

Jeffery's Greenhouses

NEW SUPERVISOR TRAINING



CONGRATULATIONS

- You've been hired to supervisor role.
- It's a big job with important responsibilities.
- Today we're going to talk about how you can meet those responsibilities successfully and excel as a supervisor.
- We'll focus on key areas in which all new supervisors must become fully competent in order to perform their jobs well and prepare for advancement.

Prequiz: True or False?

F

Your success as a supervisor depends more on your technical knowledge than on people skills

F

You should only delegate tasks you don't have time to do yourself

T

Failure to plan is one of the most common reasons new supervisors fail to achieve goals and objectives

F

To get the best results, promote competition rather than teamwork

Leadership

Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others.

—Former CEO of General Electric Jack Welch



Section 1: The Basics

Section 2: Health and Safety Topic Review

Section 3: Supervisory Skills

Today's Agenda

1

- Employee Information Record
- Banking Info
- TD1 Forms
- Welcome Package –Employee Handbook
- Call In Procedures
- Orientation Checklist
- Job Description

The Basics

Orientation



EMPLOYEE INFORMATION RECORD

NAME: _____
(MR./MRS./MISS/MS.) (FIRST NAME) (LAST NAME)

ADDRESS: _____
(NUMBER, STREET NAME, UNIT/APT #) (CITY) (POSTAL CODE)

TELEPHONE: () () ()
HOME CELLULAR OTHER

DATE OF BIRTH _____
MONTH DAY YEAR

SOCIAL INSURANCE NUMBER (SIN) : _____
IF SIN NUMBER STARTS WITH THE DIGIT "9" ATTACH A COPY OF YOUR WORK AUTHORIZATION FROM IMMIGRATION CANADA

EMAIL ADDRESS: _____
Your password for emailing payslips will be your first name and last two digits of your year of birth.

HEALTH CARD NUMBER: _____

DOCTOR'S NAME: _____ DOCTOR'S PHONE () _____

ANY ALLERGIES OR MEDICAL CONDITIONS WE SHOULD KNOW ABOUT IN THE EVENT OF AN EMERGENCY (especially allergy to copper) ??? _____

IN CASE OF AN EMERGENCY PLEASE CONTACT THE FOLLOWING:

1) NAME: _____ PHONE () _____
(FIRST AND LAST NAME)

2) NAME: _____ PHONE () _____
(FIRST AND LAST NAME)

BANKING INFORMATION:

WE PAY YOU BY DIRECT DEPOSIT AND IN ORDER TO DO THAT WE NEED THE INFORMATION OF THE BANK THAT YOU WOULD LIKE YOUR PAY TO BE DEPOSITED IN. PLEASE ATTACH A PERSONAL CHEQUE MARKED "VOID" OR A FULLY ENCODED DEPOSIT SLIP SHOWING YOUR BANKING INFORMATION.

I HEREBY AUTHORIZE JEFFERY'S GREENHOUSES TO DIRECTLY DEPOSIT MY PAY INTO THE FOLLOWING BANK ACCOUNT:

BANK NAME _____ PHONE () _____

BANK ADDRESS _____
(NUMBER, STREET, UNIT #) CITY POSTAL CODE

TRANSIT NUMBER _____ BANK CODE _____ BANK ACCOUNT _____
FIVE DIGITS THREE DIGITS

EMPLOYEE SIGNATURE DATE

Employee Information Record

2023 TD1-

Canada Revenue Agency / Agence du revenu du Canada

2023 Personal Tax Credits Return

Protected B when completed
TD1

Read page 2 before filling out this form. Your employer or payer will use this form to determine the amount of your tax deductions. Fill out this form based on the best estimate of your circumstances.

If you do not fill out this form, your tax deductions will only include the basic personal amount, estimated by your employer or payer based on the income they pay you.

Last name	First name and initial(s)	Date of birth (YYYY/MM/DD)	Employee number
Address		Postal code	For non-residents only Country of permanent residence
			Social insurance number

1. Basic personal amount – Every resident of Canada can enter a basic personal amount of \$15,000. However, if your net income from all sources will be greater than \$165,430 and you enter \$15,000, you may have an amount owing on your income tax and benefit return at the end of the tax year. If your income from all sources will be greater than \$165,430, you have the option to calculate a partial claim. To do so, fill in the appropriate section of Form TD1-WS, Worksheet for the 2023 Personal Tax Credits Return, and enter the calculated amount here.

2. Canada caregiver amount for infirm children under age 18 – Only one parent may claim \$2,499 for each infirm child born in 2006 or later who lives with both parents throughout the year. If the child does not live with both parents throughout the year, the parent who has the right to claim the "Amount for an eligible dependant" on line 8 may also claim the Canada caregiver amount for the child.

3. Age amount – If you will be 65 or older on December 31, 2023, and your net income for the year from all sources will be \$42,335 or less, enter \$8,396. You may enter a partial amount if your net income for the year will be between \$42,335 and \$98,309. To calculate a partial amount, fill out the line 3 section of Form TD1-WS.

4. Pension income amount – If you will receive regular pension payments from a pension plan or fund (not including Canada Pension Plan, Quebec Pension Plan, old age security, or guaranteed income supplement payments), enter **whichever is less**: \$2,000 or your estimated annual pension income.

5. Tuition (full-time and part-time) – Fill in this section if you are a student at a university or college, or an educational institution certified by Employment and Social Development Canada, and you will pay more than \$100 per institution in tuition fees. Enter the total tuition fees that you will pay if you are a full-time or part-time student.

6. Disability amount – If you will claim the disability amount on your income tax and benefit return by using Form T2201, Disability Tax Credit Certificate, enter \$9,428.

7. Spouse or common-law partner amount – Enter the difference between the amount on line 1 (line 1 plus \$2,499 if your spouse or common-law partner is **infirm**) and your spouse's or common-law partner's estimated net income for the year if **both** of the following conditions apply:

- You are supporting your spouse or common-law partner who lives with you
- Your spouse or common-law partner's net income for the year will be less than the amount on line 1 (line 1 plus \$2,499 if your spouse or common-law partner is **infirm**)

In all cases, go to line 9 if your spouse or common-law partner is **infirm** and has a net income for the year of \$26,782 or less.

8. Amount for an eligible dependant – Enter the difference between the amount on line 1 (line 1 plus \$2,499 if your eligible dependant is **infirm**) and your eligible dependant's estimated net income for the year if **all** of the following conditions apply:

- You do **not** have a spouse or common-law partner, or you **have** a spouse or common-law partner who does not live with you and who you are not supporting or being supported by
- You are supporting the dependant who is related to you and lives with you
- The dependant's net income for the year will be less than the amount on line 1 (line 1 plus \$2,499 if your dependant is **infirm** and you **cannot** claim the **Canada caregiver amount for infirm children under 18 years of age** for this dependant)

In all cases, go to line 9 if your dependant is **18 years or older, infirm**, and has a net income for the year of \$26,782 or less.

9. Canada caregiver amount for eligible dependant or spouse or common-law partner – Fill out this section if, at any time in the year, you support an **infirm** eligible dependant (aged 18 or older) or an **infirm** spouse or common-law partner whose net income for the year will be \$26,782 or less. To calculate the amount you may enter here, fill out the line 9 section of Form TD1-WS.

10. Canada caregiver amount for dependant(s) age 18 or older – If, at any time in the year, you support an **infirm** dependant age 18 or older (other than the spouse or common-law partner or eligible dependant you claimed an amount for on line 9 or could have claimed an amount for if their net income were under \$17,499) whose net income for the year will be \$18,783 or less, enter \$7,999. You may enter a partial amount if their net income for the year will be between \$18,783 and \$26,782. To calculate a partial amount, fill out the line 10 section of Form TD1-WS. This worksheet may also be used to calculate your part of the amount if you are sharing it with another caregiver who supports the same dependant. You may claim this amount for more than one infirm dependant age 18 or older.

11. Amounts transferred from your spouse or common-law partner – If your spouse or common-law partner will not use all of their age amount, pension income amount, tuition amount, or disability amount on their income tax and benefit return, enter the unused amount.

12. Amounts transferred from a dependant – If your dependant will not use all of their disability amount on their income tax and benefit return, enter the unused amount. If your or your spouse's or common-law partner's dependent child or grandchild will not use



2023 Ontario Personal Tax Credits Return

Protected B when completed
TD1ON

Read page 2 before filling out this form. Your employer or payer will use this form to determine the amount of your provincial tax deductions.

Fill out this form based on the best estimate of your circumstances.

Last name	First name and initial(s)	Date of birth (YYYY/MM/DD)	Employee number
Address		Postal code	For non-residents only Country of permanent residence
			Social insurance number

1. Basic personal amount – Every person employed in Ontario and every pensioner residing in Ontario can claim this amount. If you will have more than one employer or payer at the same time in 2023, see "More than one employer or payer at the same time" on page 2.

11,865

2. Age amount – If you will be 65 or older on December 31, 2023, and your net income will be \$43,127 or less, enter \$5,793. You may enter a partial amount if your net income for the year will be between \$43,127 and \$81,747. To calculate a partial amount, fill out the line 2 section of Form TD1ON-WS, Worksheet for the 2023 Ontario Personal Tax Credits Return.

3. Pension income amount – If you will receive regular pension payments from a pension plan or fund (not including Canada Pension Plan, Quebec Pension Plan, Old Age Security, or Guaranteed Income Supplement payments), enter **whichever is less**: \$1,641 or your estimated annual pension.

4. Disability amount – If you will claim the disability amount on your income tax and benefit return by using Form T2201, Disability Tax Credit Certificate, enter \$9,586.

5. Spouse or common-law partner amount – Enter \$10,075 if you are supporting your spouse or common-law partner and **both** of the following conditions apply:

- Your spouse or common-law partner lives with you
- Your spouse or common-law partner's net income for the year will be \$1,007 or less

You may enter a partial amount if your spouse's or common-law partner's net income for the year will be between \$1,007 and \$11,082. To calculate a partial amount, fill out the line 5 section of Form TD1ON-WS.

6. Amount for an eligible dependant – Enter \$10,075 if you are supporting an eligible dependant and **all** of the following conditions apply:

- You do **not** have a spouse or common-law partner, or you **have** a spouse or common-law partner who does not live with you and who you are not supporting or being supported by
- The dependant is related to you and lives with you
- The dependant's net income for the year will be \$1,007 or less

You may enter a partial amount if the eligible dependant's net income for the year will be between \$1,007 and \$11,082. To calculate a partial amount, fill out the line 6 section of Form TD1ON-WS.

7. Ontario caregiver amount – You may claim this amount if you are supporting an eligible infirm dependant aged 18 or older who is your or your spouse's or common-law partner's:

- child or grandchild
- parent, grandparent, brother, sister, aunt, uncle, niece or nephew who is resident in Canada

To calculate this amount, fill out the line 7 section of Form TD1ON-WS.

8. Amounts transferred from your spouse or common-law partner – If your spouse or common-law partner will not use all of their age amount, pension income amount, or disability amount on their income tax and benefit return, enter the unused amount.

9. Amounts transferred from a dependant – If your dependant will not use all of their disability amount on their income tax and benefit return, enter the unused amount.

10. TOTAL CLAIM AMOUNT – Add lines 1 to 9.

Your employer or payer will use this amount to determine the amount of your provincial tax deductions.

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Welcome Package –
updated 2023

**Its your
responsibility to
read the material
you have been
given and if you do
not understand
something ask
questions.**



**Area Merchandising Supervisor
Handbook
(Plant II)
Last revised March, 2023**

Arrival:

- We expect our employees to arrive at the scheduled times at the Home Depot Stores and be prepared to work.
- Text your supervisor at the start and end of your shift to notify them of your arrival and departure.

Call In Procedure:

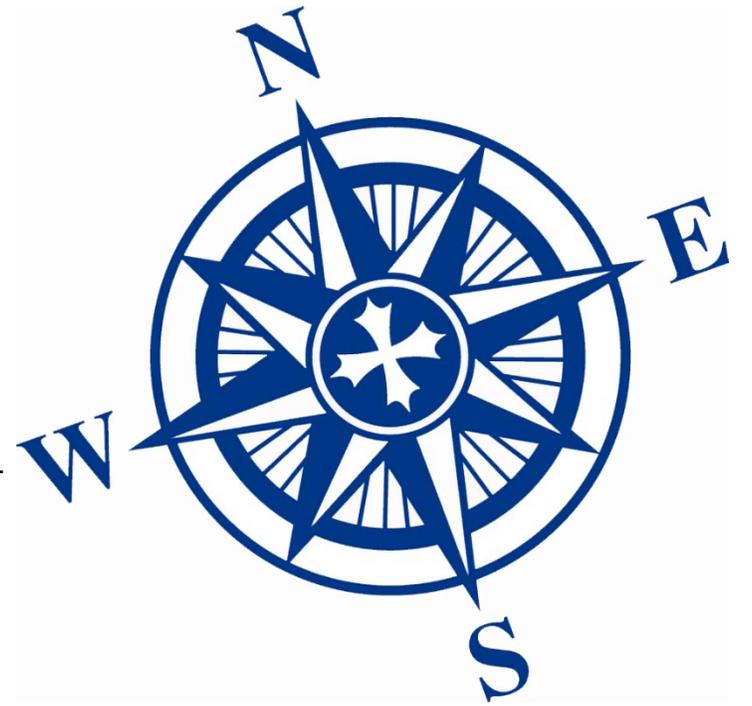
- If you are absent from work, you must call your direct Supervisor before your scheduled shift starts and inform them of your absence, the reason for your absence and the expected duration of your absence. If you are not sure of when you will return, you are expected to contact them before the start of your shift each day during the duration of your absence.

Call In Procedures



Orientation Checklist Key Items

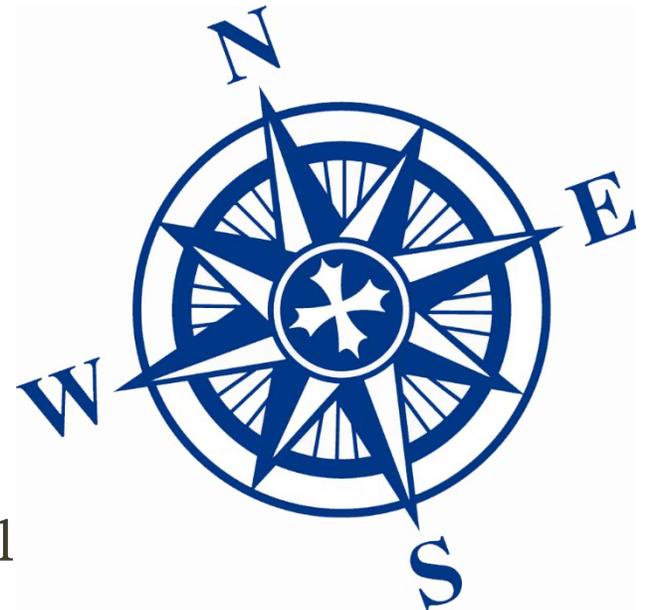
- Hours of work/schedule
- Mandatory lunch break – after 5 consecutive hours of work
- Dress code...company shirt (Personal Protective Equipment see below)
- Merchandising Supervisor Handbook revised sign off completed. Copy of Handbook is also on the Jeffery's website.
- Attendance – imperative to call your supervisor prior to your start time if going to be late or absent from work.



Orientation Checklist

Jeffery's Greenhouses Website Reviewed

- Registration request
- Delivery Schedule Lookup and Store Notes
- Email my supervisor from the store
- Cull Sheet Form
- Empty Racks to be Picked Up form
- KM/Travel Reimbursement form
- Hours Worked Submission (Web Punch)
- Secure Document Transfer (for forms with personal information such as SIN#, Driver's Licence, or Bank Information)
- Location of Employment Forms and Health & Safety Forms and material



Job Description Reviewed:

Job Description

Job Title: Area Merchandising Supervisor	Issue Date:	
Department: Sales	Reports to: Merchandising Manager	
Job Summary		
The primary responsibility of this position is to supervise in-store sales service representatives while maintaining good relationships with garden center managers and implementing sales plan set by Jeffery's head office.		
Responsibilities/Duties		
Job Duty: Primary		
-Performs all duties related to supervising, hiring, training, motivating and if necessary, terminating of field staff for the company. Required to fill in for missing staff members when necessary.		
-Responsible for checking and approving staff time sheets for biweekly payroll.		
-Maintain good relationships with Home Depot by working in cooperation with store associates, answering customer questions and when unsure, directing them to a garden centre associate. Responsible for assisting customers when appropriate.		
-Communicates daily with both the in-store service representatives to ensure they are fulfilling their responsibilities and work schedule as well as daily communication with office sales staff.		
Communicates regularly with the Merchandising Manager for direction and support and assists with any feedback and suggestions for future seasons with regards to customer requests, store issues or timing/quality of product by keeping a journal of daily events.		
-Ensure stores are always fully stocked with product and ready for business and balance your travel schedule to ensure adequate time is provided at each store with support staff.		
-Responsible to interact with DMs, ASMs and SM to help ensure garden center setup goals are met. Ensuring POGs and signage initiatives are met. Communicates progress to Merchandising Manager. ---		
-Collect and analyze competitive retail pricing reports by 'shopping' competitors and submitting findings to Merchandising Manager and office.		
-Take pictures regularly of store displays and submit to sales office.		
Job Duty: Health and safety		
-Ensure a safe and hazard free work environment for staff and customers in accordance with the policies and regulations contained in Jeffery's Greenhouses Health and Safety Manual.		
Job Duty: Other		
-Other duties as specified by management		
Qualifications		
Education		
What is the minimum level of formal education necessary for an individual to successfully perform this job?		
College: X	University: <input type="checkbox"/>	Trade: <input type="checkbox"/>

2

- Covid Operations Guidelines for Garden Centers-2023
- Health and Safety Responsibilities
- Job Rotation
- Micro Stretch Breaks
- Hazard Assessment
 - Rack Handling
 - C6 Hazard Assessment Form
- Violence and Harassment
- H/S-Garden Center Inspections
- What to do when an accident occurs
- Accessibility Standards for Customer Service
- Integrated Accessibility Standard & Human Rights Quiz

Health and Safety

Supervisors play an integral role in creating the conditions within their team that promote a safe and healthy workplace. Under the OSHA, supervisors are required to:

- ❑ Advise workers of any potential or actual health and safety dangers known by the supervisor.
- ❑ Ensure workers perform their work in a manner and with the protective devices, measures and procedures required by OSHA and the Company health and safety procedures.
- ❑ Ensure that any equipment, protective device or clothing required by the Company is used or worn by the worker.
- ❑ Do everything reasonable in the circumstances to protect workers from being injured or getting an occupational illness.

Covid 19

- 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.

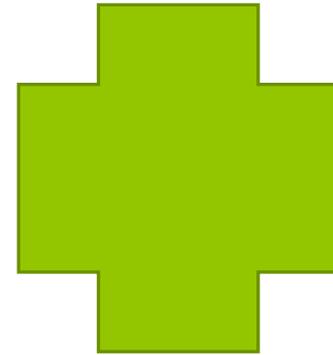
Covid-19—continued...

- 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.

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

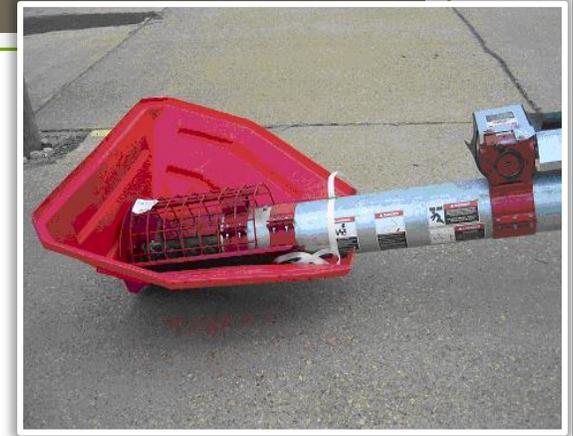
Supervisors and Team Leaders



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

Don't
Walk
By



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

KeepCalmAndPosters.com

Safety is Everyone's Responsibility



TEAMWORK
IMPROVES SAFETY

SAFETY RESPONSIBILITY



MATT GROENING

DEPENDS ON EVERYONE

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JOB ROTATION

The structured interchange of workers between different jobs, requiring workers to rotate between different workstations or jobs at certain time intervals.

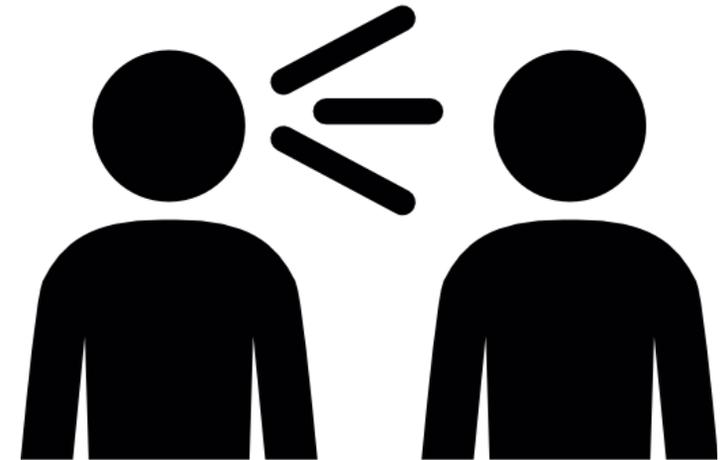


Benefits of Job Rotation

- Reduced exposure to focused physical demands of one job.
- Reduced physiological stress, strain, and fatigue to the muscle group used for one job.
- Reduced MSD incidents and severity.
- Increased innovation and improved work process efficiency.
- Improves employee skill base and increases job assignment flexibility over time.
- Reduced boredom and complacency.
- Increased productivity & quality.
- Reduced absenteeism & turnover.

Job Rotation

- There are many benefits to implementing job rotation in your workplace.
- If your supervisor asks you to change jobs they have a reason for doing so. It is part of your job duties to **listen** to what they are telling you to do.



Micro Stretch Breaks

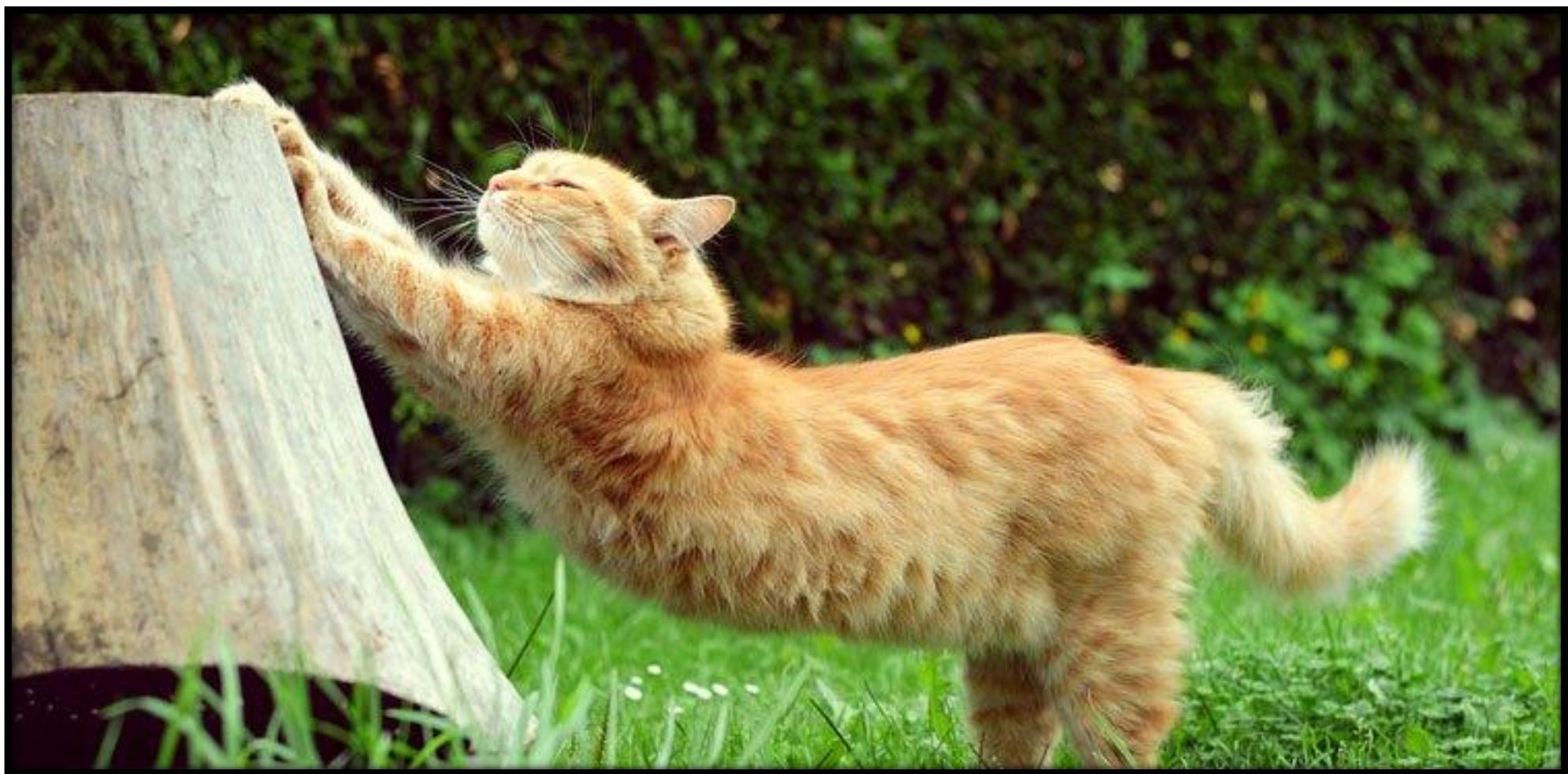
- At all times and in areas where rotation may not be possible, it is important to include micro stretch breaks throughout the day to avoid injury.
- Stretch breaks will help reduce muscle tension caused when muscles remain static or fixed in one position for too long. Muscles when remaining static will fatigue more easily, circulation will decrease, you will become uncomfortable and the task will become more difficult.
- Stretching can help relieve discomfort due to repetitive movements, awkward postures, and excessive force.

- By **alternating the types of tasks** you perform throughout the day and taking more frequent **breaks (at least 1 minute/hour)**, you can significantly reduce your overall fatigue and the risk of Cumulative Trauma Disorder.
- Though **micro-breaks** are short, you can **stretch**, stand up, move around, or do a different **work** task. A **micro-break** isn't necessarily a **break** from **work**, but it's a **break** from using a set of muscles repetitively. These can be done while changing tasks, or while walking to a different area.
- Make sure both you and your staff view the stretch and flex video found on the website [here](#)

Microbreak Examples



Stretch. It does the body good.



Hazard vs. Risk... What's the difference?



Hazard Focus

**STOP
LOOK
LISTEN
THINK**

HAZARD

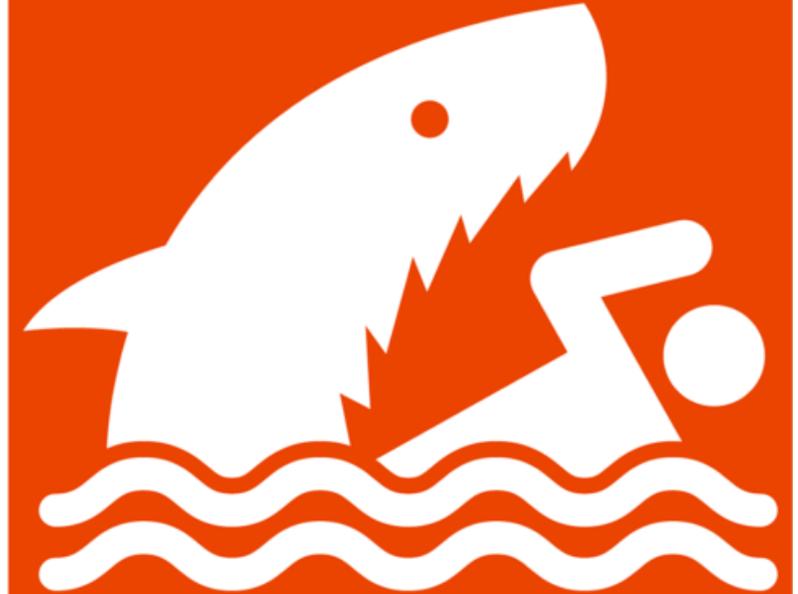
VS

RISK

A **HAZARD** is something that has the potential to harm you



RISK is the likelihood of a hazard causing harm



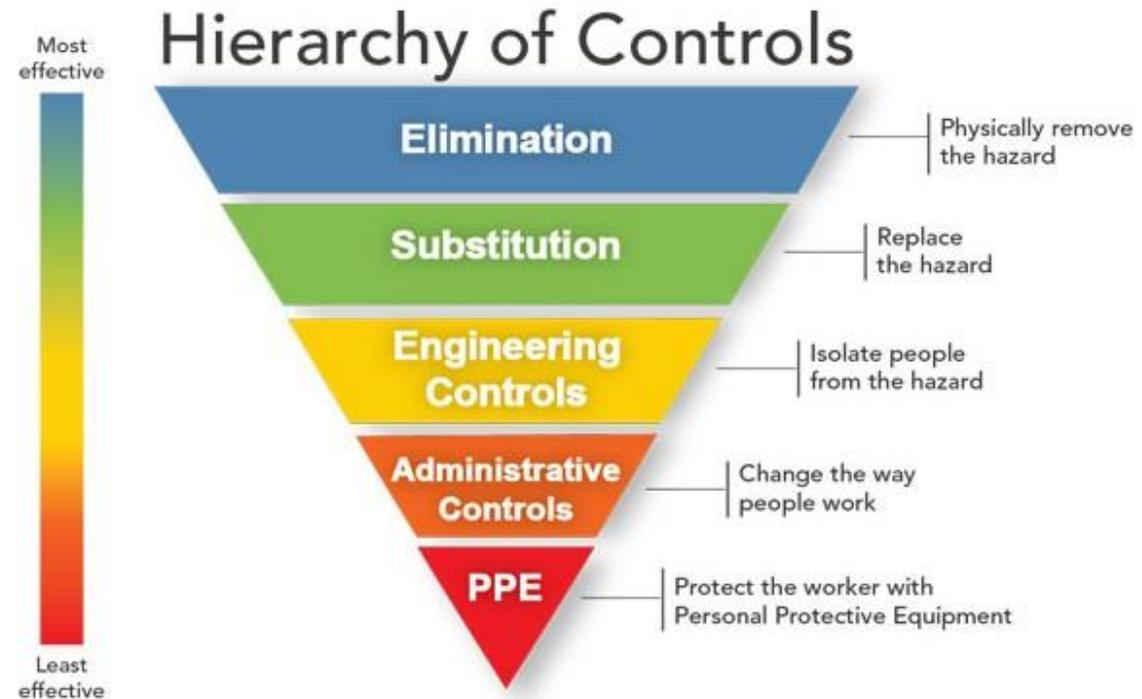
What is a Hazard?

- A hazard is anything that can hurt you or make you sick.
- Identifying hazards is key to preventing illnesses and injuries on the farm.
- We have identified the hazards in the garden center and want you to be aware of hazards in your work. We also want you to learn how to identify hazards in your work.



Controlling Exposures to Hazards

Most Effective Way to Control a Hazard is to Remove it!



Rack Handling



C6 Hazard Assessment-Merchandisers

Jeffery's Greenhouses							Page 1 of 4		
C- 6 Workplace Hazard Assessment Form									
1. Work Area/Flow	2. Hazard Category Health -(Physical, Chemical, Biological, Ergonomic, Psychosocial) Safety - (Material Handling, Machine/Equipment, Energy, Work practice, Confined Space)	3. Identified Hazards Consider People, Equipment, Materials, Process and Environment	4. Assessment				5. Training Required	6. Controls in Place	
			A. Severity (0 to 6)	B. Frequency (1 to 3)	C. Probability (-1 to +1)	D. Significance (0 to 10)	Y/N	Y/N	Adequate Y/N
MERCHANDISING REPRESENTATIVES (IN CUSTOMER GARDEN CENTRES)									
SHIPPING RACK HANDLING in customer garden centres	Material Handling/Equipment	Fingers can get caught (pinched) between racks when parking racks in holding areas or moving racks in tight areas	2 (BC) 2(BC)	1 (BC) 1(BC)	0 (BC) -1(AC)	3 (BC) 2(AC)	YES	Y	Merchandisers are trained to move racks between tight spaces by placing hands on inside of racks to avoid pinching them between other racks or obstacles and to wear work/garden gloves.
SHIPPING RACK HANDLING in customer garden centres	Material Handling/Equipment	Wheels of shipping rack can run over toes or strike ankle when moving rack	4 (BC)	1 (BC)	1 (BC)	6 (BC)	YES	N	Merchandisers are trained to move racks in proper manner (steering them off to the side) so that feet or ankle does not get hit by wheel ; Merchandisers must wear safety shoes.
SHIPPING RACK HANDLING in customer garden centres	Material Handling/Equipment	Tow bars can pose a tripping hazard if they are not stored in the upright position.	2 (BC)	3 (BC)	1 (BC)	6 (BC)	YES	N	Racks in bump outs must be stored with tow bars in upright position and against another rack so the bars do not fall down and pose a tripping hazard. The Tow Bar is never to be used in the Garden Centre for moving a train of empty/loaded racks. It is only meant for use in Jeffery's Greenhouses !!!!!!!!!!!!!!!
EMPTY SHIPPING RACK STORAGE for pickup of empties in designated customer area	Material Handling/Equipment	Empty racks that aren't safely secured in designated pick up area can roll away and strike someone/something in its path causing injury to pedestrians and/or property damage (denting cars etc)	2 (BC)	1 (BC)	1 (BC)	4 (BC)	YES	N	Racks must be safely secured in designated pick up area using bricks or stones from store to block wheels so that they do not roll away and cause damage to property/people.
EMPTY SHIPPING RACK HANDLING in customer garden centres	Material Handling/Equipment	Particularly on windy days, the plywood shelves on the shipping racks can blow upwards and potentially cause injury by striking someone in the face or body	2 (BC) 2(AC)	1 (BC) 1(AC)	0 (BC) -1 (AC)	3 (BC) 2(AC)	YES	Y	Upper wooden shelves should be stacked on a lower shelf before attempting to move the empty racks. Jeffery's is eventually switching out old carts with ones which have fixed mesh wire shelves.

Page 1



Anti Violence, Harassment, and Sexual Harassment Training

Workplace Anti-Violence, Harassment and Sexual Harassment

- ✓ Will not condone or tolerate acts of violence, threats of violence, discrimination, harassment, sexual harassment, intimidation or bullying.
- ✓ Important to remember that the perception of the receiver determines whether the potentially offensive message is acceptable or not.
- ✓ All incidents of violence and formal complaints of harassment perpetrated against any employee shall be reported to Management or the Human Resources Manager and documented on the A-8 Incident Report as soon as possible. Forms are found in the production office and zone 5.

- **Workplace Harassment:** Engaging in a course of vexatious comment or conduct against a worker in the workplace that is known or ought reasonably to be known to be unwelcomed.



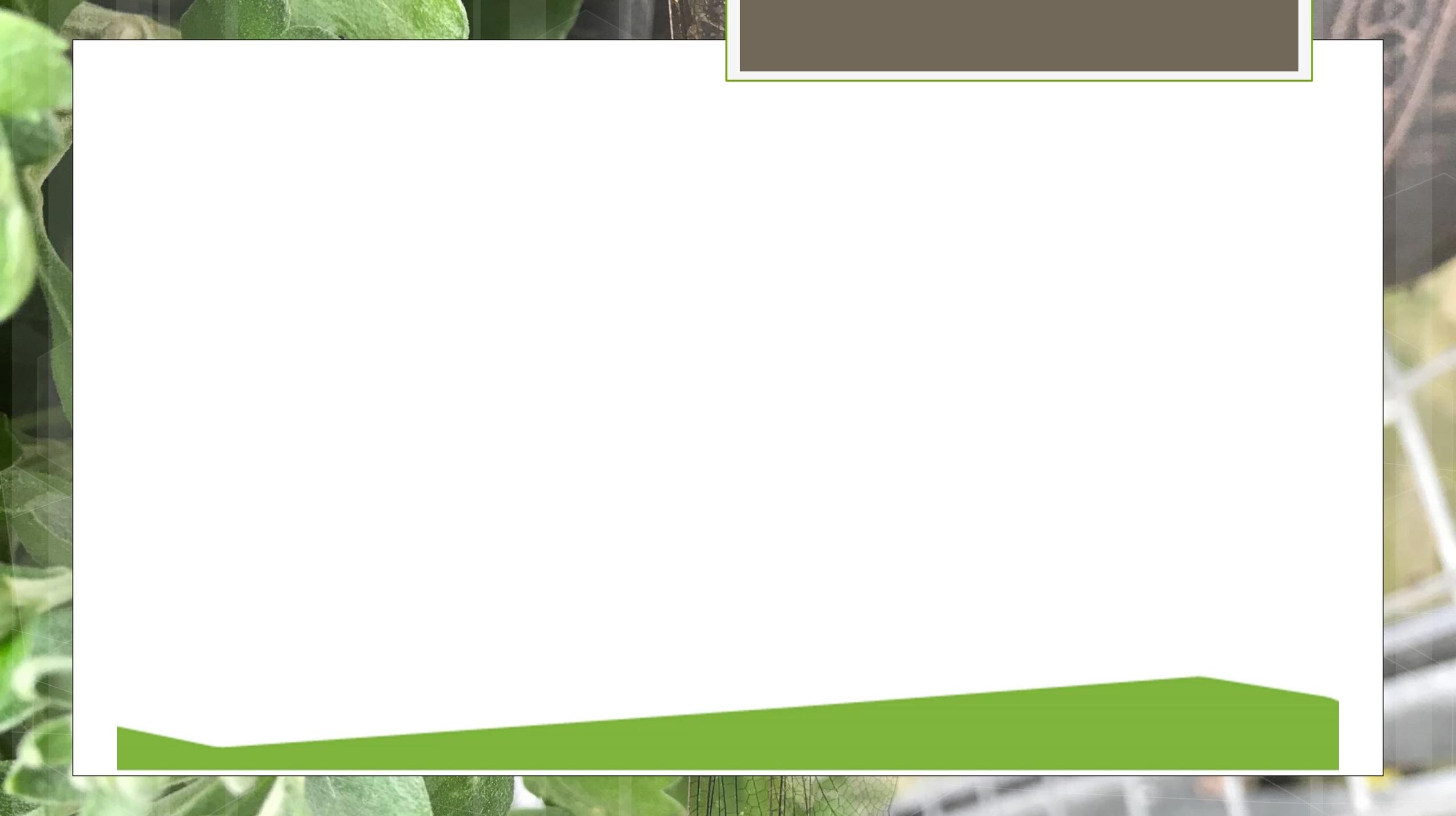
- **Workplace Sexual Harassment:** Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity, or gender expression where the course of comment or conduct is known or ought reasonably known to be unwelcomed.
- Making a sexual solicitation or advance from a supervising employee to a worker (or even to a co-worker) and that person knows or ought reasonably to know that the solicitation or advance is unwelcome.

o **Workplace Violence:** Is defined as....

- ❖ The **exercise** of physical force by a person against a worker, in a workplace that causes or could cause physical injury to the worker.
- ❖ An **attempt** to exercise physical force against a worker, in the workplace that could cause physical injury to the worker.
- ❖ A **statement** or **behaviour** that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in the workplace that could cause physical injury to the worker.

Supervisors and Violence/Harassment Reports

- Take all complaints of violence or harassment seriously.
- For Immediate assistance involving customers, let your Home Depot contact know as well as the Merchandising Manager, Brian Bajuk.
- Use the appropriate form found on pronto or the website to document called [A-8 Workplace Harassment and/or Violence Incident Report](#)
- Remember you represent the company and need to protect the interests of yourself, the team member and the company in all matters.
- We are also guests of Home Depot and need to act accordingly and appropriately.
- Above all, document, document, document.



Garden Center Inspections

At the beginning of each season walk each of your garden centers and inspect the area for potential issues. Cracks, bumps, maintenance issues that could cause injury. Ideally walk with a HD contact and then complete the form found on pronto. Follow up for completion. Do again midway through the season.



Garden Centre Inspection Form Rev

for 7164 Bracebridge

GARDEN CENTRE INSPECTION CHECKLIST

General Information

Home Depot Garden Centre Location	7164 Bracebridge
Type of Garden Centre	Permanent Garden Centre
Date and time of inspection	May 9, 2022 11:45:00 AM EDT
Jeffery's Greenhouses Supervisor Name	Nancy Harasym
List the name(s) of any Jeffery's merchandisers and/or Home Depot associates that were observed or consulted with during this workplace inspection. If none, please note this.	Tom Heidle Jonathon Townes



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 get injured at work please make sure to let a supervisor or management know right away.
- We can make sure you get first aid or medical treatment immediately.
- Do not wait thinking “Maybe it will get better”.
- Sometimes we can prevent further injury by giving you other work.
- You are covered by work place safety insurance but in order to file a claim we need to know right away when something happens.

First Aid

- A first aid incident is described as an event that resulted in someone getting a scratch, minor burn or minor cut.
- If you get a scratch, burn or cut, be sure to report it and get it treated immediately.
- There are first aiders and first aid supplies available at all times.



Accident Reporting



Reporting-Self Injury

- It is important to report any accidents, incidents or illnesses to your supervisor and team leader so that measures can be taken to prevent the incident from happening again. **Do not wait to report!**
- Tell your supervisor, Brian and make sure the pronto form is completed (you can do this for yourself and copy Brian).
- Make sure it is submitted to the safety coordinators, Allison and Gina.

Accident Reporting



Reporting-Team Member

Supervisors are responsible for reporting all work-related incidents/accidents that:

- Result in personal injury or lost time from work, including occupational illnesses.
- Receives first aid or medical care.
- Have the potential to result in personal injury or property damage even though no injury or damage occurred (including near misses).

Accident Reporting



Reporting-Team Member Time Frames

- Reporting of any work-related incident/accident to Health & Safety must be done within **24 hours** of the occurrence in order for the Company to meet its reporting obligations under the OHSA and the WSIB.
- In the event of a critical injury and/or fatality, reporting to Police, Jeffery's Health and Safety Coordinator, Home Depot Contacts, and must be done immediately following the occurrence.



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

Accident Reporting



Reporting-Team Member Response Process

The primary concern in the aftermath of a workplace incident/accident is the safety of the injured worker, if any, and the safety of others.

The following five (5) steps are intended to ensure that no other employee is injured, a root cause is identified to prevent re-occurrence and the Company meets its legal obligations:

Accident Reporting



Reporting-Team Member Response Process

1. Administer First Aid and/or Get Medical Attention.
2. Secure the Scene
3. Investigate and Document
4. Complete Accident/Incident Investigation Report.
5. Follow-Up (With Allison, Team Member and Home Depot).

Accident Reporting



If you or a team member 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.

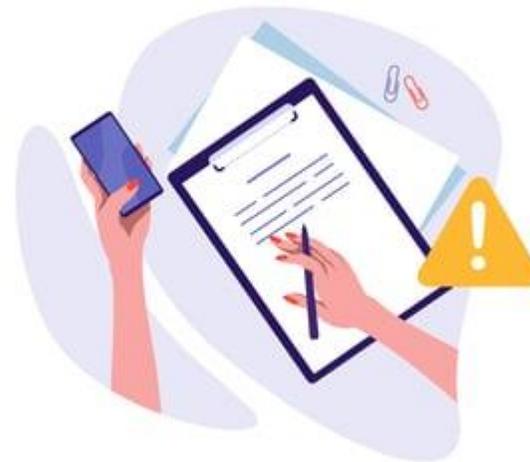
Remember: [Modified duties are available!](#)

Accident Reporting



- Due Diligence, Documentation and Communication are the keys to minimizing the effect of an Accident.
- Supervisors are encouraged to review the information found on the company website including:

[Early and Safe Return to Work Policy](#)





Communication
Accidents
Hazards



Joint Health and Safety Committee Meetings (JHSC)

JHSC meetings are held regularly to discuss the recent accident reports, hazards associated with the work and how to do the job safely.

If you have any questions about safety you can talk to;

- Your supervisor (Rodd or Ryan or Albert) or your team leader.
- Safety Coordinators, Allison or Gina
- A member of the JHSC. Brian is the merchandiser representative on the committee.

C1-Accident Investigation

Mandated Provincial Training for All Workers

- Ministry of Labor 4 Steps Awareness for Workers
- Accessibility Standards for Customer Service
 - Record of Training Quiz found [here](#)
- Integrated Accessibility Standards and Human Rights Training (use pamphlet found [here](#))
 - Record of Training Quiz found [here](#)

Ontario Human Rights Training

Accommodation responsibilities

As a person with a disability:

- ◆ Tell your employer, union, landlord or service provider what your disability-related needs are related to your job duties, tenancy or the services being provided
- ◆ Provide supporting information about your disability-related needs, including medical or other expert opinions where needed
- ◆ Take part in looking at possible accommodation solutions.

As an employer, union, landlord or service provider:

- ◆ Accept requests for accommodation from employees, tenants, and clients in good faith
- ◆ Ask only for information that you need to provide the accommodation. For example, you would need to know that an employee's loss of vision prevents them from using printed material, but you do not need to know they have diabetes
- ◆ Take an active role in looking at accommodation solutions that meet individual needs
- ◆ Deal with accommodation requests as quickly as possible, even if it means creating a temporary solution while you develop a long-term one
- ◆ Respect the dignity of the person asking for accommodation, and keep information confidential

- ◆ Cover the costs of accommodations, including any needed medical or other expert opinion or documents.

For more information

Consult the Ontario Human Rights Commission's *Policy and Guidelines on Disability and the Duty to Accommodate, Human Rights at Work*, as well as other policies, guidelines, reports and submissions that address disability issues in the areas of education, restaurants, the *Building Code*, public transit and older persons. These are all available on the OHRC's website at www.ohrc.on.ca.

The policy and this brochure follow the rights and obligations included in the United Nations *Convention on the Rights of Persons with Disabilities (CRPD)*. For more information, visit: www.un.org/disabilities.

To file a complaint – called an application – contact the Human Rights Tribunal of Ontario at:

Toll Free: 1-866-598-0322

TTY Toll Free: 1-866-607-1240

Website: www.hrto.ca

If you need legal help, contact the Human

Rights Legal Support Centre at:

Toll Free: 1-866-625-5179

TTY Toll Free: 1-866-612-8627

Website: www.hrlsc.on.ca

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Disability and Human Rights



Ontario
Human Rights Commission
Commission ontarienne des
droits de la personne

Ontario Human Rights Training

Ontario Human Rights Code

The Ontario *Human Rights Code* (the *Code*) provides for equal rights and opportunities, and freedom from discrimination. The *Code* recognizes the dignity and worth of every person in Ontario. It applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations.

At work, employees with disabilities are entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need special arrangements or “accommodations” so they can do their job duties.

Customers, clients and tenants with disabilities also have the right to equal treatment and equal access to facilities and services. Examples of facilities and services are restaurants, shops, hotels and movie theatres, as well as apartment buildings, transit and other public places.

Public and private education providers must also make sure their facilities and services are accessible, and that students with disabilities are accommodated.

What is disability?

“Disability” covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time. There are physical, mental and learning disabilities,

mental disorders, hearing or vision disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities, and other conditions.

The *Code* protects people from discrimination because of past, present and perceived disabilities. For example, the *Code* protects a person who faces discrimination because she is a recovered alcoholic. So is a person whose condition does not limit their workplace abilities, but who is believed to be at greater risk of being able to do less in the future.

Removing barriers and designing inclusively

Persons with disabilities face many kinds of barriers every day. These can be physical, attitudinal or systemic. It is best to identify and remove barriers voluntarily instead of waiting to answer individual accommodation requests or complaints.

Identifying and removing barriers also makes good business sense. As well as meeting the needs of customers or employees with disabilities, removing barriers can also help other people, such as older persons and families with young children.

Employers, unions, landlords and service providers can start by doing an accessibility review of their facilities, services and procedures to see what barriers exist. You can then make an accessibility plan and begin to remove the barriers.

It is also helpful to create an accessibility policy and a complaints procedure. These steps will help you remove existing barriers and avoid making new ones. The best way to prevent barriers is to design inclusively. This means that when planning new facilities, renovating, buying computer systems or other equipment, launching websites, setting up policies and procedures, or offering new services, make sure your choices avoid creating new barriers for people with disabilities.

Barriers aren't just physical. Taking steps to prevent “ableism” – attitudes in society that devalue and limit the potential of persons with disabilities – will help promote respect and dignity, and help people with disabilities to fully take part in community life.

The duty to accommodate

Even when facilities and services are designed as inclusively as possible, you may still need to accommodate the individual needs of some people with disabilities. Under the *Code*, unions, landlords and service providers have a legal “duty to accommodate” persons with disabilities. The goal of accommodation is to allow people with disabilities to equally benefit from and take part in services, housing or the workplace.

Accommodation is a shared responsibility. Everyone involved, including the person asking for accommodation, should work together, exchange relevant information, and look for accommodation solutions together.

There is no set formula for accommodating people with disabilities. Even though some accommodations can benefit many people, you still need to consider individual needs each time a person asks to be accommodated. A solution for one person may not work for someone else.

Some examples of accommodations include:

- ◆ Increased flexibility in work hours or break times
- ◆ Providing reading materials in alternative formats including digitized text, Braille or large print
- ◆ Providing sign language interpreters or real time captioning for persons who are deaf, deafened or hard of hearing so they can take part in meetings
- ◆ Putting in automatic entry doors and making washrooms accessible in the workplace or the common areas of a condominium
- ◆ In some cases, changing job duties, retraining or assigning a person to another job.

Many accommodations can be made easily, and at low cost. In some cases, putting the best solution in place right away may result in “undue hardship” because of costs or health and safety factors. Even if this happens, you still have a duty to look at and take next-best steps that would not result in undue hardship. Such steps should be taken only until more ideal solutions can be put in place or phased in.

3

- Website Review
- Hiring Review
- Orientation Process (Including Pronto Forms)
- Payroll Review (Timesheets, video, SOP review)

Supervisory Skills





Text Size
A- A+

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[COVID-19 UPDATE](#)

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[NEWS / EVENTS](#)

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Serving our Customers for Over 80 Years



JEFFERY'S GREENHOUSES is a leading grower and supplier of bedding, container and seasonal potted plants to retail customers across Ontario and Upper New York State. We are known throughout the industry for our consistent quality products and services. We work closely with our customers to supply products that 'wow' the retail consumers. We do this by providing the highest standards of quality, value and customer service. We offer current, cutting edge varieties



Website Tutorial Video

- New in 2023 there is a Website Tutorial Video. It can be found [here](#)
- All Employees should watch this video and complete the Record of Training form which will be found on both pronto and on the website.

Website Review

- Become very familiar with the website and its contents.
- It is a tool you will be using on a daily basis.
- **On this website you will find;**
 - ❖ Company Information and Policies
 - ❖ Home Depot Information and Policies
 - ❖ Employment Forms and Training
 - ❖ Health and Safety Documents
 - ❖ Store Notes and Information
 - ❖ Delivery Info
- We will explore this together now, spend some time on it and ask questions as needed.

Orientation Checklist

Jeffery's Greenhouses Website Reviewed

View the proper watering techniques video

<https://www.jefferysgreenhouses.com/login/canadian-login-area/proper-watering-techniques-video/>

Frost Protection Tutorial

<https://www.jefferysgreenhouses.com/wp-content/uploads/2018/04/Garden-Centre-Frost-Plan-.pdf>

Apron Frost Plan

<https://www.jefferysgreenhouses.com/wp-content/uploads/2021/03/Apron-Frost-Plan.pdf>



Hiring and Recruitment

Supervisors are responsible for hiring and staffing their teams with support from Human Resources. This is a partnership process which is improved with strong communication between both parties.

- 1) View the Recruitment Training Presentations found on the website
- 2) Work with HR to create an Advertising Plan – All Indeed ads are posted by HR but you have access with a company email. Once you have a company email create an Indeed account and we'll get you connected to ours.
- 3) Other postings (job boards, employment offices, social media etc..) please review any suggestions with Allison for authorization.
- 4) Only approved, provided ads may be used.

Orientation Process

Supervisors are responsible for orientating their team members with support from Human Resources. Some points on orientation.

1. Review the handouts on the orientation process found on the website.
2. All orientation must be done prior or on the employee's first day.
3. It doesn't matter how busy you are, there is absolutely no excuse for skipping an employee's orientation process.
4. If the employee shows up on the first day without the information required to complete the documents, send them home. Do not proceed. Be very clear on this from the beginning.
5. You can do the contract during the interview process if you want to hire on the spot– but the rest of training is ALL paid time. No exceptions.

Orientation Process

- Whenever possible orientation should be done in person using pronto forms.
- If doing a re-hire and its at a distance can be done via phone and using the forms found on the website. They can be returned back via Adobe Fill and Scan (free app on phone!)
- **Never send confidential information via email!** – send as a jpeg through pronto OR use the secure document transmission button on the website. This includes; SIN, Banking INFO, Driver's License, Health Card, etc.
- **You MUST view the SIN to ensure accurate entry. And if it starts with a 9, ask for a work permit. HR must approve first prior to hiring and a copy submitted with paperwork.**

Orientation Process

2023 HIRING/PAYROLL FORMS SUBMITTED

✓ completed or N/A for returning

Employee Name	In-Store Service Work Agreement	Employee Information Record	Worker Health & Safety in 4 Steps (MOL)	In-Store Service Job Description	Vehicle Authorization Form	Seasonal In-Store Service Employee Handbook	Orientation Checklist	Website and Payroll Tutorials ROT	Job Specific Hazard Training	Safe Handling Procedures for Shipping Racks	Accessibility Std. for Customer Service Quiz	Integrated Accessibility Stds & Human Rights Quiz	Hiring/Payroll Forms Summary Checklist
New Employees	Yellow	Yellow	Yellow	Yellow	Purple	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Returning Employees	Yellow	Orange	Black	Black	Purple	Yellow	Black	Yellow	Yellow	Yellow	Black	Black	Yellow

Colour Legend

Yellow	Mandated
Orange	Only if there's changes
Black	Not required
Purple	Only if Applicable

Payroll Process

- Review Payroll Tutorial Video
- Review Payroll SOP
- Review Time Sheet Submission and Approval Process
- Review Web punching & KM Submission.

A vibrant bouquet of yellow and orange daisies with a purple border. The flowers are in sharp focus, showing their bright yellow centers and petals. The background is a soft, out-of-focus mix of similar colors. A thin purple line frames the central area where the text is placed.

WELCOME

WE'RE GLAD YOU'RE HERE