



Safety Management System

Creating and maintaining a strong safety program

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How Important is safety?




Ultimate Workers Fail Compilation 2013 __ Uniformedia.mp4



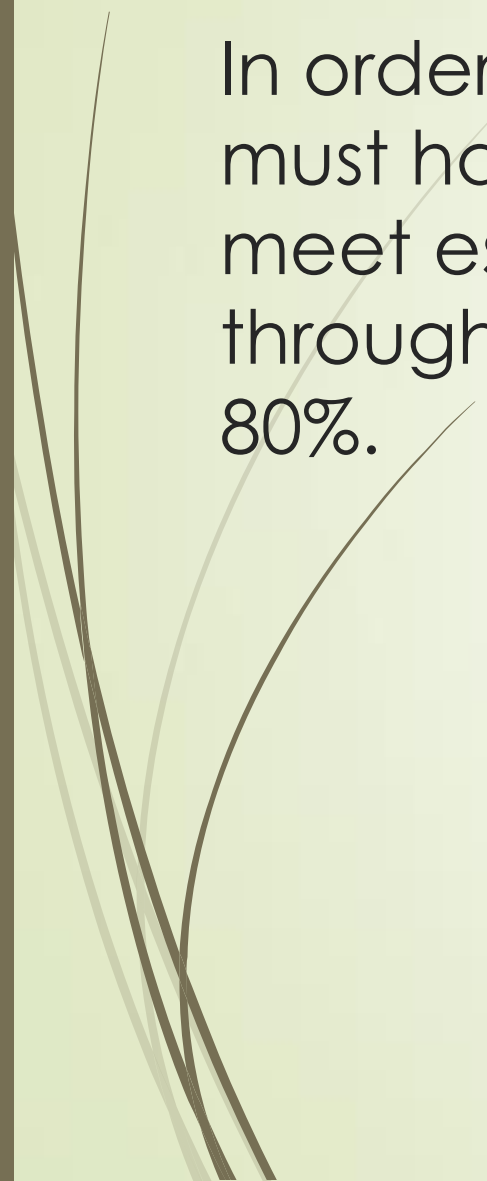
Certificate of recognition (COR)




The COR program began more than 20 years ago in Alberta and is currently used across Canada. It is aimed at driving positive workplace behavior and practices that lead to improved performance. By achieving COR, employers are ensuring they meet the standards established by Occupational health and Safety.





In order to achieve COR certification, an organization must have an effective Health and Safety program that meet established standards, have this system audited through a Certifying Partner and achieve a minimum of 80%.





Components of an effective Health and Safety Program

1. Management Leadership and Organizational Commitment
 2. Hazard Identification and Assessment
 3. Hazard Control
 4. Work Site Inspections
 5. Qualifications, Orientation and Training
 6. Incident Reporting and Investigation
 7. Emergency response Planning
 8. Program Administration
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Management Leadership and Organizational Commitment

- This component should include a written Health and Safety policy that outlines managements commitment and leadership to the program.
- Roles and Responsibilities of all levels of your organization that outlines the expectation of a standard level of performance and accountabilities among employees, contractors and visitors.

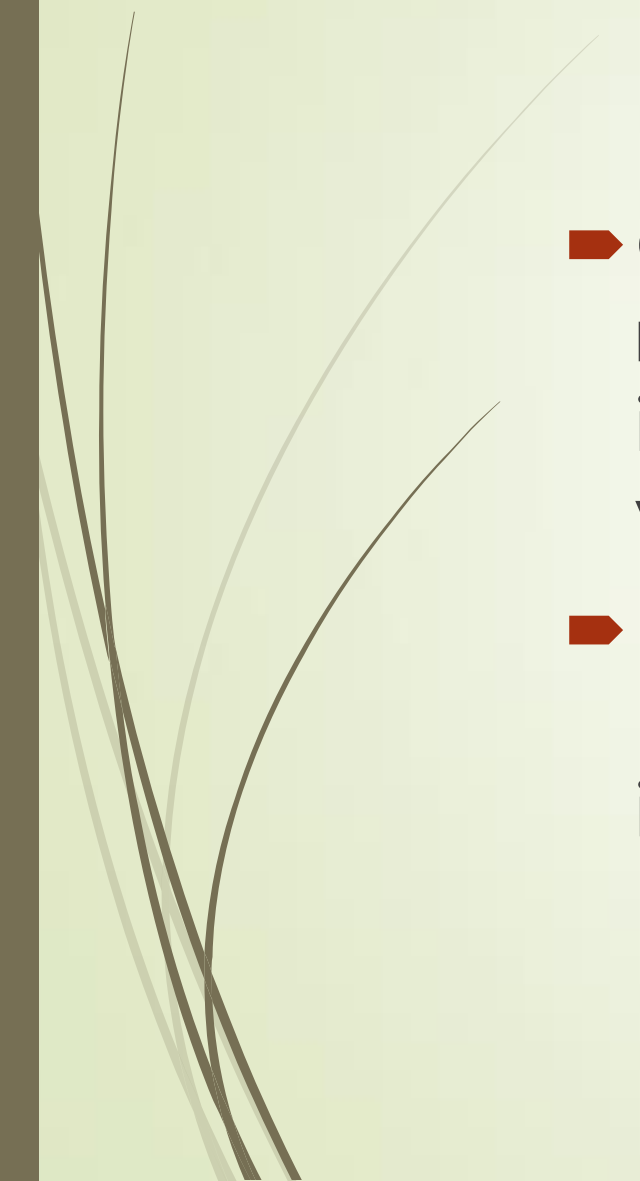


Hazard Identification and Assessment

- According to the Occupational Health and Safety Legislation, employers are required to assess a work site for existing and potential hazards before work begins.
- It is important to proactively assess all jobs for hazards, and key personnel should be trained in the process of carefully evaluating existing and potential hazards.




Hazard Control

- OHS legislation requires employers to take all reasonable steps to eliminate or control identified hazards in order to make the workplace safer.
 - Using the results from the hazard assessment, hazard controls can be developed and implemented.
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Inspection Program

- ▶ Inspections will proactively identify potential hazards that may not have previously been identified.
- ▶ Confirm the effectiveness of controls already in place
- ▶ Demonstrate commitment to health and safety.
- ▶ An inspection program should clearly outline what needs to be inspected, who will be involved, how often the inspections should be performed, and who is responsible for corrective actions and follow-up.



Qualifications, Orientations and Training

- Occupational Health and Safety legislation requires the employer to ensure the worker is competent or is under the direct supervision of a competent worker. A competent worker is one who is adequately qualified, suitably trained, and has sufficient experience to carry out the work safely.
- No matter what job a worker is hired to complete, training is required for them to do the job well and to stay safe and healthy while doing it. It is the employer's responsibility to ensure required training is completed.



Emergency response Plan

- Employers are required by law to establish a response plan for an emergency that may require rescue or evacuation. The employer must consult with affected workers in establishing the ERP, must subject it to regular review, and must ensure that it is current.



Incident Investigations

- ▶ If an unplanned, unwanted event does occur on the work site, it must be investigated so that steps can be taken to reduce the likelihood that the same incident will happen again.
- ▶ Workers must be trained on reporting procedures and supervisors must be trained in incident investigation procedures.



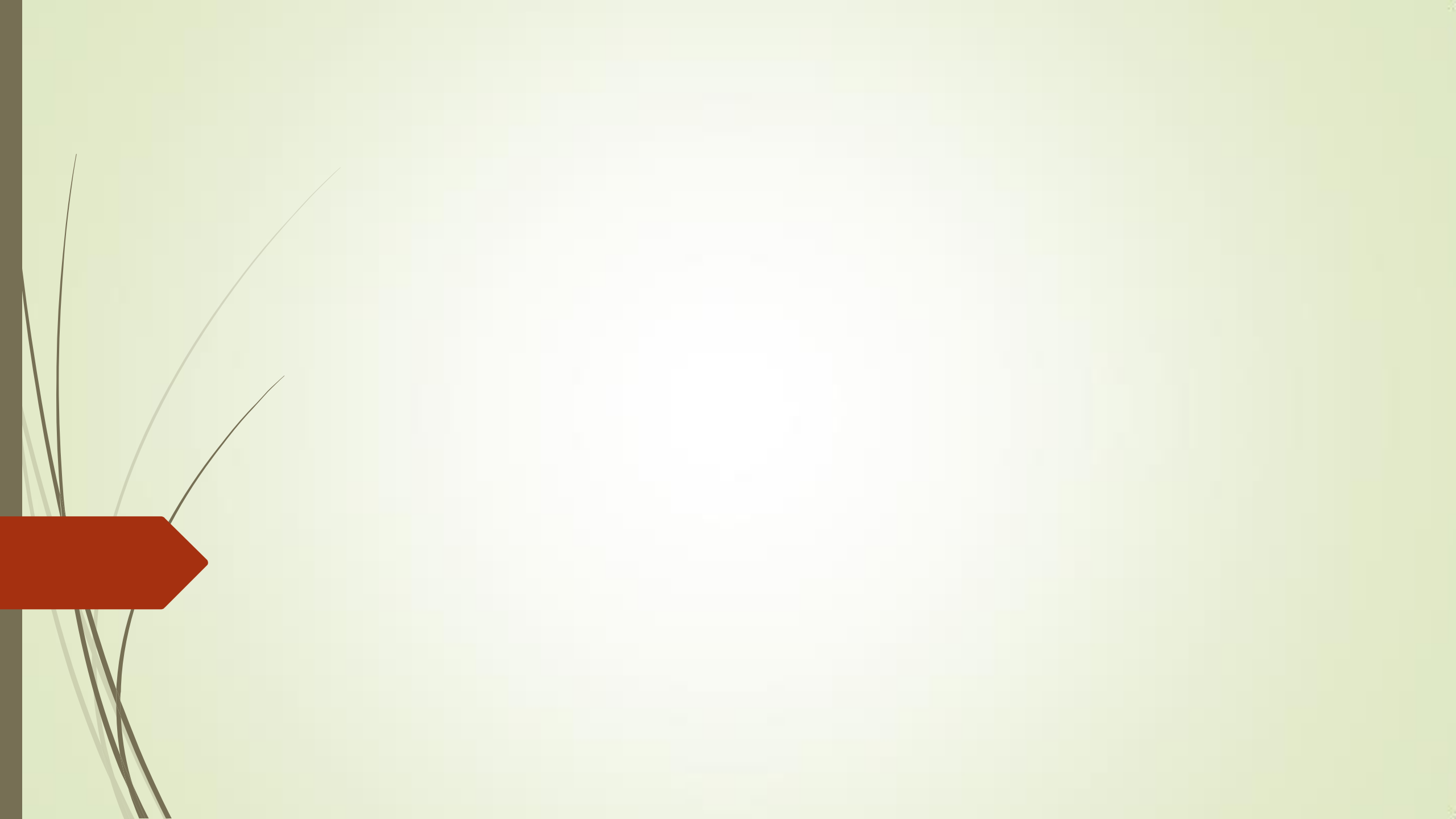
Program Administration

- Program administration ensures that all aspects of an operation's health and Safety Management System are recorded, tracked and maintained.
- Some examples of what must be tracked are: Employee training records, incident investigation reports, preventative maintenance reports and health and safety meeting minutes.



Due Diligence


All provinces in Canada have legislation (commonly called “General Duty Clause”) which holds employers responsible for preventing occupational injuries and illness by ensuring “as far as reasonably practicable....the health and safety of workers and that workers are aware of their health and safety legal rights and obligations.



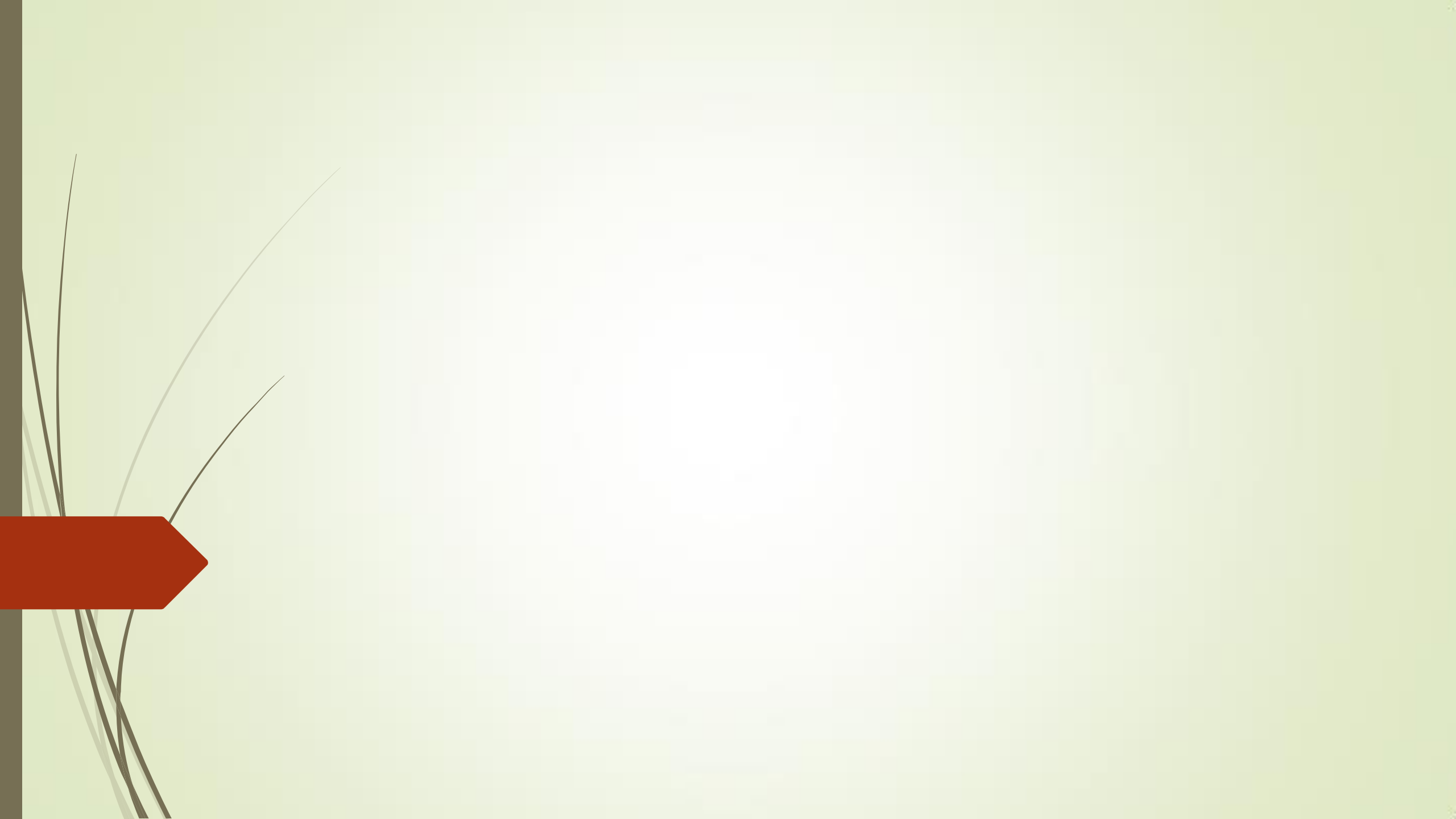



Key factors demonstrating a duly diligent employer:

- Written health and safety policies
- Safe work procedures
- Documented worker orientation and training
- Evaluating health and safety processes through audits, inspections, etc.
- Documented proof of enforcement of safety rules and policies
- Ensuring suppliers and contractor cooperate with the employers program and comply with all **legislation requirements.**




There is no doubt that creating and maintaining a solid safety program takes a lot of effort, time and resources but the benefits you can expect are to reduce fatalities, injuries and illnesses. This will result in cost savings in a variety of areas, such as lowering WCB costs and medical expenses, avoiding OHS charges, and reducing costs to train replacement employees and conduct accident investigations.






Workplace safety is not only the right thing to do for your workers; it's the right thing to do for your business.





So how does that all fit into the Security world

- Safety and Security go hand in hand
- Its all about customer service
- Knowing how to recognize issues and how to deal with them is extremely important.
- No one would ever expect that our staff would be responsible for any security related issue
- The most important issue is your own personal security and safety, and then that of the facility
- The goal of this session is to get staff thinking about the security of our facility and how to deal with different situations.



Safety potential issues to have a plan in place for

- Lost Child (Code Adam)
- Bear Sighting
- Power Outage
- Emergency Evacuation
- Elevator Entrapment
- Fatality/Serious Injury
- Building Collapse
- Chemical Spill/Leak
- Active Shooter
- Bomb Threat

BE AWARE OF YOUR SURROUNDINGS

Keep an eye out for what is happening around you





OBSERVE WHAT IS HAPPENING AROUND YOU

- ▶ As you walk through the facility in performance of your duties this is where you become a huge asset to the facility.
- ▶ Just by adding your powers of observation and reporting anything out of the ordinary you can help create a culture of safety and security.
- ▶ Recreation complexes are busy places and we tend to put on blinders when going from place to place
- ▶ Be observant

What are patrons doing?

- Horse Play
- Hanging around in groups
- Not wearing wrist bands in activities
- Sleeping
- Working out
- Eating
- Waiting for others to finish

Problem Patrons

- Aggressive
- Intoxicated
- Suspicious
- Annoying
- Entitled
- Creepy





How do we deal with angry customers?

- ▶ This may seem like an easy question to answer here but in the moment its sometimes very difficult to deal with an irate customer.
- ▶ Public relations is probably the least practiced but most valuable tool in a in all our work abilities
- ▶ It has to be practiced like everything else.
- ▶ How we deal with situations is a direct reflection on the company and its reputation



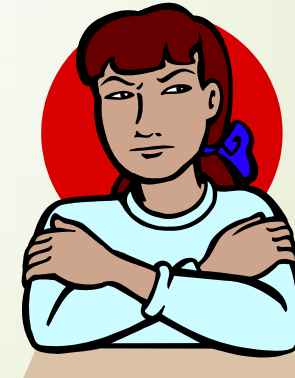
When Dealing with Difficult Customers...

- ▶ Take things professionally, not personally.
- ▶ Keep focused on the issue, not the individual.
- ▶ Kill them with kindness or agreement. (as hard as that is sometimes)

Body Language That Tells Customers They're Not Important

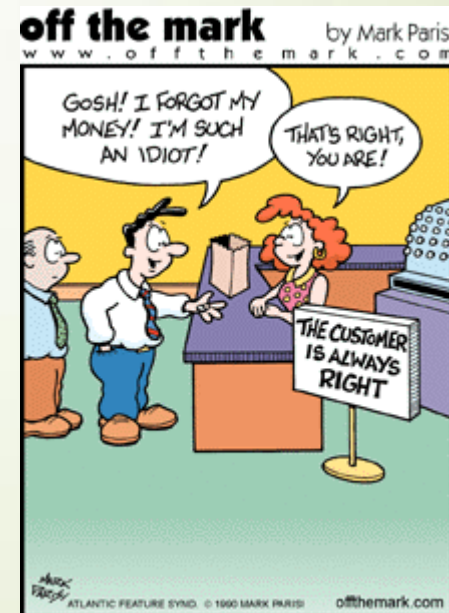
Avoid:

- ▶ Crossing your arms
- ▶ Tapping your foot, pen, or fingers
- ▶ Rolling your eyes at customers
- ▶ Letting your eyes wander
- ▶ Glancing at your watch
- ▶ Talking on your cell phone.



When Speaking to Customers...

- Before you ask a question, explain to your customer why you're asking
- Be polite and courteous to EVERYONE!
- Choose your words carefully when speaking to customers
- Use a calm friendly tone of voice
- Hear yourself as your customers hear you





Language to Avoid When Speaking to Customers:

- Profanity
- “Honey,” “Sweetie,” Or “Hey You”
- Jargon (It’s not my fault. The hitchamidoie broke and caused the whatchmacallit break down)
- That’s not my department...
- The last person on shift messed it up.



ABUSIVE AND ANGRY MEMBER OF PUBLIC- ESCALATED LEVELS OF ANGER

Behaviors/Actions May Include:

- ▶ Fist Pounding
- ▶ Yelling
- ▶ Leaning in
- ▶ Pacing
- ▶ Swearing
- ▶ Staring



Guideline Principles:

- ▶ If a member of the public is demonstrating escalated levels of anger it may be unwise to attempt setting limits at this moment
- ▶ If you cannot tolerate the language or abuse, or if you are shutting down or getting angry, then safely disengage and;
 - ▶ (a) calm down and return to the customer or,
 - ▶ (b) trade off with a co-worker or supervisor



Tap Out

- ▶ If a supervisor or another co-worker observes that you are having an issue with the situation they may resort to a TAP OUT .
- ▶ The procedure for a TAP OUT begins with a co-worker or supervisor, after observing the situation, feels you are over extended or are too involved will walk up and tap the engaged coworker on the shoulder or arm and take his or her place in the discussion with the individual in an attempt to defuse the situation with a clearer mind or different approach



DISENGAGEMENT- WHEN DEFUSING ISN'T WORKING

- Back off with palms open at chest level
- Have a rehearsed excuse to leave
- “ I'll get my supervisor to help you”
- “My co-worker is expecting me”
- Move to a secure area and follow site or office procedures
- Contact security
- Contact the police
- Inform other workers in the area and lock down the office
- Create a safe exit area



DE-ESCALATION SUMMARY:

| De-escalation “Do’s” | De-escalation “Don’ts” |
|--|---|
| <ul style="list-style-type: none">✓ Maintain eye contact✓ Listen actively✓ Adopt a defensive listening posture✓ Allow the person to save face✓ Take a “time out” if you are frustrated✓ Make slow gestures with palms open✓ Nod or confirm statements occasionally✓ Listen for the emotion which caused the anger | <ul style="list-style-type: none">✗ Mirror anger subconsciously✗ Feel you must win the argument✗ Cross your arms✗ Yell or raise your voice✗ Move or walk behind the person✗ Block exits✗ Interrupt✗ Challenge✗ Accuse✗ Threaten✗ Touch the person✗ Gang up on the person |



Additional Points to Consider:

- ▶ It can be dangerous to threaten the agitated customer with comments such as *“I am going to call the police if you continue to threaten me.”*
- ▶ The aggressor may also experience increased levels of hostility if an audible panic alarm or similar device is sounded
- ▶ The aggressor may experience increased levels of hostility if a number of employees approach the area as a “show of force”
- ▶ If you are required to work alone, discuss a safety check-in procedure with your supervisor and co-workers



Top 5 rules

- ▶ Work on creating positive relationships. Creating a good relationship with the team that abuses the beer in the dressing room policy will almost always win them over and minimize infraction later on.
- ▶ Be observant. See the facility through patrons eyes. Come into the facility from, a different entrance
- ▶ Be consistent. Know the facility rules and make sure they get enforced the same for all patrons
- ▶ Keep current policies
- ▶ Involve professionals in tour policy planning, RCMP, security contractors or other facilities are great resources



Questions?



Thank you