



EMPLOYMENT SOLUTIONS

ASSOCIATE
ORIENTATION
&
HEALTH AND SAFETY
MANUAL



T. 1-866-211-1447
www.donaldsonjames.com

CONTACT INFORMATION

HOURS OF OPERATION

Monday to Friday — 8:00 am to 5:00 pm (unless otherwise specified below)

TOLL FREE:

Phone: 1-866-211-1447

Fax: 1-800-746-0532 www.donaldsonjames.com

OPTIONS FOR REPORTING AN ABSENCE

- To report a Waterloo Absence call 1-866-211-1447 x 420
- Call your local recruiting centre and leave a message on our general mailbox
- Email using the addresses listed for your branch

ACCOUNT MANAGERS:

Cambridge: Andrew Trott, Nadine Jones

Waterloo: Jessica Griffin, Maddie Whibbs, Gagan Grewal, Taryn Thomson

Listowel: Donna Lowe, Julia Cork, Nicole Pfeifer, Sharon Nesbitt

Controller: Debbie Bedard

Health and Safety Manager: Debbie Bedard

ORGANIZATIONAL CHART

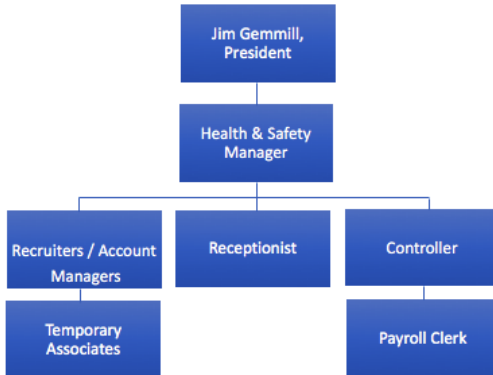


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Donaldson & James Employment Solutions

DEFINITIONS

Associate—refers to workers which have been assigned by Donaldson & James Employment Solutions to work at a placement for a client of Donaldson & James Employment Solutions

Client—refers to a company who contracts with Donaldson & James Employment Solutions to provide the company with temporary placement workers (associates).

Client Site—refers to the placement location which is the workplace of the client who has contracted with Donaldson & James Employment Solutions.

Employee — refers to the administrative/sales staff hired by Donaldson & James Employment Solutions to work within Donaldson & James Employment Solutions.

Workplace — any place in which an associate or employee may be working

Donaldson & James Employment Solutions

STAFF INFORMATION

PERSONAL INFORMATION

We require from you for payroll purposes your: name; mailing address; telephone number; social insurance #; and bank information. If these change it is your responsibility to inform us. Your resume may be shared with client companies. In the event of an audit of Donaldson & James Employment Solutions or our client company your information on file may be shared with the auditor.

COMMENCEMENT OF EMPLOYMENT

You acknowledge and agree that although you have completed a candidate information form and have attended an initial interview you have not commenced employment. You further acknowledge and agree that Donaldson & James Employment Solutions has not yet attempted to assign you to a client and that we will contact you when such an attempt is about to be made, and then, once you are assigned, your employment with Donaldson & James Employment Solutions will commence.

EXPENSES

You acknowledge and agree that any expenses incurred by Donaldson & James Employment Solutions in verifying your qualifications and/or fitness to work, such as obtaining a driver's abstract or a criminal check, will be charged back to you. For greater certainty, you further acknowledge and agree that these are not "fees" pursuant to Section 74.8 of the Employment Standards Act, 2000.

HOW DOES THE AGENCY WORK?

A business will phone Donaldson & James Employment Solutions and ask us to send someone to his or her place of business to work. You, as our employee, go to that business and work. You are paid by Donaldson & James Employment Solutions because we are your employer. You receive direction and supervision from the business to which you have been sent. We issue Records of Employment and T4's.

The business, to which you have been sent, sets the wage and Donaldson & James Employment Solutions pays you that amount plus 4% Vacation Pay.

VACATION PAY

I have given Donaldson & James Employment Solutions my permission to pay me Vacation Pay weekly.

ASSIGNMENT INFORMATION

You acknowledge and agree that in the event you are offered employment and an assignment, you will be orally provided with the name of our agency, our contact information, as well as the name of the client you are being assigned to their contact information, as well as your wage rate, hours of work, pay period, estimated term of assignment, and a general description of the work. This information will then be provided to you in writing as soon as is practical. You accept that this written information may be presented to you personally, by mail or electronic mail. If you don't receive this information within a reasonable time, you will notify our office and request a copy of this information.

PAY

- You are paid every week by direct deposit to your bank account. Friday is pay day for the previous week of work. (Unless a bank holiday occurs on Friday, in which case payday will be Thursday).

- **In order to be paid:** we need a completed TD1; a void cheque or a print out from your bank indicating name of bank and location, transit #, and account #; and your social insurance number.
- **First pay will not be issued without complete banking information and your social insurance number.**
- **In order to be paid, you must submit time cards to Donaldson & James Employment Solutions by 11 am Monday mornings; otherwise your pay will be delayed by one week. You are responsible for getting your hours to us on time, in order to be paid on time. Time cards may be handed in at the office Monday to Friday during office hours or placed in the after-hour drop box at the front door if the office is closed. (Some work placements have their own time cards or time clocks. This will be explained at that placement.)**
- **Deductions from your weekly pay cheque are EI; CPP; and Income Tax.**
- **Pay stubs are generated electronically and can be accessed 24 hours a day, 7 days a week online. A detailed set of instructions on how to access the paystub system will be mailed out to you the week following your first assignment.**

AVAILABILITY

You acknowledge and agree that after employment has commenced in the event that you have not been assigned to work for a client, you are required to contact Donaldson & James Employment Solutions by phone at the beginning of each week to advise them of your availability for work. You acknowledge and agree that if you fail to contact Donaldson & James Employment Solutions on the Monday of an unassigned week you will be deemed to have abandoned your employment (quit) and/or there will be just cause for termination of your employment and you will not be entitled to any notice of termination, nor pay in lieu of such notice, and severance pay (if applicable) pursuant to contract, statute (including but not limited to the Employment Standards Act, 2000) and the common law.

You acknowledge and agree that if you are unavailable for assignment for three assignments in a row, or six assignments in any three month period you will be deemed to have abandoned your employment (quit) and/or there will be just cause for termination of your employment and you will not be entitled to any notice of termination, nor pay in lieu of such notice, and severance pay (if applicable) pursuant to contract, statute (including but not limited to the Employment Standards Act, 2000) and the common law.

TERMINATION AND SEVERANCE PAY

You acknowledge and agree that your employment may be terminated at any time without cause, in which case Donaldson & James Employment Solutions. shall only be required to provide you the minimum notice of termination and/or pay in lieu thereof, and severance pay (if applicable), as required pursuant to The Employment Standards Act. 2000 and you will not be entitled to any common law consideration.

ABSENTEEISM

Once you have accepted a work assignment, we do not expect you to miss work. Should you miss work, whatever the reason may be, contact Donaldson & James Employment Solutions and the company to which you were assigned, immediately. If you are planning on being absent in the future, involve us in your plans because last minute notification is unacceptable. Any absence from work without prior notification will be just cause for termination of your employment and you will not be entitled to any notice of termination, nor pay in lieu of such notice, and severance pay (if applicable) pursuant to contract, statute (including but not limited to the Employment Standards Act. 2000) and the common law.

STANDARD OF CONDUCT

We expect all staff to behave with maturity and to represent Donaldson & James Employment Solutions in a positive light at workplace assignments. Any conduct determined to be inappropriate or unsafe will be just cause for termination of your employment and you will not be entitled to any notice of termination, nor pay in lieu of such notice, and severance pay (if applicable) pursuant to contract, statute (including but not limited to the Employment Standards Act. 2000) and the common law. Your performance at each assignment is a key determinant in being kept on or called again for assignments.

POLICIES AND PROCEDURES

Our associates are expected to follow the policies and procedures set out at their assignment workplace. Failure to follow these policies and procedures unless they are determined to be unsafe or unethical will be just cause for termination of your employment and you will not be entitled to any notice of termination, nor pay in lieu of such notice, and severance pay (if applicable) pursuant to contract, statute (including but not limited to the Employment Standards Act. 2000) and the common law.

PERSONAL APPEARANCE

All Agency employees are expected to conform to workplace assignment dress code policies, using common sense to determine their appearance choices. No pajama pants; no offensive T-shirts or hats; all shirts must be tucked in; no short shorts; no

tank tops; no muscle shirts; pants must be worn on or above the hip and must be able to stay up on their own. Failure to comply with stated dress code policies will be just cause for termination of your employment and you will not be entitled to any notice of termination, nor pay in lieu of such notice, and severance pay (if applicable) pursuant to contract, statute (including but not limited to the Employment Standards Act. 2000) and the common law.

HEALTH AND SAFETY RESPONSIBILITIES

Donaldson & James Employment Solutions and its clients desire to provide a drug free, healthy and safe environment. Employees are expected to report to work in appropriate mental and physical condition to perform their duties. While on assignment employees are not permitted to have or use cell phones; ipods; mp3 players; or any other electronic device. Employees are not to bring weapons of any type to the workplace. Employees reporting to work under the influence of alcohol or drugs will be asked to leave the work place immediately. Employees who report to work under the influence of drugs or alcohol will be just cause for termination of your employment and you will not be entitled to any notice of termination, nor pay in lieu of such notice, and severance pay (if applicable) pursuant to contract, statute (including but not limited to the Employment Standards Act. 2000) and the common law.

EQUIPMENT

For individuals working in an environment where safety footwear is required, you must supply CSA approved safety footwear. For environments that require safety glasses, you must supply CSA approved safety glasses. Some businesses do supply the glasses for you. Donaldson & James Employment Solutions has glasses available at \$5.00 per pair (deducted off your pay).

AGENCY SUPPORT:

- We expect you to be treated fairly at your work place assignment.**
- We expect you to be free of discrimination and harassment at your workplace assignment.**
- We expect you to feel safe, psychologically and physically at your work place assignment.**

- **We expect you to be given assistance should you need it at your work place assignment. This could mean but not be limited to information, training, tools or equipment, or physical assistance from another person.**
- **If you are having any problems at your work place assignment we want to hear about them immediately. We will support you but it is up to you to inform us. If you are in doubt please ask.**

WORKPLACE ACCIDENT:

Immediately inform the supervisor at your place of assignment of any workplace accident in which you were involved. Donaldson & James Employment Solutions MUST also be informed immediately, of any injury that involves medical care.



Your Employment Standards Rights: Temporary Help Agency Assignment Employees

Information Sheet

Assignment employees of a temporary help agency

You are an assignment employee of a temporary help agency if you and the agency have agreed that it will place or try to place you on temporary work assignments with a client (or clients) of the agency. You have an employment relationship with the agency even when you do not have an assignment and are not actually working at a client.

When you are on an assignment the agency is still your employer; the client is not your employer.

You stop being an assignment employee if you quit the agency or if the agency terminates your employment relationship.

This information sheet gives a summary of your new Employment Standards Act, 2000 (ESA) rights that became law in 2009. You also have rights under the ESA to things such as the minimum wage, limits on hours of work, overtime pay, vacations, and unpaid leaves from work for certain reasons. (Some exemptions may apply depending on what kind of work you do.)

Right to public holidays and public holiday pay

Ontario has nine public holidays. Generally, if you are on an assignment and the public holiday falls on a day when you would ordinarily be working, you have a right to take the public holiday off work and to be paid public holiday pay for that day. To calculate the amount of your holiday pay, please see our calculator at http://www.labour.gov.on.ca/english/es/tools/php_calc.php.

If you agree in writing to work on the holiday, you then have the right to:

- public holiday pay plus premium pay (at least one and one-half times your regular rate of pay); or
- your regular rate of pay plus a substitute day off with public holiday pay.

If a public holiday falls on a day when you are on an assignment but would not ordinarily be working (or are on vacation), you have a right to a substitute day off with public holiday pay, or you may agree (in writing) to public holiday pay only. If the public holiday falls on a day that you are not on an assignment, you may be entitled to public holiday pay.

You have these public holiday rights even if you are called an "elect-to-work" employee by the agency.

Right to notice of termination and severance pay

If you have been employed by a temporary help agency for at least three months, you generally have a right to receive notice of termination, if the agency ends (terminates) your employment relationship. You may get notice while you are working, or pay instead of working notice, or a combination of both. Generally, the minimum notice you must get ranges from one week (if you have been employed for at least three months but less than one year) to eight weeks (if you have been employed for eight years or more). How long you are employed by the agency determines how many weeks of notice you must get, not the length of time you have been working on assignments at the agency's client(s).

You may also have a right to notice of mass termination. For further information on your entitlement to mass notice, please visit our website at

<http://www.labour.gov.on.ca/english/es/pubs/guide/tempagencies.php>.

If you have been an employee of an agency for five or more years, you may also have a right to severance pay if the agency ends (severs) your employment.

You have these rights even if you are called an "elect-to-work" employee by the agency.

An agency cannot charge you certain fees

An agency cannot charge you a fee for being its employee or for helping you to find work. It cannot charge you a fee for giving you information or advice on how to write a resume or prepare for an interview. It cannot charge you even if you can choose whether or not to get this information or advice from the agency.

If a client of an agency wants to give you a job reference

An agency cannot prevent a client from giving you a job reference.

If a client of an agency wants to hire you to be its employee

An agency cannot prevent its client from hiring you directly if the client wants to do so. If the agency places you on an assignment with a client, it can charge the client a fee for hiring you, but only in the six-month period beginning on the day you first started working for the client.

If a client of an agency wants to hire you to be its employee, an agency cannot tell you that you cannot take the job. An agency cannot charge you a fee if a client wants to hire you.

Information you must get from the agency

If you become an assignment employee of an agency, the agency must give you certain information including this information sheet, written information on the agency's legal name and contact information. The agency must give you this information in writing as soon as possible after you become an assignment employee.

When the agency offers you an assignment with one of its clients, it must give you certain information, including the client's legal name and contact information; the wage rate and benefits (if any); the hours of work; a general description of the work; the estimated term of the assignment (if known); and, the pay period and pay day. If the agency gives you this information, but does not provide it in writing when the offer is made, it must be provided in writing as soon as possible.

An agency client cannot punish you for asking about or asserting your ESA rights

If you ask about your employment standards rights or ask that you be given your rights, the client cannot punish you in any way, including by ending your assignment. (You also continue to have the right not to be punished by your agency for asking about or asserting your ESA rights.)

If you have a question or want to make a claim

If you have any questions about this information, or believe you have not received your rights and want to make a claim to the Ministry of Labour, please contact the Employment Standards Information Centre at (416) 326-7160 (toll-free at 1-800-531-5551) or, for the hearing impaired, at TTY 1-866-567-8893. You may also visit www.labour.gov.on.ca for more information, to contact the ministry by e-mail, or to file a claim on-line. You can also get an Employment Standards claim form at a ServiceOntario Centre. To locate the Centre nearest you, please call 1-800-267-8097.

This information is provided as a public service. Although we endeavour to ensure that the information is as current and accurate as possible, errors do occasionally occur. Therefore, we cannot guarantee the accuracy of the information. Readers should, where possible, verify the information before acting on it.

INFORMATION FOR EMPLOYEES



About Hours of Work and Overtime Pay

March 1, 2005

This document is produced by the Director of Employment Standards as required by section 21.1 of the Employment Standards Act, 2000. Please read this document carefully and make sure you understand your rights. If you have any questions, contact the Ministry of Labour.

These are the general rules in Ontario about

- hours of work and
- overtime pay.

Maximum Daily Hours of Work

You do not have to work more than:

- 8 hours a day
- or
- the number of hours in your regular work day, if it is more than 8.

There are exceptions and special rules for some employees under the Employment Standards Act, 2000.

For more information, contact the Ministry of Labour toll-free at 1-800-531-5551.

If you choose to, you can agree with your employer in writing to work more hours. **If you do not want to work more hours, you do not have to sign an agreement.**

Maximum Weekly Hours of Work

You do not have to work more than 48 hours a week.

If you choose to, you can agree with your employer in writing to work more hours.

If you sign an agreement, your employer must also get approval from the Ministry of Labour's Director of Employment Standards. **If you do not want to work more hours, you do not have to sign an agreement.**

If you agree in writing to work more than:

- **48 hours a week, up to 60 hours a week** – Your employer can ask you to start working the excess hours 30 days after applying for the Director's approval, as long as certain conditions are met.
- **60 hours a week** – Your employer must have the Director's approval **before** you can start working more than 60 hours a week.

You cannot work more than the number of hours approved by the Director. This may be fewer than the number of hours you agreed to work.

Your employer must post the application for the Director's approval where you can see it. If and when your employer gets approval from the Director, the approval form must then be posted where you can see it.

You can cancel an agreement to work excess daily or weekly hours by giving your employer two weeks' written notice. **Your employer can also cancel an agreement** by giving you reasonable notice.

Overtime Pay

For every hour you work over 44 hours a week, your employer must pay you at least 1½ times your regular rate of pay (“time and a half”). Even if you agree in writing to work more than 48 hours a week, your employer must pay you overtime pay for every hour you work over 44 hours a week.

You can agree with your employer in writing to average the hours you work over periods of two or more weeks to calculate overtime pay. If you sign an agreement, your employer must also get approval from the Ministry of Labour’s Director of Employment Standards. **If you do not want to have your overtime hours averaged, you do not have to sign an agreement.**

These agreements must have an expiry date and cannot be cancelled unless both you and your employer agree.

Unionized Employees

Generally, if you are represented by a union, your union would make agreements with your employer on your behalf.

Rest Periods and Eating Period

Your employer must give you at least:

- 11 consecutive hours off work each day. A “day” is a 24-hour period – it does not have to be a calendar day;
- 8 hours off work between shifts (unless the total time worked on the shifts is not more than 13 hours or you and your employer have otherwise agreed in writing); and
- 24 consecutive hours off work each work week, or 48 consecutive hours off every two work weeks.

You must also get a 30-minute eating period after no more than five hours of work. You can agree with your employer to split this eating period into two shorter breaks.

Your Rights are Protected

Your employer **cannot** intimidate you, fire you, suspend you, reduce your pay, punish you in any way or threaten any of these actions because you:

- refuse to work more than the maximum daily or weekly hours of work;
- refuse to sign an agreement to work more than the maximum daily or weekly hours of work;
- refuse to work more than the number of excess hours you agreed to work; or
- ask questions about your rights under the ESA.

If this happens, contact the Ministry of Labour. Ministry staff can help you understand your rights, answer your questions and investigate your complaint.

Note: If you are represented by a union and you think your rights have been violated, you should talk to your union representative before contacting the Ministry of Labour.

Contacts

- Call the Ministry of Labour Employment Standards Information Centre at 416-326-7160 or toll-free at 1-800-531-5551, or Hearing Impaired TTY 1-866-567-8893.
- Visit a ServiceOntario Government Information Centre.
- Visit www.labour.gov.on.ca/english for more information and to contact the Ministry by e-mail.

EXTRA HOURS OF WORK

PURSUANT TO THE EMPLOYMENT STANDARDS ACT, 2000

The Employment Standards Act, 2000 (“ESA, 2000”) now requires that an employee and employer enter into a written agreement to permit an employee to work up to 72 hours in a week.

To ensure compliance with the ESA, 2000 to be able to work up to 72 hours in a week, I, the undersigned, in accordance with section 17 of the ESA, 2000 agree to work in excess of:

the regular daily hours of work designated by The Agency Employment Services Ltd. and up to 13 per day; and/or

48 hours per week and up to a maximum of 72 hours per week.

In accordance with section 17 of the ESA, 2000, either the Company or myself may revoke this agreement by giving two (2) weeks’ written notice to the other party.

I acknowledge that I have been provided a copy of the Ministry of Labour’s brochure entitled Information for Employees About Hours of Work and Overtime Pay. My signature is required on the check sheet provided and reflects my understanding and acceptance of the above.



DONALDSON & JAMES EMPLOYMENT SOLUTIONS

WORKPLACE VIOLENCE & HARASSMENT

POLICY STATEMENT

The management of Donaldson & James Employment Solutions is committed to the prevention of workplace violence and harassment and is ultimately responsible for worker health and safety. The management of Donaldson & James Employment Solutions is committed to providing a work environment in which all individuals are treated with respect and dignity. We will take whatever steps are reasonable to protect our workers from work-place violence and harassment from all sources.

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to all employees, visitors, clients, delivery persons and contractors. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

Workplace harassment will not be tolerated from any person in the work-place. Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors and workers are expected to uphold this policy, and will be held accountable by Donaldson & James Employment Solutions

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but it does not have to. This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace.

There is a workplace violence and harassment program that implements this policy. It includes measures and procedures to protect workers from work-place violence and harassment, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

Donaldson & James Employment Solutions, as the employer, will ensure this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence or harassment incidents or threat. Management pledges to investigate and deal with all incidents and complaints of workplace violence and harassment in a fair and timely manner, respecting the privacy of all concerned as much as possible.

DONALDSON & JAMES EMPLOYMENT SOLUTIONS

WORKPLACE VIOLENCE & HARASSMENT POLICY

POLICY

The management of Donaldson & James Employment Solutions is committed to the prevention of workplace violence and harassment and is ultimately responsible for worker health and safety. The management of Donaldson & James Employment Solutions is committed to providing a work environment in which all individuals are treated with respect and dignity. We will take whatever steps are reasonable to protect our workers from work-place violence and harassment from all sources.

DEFINITIONS Workplace Violence

- 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 a workplace, that could cause physical injury to the worker.
- A statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace Harassment

- Engaging in a course of vexatious, (causing annoyance or worry, disturbing, provoking, irritating, troublesome, bothersome) comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

ASSOCIATE RESPONSIBILITIES

All associates are responsible for following the policy regarding Violence and Harassment in the Workplace. If an associate believes that s/he has experienced or witnessed violence or harassment, it is the associate's responsibility to report the incident to The Agency. Every associate is responsible for re-ported violence and harassment whether or not they are directly involved.

If Donaldson & James Employment Solutions conducts an investigation into an allegation of violence or harassment in which an associate is involved, the associate will be expected to cooperate in the investigation. The Agency will conduct any such investigation fairly and will give a person(s) alleged to have engaged in violence or harassment a full opportunity to respond to the allegations before reaching any conclusions.

REPORTING WORKPLACE VIOLENCE AND HARASSMENT

Where there is an immediate threat, call the police or dial 911.

Anyone who believes they have experienced or witnessed an act of violence should report it immediately to Donaldson & James Employment Solutions. A form has been provided for the associate to complete for The Agency when reporting incidents of violence or harassment. At a minimum the incident report should contain:

- The date and time of the incident
- The name of the person(s) involved
- Location of the incident
- What led to the incident
- What occurred during the incident
- Who observed the incident
- Who was the incident reported to
- What actions were taken
- Were there any injuries as a result of the incident

INVESTIGATION

Each reported incident of violence or harassment will be fully investigated. The investigation will be conducted quickly, with care and discretion and will be kept as confidential as possible. A response will be made to the associate who filed the report within thirty (30) days from the date the report was received by Donaldson & James Employment Solutions. If the reply has not been received by this time, or the associate feels the reply is not satisfactory, the associate may contact the Controller at Donaldson & James Employment Solutions.

HEALTH AND SAFETY POLICY STATEMENT

Donaldson & James Employment Solutions is vitally concerned and interested in the health and safety of our employees and associates. We will make every effort to provide a safe and healthy work environment, free from accidents, injury and occupational disease. All team members, at all levels, are obligated to adhere to Donaldson & James Employment Solutions objective of reducing risk of injury and must report all unsafe and unhealthy working conditions, including their assigned workplaces.

As an employer, Donaldson & James Employment Solutions is ultimately responsible for the health and safety of our associates. We give you our personal promise that every reasonable precaution will be taken for the protection of all associates in order to provide and maintain a safe and healthy work environment that meets or exceeds all legislated and industry standards. We will apply the

continuous improvement process to health and safety and will strive to control or eliminate all reasonably foreseeable hazards that may result in accidents, personal injury/illnesses, fires, security losses or other property damage.

The company to which you have been sent to work will be held accountable for the health and safety of workers under their supervision. Their supervisors are responsible to ensure that machinery and equipment are safe and that workers work in compliance with established safe working practices and procedures. Associates must receive adequate training in their specific work tasks to protect their health and safety.

Every associate is responsible for their own and others health and safety and must consider health and safety in every activity and must protect his or her own health and safety by working in compliance with the law and safe work practices and procedures established by Donaldson & James Employment Solutions and those of your work place.

The company, management, employees, associates, guests, contractors, and subcontractors all share responsibility for accident prevention, therefore we must be dedicated to, and demonstrate behaviour that supports a strong, proactive safety improvement process. We all must lead by example, placing safety ahead of everything else we do.

HEALTH AND SAFETY

ASSOCIATE ROLES AND RESPONSIBILITIES

Health and Safety in the Work Place

Donaldson & James Employment Solutions is vitally concerned and interested in the health and safety of our employees. Protection of employees from injury or occupational disease is a major continuing objective. Donaldson & James Employment Solutions will make every effort to provide a safe, healthy work environment. All team members must be dedicated to the continuous objective of eliminating risk of injury.

As an employer, Donaldson & James Employment Solutions is ultimately responsible for the health and safety of our associates. We give you our personal promise that every reasonable precaution will be taken for the protection of all associates.

The company to which you have been sent to work, will be held accountable for the health and safety of workers under their supervision. Their supervisors are responsible to ensure that machinery and equipment are safe and that workers work in compliance with established safe working practices and procedures. Associates must receive adequate training in their specific work tasks to protect their health and safety.

Every associate is responsible for their own and others health and safety and must consider health and safety in every activity and must protect his or her own health and safety by working in compliance with the law and safe work practices and procedures established by Donaldson & James Employment Solutions and those of your work place.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from all associates.

ASSOCIATE HEALTH AND SAFETY RESPONSIBILITIES

- Complete Ministry of Labour Worker Health and Safety Awareness in 4 Steps training; www.labour.gov.on.ca/english/hs/elearn/worker/index.php
- Comply with duties under Section 28 of the OHSa (Duties of Workers) and Industrial, Construction, Mining and/or Health Care Regulations
- Comply with The Agency Employment Donaldson & James Employment Solutions conditions & acts, accidents, injury, illness and near miss incidents to your Agency Employment Services Account Manager and the Client's Supervisor and The Client's Joint Health and Safety Worker Member
- Conduct daily pre-use inspections of equipment/machinery/tools/vehicles used to ensure proper and safe operation
- Take all reasonable precaution to protect yourself and your co-workers from harm
- Perform only work activities for which you are deemed competent(trained) otherwise, inform Donaldson & James Employment Solutions Account Manager and the Client's Supervisor
- Complete Donaldson & James Employment Solutions and/or the Client's Employee Health and Safety Orientation and all other required training
- Wear, care and maintain personal protective equipment and safety devices as required by Donaldson & James Employment Solutions, the Client, and/or Legislation
- Participate and assist, when requested, in investigations of workplace mishaps
- Attend and participate in all health and safety meetings provided by Donaldson & James Employment Solutions and/or the Client

Always practice safe work procedures, work in compliance with the act.

- Long hair that touches the shoulder or longer must be suitably confined when near machinery or other equipment with rotating parts, or other sources of entanglement. Reference OHSa regulations for Industrial Established (Reg 851) Section 83

- **Report all injuries, no matter how minor before the end of the shift. (Reference Workplace Safety and Insurance Board)**
- **Report all near miss accidents, property damage, and unsafe conditions to management. (Reference Occupational Health and Safety Act Section 28 (1)c)**
- **Report unsafe conditions, violations of the act or regulations to your workplace supervisor or management and The Agency Employment Services as quickly as possible**
- **Properly wear any protective equipment that the job requires**
- **Work safely and do not do anything on the job that would endanger yourself or others, do not participate in horseplay**
- **Approved industrial safety glasses must be worn at all times in any plant area**
- **Ear protection must be worn at most customer facilities**
- **CSA approved steel-toed shoes or boots are mandatory footwear for all plant work. They must be in good condition and intact. Ref OHSA-sec 28 (1)b**
- **Do not remove or tamper with any protective device**
- **Use or wear all and any safety equipment and/or protective device required by work place or employer**
- **Jewelry should not be worn in a manufacturing area. Exceptions include stud earrings or keepers, watches and medical alert bracelets that can easily detach if pulled from the wrist. Medic alert chains must be tucked in or secured to the clothing. Ref OHSA Reg 851-Sec 83**
- **Shirts must be tucked in when working near equipment, jackets/coats/sweaters/long sleeved shirts must be fastened to ensure that flapping clothing is not exposed to moving parts. (Pants with large holes, pockets or loops on the legs are not allowed. Ref OHSA reg 851-sec 85 (a)&(b)• No worker shall operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself, or any other worker. (Ref OHSA sec 28 [2] a&b)**
- **Compressed air must not be used to clean clothing, floor areas, or equipment unless specified. Proper PPE and procedures must be used when blowing off equipment to ensure personnel are not injured by flying debris or exposed to respirable materials. Ref OHSA reg 851-sec 66**
- **No worker shall operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself, or any other worker. Ref OHSA sec 28 (2) a&b**
- **Report to his/her supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker**

- **Ensure spills are cleaned up safely, with appropriate Personal Protective Equipment (PPE) and without delay**
- **Keep all access areas, emergency exits, stairs and loading docks clear of unnecessary material and equipment**
- **Schedule time during each workday to:**
 - **restore materials and equipment to proper locations**
 - **organize work areas for next shift or workday, and**
 - **prepare waste for disposal or recycling**
- **An Associate must:**
 - **know location of 1st aid station**
 - **see WHIMIS training video and test**
 - **know the location of MSDS**
 - **receive specific training in the handling of hazardous materials used in their workplace assignment before using the controlled substance**
 - **handle hazardous materials in a safe manner**
 - **report any know hazardous conditions to the supervisor**
- **An Associate has the right to:**
 - **know about any hazards to which they might be exposed**
 - **refuse unsafe work**
 - **consult with the Joint Health & Safety Representative)**

T H E R I G H T T O R E F U S E U N S A F E W O R K

The Occupational Health and Safety Act gives a worker the right to refuse work that he or she believes is unsafe.

The Act sets out a specific procedure that must be followed in a work refusal. It is important that workers, employers, supervisors and health and safety representatives understand this procedure.

Do all workers have the right to refuse unsafe work?

Yes, but for some workers this right is limited. Certain workers who have a responsibility to protect public safety cannot refuse unsafe work if the danger in

question is a normal part of the job or if the refusal would endanger the life, health or safety of another person. These workers are:

- police officers;
- firefighters;
- workers employed in correctional institutions; and health care workers employed in workplaces like hospitals, nursing homes, psychiatric institutions, rehabilitation facilities, residential group homes for persons with physical or mental handicaps, ambulance services, first-aid clinics, licensed laboratories—or in any laundry, food service, power plant or technical service used by one of the above (section 43[2]).

When can a worker refuse to work?

A worker can refuse to work if he or she has reason to believe that one or more of the following is true:

- Any machine, equipment or tool that the worker is using or is told to use is likely to endanger himself or herself or another worker [section 43(3)(a)].
- The physical condition of the workplace or workstation is likely to endanger the worker (section 43[3][b]).

Any machine, equipment or tool that the worker is using, or the physical condition of the workplace, contravenes the Act or regulations and is likely to endanger himself or herself or another worker (section 43[3][c]).

What happens when a worker refuses unsafe work?

The worker must immediately tell the supervisor or employer that the work is being refused and explain why (section 43[4]).

The supervisor or employer must investigate the situation immediately, in the presence of the worker and one of the following:

- a joint committee member who represents workers, if there is one. If possible, this should be a certified member;
- or a health and safety representative, in workplaces where there is no joint committee; or
- another worker, who, because of knowledge, experience and training, has been chosen by the workers (or by the union) to represent them.

The refusing worker must remain in a safe place near the workstation until the investigation is completed (section 43[5]). This interval is known as the “first stage” of a work refusal. If the situation is resolved at this point, the worker will return to work.

What if the refusing worker is not satisfied with the result of the investigation?

The worker can continue to refuse the work if he or she has reasonable grounds for believing that the work continues to be unsafe (section 43[6]). At this point, the “second stage” of a work refusal begins. (1)

What happens if a worker continues to refuse to work?

The worker, the employer or someone acting on behalf of either the worker or employer must notify a Ministry of Labour inspector. If the inspector is satisfied that the worker has the legal right to refuse unsafe work and that the stage one investigation has been properly completed, the inspector will come to the workplace to investigate the refusal. If there is a worker committee member, a worker health and safety representative or a worker selected by the worker’s trade union or, if there is no trade union, by the workers to represent the worker, they will also be consulted as part of the inspector’s investigation (section 43[7]).

While waiting for the inspector’s investigation to be completed, the worker must remain in a safe place near the workstation, unless the employer assigns some other reasonable work during normal working hours. If no such work exists, the employer can give other directions to the worker. If the worker is covered by a collective agreement, any provision in it that covers this situation will apply (section 43[10]).

The inspector must decide whether the work is likely to endanger the worker or another person. The inspector’s decision must be given, in writing, to the worker, the employer, and the worker representative, if there is one. If the inspector finds that the work is not likely to endanger anyone, the refusing worker is expected to return to work [sections 43(8) and (9)].



Can another worker be asked to do the work that was refused?

Yes. While waiting for the inspector to investigate and give a decision on the refusal, the employer or supervisor can ask another worker to do the work that was refused. The second worker must be told that the work was refused and why. This must be done in the presence of a committee member who represents workers, or a health and safety representative, or a worker representative chosen because of knowledge, experience and training (sections 43[11] and [12]).

The second worker has the same right to refuse as the first worker.

MACHINE GUARDING AND MACHINE SAFETY

The Occupational Health and Safety Act requires guarding for any machine where machine parts, functions or processes may cause injury. (OHS Act Reg 67/93 Sections 45-47.)

Safeguards must meet these minimum general requirements;

- **Prevent contact:** The safeguard must prevent hands, arms, and any other part of the body from making contact with dangerous moving parts.
- **Secure:** Operators should not be able to easily remove or tamper with a safeguard. Guards and safety devices should be made of durable material that will withstand normal use. They must be firmly secured to the machine.
- **Protect from falling objects:** The safeguard should ensure that no objects can fall into moving parts.



Follow authorized use procedure

Do not operate, service, maintain, or repair a machine unless trained and authorized to do it.

Do not operate any machinery that has a missing, or broken safety guard.

Report any problems

Report to supervisor/manager any problems around machines and guards, for example: Broken or missing guards and devices.

PERSONAL PROTECTIVE EQUIPMENT (P.P.E)

Policy

Donaldson & James Employment Solutions is committed to providing a safe work environment for our employees through the use of methods and practices which isolate personnel from hazards and potential hazards. Where isolation is not possible; is impractical; or inadequate; appropriate Personal Protective Equipment (PPE) must be used. This Policy applies to hazards which may produce injury or impairment of any part of the body through absorption or physical contact.

All associates are required to wear to wear CSA approved safety footwear while working in an environment where safety footwear is required. The footwear should be in a sanitary and usable condition. The use of damaged or defective footwear is prohibited.

The worker shall:

- Use PPE provided by, and as required by, the assignment employer.
- To ensure that they have received information, instruction and supervision on the proper use and maintenance of PPE. Instruction should include, but not be limited to:
 - how to properly fit and wear PPE;
 - when PPE should be worn;
 - how to care for PPE and identify when it requires repair, cleaning or disposal;
 - how PPE provides protection and the consequences of not wearing it.
- The worker shall inform the employer of any defects in the PPE, which the worker is aware of and which could endanger the worker.

FORKLIFT SAFETY IN THE WORKPLACE

Only certified and trained employees may operate a forklift or lifting device.

Donaldson & James Employment Solutions is vitally concerned and interested in the health and safety of our employees. Incidents involving powered lift trucks have the

potential to cause serious injury and/or damage. All employees shall operate powered lift trucks in a safe manner at all times.

When operating a powered lift truck employees will comply with the following:

- **No part of a load must pass over any worker**
- **A lift truck left unattended must be immobilized and secured against accidental movement and forks, buckets, or other attachments must be in the lowered position or firmly supported**
- **No load may exceed the maximum rated load and all loads must be handled in accordance with the height and weight restrictions on the vehicle's load chart**
- **When a load is in the raised position, an operator must attend the controls**
- **If an operator does not have a clear view, a signaler who has been instructed in a code of signals for managing traffic in the workplace must be used**
- **Loads must be carried as close to the ground or floor as the situation permits**
- **Loads that may tip or fall and endanger a worker must be secured**
- **Where a lift truck is required to enter or exit a vehicle to load or unload, that vehicle must be immobilized and secured against accidental movement**
- **A lift truck must not be used to support, raise or lower a worker, unless the work is carried out in accordance with Regulation 851 (Section 52) which requires that there be a properly designed and equipment platform with appropriate controls**
- **Barriers, warning signs, designated walkways or other safeguards must be provided where pedestrians are exposed to the risk of collision**

In addition to the safe operating procedures above employees will ensure that a truck inspection has been carried out at the beginning of the truck operator's shift. The inspection should cover:

- **Fork condition and wear**
- **Tire condition and pressure**
- **Fluid and fuel levels**
- **Battery condition and electrolyte levels**
- **Steering, brake and limit switch operation**
- **Cleanliness**
- **Inspection of the chains and mast**
- **Inspection for evidence of damage or leaks**
- **Inspection of the condition of the lift mechanism**

Any and all defect must be reported to the operator's supervisor immediately.

Each powered lift truck should be equipped with the following:

- A suitable screen, guard, grill or other structure to protect the operator from falling or intruding materials
- Warning devices and lights that are appropriate for the work environment; and
- A seat belt or other restraining device that is likely to contribute to the safety of the operator, if it is feasible

Additional rules and policies for the operation of powered lift trucks may be established by the specific workplace in which the employee is assigned.

Employees of Donaldson & James Employment Solutions are expected to adhere to these rules and policies at all times, except where compliance would result in accident or injury.

SAFE LIFTING

Tips for safe lifting.

Plan before you lift. Remove anything that is in the way. Pushing is easier than pulling. Pulling is easier than carrying. Lowering loads causes less strain than lifting.

Get help for heavy or bulky loads. Use equipment like a cart to help when possible.

Warm up your muscles with gentle stretches before you lift. This is very important if you have been sitting for more than 15 minutes before lifting.

Test the weight of the load first. Be sure that you can handle it safely. A big load of the same weight will put more strain on your body than a small load. Break your load into smaller or lighter loads.

Face the way you need to move. Avoid twisting or side bending. Turn your entire body. Place your feet wide apart to keep your balance.

Hold the load close to your body. Grip the load using your whole hand not just the fingers. Using your whole hand will give you the greatest grip area and strength. Balance your load evenly between both arms.

Lift with as straight a back as is comfortable. Tighten your abdominal (stomach) muscles. Bend your legs so they do the lifting.

Keep the load between shoulder and knee height. Avoid reaching.

Change your position and stretch to relax and rest your tired muscles.

You need time to recover your strength between lifts to be able to work safely. Repeated and long lifts are the most tiring. Switch between heavy loads and lighter ones.

Plan where to set the load down. Place loads on raised platform. Leave enough room for your hands to grip the load. Avoid placing loads directly on the floor.

Rest more often when it is hot and humid.

Take more time to warm up your muscles when it is cold.

**Safety at work
is everyone's job.**

It's the law!

NEW & YOUNG WORKERS: STAY SAFE ON THE JOB!

By law, you have the right to:

1. **Know** about hazards in your workplace and how to protect your health and safety.
2. **Participate** in resolving workplace health and safety concerns.
3. **Refuse** unsafe work.

You must:

- Follow health and safety instructions.
- Work in compliance with Ontario's Occupational Health and Safety Act.
- Report hazards and violations of workplace health and safety law promptly to your supervisor or employer.



Employers must:

- Provide/maintain required equipment, materials and protective devices.
- Inform, instruct and supervise workers to protect their health and safety.
- Make sure required measures and procedures are followed.
- Hire only workers of legal working age.
- Take every reasonable precaution to protect workers.



New and young workers: look, listen... and learn!

Experienced workers: teach new and young worker colleagues about job safety!



Find out more.

Everyone is responsible for workplace health and safety. Report safety concerns to your supervisor or employer.

Call the Ministry of Labour anytime to report workplace incidents, critical injuries or fatalities at 1-877-202-0008.

In an emergency, always call 911 immediately.

For more information about your rights and duties under the Occupational Health and Safety Act, visit www.ontario.ca/YoungWorkers.



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PREVENT SLIPS AND FALLS

Slipping, tripping and falling make up almost 20 per cent of all workplace injuries. Preventing these injuries should be a key part of workplace safety.

WORKERS SHOULD BE AWARE OF THESE HAZARDS:

1. Slippery and uneven surfaces
2. Debris and tripping hazards
3. Dark and obstructed pathways
4. Unsuitable footwear

Everyone has responsibility for health and safety as an essential part of their job. Report safety concerns to your supervisor.



EMPLOYERS SHOULD:

1. Ask workers to report safety concerns
2. Identify hazards and train workers about safety practices
3. Discuss possible solutions with workers and follow up with their progress
4. Comply with all other duties under the OHSA and applicable regulations

To report incidents, critical injuries or fatalities, call the Ministry of Labour at 1-877-202-0008. In an emergency, always call 911 immediately.

For more information:
www.ontario.ca/SafeAtWorkOntario



WORKPLACE ACCIDENT/INCIDENT REPORTING

As an injured or ill worker, you have certain rights and responsibilities that should be kept in mind to make sure that your claim is handled in a timely manner. All parties are expected to cooperate in the claims process and ongoing communication is very important.

- If you are injured at work or believe that your illness/disease was caused by something at work, tell Donaldson & James Employment Solutions, and your supervisor as soon as possible
- Donaldson & James Employment Solutions requires that you receive a yellow WSIB folder from the placement employer. The folder contains information on the workplace injury process as well as forms required to be completed by both the worker and the health care practitioner.
- You have certain responsibilities in working with WSIB on your claim. You will be required to provide them with information about your claim, actively participating in your health care, and cooperate in early and safe return to work where possible.
- You must consent to the release of functional abilities information to Donaldson & James Employment Solutions by the health care practitioner that is treating you

Donaldson & James Employment Solutions is responsible for reporting your injury or occupational disease to the WSIB and for giving you a copy of the accident report once it is completed. Donaldson & James Employment Solutions is also required to:

- Provide you with first aid and/or arrange and pay for transportation to a hospital or other medical care if it is needed.
- Investigate to identify the cause of your incident or illness.
- Pay your wages for the day or shift that you were on when the injury happened.
- A workplace fatality or other critical incident requires additional responsibilities by the employer.

PURPOSE OF THE EARLY AND SAFE RETURN TO WORK (ESRTW) PROGRAM

At Donaldson & James Employment Solutions all the members of our team are considered to be valuable, skilled employees and productive contributors to the success of this company. Therefore, we are committed to developing and maintaining a healthy and safe work environment through an active Health &

Safety Program. We will encourage our employees to apply this philosophy in their home surroundings as well.

However, there may be times when an employee or associate will experience a work-related injury or illness. At those times we will make every effort to keep our employee on the job or to return them to their employment as soon as possible. This will be done through the use of a fair and consistent Early & Safe Return-ToWork Program (ESRTW) that has been established by Donaldson & James Employment Solutions.

The functional capabilities of the team member will be the primary consideration in determining the suitability of the work provided. Whether the employee needs a period of time (maximum 12 weeks) to ease back into a full work schedule at their regular job, a modified job, or alternate duties, the goal will be to place the employee in suitable positions having regard for their functional capabilities.

Donaldson & James Employment Solutions ESRTW Program requires a spirit of cooperation and respect for the abilities of the injured or ill team member, rather than a preoccupation with their disabilities. We ask for all of our employees to help make our program one that will be a benefit to everyone.

The development of this workplace program is, in no way, to be interpreted as an attempt to circumvent or reduce the employee's rights under any piece of legislation in the Province of Ontario, i.e. the Human Rights Code, The Workplace Safety & Insurance Act, etc.

**For more information on any of the content in
this manual, please contact our office.**

**T. 1-866-211-1447
www.donaldsonjames.com**