

Leader's Guide for Administering the Returning Employee Overview (REO) 2012

May 29, 2012

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Returning Employee Overview "How To's":

Before Administering the REO Tool Please Read The Following:

- REO courses are required annually for all part-time Recreation Workers
- REO is designed to ensure that staff understand the required legislation and policies
- REO should be administered by staff who have working policy and procedural knowledge covering all of the quiz material. This is important so that they can conduct the **required debrief**.

Delivery of Information

- Recommended Training time is 1 hour
- You can use the enclosed PowerPoint as an actual presentation; or you can use it as a reference guide to lead a staff discussion around the required legislation, policies and procedures. "Key messages" have been developed, for each section, for you to use as a resource.
- The Presentation is divided into 5 sections:
 1. Child Abuse Reporting and Recognition - 10 mins
 2. Workplace Harassment Review - 10 mins
 - Introduction to Gossip (optional – but has become more prevalent in our workplace)
 3. Workplace Violence Review -10 mins
 4. Workplace Violence Update
 5. WHMIS Review and Quiz -30 mins
- You must ensure that you go through ALL of the material, especially the WHMIS component before the WHMIS quiz is administered.
- How you deliver the content is up to you.

WHMIS

- WHMIS being a legislated component to training, the WHMIS quiz has been designed to ensure a transfer of knowledge has occurred for this component. Staff must achieve **80%** or higher which is a mark of **32/40**.
- The content of WHMIS must be reviewed **before** staff are to write the quiz.
- Each staff is to receive a copy of the WHMIS quiz to complete along with the sample MSDS sheet provided.
- A quick **debrief** of the WHMIS quiz should happen to ensure they understand the correct answer or reasoning behind the question.
- Questions should be encouraged to ensure staff are clear on their roles and responsibilities.

Records of Training:

- Please use the enclosed record to track REO training.
- Training records must be completed, in full, as an official record of training.
- Only training records completed in **pen** are currently accepted as legal documents
- Trainers must ensure they sign in the applicable box as should the trainee.
- The WHMIS quiz is also considered a record. Please ensure each quiz has the employee's employment info, are completed with mark recorded on quiz and sent to the Training Coordinator for processing.

REO Key Messages

Child Abuse:

- Staff that witnesses / suspects / or receives a disclosure **MUST** directly report to CAS (not via supervisor or after discussion with supervisor)
 - Staff to notify supervisor they are making the call to CAS
 - Notify supervisor action going to be taken by CAS
 - Complete the **PF&R Record of Suspected Child Abuse Form** and forward to your supervisor who will forward to the **Branch Supervisor of Staff Support** (volunteers may receive help completing the form)
 - If caregiver contact staff regarding making the report, staff do not need to admit to making the report but can let them know the following
 - Staff /volunteers have a legal duty to report
 - Failure to report can result in being charged and fined
 - It is Children's Aid mandate to determine if the abused is occurring
- If allegations of child abuse are made against staff, two ways it could be handled.
 1. Children's Aid Investigates
 - Staff need to cooperate with CAS
 - Your Manager will consult with Labour Relations to determine if you are able to continue to work or not
 - Confidentiality must be maintained for all involved
 - Your Full-time supervisor will update you as to the recommendations from CAS
 - When able to return to work your supervisor will meet with you on your first day in.
 2. Non CAS Investigation
 - Your full-time Supervisor will conduct an internal investigation with Labour Relations
 - Your full-time Supervisor will review the PF&R Child and Youth Guidance Policy
 - Manager to determine follow up action

Workplace Harassment

- Harassment is statements or actions made that are known or "reasonably ought to be known" to be unwelcome, embarrassing or hurtful
- Harassment is governed by: **Occupational health and Safety – Bill 168 and the Ontario Human Rights Code**
- The City has two ways of categorizing harassment:
 1. **Code:** actions that fall within the Ontario Human Rights Code such as Race, citizenship, marital status, colour, creed, age, ancestry, sex, disability, ethnic origin, sexual orientation, record of offences, place of origin, family status, receipt of public assistance
 2. **Non- Code:** actions that are not related to the Ontario Human Rights Code, but are recognized by the City such as level of literacy, political affiliation, membership in a union, personal harassment
- Harassment can lead to workplace violence if not managed or dealt with right away. We ask staff to try to address concerns by either handling:
 1. **Informally: Speak to Person** (if actions did not threaten your personal safety)
 - let them know that what they said or did made them uncomfortable
 - please stop
 - Staff should document when they spoke in case of reoccurrence
 2. **Formal: Report it** (if above actions are being repeated or it is an assault against you)
 - To your Supervisor immediately, who will document it on a **Participant Minor Accident/Incident report Form** and/or
 - File Criminal Complaint

- Human Resources Division Representative
- Union Representative
- City Human Rights Office
- Human Rights Tribunal of Ontario
- Staff are encouraged to contact the Employee Assistance Program for support, confidential counselling and referral to other community support agencies.

Workplace Violence

- Workplace Violence is the **exercise of physical force** by a person against a worker, it can even be an attempt to exercise physical force again a worker and/or a statement of behaviour that is reasonable for a worker to interpret as a threat
- Workplace Violence is legislated by the Occupational Health and Safety Act – Bill 168 where it discusses:
 - Policy and Procedure developed and posted in conspicuous location
 - Staff must be trained in the Policy
 - Worker's Right to Refuse Work that my expose you to violence
 1. Employee Reports they are unsafe
 2. Supervisor investigates with Joint Health and Safety Committee and completes the **Workplace Violence and Threat Report Form**, if staff injured **Complete Supervisor Report of Injury**
 3. While investigation taking place, staff to remain in safe area
 4. If issue remedied, employee can return to work
 5. If staff still refuses, PF & R Health & Safety Unit to be called
 6. Ministry of Labour(MOL) to be contacted
 7. MOL investigates and makes final decision
 - Staff may encounter:
 1. Violence with Criminal Intent
 2. Domestic Violence
 3. Hate Crimes
- Supervisor/Employer are able to disclose personal information regarding the person who has a history of violent behaviour to staff if:
 - The worker will encounter this person during work hours
 - The Risk of Violence is likely to expose the worker to physical injury
- PF&R is committed to keeping you safe by conducting:
 - Work Location Risk Assessments (may be asked to be a part of team that completes)
 - Employee Job Risk Assessments (still being reviewed)

WHMIS

- Occupational Health & Safety Act & Workplace Hazardous Materials Information System regulation governs WHMIS
- WHMIS created three main rights of workers.
 1. Right to Know – hazards they will be exposed
 2. Right to Participate – in a Joint Health and Safety Committee
 3. Right to Refuse Work – that they believe to be unsafe
- Components of WHMIS:
 1. Labels – Supplier and Workplace
 2. Controlled Product Classifications
 3. Material Safety Data Sheets
 4. Work Education
- Hazardous Materials

□ Forms	□ Routes of Entry	□ Routes of Exit
1. Solids	1. Inhalation	1. Liver
2. Gases and Vapours	2. Absorption	2. Kidneys
3. Liquids	3. Ingestion	3. Intestines
	4. Injection	4. Bladder

- Toxicity of Controlled Products
 - Lethal Dose – the amount needed to be ingested to cause harm
 - Lethal Concentration – the amount in the air that needs to inhaled to cause harm
- Exposure to Chemicals
 1. Acute – immediate affects
 2. Chronic – long term effects following repeated exposure
 3. Latency – the time lag between exposure to hazardous Material and development of illness.
 4. Synergistic – the cooperative effects of two or more substances that has a greater effect that either alone.
- Health Effects Terminology
 1. Irritants
 2. Sensitizer
 3. Carcinogen
 4. Mutagen – substances that causes changes in the genetic material of living cells
 5. Teratogen – substances that can harm an unborn fetus in the womb.

□ Workplace Hazards

1. Health	2. Safety
▪ Ergonomic	▪ Materials and Products
▪ Chemical	▪ Equipment
▪ Biological	▪ Human Factors
▪ Physical	▪ Work Organization
▪ Psychosocial	▪ Environmental Conditions

- Hazard Reporting
 1. Worker notices a hazard and tries to eliminate the hazard themselves
 2. Completes a **Hazard Report Form** (optional)
 3. Reports Hazard to their Supervisor
 4. Supervisor investigates and completes the Hazard Report Form (if not already completed)
 5. Report form is sent to the JHSC.
- Control of Hazards
 1. At the Source (most effective method of Control)
 2. Along the Path
 3. At the Worker (least effective method of Control)
- Personal Protective Equipment (At the Worker)
 - Must be suitable for hazard
 - Fit-tested and properly sized
 - Worker trained in use and care of
 - Must be maintained in good condition
 - Properly stored
 - Defective equipment reported and replaced.
- Internal Responsibility System (IRS)
 - Employer, Supervisor, Employee are all responsible for:
 - Working in compliance with OHS/A
 - Work in a manner that does not endanger self or others
 - Report Hazards, Accidents/incidents immediately
 - Use and care for PPE

Completing the REO Training Record

1. Ensure each participant has a copy of the REO Training Record.
2. Ask participants to fill in the top portion with their personnel information. Make sure that they know the name of their **Community Recreation Programmer**, and **work location, training location, date and time**.

N.B. Community Recreation Programmers are responsible for ensuring these records are complete, including employee numbers.

3. Ask participants to review the “data covered” for each section. Staff are responsible for making sure that they understand all of the information covered and ask the Trainer for clarification if needed.
4. Participants complete the WHMIS Quiz and take it up via group discussion. Have individuals indicate their mark on the WHMIS quiz out of 40.
5. Have participants sign for each training topic on record of training and return to the Trainer for trainer signature.
6. Trainer to check training records for completeness.
7. Ensure that your full name is written in each box under “**Trainer Full Name**” and that you have initialled each box under “**Trainer Initials**”.

Administering the WHMIS QUIZ

1. Make sure each participant has signed in using the REO Attendance Sheet provided.
2. Ensure each participant has a copy of their own WHMIS quiz.
3. Provide participants with 10 to 15 minutes to complete the quiz independently. The time can be adjusted based on how quickly the participants finish.
4. Remind participants that the quiz is about testing yourself for what you know. If they have questions or are unsure about something they can ask the Trainer for clarification or they can discuss when you take up the answers.
5. Once everyone has completed the quiz, use the answer key to debrief each question as a group. This can be done by asking volunteers to answer the questions, or by going around the room with each participant answering a question in sequence.
6. Remember to protect the emotional safety of all participants, if they don't have an answer or are unsure of their answer; give them the option of guessing or passing for that particular question.
7. Have participants indicate their mark out of 40 on the front page of the WHMIS Quiz and collect.
8. Ensure each staff person signs out on the REO Attendance Sheet. **This Attendance Sheet will be sent along with the completed Training Records and WHMIS Quiz to the Training Coordinator.**



RETURNING EMPLOYEE OVERVIEW (REO) TRAINING RECORD

Please **PRINT** Clearly (In Black or Blue PEN Only)

Current as of: May 29, 2012

Adapted and Integrated
 ARC
 Aquatics
 Community Centre
 Fitness
 Skating
 Ski/Snowboard

Name:	Work Location:	
Employee #:	Community Recreation Programmer:	
Training Location:	Date:	Time:
dd/mm/yyyy		

TRAINER FULL NAME	TOPIC	DATA COVERED	STAFF SIGNATURE	TRAINER INITIALS
	Recognizing and Reporting Child Abuse	<p>Policy and Definitions:</p> <ul style="list-style-type: none"> Overview of divisional Child Abuse Reporting Policy Review of legal obligations of recreation workers under the Child and Family Services Act Application of "duty to report", define age groups served by Children's Aid Societies Review of definitions of the 4 types of child abuse (Physical, Emotional, Sexual and Neglect) Review indicators (reasonable grounds) to suspect Child Abuse <p>Reporting Procedures</p> <ul style="list-style-type: none"> Staff and Volunteers are required to report suspicion/disclosure immediately to CAS Complete new Divisional Child Abuse Reporting Form Review of procedures to be followed if Allegations are made against staff/volunteers when CAS investigates or not. 		
	W.H.M.I.S. (Workplace Hazardous Materials Information System)	<p>Policy and Definitions:</p> <ul style="list-style-type: none"> Definition of W.H.M.I.S. / the "right to know" and Material Safety Data Sheets (M.S.D.S.) Review of where to find controlled product hazard information (supplier/workplace labels, M.S.D.S.) Information contained on workplace and supplier labels, symbol requirements 3 types of hazard controls (at the source, along the path, at the worker) Health Effects – Acute, Chronic, Latent, Synergistic, and Routes of Entry for chemicals to enter the body to cause harm. Review of Toxicity of Chemicals – Lethal Dose vs. Lethal Concentration <p>Reporting Procedures:</p> <ul style="list-style-type: none"> Review of Hazard Reporting Procedures <i>Work Refusal Procedure</i> 		
	Workplace Violence / Workplace Harassment	<p>Policy and Definitions:</p> <ul style="list-style-type: none"> Review City of Toronto's commitment to preventing workplace violence Review how the employer will investigate and deal with incidents, threats and complaints Definition of Harassment and how to recognize unwanted/unwelcome actions Review of the Ontario Human Right Code and list some of the Prohibited Grounds of Discrimination Overview of the City of Toronto's Human Rights and Anti-Harassment Policy Overview of staff involvement in completing a: 1. Work Location Risk Assessment 2. Employee Risk Assessment <p>Reporting Procedures:</p> <ul style="list-style-type: none"> Review of procedures to summon immediate assistance if incidents of workplace violence occur Review of procedures for reporting incidents of workplace violence on the Workplace Violence and Threat Form Review of Informal and Formal Reporting procedures relating to harassment 		

* By signing beside each topic you are indicating that you understand the information that has been reviewed. If you have any questions or concerns it is your responsibility to seek clarification.*

Trainer's initials confirm that the individual attended the training session scheduled.

WHMIS Quiz

WHMIS Questionnaire

Name: _____ Date: _____ Employee Number: _____
80% Required To Pass or 32/40 Your score is _____

Legislation:

1. The Workplace Hazardous Materials Information System (WHMIS) is also known as:
 - a) Dangerous Goods
 - b) The Right to Know
 - c) Toxic Material Inventory
 - d) Environmental Protection Act

2. Which of the following are components of a WHMIS program?
 - a) Labels
 - b) Material Safety Data Sheets (MSDS)
 - c) Worker Training
 - d) All of the above
 - e) a and b

3. According to the WHMIS Regulation, workers must receive instructions regarding:
 - a) Content and significance of information on labels and MSDS's
 - b) Hazard information
 - c) Procedures for safe use, handling, transfer, storage and disposal of hazardous materials
 - d) Emergency procedures
 - e) All of the above

Information Delivery:

4. All containers of hazardous materials coming into the work place must have a supplier label?
 True False

5. What is the most recognizable feature of a supplier label? _____

6. A workplace label must be used when:
 - a) A material has been transferred to another container
 - b) If the supplier label has been removed or cannot be read
 - c) For employer produced materials
 - d) All of the above
 - e) None of the above

7. The purpose of a WHMIS label is to:

- a) Warn workers
- b) Identify hazardous materials
- c) Draw attention to the material safety data sheet
- d) All of the above
- e) None of the above

8. WHMIS has classes of hazardous materials. Match up the WHMIS symbol with the Hazard Class.

a) Compressed Gases

c) Biohazardous & Infectious Materials

e) Oxidizing Materials

g) Dangerously Reactive Materials

b) Corrosive Materials

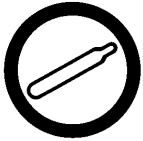
d) Flammable & Combustible Materials

f) Immediate & Toxic Effects

h) Materials Causing Other Toxic Effects

















9. The purpose of a Material Safety Data Sheet (MSDS) is to:

- a) Provide more information than found on the label
- b) Identify hazardous materials
- c) Provide information on protective measures and emergency procedures
- d) All of the above

10. Using the material safety data sheet (MSDS) provided to you, identify the following:

- a) What is the Product Name? _____

- b) WHMIS classification: _____
- c) How many hazardous ingredients make up this product? _____
- d) If a person swallowed this product should you induce vomiting? ___ Yes ___ No
- e) What type of fire extinguisher would you use on a small fire? _____
- f) Is this product stable? ___ Yes ___ No
- g) What are the routes of entry for this product? _____
- h) What PPE should you wear when using this product? _____

Occupational Health:

11. What are the direct routes of entry by chemicals into the body?

- a) _____
- b) _____
- c) _____
- d) _____

12. Acute effects of toxic materials occur:

- a) 3 – 5 months after exposure to the material
- b) Years after exposure to the material
- c) Immediately or very soon after exposure to the material
- d) None of the above

13. Hazardous materials in the work place can be found in the following forms:

- a) Solids (including dusts)
- b) Gases and vapours
- c) Liquids (including mists)
- d) All of the above
- e) None of the above

Control of Hazards:

14. Where are the three principle locations to place hazard controls?

- 1. _____
- 2. _____
- 3. _____

15. A LD50 rating for a toxic substance identifies how much was fed to a test population of lab animals to kill half of them

- ___ True ___ False

16. How can a worker control his/her exposure to hazardous materials?
- a) Wear the necessary personal protective equipment
 - b) Follow safe work procedures
 - c) If you are not familiar with a material, ask your supervisor for information
 - d) Know how to use the information found on labels and MSDS's
 - e) All of the above
17. What should a worker do in the case of an emergency?
- a) Panic
 - b) Hide in the washroom
 - c) Leave the area
 - d) Follow safety procedures or instructions from your supervisor
 - e) Notify a supervisor
 - f) Try to handle the situation yourself
18. List some types of personal protective equipment that you might use in your work.
- a) _____
 - b) _____
 - c) _____
 - d) _____

If you prior to completing this, listened to a presentation, let us know if you liked this method of information delivery.

___ (5) Excellent ___ (4) Very Good ___ (3) OK ___ (2) Not so Good ___ (1) Poor

MSDS Sample



gasoline MSDS

1. Double Click on Icon to View the 8 page MSDS.
2. Print enough copies for your group.

WHMIS Quiz - Answer Key

WHMIS ANSWER KEY

Name: _____ Date: _____ Employee Number: _____

80% Required To Pass or $\frac{32}{40}$ Your score is _____

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 - b) Hazard information
 - c) Procedures for safe use, handling, transfer, storage and disposal of hazardous materials
 - d) Emergency procedures
 - e) All of the above**

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True ___ False
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6. A workplace label must be used when:
 - a) A material has been transferred to another container
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 - c) For employer produced materials
 - d) All of the above**
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7. The purpose of a WHMIS label is to:

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- b) Identify hazardous materials
- c) Draw attention to the material safety data sheet
- d) All of the above**
- e) None of the above

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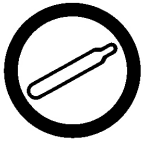
- b) Corrosive Materials
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- h) Materials Causing Other Toxic Effects



E



D



A



C



F



G



B



H

9. The purpose of a Material Safety Data Sheet (MSDS) is to:

- a) Provide more information than found on the label
- b) Identify hazardous materials
- c) Provide information on protective measures and emergency procedures
- d) All of the above**

10. Using the material safety data sheet (MSDS) provided to you, identify the following:

- a) What is the Product Name **GASOLINE**
- b) WHMIS classification: **FLAMMABLE LIQUID (B-2), MATERIALS CAUSING OTHER TOXIC EFFICS (D-2A, D-2B)**
- c) How many hazardous ingredients make up this product? **4 (GASOLINE, ETHANAOL, BENZENE, TOLUENE)**
- d) If a person swallowed this product should you induce vomiting? ____ Yes
No
- e) What type of fire extinguisher would you use on a small fire? **DRY CHEMICAL, CO2, WATER SPRAY (FOG), OR FOAM**
- f) Is this product stable? **Yes** ____ No
- g) What are the routes of entry for this product? **RESPIRATORY, HANDS, EYES, SKIN (MAY INCLUDE INGESTION)**
- h) What PPE should you wear when using this product? **RESPIRATORS, CHEMICAL GLOVES, CHEMICAL GOGGLES**

Occupational Health:

11. What are the direct routes of entry by chemicals into the body?

- a) **INHALATION** _____
- b) **INGESTION** _____
- c) **INJECTION** _____
- d) **SKIN ABORPTION** _____

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d) Follow safety procedures or instructions from your supervisor

- e) Notify a supervisor
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18. List some types of personal protective equipment that you might use in your work.

- a) RESPIRATORS _____
- b) HAND PROTECTIONS _____
- c) EYE PROTECTIONS _____
- d) FOOT PROTECTION _____

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