



# Memorial University of Newfoundland Employee Health & Safety Orientation

MEMORIAL UNIVERSITY RECOGNIZES THAT EACH AND EVERY MEMBER OF THE UNIVERSITY COMMUNITY HAS A RIGHT TO A HEALTHY AND SAFE WORK AND STUDY ENVIRONMENT. MEMORIAL STRIVES TO DEVELOP A HEALTH AND SAFETY CULTURE WITH SPECIAL EMPHASIS ON THE PREVENTION OF INJURIES, ILLNESSES AND VIOLENCE IN THE WORKPLACE



# TABLE OF CONTENTS

<b>INTRODUCTION</b> .....	<b>1</b>
<b>GENERAL REQUIREMENTS</b> .....	<b>2</b>
<b>HEALTH &amp; SAFETY MANAGEMENT SYSTEM (HSMS)</b> .....	<b>2</b>
EMPLOYER'S RESPONSIBILITIES .....	5
SUPERVISOR'S RESPONSIBILITIES .....	6
EMPLOYEE'S RESPONSIBILITIES .....	6
EMPLOYEE'S OR WORKER'S BASIC RIGHTS .....	6
<i>Right to Refuse Unsafe Work</i> .....	6
WORKPLACE HEALTH AND SAFETY BUILDING COMMITTEES.....	7
REPORTING PROCEDURES .....	8
<b>EMERGENCIES</b> .....	<b>9</b>
MEDICAL EMERGENCIES .....	9
MEMORIAL'S INCIDENT MANAGEMENT SYSTEM (MIMS).....	9
<i>How Does It Work?</i> .....	9
MUN SAFE.....	11
EMERGENCY MANAGEMENT.....	12
<i>How to Report an Emergency</i> .....	12
<i>Concerned for your Personal safety</i> .....	12
EMERGENCY RESPONSE.....	13
<i>Emergency Response Procedures</i> .....	13
<i>Emergency Warden</i> .....	13
<i>Building Evacuation</i> .....	13
<b>POLICIES AND PROCEDURES</b> .....	<b>14</b>
BUILDING ACCESSIBILITY FOR THE PHYSICALLY CHALLENGED .....	14
SCENT-FREE INITIATIVE.....	15
SMOKING POLICY .....	15

ERGONOMICS .....	15
RESPECTFUL WORKPLACE .....	16
WORKING ALONE.....	17
WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS) .....	18
HAZARDOUS WASTE MANAGEMENT .....	19
SPILL PREVENTION AND RESPONSE .....	19
SUSTAINABILITY .....	19
<b>JOB SPECIFIC HEALTH AND SAFETY INFORMATION .....</b>	<b>20</b>
JOB SPECIFIC TRAINING.....	20
<b>ACKNOWLEDGEMENTS.....</b>	<b>22</b>
<b>EMPLOYEE AGREEMENT .....</b>	<b>23</b>
<i>How to Report an Emergency.....</i>	24
<i>Supervisor's Phone Number .....</i>	24

Memorial University of Newfoundland and Labrador's (Memorial) Health and Safety Orientation is the first step to help prepare you for the job before you start working. The goals are to create an ongoing commitment to health and safety during your time at Memorial and to ensure compliance with the Newfoundland and Labrador Occupational Health and Safety Act and Regulations

## INTRODUCTION

If you are new to Memorial or an existing employee who has yet to be acquainted with the health and safety program, welcome! This orientation is generic and is the first step to help prepare you for the job before you start working. Your supervisor is responsible for acquainting you with the specific hazards of your worksite and safe work procedures which pertain to your job.

Memorial is a multi-campus, multi-disciplinary, public, teaching/research university committed to excellence in everything we do. With four campuses and via distance technology, approximately



18,000 students and 4,000 faculty and staff from more than 90 countries learn, teach, research, create and engage at Memorial annually.

The Office of the Chief Risk Officer (OCRO) is responsible for the leadership and coordination of the University's Environmental Health & Safety (EHS), Security, Emergency Management (EM) and Enterprise Risk Management (ERM) functions. The OCRO works very closely with the Academic, Research and Administrative teams at all campuses and facilities to support the University's work by developing and implementing strategies and programs in these four fields.

The main purpose of the health and safety orientation is to:

- Increase your awareness of EHS, security, EM and ERM at Memorial and what is relevant to your work situation.
- Communicate basic guidelines, procedures and how to access

resources including training.

- Bring employees to a common level of understanding about health and safety at Memorial.
- Help fulfill basic regulatory requirements.
- Help share the mission to create a healthy and safe working environment to prevent accidents and injury.

## **GENERAL REQUIREMENTS**

### **HEALTH & SAFETY MANAGEMENT SYSTEM (HSMS)**

Memorial's HSMS provides a framework to enable compliance with occupational health and safety (OHS) legislation and university policies and procedures. Specifically, it appraises members of the university

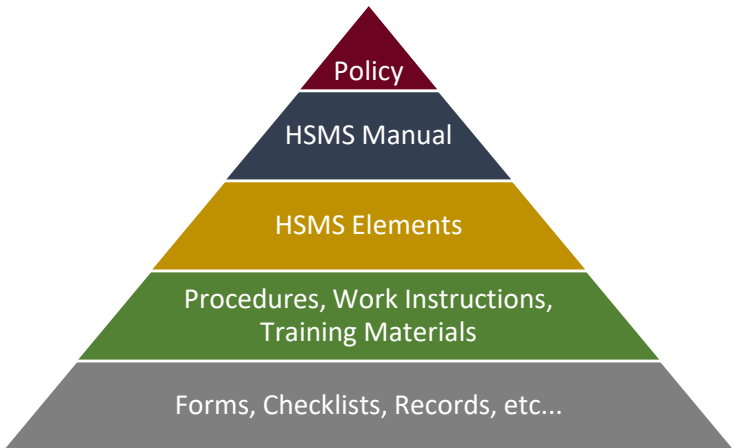
community of their duties and responsibilities to applicable legislation, relevant policies and procedures and reporting requirements.

The HSMS consists of the following documents and records:

- Health and Safety Policy;
- Health and Safety Elements;
  - Document and Record Management
  - Communication

- Competency, Training and Awareness
- Incident Management
- Contractor Management
- Hazard Identification and Risk Management
- Assurance
- Emergency Management
- Disability Management
- Standard Operating Procedures; and
- Forms, Checklists and Records

The hierarchy of documents and records within the HSMS is illustrated below:

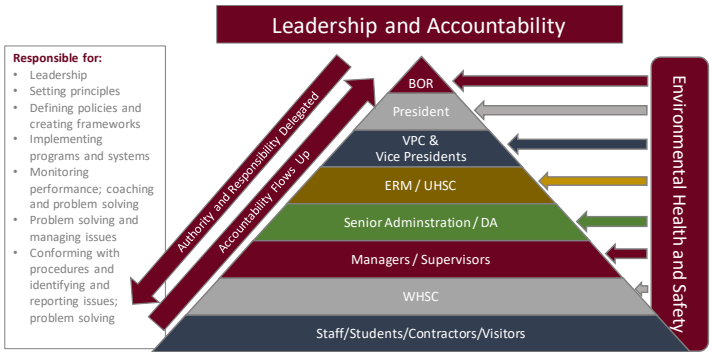


# Principles of the HSMS

The key principles of the HSMS include:

- internal (shared) responsibility system (IRS) for health and safety,
- due diligence for regulatory compliance,
- integration of health and safety practice into all work activities,
- continuous health and safety monitoring and improvement, and
- respect for the independence of research and teaching.

This IRS provides the building blocks for an effective HSMS. The workplace parties in the IRS at the university are illustrated below:



## Who is a Supervisor?

As per section 2k(1) of the NL Occupational Health and Safety Act (NL OHS Act) a "supervisor" is any person authorized or designated by an employer to exercise direction and control over workers of the employer. At Memorial this will include, but is not limited to people who are employed as Directors, Managers and Supervisors as well as Deans, Chairs, Principal Investigators, Administrative Officers and Lab Instructors. All supervisors should be familiar with this handbook and ensure that health and safety is an integral part of their

## Employer's Responsibilities

An employer must:

- establish an occupational health and safety committee to monitor the health, safety and welfare of the workers employed at the workplace,
- take every reasonable precaution to ensure the workplace is safe,
- provide the information, instruction, training and supervision and facilities that are necessary to ensure the health, safety and welfare of his or her workers,
- ensure that his or her workers, and particularly his or her supervisors, are made familiar with health or safety hazards that may be met by them in the workplace,
- ensure that his or her workers are given operating instruction in the use of devices and equipment provided for their protection,
- immediately report all critical injuries to the government department responsible for OH&S, and
- appoint a competent supervisor who sets the standards for



performance, and who ensures safe working conditions are always observed.

## Supervisor's Responsibilities

A supervisor must:

- ensure that workers use prescribed protective equipment,
- advise workers of potential and actual hazards, and
- take every reasonable precaution in the circumstances for the protection of workers (practice due diligence).

## Employee's Responsibilities

As an employee of Memorial, you have the responsibility to follow Memorial policies and procedures and to work in compliance with all applicable laws and regulations, report any unsafe act or condition immediately to your supervisor, who will

then investigate and take corrective action as required and ensure you have the necessary training, assistance and equipment required before beginning a job.

## Employee's or Worker's Basic Rights

Employees or workers have three basic rights for health and safety, which are the:

- right to participate in workplace health and safety activities through Workplace Health and Safety Committee (WHSC) or as a worker health and safety representative,
- right to know, or the right to be informed about, the potential dangers in the workplace, and
- right to refuse unsafe work.

## RIGHT TO REFUSE UNSAFE WORK

An employee can refuse work if they believe that the situation is unsafe to either

themselves or their co-workers. When a worker believes that a work refusal should be initiated, then:

- the employee must report to their supervisor that they are refusing to work and state why they believe the situation is unsafe,
- the employee, supervisor, and a WHSC member or employee representative will investigate,
- the employee returns to work if the problem is resolved with mutual agreement,
- if the problem is not resolved, Service NL is notified, and
- Service NL investigates and gives decision in writing.

Note: Where action has been taken by a worker to exercise the right to refuse to work under the Act, the employer shall not assign a substitute worker to perform those duties unless the substitute worker has

been informed of the prior refusal and the reason for that refusal.

## **Workplace Health and Safety Building Committees**

WHSC play an integral role in the university's HSMS. A WHSC is an advisory group made up of representatives from management and workers. The committee provides a forum for communication between the employer and the worker to address health and safety concerns in the workplace. In an effort to reduce workplace accidents and injuries committees conduct workplace inspections, identify and evaluate concerns, make recommendations for corrective actions and promote health and safety in the workplace. To meet the legislative requirements outlined in Section 37 of the NL OHS Act, Memorial has

established numerous workplace committees where there are more than 10 employees. If a building has less than 10 employees, then a worker health and safety representative is required.

The university's new WHS system, approved by Government Services, has three tiers:

**Tier 1** – is a university-wide committee designed to provide overall direction and support, and would include representatives from all the employee groups and senior administration. This committee is in place and is called the University Health and Safety Committee (UHSC).

**Tier 2** – refers to the workplace committees as required under provincial legislation - WHSC.

Employees are encouraged to volunteer to be a member of one of these committees. If interested, please contact your dean/director and/or

union. You should also forward your name to EHS at [health.safety@mun.ca](mailto:health.safety@mun.ca). All committee members are required to complete a 2 day Occupational Health and Safety Committee training session.

## Reporting Procedures

Unsafe acts and/or conditions should be reported as soon as possible to your immediate supervisor. It is expected that supervisors will address any reported concerns within their department. If you do not feel comfortable bringing the concern to your supervisor then contacts a member of your WHSC.

If a concern cannot be resolved through the conventional means identified above then submit a hazard concern using Memorial's Incident Management System (MIMS), referenced below.

# EMERGENCIES

## Medical Emergencies

NL OHS First Aid Regulations requires that the employer provide and maintain first aid supplies and services required by the regulations to ensure prompt and effective first aid is available as needed. First aid services must be delivered by qualified first aid attendants. This includes first aid in field locations as well.

Primary first aid service at Memorial is rendered by CEP personnel who hold a minimum of Emergency First Aid Certification.

As well, a number of faculty and staff have completed first aid training and are qualified to render assistance when they are available. CEP must still be called when first aid is required regardless of if a building member has responded.

There is at least one Automated External Defibrillator (AEDs) installed in each building throughout St. John's campus, Grenfell campus, Labrador Institute and the Marine Institute. CEP also has access to a mobile unit.

## Memorial's Incident Management System (MIMS)

MIMS is a tool that can be used to report all incidents within the University including accidents and near miss events. The new online system aims to provide a more streamlined, timely and effective method of reporting and investigating incidents and hazards.

### HOW DOES IT WORK?

It is a web based system, accessed via a URL link which will be available through Memorial's Incident Management System website, ([www.mun.ca/mims](http://www.mun.ca/mims)) as well

as the Memorial Mobile Application.

The eAlert incident report form has been created to allow all members of the University community to report incidents that may be a concern to the health, safety and security of the University community, this may include injuries, hazardous conditions or any health and safety concerns. The incident report will be assigned to the appropriate resource within the University for follow-up.

The accident/near miss reports section will replace the conventional paper reporting system used in the past. All accident/near miss reports submitted via the online system should be filled out and investigated by supervisors or managers in consultation with employees, students or visitor. Contractors should also submit a report in consultation with the project manager.

Accident/near miss reports are required to be filled out online and submitted within 24 hours of the incident being reported. EHS will review all accident/near miss reports and will provide feedback and follow-up as necessary.

Minor hazardous material spills must also be reported using this tool, this would include any spill that can be controlled and cleaned up by Memorial employees and students without intervention of specially trained individuals or emergency response. In the event of a major hazardous materials spill please follow appropriate emergency procedures for your area. EHS will receive all hazardous materials release reports and will respond and investigate incidents as required.

**Note:** This incident reporting system is not monitored 24 hours a day and should not be considered a replacement for

the Campus Enforcement Emergency Line or any form of emergency response. In the event of an emergency please call the appropriate emergency contact number for your area.

## MUN Safe



MUN Safe is an app that lets faculty, staff, students, and visitors quickly access campus resources such as emergency push notifications, emergency procedures, incident reporting and more. The MUN Safe app is your direct line to a healthier and safer campus.

MUN SAFE benefits include:

- Safety notifications: Receive instant notifications and instructions from CEP when on-campus emergencies occur.\*
- Emergency help: contact CEP staff quickly for help in an emergency.

- Campus safety resources: access all important Memorial University of Newfoundland safety resources in one convenient app.
- Incident Reporting: Report non-emergent incidents, hazards and behavioral concerns
- On Campus Support Resources: Get in touch with resources such as the Student Wellness and Counselling Centre, Sexual Harassment Office, International Student Advising Centre and more

Push notifications, which are pushed to your phone, are used to share critical information that is needed by the entire campus community. This includes campus closures due to adverse weather, potential active intruder situations, bomb threats and chemical/hazardous material spills.

## Emergency Management

We all have a role to play in EM. Currently St. John's Campus, Marine Institute and Grenfell have developed and implemented site specific EM plans.

All students, faculty and staff are responsible to:

- self-educate,
- prepare for your area of responsibility,
- know the emergency numbers,
- know the evacuation routes/assembly points, and
- participate in training.

Memorial's Emergency Management website (<http://www.mun.ca/emergency/>) provides information on:

- how to get immediate help,
- procedures for potential threats on campus,

- your role and responsibility as a member of the campus community,
- personal emergency preparedness, and
- response strategies including emergency response levels and emergency notification systems.

### HOW TO REPORT AN EMERGENCY

Dialed from a Campus Phone:

St. John's Campus - 4100

Health Sciences Centre - 4100

Ocean Sciences Centre - 9-911\*

Marine Institute - 9-911\*

Grenfell Campus - 2888

Harlow -9-999

\*When utilizing 911, a follow-up call should be made to CEP using the appropriate numbers listed on the Emergency Management website.

### CONCERNED FOR YOUR PERSONAL SAFETY

CEP is responsible for the safety and security of students,

University employees, staff and University property. Service is provided 365 days per year, with 24 hour, campus-wide coverage by vehicle and foot patrols. If you are concerned about your personal safety while on campus, contact CEP (phone numbers above) for assistance (i.e. emergency response including coordination of transportation services).

## **CALLING FROM A PAY PHONE**

Follow instructions posted on each pay phone. Emergency calls from pay phones are free.

## **Emergency Response**

### **EMERGENCY RESPONSE PROCEDURES**

Building specific emergency response plans identifying the actions that should be taken by occupants in the event of an emergency have been developed. Your supervisor

will inform you where to find a copy of your building's plan and who the emergency wardens are and their contact information.

### **EMERGENCY WARDEN**

An emergency warden is a building occupant appointed to implement the steps established in the Plan.

### **BUILDING EVACUATION**

When the fire alarm sounds, all occupants must immediately evacuate the building using the nearest safe exit and proceed outside and clear the building to the designated assembly point.

Employees are encouraged to volunteer to become an emergency warden. If interested, please contact your dean/director and/or union. You should also forward your name to EHS at [health.safety@mun.ca](mailto:health.safety@mun.ca). All wardens must be trained prior to becoming an Emergency



Warden. Emergency Warden training will be conducted by EHS upon request.

## **POLICIES AND PROCEDURES**

The specific policies, procedures and/or initiatives identified here as well as many others can be found by visiting

Environmental Health and Safety

[http://www.mun.ca/health\\_safety/](http://www.mun.ca/health_safety/)

Memorial's Policy and Procedures

<http://www.mun.ca/policy/site/az.php>

### **Building Accessibility for the Physically Challenged**

All campus buildings are wheelchair accessible with the exception of of the Physical Education building where only levels 1 and 2 are accessible.



Work continues on improving interior layout to accommodate members of the campus community with mobility and other impairments.

Any concerns or questions about accessibility to University buildings buildings email: [health.safety@mun.ca](mailto:health.safety@mun.ca).

## Scent-Free Initiative

Scent free is the best smell of all. Many scented products make people ill or uncomfortable. Your co-workers, students and other visitors may have sensitivities to perfumes or other strong scents. Please do not wear scented products to work, in the classroom and in any shared public spaces at Memorial.

## Smoking Policy

A full smoking ban has been in effect at Memorial since August 2013. Memorial encourages its community to respect the revised smoking policy and the rights of others to a healthy and smoke-free environment.

Smoking cessation assistance can be found through Memorial's wellness programs.

## Ergonomics

Ergonomics focuses on the interaction between work and various components of the work environment, taking into account not only productivity but the prevention and/or reduction of injury. An important aspect of ergonomics is fitting the task and work environment to the worker, as opposed to an individual having to conform to their surroundings.

A proper ergonomic assessment will identify and address any concerns with an individual's workstation or work tasks that place them at an increased risk for musculoskeletal injury. Adjustments will then be made to the workstation or task to reduce injury risk factors such as overreaching, repetition, and awkward postures.

We offer ergonomic assessments to all employees, as well as training in various

ergonomic topics, such as Manual Materials Handling, and Office Ergonomics. To find out how to book your assessment, or sign up for training, please contact ergonomics@mun.ca.

## Respectful Workplace

Memorial is committed to a respectful workplace and providing a work experience free from harassment and violence. Harassment in any form is unacceptable. Any employee who harasses another may be subject to disciplinary action, up to and including termination.

Memorial's Respectful Workplace policy defines harassment as any comment or conduct towards another person which is abusive, offensive or demeaning, and includes any behavior which is based on any of the prohibited grounds of discrimination contained in the

Newfoundland and Labrador Human Rights Code.

Offensive or unwelcome conduct towards another person which is related to that person's race, religion, religious creed, gender, sexual orientation, marital status, physical disability, mental disability, political opinion, color, or ethnic, national or social origin constitutes harassment. Harassment may also take the form of intimidation or hostile behavior that creates an offensive work environment.

Memorial's goal is to ensure that all employees share the following values:

- respect and accept the fact that we are all different from one another,
- respect and value the views and opinions of others, even though they may differ from our own,
- respect and value the contributions of all

members of our employee community, regardless of level or role in the organization,

- respect the needs, views and expectations of our students, members of the general public and others who study, work, or visit our community,
- respect the property and personal interests of those around us, including those of the University itself, and
- every employee has the right to work in a respectful workplace.

Information of a general nature regarding this Policy may be obtained by calling the Employee Relations section of the Department of Human Resources at 864-4628 or the Director of Faculty Relations.

Training for Workplace Violence Prevention is **mandatory** for all faculty and staff. The training covers

prevention of workplace violence, workplace harassment, respectful workplace and sexual harassment. It is available on Brightspace.

## Working Alone

To work alone or in isolation (NL OHS Regs, Section 15) means to work in circumstances where assistance would not be readily available to the worker:

(a) in case of an emergency;  
or

(b) in case the worker is injured or in ill health.

In general, employees should not work alone in any situation involving the use of hazardous materials, high voltage, confined spaces or other high hazard activities.

Where a worker is assigned to work alone or in isolation the employer/supervisor shall conduct a risk assessment. The risk assessment must

identify potential hazards and mitigative measures required to eliminate or minimize the hazards.

The employer/supervisor must also develop and implement a written procedure, in consultation with worker assigned to working alone and the building WHSC, for checking on the wellbeing of worker. The written procedure at a minimum must:

- specify time intervals between check-ins,
- establish procedure in case worker cannot be contacted including provisions for emergency response, and
- designate a person to establish contact with employee at predetermined intervals and record results.

## Workplace Hazardous Materials Information System (WHMIS)

Employees who work with a hazardous product or maybe exposed to a hazardous product, through the course of the work, is informed about all hazard information received from a supplier concerning that product as well as any further hazard information of which the employer is aware or ought to be aware concerning the use, storage and handling of that controlled product.

WHMIS contains three key elements: product labels, safety data sheets (SDS) and education and training programs. Following successful completion of WHMIS training, employees should be able to answer these questions:

- What are the hazards of the products being used?
- How do you protect yourself?

- What should be done in case of emergency or spills?
- Where do you get more information on the product?

EHS offers [online WHMIS and Lab Safety training](#) for both lab workers and non-lab workers. Supervisors are required to ensure that employees have the required training and that they have access to up-to-date SDS for the products that they use.

## Hazardous Waste Management

Memorial is committed to the proper management of hazardous wastes. Proper management of wastes will minimize the risk to employees and members of the public, reduce the risk of release of hazardous material to the environment and enable the University to better manage the costs of disposal. Regular waste pick-ups occur the first

Wednesday of each month; forms submitted on or before the last Wednesday of previous month will be accommodated. For a Hazardous Waste Disposal form, visit the [EHS website](#).

**Note:** Emergency pick-ups can be accommodated as well.

## Spill Prevention and Response

Plan your work to minimize the chance of a spill and have spill response equipment nearby (e.g. spill pads, absorbent, gloves, etc.). In the event of a spill, follow the information provided on the [Chemical Spill Poster](#). If at any time you have any doubts about your safety or that of others in the area, sound the building alarm to evacuate and call for emergency assistance.

## Sustainability

The Sustainability Office is a unit of the Department of

Facilities Management. Sustainability initiatives currently underway at Memorial include: water initiatives, recycling, energy reduction, green cleaning, educational initiatives, transportation, paper initiatives, and fair trade coffee.

## JOB SPECIFIC HEALTH AND SAFETY INFORMATION

Your supervisor is required to identify and explain any policies, rules and hazards associated with your job before you begin work, including:

- general health and safety information such as keeping fire exits and hallways clear, incident reporting, first aid procedures and appropriate workplace conduct,

- departmental policies for operating machinery, hazardous materials use, working alone and other activities that require Job Specific Training, and
- selection, use and maintenance of any personal protective equipment (PPE) including protective clothing, headgear, eyewear, face shields, gloves, footwear or respirators.

### Job Specific Training

Job Specific Training is the process of identifying hazardous work conditions and providing instruction to employees on safe work procedures by their supervisor or department.

The instruction must be hands-on and include a demonstration of the tasks and work processes you are required to perform as well as a review of written work procedures. A verbal

description alone is not enough.

You must also demonstrate that you can perform the task(s) safely. Your supervisor must assess your capability until you are both satisfied that the task can be performed safely.

If the job scope changes (e.g. new equipment or work processes) all the steps outlined above should be repeated to ensure that you are properly trained.

All training must be documented, with records kept in your department. A health and safety checklist is also available for managers and supervisors to assist with the orientation process.

Departments must use this checklist, or similar, to document that new employees have received both general and job specific health and safety orientation. Both the employee and

supervisor (or designate) are required to sign-off that orientation. The completed checklist should be kept with the department, as record of completion. If any member of staff feels that he/she could benefit from specific safety training in addition to training that has been assessed as relevant by the University, they should request such training from their immediate supervisor.



## **ACKNOWLEDGEMENTS**

Portions of this handbook were adapted with permission from the University of Victoria (UVic), and the University of Northern British Columbia (UNBC).

Special thanks for the use of their Employee Safety Orientation as a template.

# EMPLOYEE AGREEMENT

I acknowledge receipt of **Memorial's Employee Health and Safety handbook** and understand that it is my responsibility to read and familiarize myself with its content. By signing, I acknowledge that I will act in accordance with the guidelines outlined in this handbook.

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Employee Name (please print)

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Employee Signature

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Supervisor Signature

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Date

## **NOTE:**

Please provide completed record to your immediate supervisor.

## HOW TO REPORT AN EMERGENCY

Dialed from a Campus Phone:

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Health Sciences Centre - 4100

Ocean Sciences Centre - 9-911\*

Marine Institute - 9-911\*

Grenfell Campus - 2888

Harlow -9-999

\*When utilizing 911, a follow-up call should be made to CEP using the appropriate numbers listed on the Emergency Management website.

## SUPERVISOR'S PHONE NUMBER

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