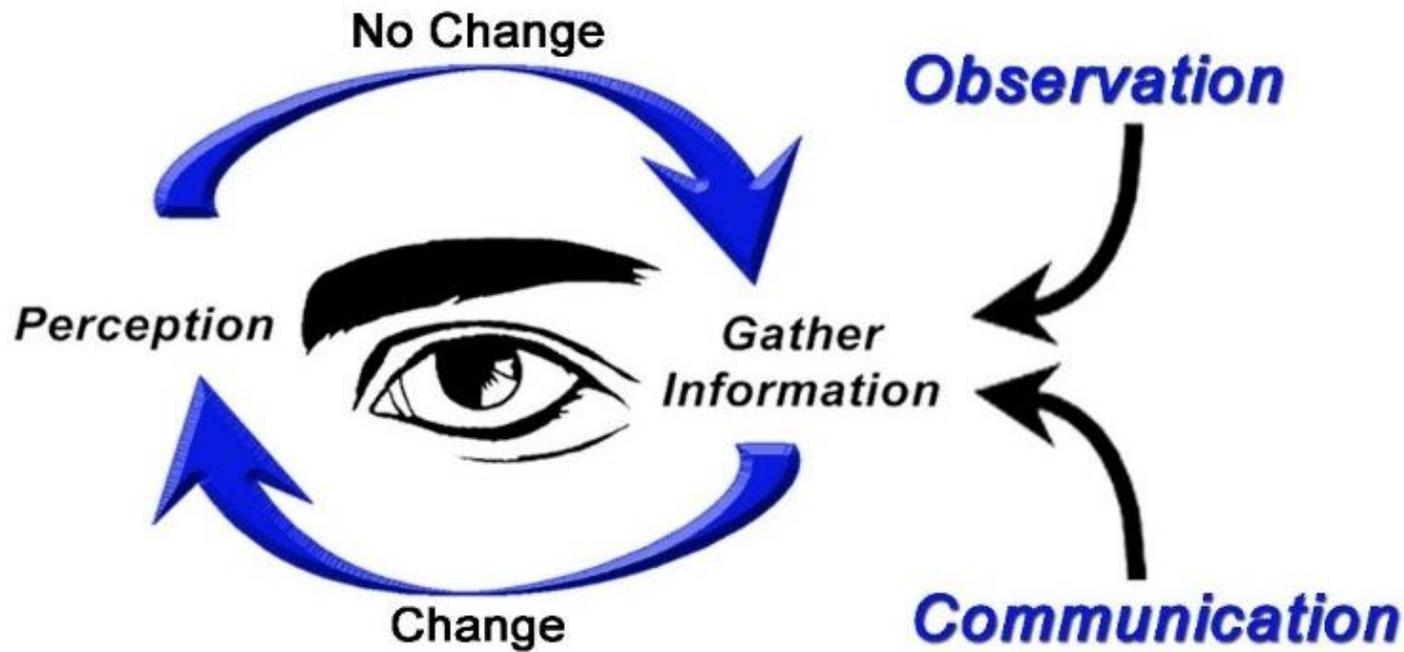


Retail Safety Mindset....

- Understanding the basic principles of safety therefore must be recognized as a primary characteristic of our role as a professional—and a primary aspect of our development as the skilled merchandising supervisors that we all are.
- Safety is part of the job. It shouldn't be a secondary thought.



Situational Awareness Cycle



Situational awareness is depicted as a cycle because the situation and people's perceptions are constantly changing.

SITUATIONAL AWARENESS

S.L.A.M.

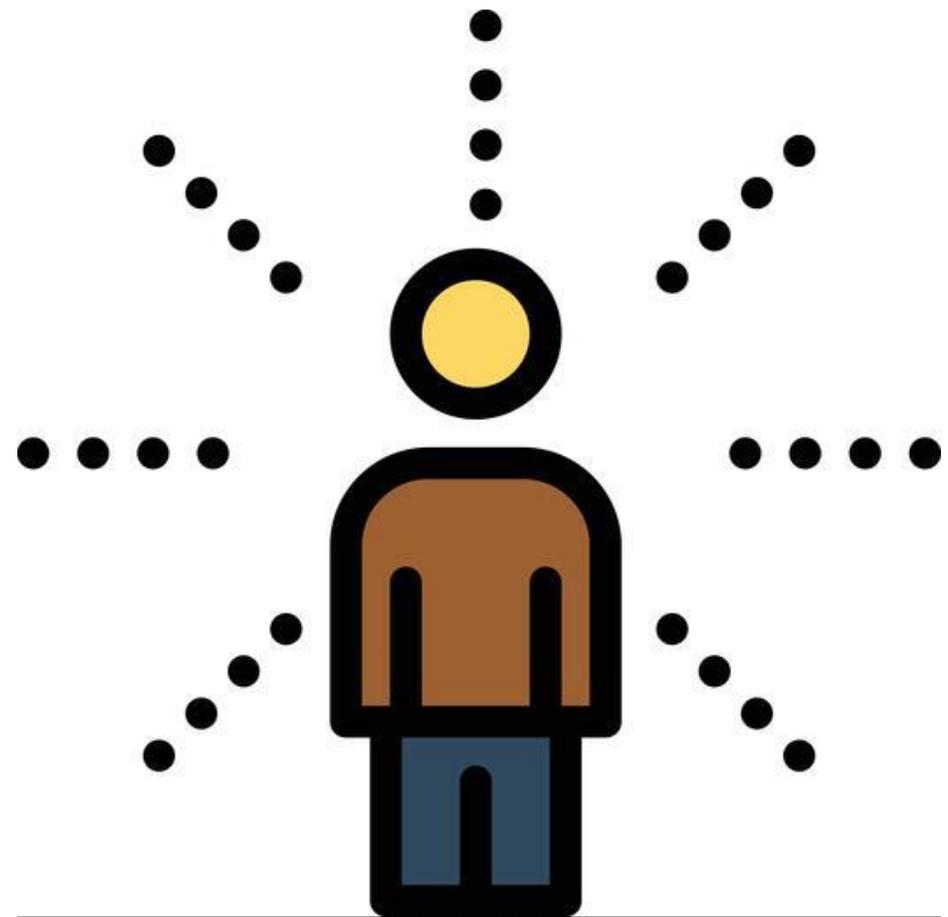
S **STOP:** Engage your mind before your hands. Visualize your task and be sure you understand what needs to be done before you start working.

L **LOOK:** Identify elements around you - notice threats and non-threats that surround you. These include objects, events, animals, people, political and environmental factors.

A **ASSESS:** Point out the effects the hazards could potentially have on you or others and ask yourself if you can complete your job safely.

M **MANAGE:** Reduce or eliminate risks. If you can eliminate the risk before moving forward, do it. Work with your supervisor on what actions you think are necessary to make the situation safe for you and co-workers .

2023



alamy - TA3MF1

Improving Situational Awareness

2023

1. Assess Risks From All Angles
2. Consider The Subconscious
3. Communicate With Others
4. Situational Awareness Training
5. Work As A Team

Situational Awareness Examples 2023

- While situational awareness may not seem like a big deal to you it can help you on a job site.
- Having situational awareness can keep you and your coworkers safe.
- It can make you more aware of your surroundings, it can give you a different perspective on things, and can also make you see risks.

Situational Awareness Examples 2023

- 1. Staying out of the line of fire-** meaning staying out of harm's way with moving objects and other hazards
- 2. Speaking to a coworker about unsafe actions-** not everyone will be affected by risks that your coworker may take but if you recognize these risks and bring them to their attention it could make them change their way of thinking. Recognizing that negative could result from unsafe behavior and speaking up to prevent these injuries from occurring is situational awareness.

Situational Awareness Examples 2023

3. Stopping work to make adjustments- Sometimes things do not go as you planned and thought they would. Being able to stop a task and make adjustments as needed is necessary. If you are doing this to make tasks safer for you and others and to get the task done more efficiently you are showing situational awareness.

Don't
Walk
By



**KEEP AN
EYE
AND
DON'T
WALK BY**

KeepCalmAndPosters.com

Safety is Everyone's Responsibility



TEAMWORK
IMPROVES SAFETY

SAFETY RESPONSIBILITY



MAW 6802.0116

DEPENDS ON EVERYONE

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Situational Awareness Discussion 2023



1. What does situational awareness mean while working at Jeffery's?
2. What are the actions that influence situational awareness?
3. Is it possible to lose situational awareness?
4. Does your situational awareness match reality consistently?

Hazard: Fatigue

- Merchandisers often work long hours during certain times of the year, leading to fatigue.
- Fatigue becomes a hazard that may result in a near miss or contribute to an incident causing an injury or death.



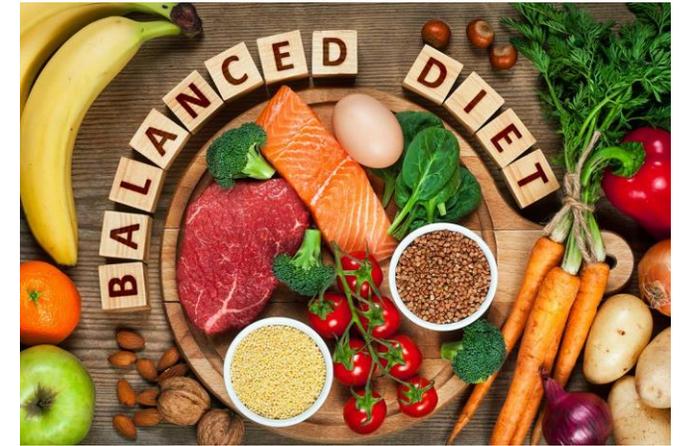
Psychosocial Hazards

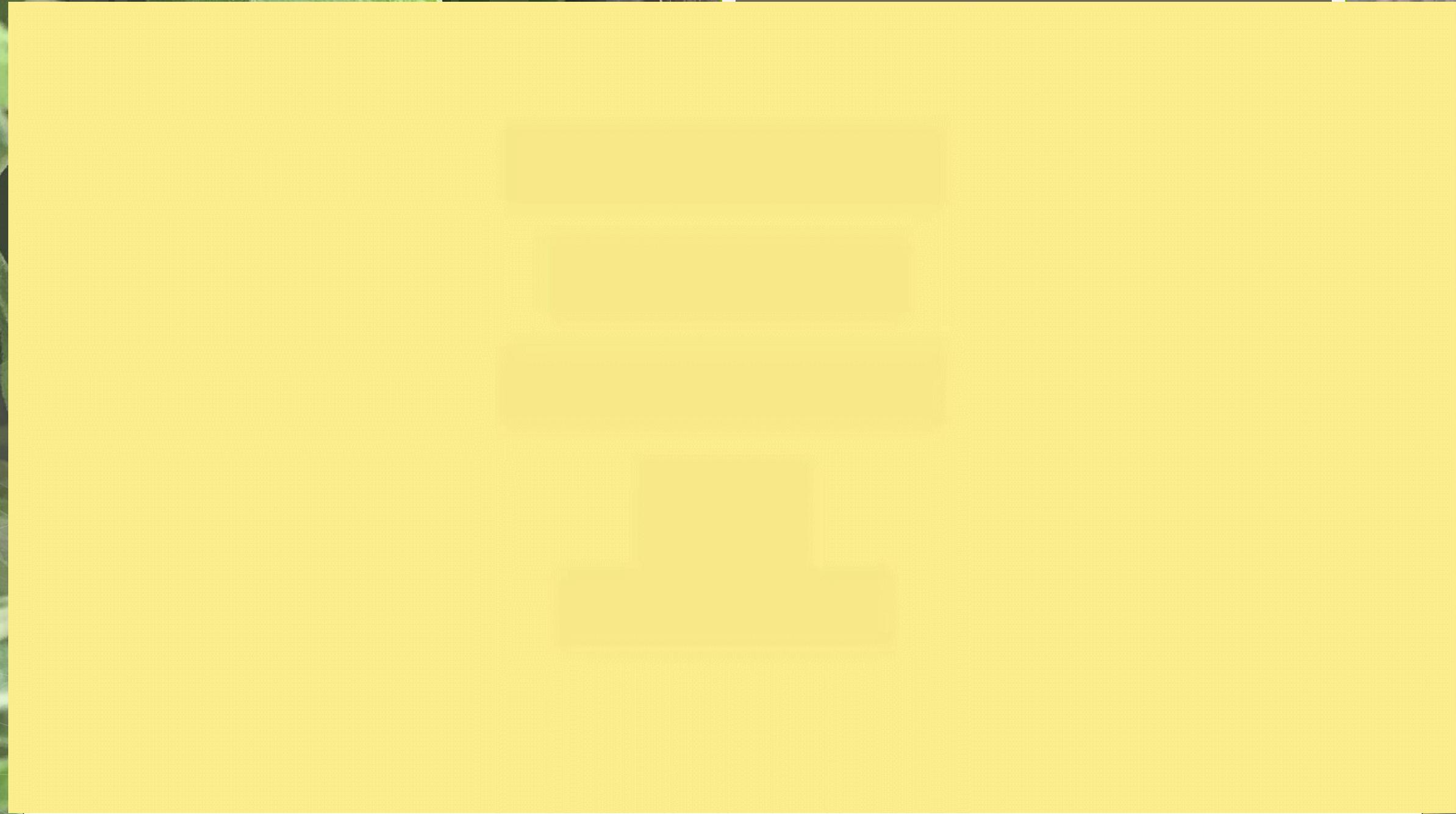
Hazard: Fatigue

Part of being ready for work is to manage your wellness.

Everyone is encouraged to;

- 1) Get a good nights sleep.
- 2) Eat Healthy Meals
- 3) Follow a fitness program
- 4) Keep shifts reasonable





Fatigue Prevention Discussion

2023



1. Why is fatigue a problem with the job that we do?
2. How can the risks of fatigue be managed?
3. What are our responsibilities both as workers and supervisors for managing fatigue?



Physical Hazards



Physical Hazard: Temperature

- ❖ Extreme temperatures can cause immediate or long term health problems.
- ❖ Too much sun can cause heat stress, muscle cramps, or heat stroke.
- ❖ Exposure to cold temperatures can lead to hypothermia.



Physical Hazards



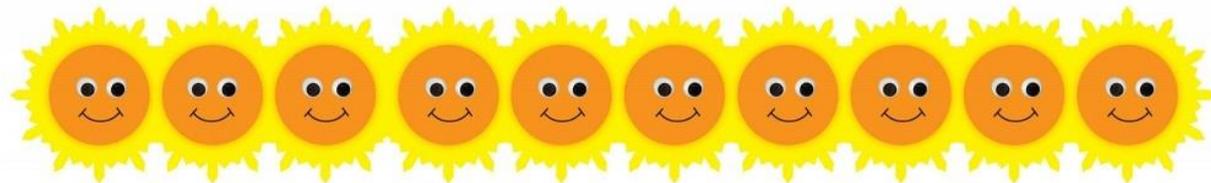
Physical Hazard: Temperature

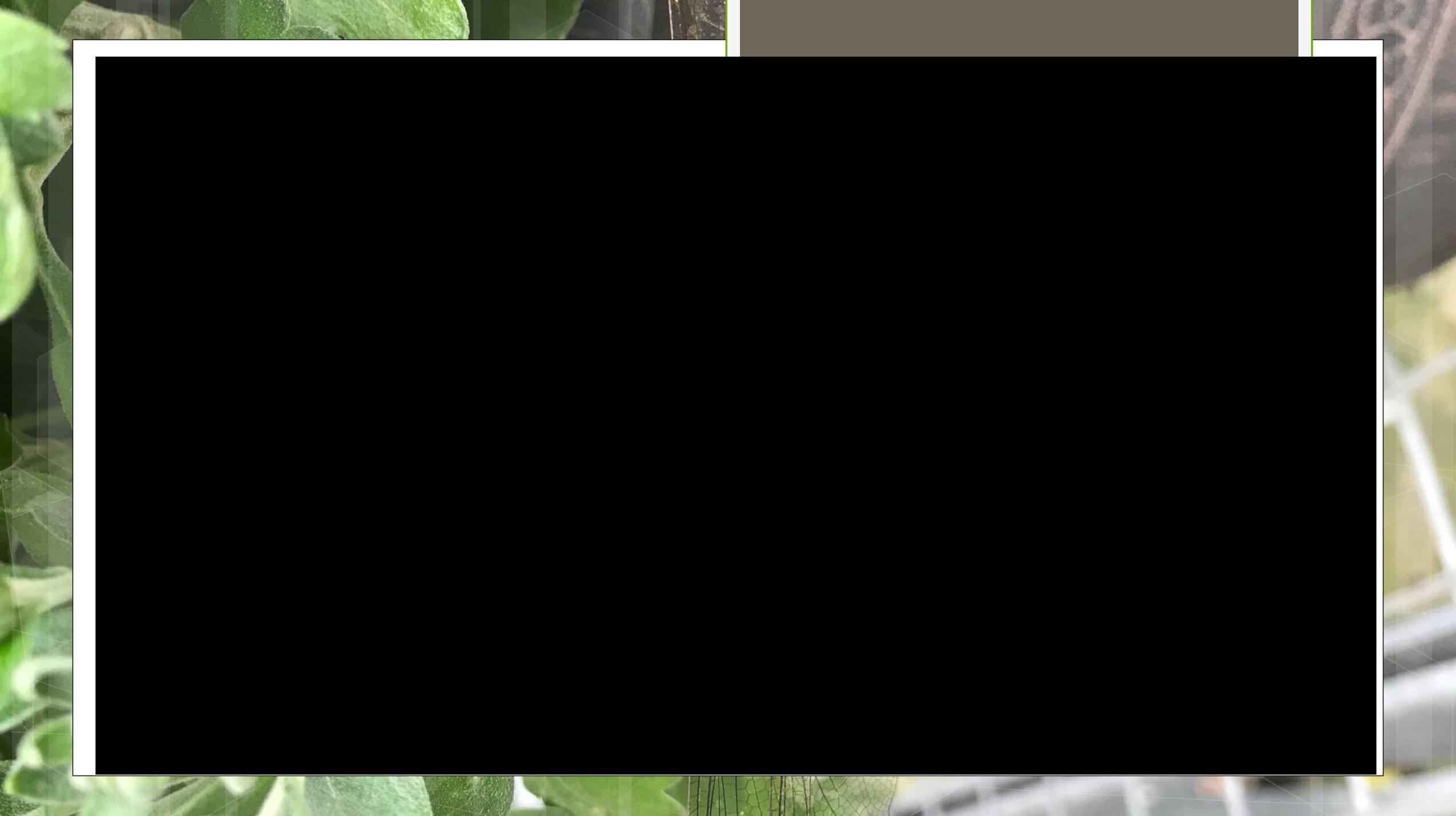
Protect Yourself;

- Dress appropriately according to weather conditions.



- Drink water every 15 minutes when working in hot conditions. **DO NOT** wait until you are thirsty to drink water. **DO NOT** drink alcohol and **AVOID** caffeine.





Managing Temperatures

2023



1. What are the five main things you can do to prevent heat illness?
2. Are there any heat related concerns that haven't been addressed but could be?

Violence and Harassment Prevention

2023



What is workplace violence?

the exercise of physical force by a person against a worker

an attempt to exercise physical force against a worker

a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker

Violence and Harassment Prevention

2023

1. Act

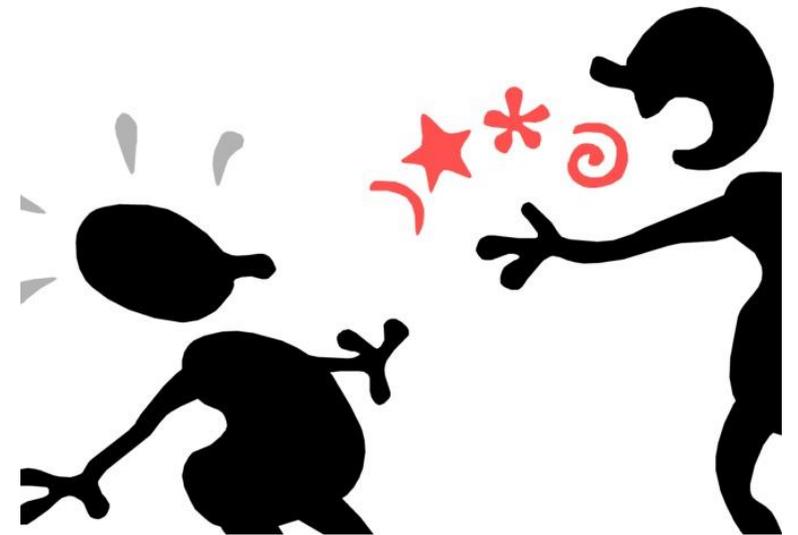


2. Attempt



© CanStockPhoto.com - csp25696102

3. Threat



Violence and Harassment Prevention

2023

What is workplace
Harassment?

engaging in a course of vexatious
comment or conduct against a worker in a
workplace that is known or ought
reasonably to be known to be unwelcome

OR

Sexual Harassment



Violence and Harassment Prevention

2023



What is workplace Sexual Harassment?

engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome or

making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome

Violence and Harassment Prevention

2023

Poor Conduct



Poor Engagement



Poor Conduct



Better Behaviour is Needed Here!



De-Escalation Customers

What Is De-Escalation?

- De-escalation is a pattern of behavior aimed at calming down your opponent, thus escaping the conflict situation altogether. This skill is a must-have in a modern customer support world because calming down the customer is the first step on the way to successfully resolving whatever complaint they may have with the services or product.
- But, here comes our first obstacle. Not every customer is going to express their anger in the same way. We're all unique and there is always a possibility to come across several types of expression of dissatisfaction.

De-Escalation Customers

- 😡 **Angry Customer**--Surely, one of the most difficult categories. When the client is so angry with the occurred problem that they simply can't help but be angry. This is one of the most challenging but at the same time most common client type that customer support consultants come across.
- 🧑 **Achiever**--want is to see the results. They tend not to care how they are going to get them, they just want to make sure that support staff are going to do everything in their power to get the job done. They do not want to hear excuses. They just want their issue resolved, and they want it done NOW.
- 🗣️ **Talker**--Yes, they have a problem, but they just want to talk. Customers of this type just need to vent. They want to really make sure that you have understood everything about their problem. They will repeat everything several times. And keep in mind that they are most likely going to be very angry at that moment.

De-Escalation Customers

1. Do Not Take the Anger Personally
2. Keep Calm
3. Listen Without Interruption
4. Display Empathy
5. Do Not Make Promises You Can't Keep
6. There Should Be No Arguing
7. Suggest Realistic Steps for Resolution
8. Get Help from a HD Manager



**KEEP
CALM
AND
CARRY
ON**

Harassment Prevention

2023



1. How would you respond if one of your staff told you they were being harassed by a customer? By a Home Depot employee?
2. Are there any concerns or safety moments while working with the public you've experienced that the rest of us can learn from ?

Covid-19 Update

- Jeffery's Greenhouses is taking Covid-19 very seriously and we expect you too also.
- Masks are currently optional. Respect those who choose to wear them. Recommended when physical distancing can not be maintained.
- Do not come to work if showing symptoms. Stay home until better OR call your doctor for guidelines regarding isolation. Advise Human Resources and your supervisor when you have a return-to-work date.

Covid-19 Update

- If you do not have a doctor, we follow the guidelines on Ontario public health website.
<https://www.ontario.ca/page/public-health-measures-and-advice#exposed>
- You can also contact a walk-in clinic
- Do not contact us ASKING when you can return to work. Contact us letting us KNOW when you have returned to work date.
- Doctor's notes are NOT required. You just need medical guidance on returning do not ask us for this info.
- We do ask that upon return you wear a mask for 10 days from start of symptoms.



Injured at work

wsib
cspaat
ONTARIO





What to do if you are injured at work:

- ❖ It is important to always work safe. But accidents happen. If you or your staff get injured at work, it is important to properly report immediately.
- ❖ First aid or medical treatment is priority.
- ❖ Do not wait thinking “Maybe it will get better”.
- ❖ Sometimes we can prevent further injury by reviewing what activity is being done and showing better ways to do it or giving other work.
- ❖ You and your staff are covered by work place safety insurance but in order to file a claim we need to know right away when something happens as there are reporting deadlines.

Accident Reporting

Report any injury or illness to WSIB if:

- need treatment from a health professional (beyond first aid), or
- aren't able to go to work, or
- are being paid less or receiving fewer hours of work

Accident Reporting

do not have to report to WSIB an injury or illness if all three of the following apply:

- only needed first aid, and
- did not take any time off work, and
- pay was not affected

The internal report still needs to be completed!



JEFFERY'S GREENHOUSES

C-1 PERSONAL INJURY/ACCIDENT AND PROPERTY DAMAGE REPORT

(Distribution: Original to Health & Safety Coordinator __, Copy Production Mgr __, Copy Maintenance Mgr __, Copy JHSC __)

Date _____ Name of Injured Employee _____

Injury _____
(DESCRIBE THE INJURY, PART OF BODY INVOLVED AND SPECIFY LEFT OR RIGHT SIDE IN DETAIL)

Property/Equipment Damage _____
(DESCRIBE THE PROPERTY/EQUIPMENT DAMAGED AND THE TYPE OF DAMAGE IN DETAIL)

Date & Hour of Injury/Damage ____/____/____ AM PM Date & Hour Reported ____/____/____ AM PM
DAY MONTH YR TIME DAY MONTH YR TIME

Injury or Property Damage Reported To: _____
NAME OF SUPERVISOR(S) REPORTED TO

Where did the Injury or Property Damage Occur? _____
(WHERE WAS THE WORKER WHEN THE INJURY OCCURRED OR WHERE DID THE PROPERTY DAMAGE OCCUR)

How did the injury or property damage occur?
(DESCRIBE IN DETAIL THE WORKER'S ACTIVITIES AT THE TIME OF THE INJURY, DETAILS OF EQUIPMENT OR MATERIALS USED AND THE WEIGHTS AND SIZES OF OBJECTS BEING HANDLED AND WHAT CAUSED THE INJURY OR PROPERTY DAMAGE.)

Who witnessed the injury or property damage? _____
(LIST THE FIRST AND LAST NAMES OF ALL WITNESSES)

Was any individual who does not work for the company responsible for the injury/property damage? _____
(EXPLAIN - PROVIDE THE NAME OF THE INDIVIDUAL(S) AND HOW THEY ARE PARTIALLY/TOTALLY RESPONSIBLE)

Has the worker had a previous similar injury? _____
(TO YOUR KNOWLEDGE, PROVIDE DETAILS. IF PREVIOUS SIMILAR INJURY WAS WORK RELATED INCLUDE WSIB NUMBER)

Details of First Aid Given (if any) _____
(DESCRIBE FIRST AID TREATMENT GIVEN AND BY WHOM - STATE N/A IF NO TREATMENT GIVEN)

Medical Care Received (if any) _____
(NAME AND ADDRESS OF DOCTOR OR FACILITY - I.E. HOSPITAL, WALK-IN CLINIC, CHIROPRACTOR, ETC - STATE N/A IF NO CARE RECEIVED)

How could the Injury/Property Damage Have Been Prevented? _____

Safety Memo Completed? _____ Yes (See reverse) _____ Not Required

This Report Completed By: _____ (SIGNATURE)

Accident Reporting

The report looks like this and what the pronto form looks like.

It documents what happened, this report helps us fill out the WSIB forms.

You can copy your staff member by email and ask them to either sign it or respond back confirming they agree. Staff can also access this fillable form on our website.

Accident Reporting

If you or your staff go to the doctor because of an injury at work, let Allison or Gina know first if you can. You will be given paperwork to give to your doctor to help determine what your abilities are. If you go without telling us let us know right away after the visit.

Remember:

- We should always review to see if there's modified duties available before staying home with lost time.
- Staff are paid for day of injury so send Allison the remainder hours they would have worked that day.

Accident Reporting

Reporting deadline

The WSIB must receive an employer's complete accident report within seven business days of the employer learning of the reporting obligation. (Business days are Monday to Friday, and do not include statutory holidays).

Accident Reporting

Employer's failure to comply

At the initial entitlement stage of a claim, the WSIB will levy either a late reporting penalty of \$250, or for those accidents reported after more than 30 days, a penalty of \$1000. Delays due to inefficiencies in the employer's administrative processes are not a valid reason for lateness.

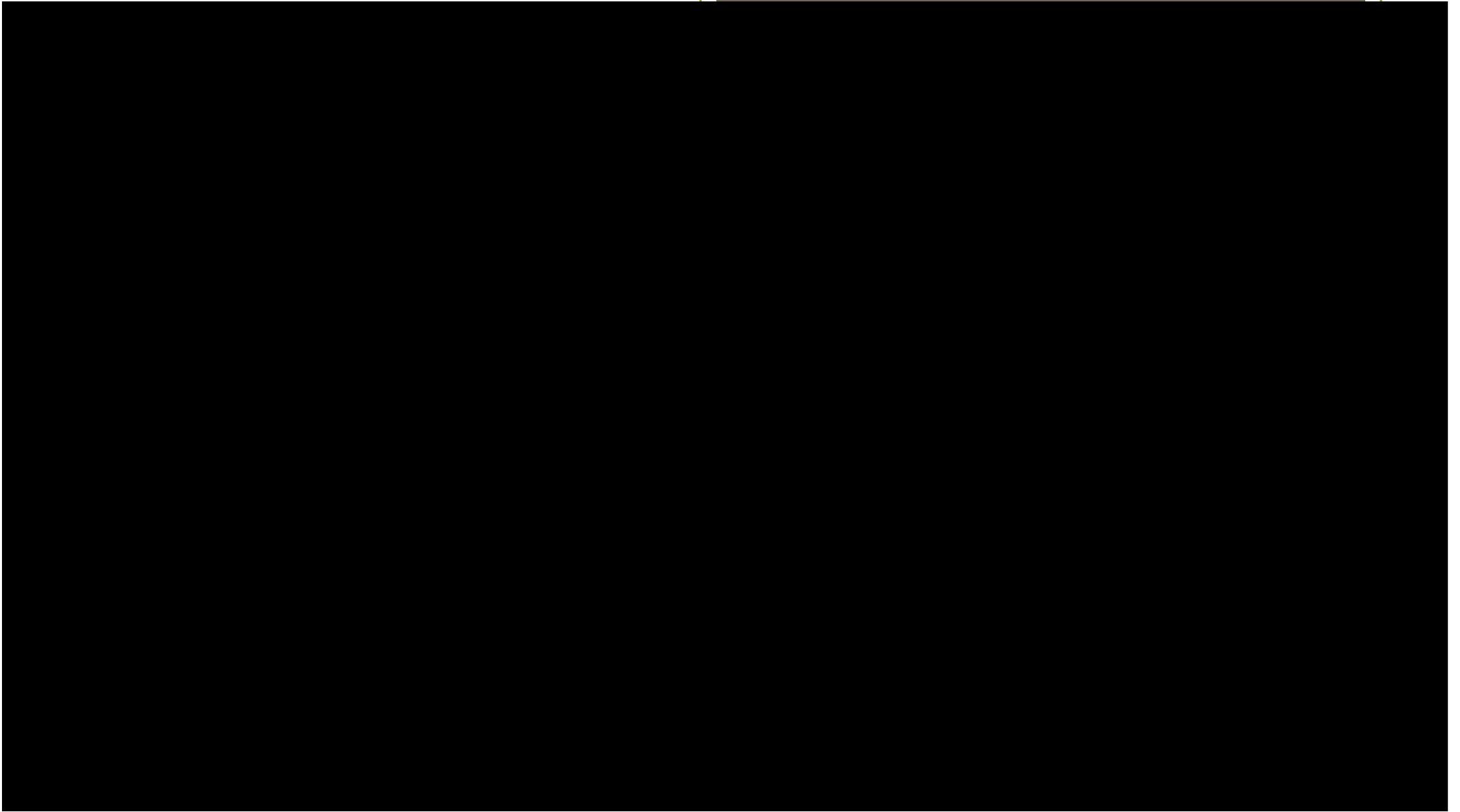
Accident Reporting

Employer's failure to comply

- Additionally, separate \$250 penalties may be levied for: incomplete reporting
- not reporting on a pre-approved version of the form, and failing to provide a copy of the Form 7 to the worker.
- The WSIB may again levy these penalties if the employer fails to respond to subsequent requests for information, or at the time of a recurrence.

Accident Reporting- What does this mean?

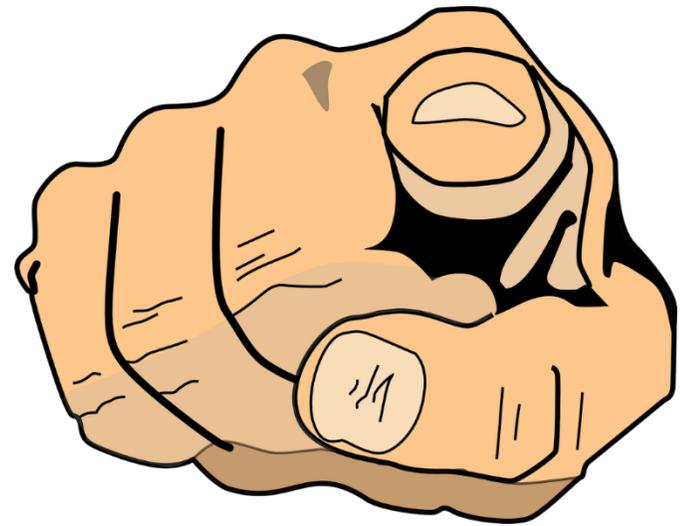
- What this means is when you or one of your staff gets injured after first aid or emergency care is administered reporting **MUST** take priority.
- It doesn't matter how busy you are.
- No, it can **NOT** wait until they return.
- You **MUST** complete an investigation using the form on pronto.
- This form is also available on the website if the employee is at home you can direct them to complete it there and send it in.



Accident Reporting- What does this mean?

Your due diligence as a supervisor is to report.

- Properly and Immediately.
- Telling Brian is not reporting it. Use the forms.
- If you need guidance contact Allison or Gina.



You are the
supervisor!

IN CASE OF INJURY OR ILLNESS AT WORK



1

Get medical help

Your employer is responsible for providing first aid. Go to the doctor or hospital if you need treatment. Your employer pays for your transportation.



2

Document

Tell your employer about your injury or illness. They investigate and keep a record of what happened.



3

Report to the WSIB

Employers must tell us within three days if an injury or illness happens. You can report by submitting Worker's Report of Injury/Illness (form 6).



4

Work together

We work with you and your employer to help you recover and return to work safely and at the right time.

Questions? We're here to help.

Call us at: 1-800-387-0750 | TTY: 1-800-387-0050

For details visit [wsib.on.ca/reporting](https://www.wsib.on.ca/reporting)



Work Safe. Home Safe.

