



Health and Safety Policy

Purpose/Rationale

Crossroads International (“Crossroads”) is committed to providing a healthy and safe workplace and environment for its employees. It is our continued objective to protect employees from injury, occupational disease, workplace hazards, harassment, and violence in the workplace through appropriate prevention, protection, and training/education programs. Crossroads is ultimately responsible for worker health and safety and will take every reasonable precaution possible for the protection of its employees.

Scope

Health and safety are joint responsibilities shared by all employees. This policy applies to all employees of Crossroads’ Canadian operations.

Definitions

Employees: refers to workers, as defined by the relevant provincial occupational health and safety legislation:

- Ontario: *Occupational Health and Safety Act (OHSA)*
- Quebec: *Act Respecting Health and Safety in the Workplace (AHSW)*

Management: refers to employees who have one or more employees who are under their direct supervision

Workplace: the workplace extends beyond Crossroads’ offices and includes other locations and situations wherever work of Crossroads takes place

Policy

1. Responsibilities

Under the Crossroads policy, and in compliance with the provincial occupational health and safety legislation in Ontario and Quebec, the employer, management, and employees have a responsibility to ensure health and safety in the workplace.

a) Board Members

Board members are responsible for ensuring an effective strategy is in place that can manage the occupational health and safety concerns of Crossroads through:

- Ensuring that resources are allocated and governed properly to achieve the health and safety requirements of employees and that their policies comply with Crossroads' legal obligations
- Fostering a workplace culture of safety, with appropriate leadership
- Reviewing the policy efficacy on an annual basis, and revise where necessary
- Examining whether risk management and other health and safety systems have been effectively reported to the Board

b) Management

Management will take every precaution reasonable to protect its employees and ensure the following:

- Provide a safe and healthy work environment, ensuring that employees work in compliance with the relevant provincial occupational health and safety legislation as well as Crossroads policy, procedures and guidelines
- Commit to training related to each employee's specific position responsibilities for safe work conduct aimed at increasing the safety, health awareness and accident prevention and understanding responsibilities under this policy
- Encourage maintaining neat and tidy work areas to prevent hazards from occurring
- Ensure accountability to identify and communicate health and safety/workplace hazards and take speedy action to correct any unsafe situation(s)
- Strive to eliminate all foreseeable hazards that could cause harm through injury, illness, security loss, or damage to property or person
- Provide access to medical and first aid care
- Provide support to the Health and Safety Representative in each office, who is elected by non-management staff to help establish and maintain a healthy and safe workplace
- Give advice to employees of any hazards associated with their jobs and be responsible for ensuring employees receive training appropriate to their positions
- Continually promote health and safety awareness with instruction, information, training and supervision to ensure the safe performance of employees
- Utilize the process of hazard identification, risk management and incident investigation
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees
- Maintain accountability for the health and safety of workers under their supervision
- Conduct health and safety meetings

c) Human Resources

As the Human Resources representatives of Crossroads, the Director, Finance & Administration and Executive Director are responsible for:

- Liaising with government agencies to ensure workplace health and safety compliance
- Acting as advisors to management on safety and health policy issues
- Coordinating health and safety inspections, and following up to ensure the completion of necessary corrective actions
- Developing best practices
- Designing and developing accident / incident reports and investigation procedures
- Maintaining an up-to-date working knowledge of health and safety regulations as mandated locally, federally, or by the province

- Designing and developing the organization's policies and procedures on workplace safety and health issues
- Reviewing injury and illness trends and identify problem areas and solutions

d) Health and Safety Representatives

Responsibilities of the Health and Safety Representatives include:

- Identifying actual and potential workplace hazards
- Inspecting the workplace at least once a month in accordance with a schedule agreed upon by the representative and the employer
- Being consulted about and being present at the beginning of health and safety-related testing or risk assessment in the workplace
- Making recommendations to the employer about health and safety and improvements in the workplace
- Participating in the first and second stage investigation of work refusals and inspecting workplaces when there are critical injuries or fatalities
- Assisting workers in the exercise of their rights under the Act and the regulations
- Accompanying the inspector on visits of inspection

e) All Employees

All Crossroads employees have the responsibility to perform their job in a safe and healthy manner to prevent accidents and injury. Employees are expected to contribute to ongoing health and safety efforts by:

- Completing all required occupational health and safety training in the required timelines
- Performing their duties in a manner that is conducive to a safe workplace, following all safety practices and procedures
- Maintaining work areas neat and tidy to keep them hazard free and avoid disorder causing injury
- Taking reasonable care for their own health and safety and for those around them by complying with occupational health and safety policies, procedures and guidelines, in addition to adhering to safe work practices
- Using good judgement and thinking of safety when performing duties
- Promoting a hazard-free workplace
- Immediately reporting all work-related incidents or injury, accident or illness and any unsafe practices, procedures, conditions or concerns to their supervisor
- Using appropriate personal protective equipment as required
- Being familiar with the location of the First Aid box
- Learning the posted Emergency Plan detailing their facilities procedures

2. Work Refusal:

An employee has the opportunity to refuse unsafe work if he/she has reason to believe that the equipment or physical condition of the workplace being used is likely to endanger him/herself or others. The work refusal is to be reported immediately to the employee's supervisor and the Executive Director with an explanation of why the work is being refused. Refer to the relevant provincial occupational health and safety legislation for further details.

3. Compliance:

All employees have the responsibility to promote healthy and safe work practices in the work environment. Anyone not upholding and observing the health and safety policy and guidelines may be subject to disciplinary action up to and including termination.

4. Communication:

Crossroads encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment:

- Employees that voice or identify a health and safety concern will not be subject to retaliation or reprisal
- Health and safety comments will be reviewed by Human Resources and the Management team responsible for the department from which the comments arose
- Management and/or Human Resources will initiate an investigation on each reported and/or potential hazard
- Employees are encouraged to inform their supervisor or Director of any matter they perceive to be an actual or potential workplace hazard
- Communication can be written or oral, and may be anonymous, if so desired

5. Policy Review

This policy will be reviewed by management annually, or as often as required.

Crossroads International Workplace Risk Assessment

Date: _____

Completed by: (name/group)_____

The following comprises a risk assessment of the Crossroads office space to identify perceived or real risks associated with the working environment. The assessment should be conducted annually or whenever the environment changes significantly. Strategies to reduce identified risk should be addressed.

Access Control

How many public entrances does the building have?			Strategies to Reduce Risk where Applicable
Can the number be reduced?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is your building shared with other businesses or renters?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, is there access control to your area(s) only?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a system to alert employees of access by intruders?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are offices designed/arranged to distinguish public vs. private spaces?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are coded cards or keys used to control access to the building or certain areas in the building?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you keep track of who has coded cards or keys?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a system to minimize the distribution of keys/entry cards?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you change codes/locks immediately if keys/cards are lost or misplaced or if employees are let go?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Security System

Is a security system in place?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, is the system tested on a regular basis (monthly) to assure correct functions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is the existing security system effective based on past performance?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have you posted signs indicating a security system is in use?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are security cameras and mirrors placed in locations that would deter potential offenders?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Reception

Is your reception area easily identifiable and accessible?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Can the receptionist clearly see incoming visitors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is the reception area visible to fellow employees or members of the public?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is your reception area staffed at all times?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Can outsiders enter the building when no receptionist is present?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is the reception area the first point of contact for visitors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you have a policy for receiving, escorting, and identifying visitors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Does the area function well as a security screening area?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Does your receptionist work alone at times?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there an emergency call button at the reception area?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, have response procedures been developed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Signage

Upon entering the building, are there signs to identify where you are?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Once in the building, are there signs showing you where to get emergency assistance if needed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If no, what signs are needed and where?			
Are rules for visitors clearly posted?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there exit signs?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there areas where exit signs are not present but are needed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, where?			
Are signs posted to be highly visible to all?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If no, where are these signs?			
What other signs should be added?			

Lighting

Is the lighting evenly spaced?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are any lights out?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, where?			
Can you access main light control switches?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, where?			

Stairwells and Exits

Do exit doors identify where they exit to?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there places at the bottom of stairwells where someone could hide?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, where?			
Is the lighting adequate?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Can lights be turned off in the stairwell?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there more than one route?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do any exit routes restrict your ability to get away?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is yes, where?			

Do stairwell doors lock behind you			
• during regular hours of operation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• after regular hours of operation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Possible Entrapment Sites

Are there unoccupied rooms, crawl spaces or storage areas that should be locked?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, where?			
Are there small, well-defined areas where you would be hidden from the view of others, such as:			
• recessed doorways	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• stairwells	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• unlocked storage areas	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• elevators	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there unlit storage areas?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Natural Surveillance

Are there any physical objects/structures that obstruct your view?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, could someone hide behind such objects/structures?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If so, where?			
Are windows kept clear of advertising displays or other items that obstruct the view?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do members of the public approach staff only from the front?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Elevators

Do you have a full view of whether the elevator is occupied before entering?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Does each elevator have an emergency phone or emergency call button?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there a response procedure for elevator emergencies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Washrooms

Is public access to washrooms controlled?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Can the lights in the washrooms be turned off?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are washrooms checked before the building is vacated?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Meeting Rooms

Do you have a separate meeting room?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, is natural surveillance possible?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is there an alarm system in this room?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is the furniture arranged to allow emergency exits?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Emergency Assistance

Has an emergency contact number been established			
<ul style="list-style-type: none"> during regular business hours? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> after regular business hours? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are emergency numbers posted on phones?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are emergency phones accessible in all areas?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If no, where is access needed?			

Individual Offices

Are certain employees at higher risk of violence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, has their furniture been arranged to			
<ul style="list-style-type: none"> allow for quick exit from the office? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> maintain a minimum distance (approx. 4–6 feet) between themselves and the client or visitor? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do these offices have good natural surveillance through the use of shatterproof glass in walls/doors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Work Practices

Do employees...			
<ul style="list-style-type: none"> work with the public? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> handle money or valuables? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> carry out inspection or enforcement duties? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> provide service, care, advice, or education? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> work with unstable or volatile people? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> work alone or in small numbers? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> work in community-based settings? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> drive a vehicle as part of your job? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> work during the late hours of the evening or early hours of the morning? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> use public transit during their workday? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> travel to other cities/countries? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<ul style="list-style-type: none"> stay in hotels? 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Working Alone

At the time of the inspection, did any areas feel isolated?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, which areas?			
In these areas, is there a telephone or sign directing you to emergency assistance?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
In these areas, how far is the nearest person to hear calls for help?			
Are alarms or panic buttons installed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are the alarms or panic buttons easily accessible?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you periodically check the functioning of alarms or panic buttons?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

How many people (other than fellow inspectors) were around you at the time of inspection?		
Is it easy to predict when people will be around?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Areas of Improvement

List areas where lighting was a concern (too dark or too bright) during the inspection.		
•		
•		
What improvements would you like to see? (If you need more space, use a blank page)		