



Document #: K-WR02	 Winnipeg Regional Health Authority Office régional de la santé de Winnipeg	Operating Procedure (OP)	Status: Version 3
			Revised: June 2024 Owner: Occupational and Environmental Safety and Health (OESH)
Title: Report and Resolution of Safety and Health Concerns			Page 1 of 4

Purpose	In keeping with the Winnipeg Regional Health Authority (WRHA) commitment to providing a safe and healthy workplace, the following Operational Procedure has been developed to ensure that Safety and health concerns of all staff are reported and resolved.
Background	This OP supersedes OP Report and Resolution of Safety and health Concerns dated February 2016 (version 2).

1.0	GUIDING PRINCIPLE
1.1	This operational procedure is designed to ensure that when followed, the minimum requirements of Manitoba Workplace Safety and Health legislation is complied with and where possible exceeded.
1.2	As with all matters relating to the Safety and Health of workers, the Workplace Safety and Health Committee should be consulted for their input.


2.0	DEFINITIONS
2.1	Act (The Act and Regulation): The Workplace Safety and Health Act W210 and Regulation of Manitoba.
2.2	Directors/Managers/Supervisors/Lead: Means a person who has charge of a workplace or authority over a worker.
2.3	Employer: Every person who, by himself or his agent or representative employs or engages one or more workers, and The Crown and every agency of the government
2.4	Hazard: Any condition, activity, material, or substance that can cause injury or illness to a person
2.5	<p>Hazard Elimination and Control:</p> <p>2.5.1 Where there is a risk to the safety or health of a worker, the employer must, if reasonably practicable, eliminate it through</p> <p>2.5.1.1 the design of the workplace;</p> <p>2.5.1.2 the design of the work process; or</p> <p>2.5.1.3 the use of engineering controls.</p> <p>2.5.2 If the measures under subsection 2.5.1 fail to eliminate the risk, the employer must control any risk that remains</p> <p>2.5.2.1 through one or a combination of the following, and to the extent practicable:</p> <ul style="list-style-type: none"> • the design of the workplace, • the design of the work process, • the use of engineering controls; and <p>2.5.2.2 to the extent risk remains after taking the measures under 2.5.1, by implementing safe work procedures that reduce the remaining risk as much as reasonably practicable.</p> <p>2.5.3 After taking the measures required under subsection 2.9.2, the employer must ensure that workers who may be exposed to any remaining uncontrolled risk use personal protective equipment that meets the requirements of the Workplace Safety and Health Regulation Part 6.</p>
2.6	OESH: The Occupational and Environmental Safety and Health Department of the Winnipeg Regional Health Authority.
2.7	<p>Worker</p> <p>2.7.1. any person who is employed by an employer to perform a service whether for gain or reward,</p>


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	or hope of gain or reward or not, 2.7.2. any person engaged by another person to perform services, whether under a contract of employment or not 2.7.2.1. who performs work or services for another person for compensation or reward on such terms and conditions that he is, in relation to that person, in a position of economic dependence upon that person more closely resembling the relationship of any employee than that of an independent contractor, 2.7.2.2 and who works or performs services in a workplace which is owned or operated by the person who engages him to perform services, 2.7.3. any person undergoing training or serving an apprenticeship at an educational institution or at any other place.
2.8	Workplace: Any building, site, clinical unit, workshop, mobile vehicle, client home or any other premises or location whether indoors or outdoors in which one or more Workers, or self-employed persons are engaged in work.
2.9	Workplace Safety and Health Committee: A committee for Workplaces where at least 20 of the Employer's Workers are regularly employed as established under Section 40 of the Workplace Safety and Health Act.
2.10	Workplace Safety and Health Representative: A Representative for Workplaces where five (5) or more Workers but less than twenty (20) Workers are regularly employed as established under section 40 of the Workplace Safety and Health Act.

3.0	OPERATIONAL PROCEDURE
3.1	All safety and health concerns are to be reported to the immediate supervisors of the area involved. This may be done verbally, electronically (email), in writing or where applicable through safety huddles using the ticket system.
3.2	The supervisor shall make every effort to resolve safety and health concerns immediately/in a timely manner using the Hazard Elimination and Control Hierarchy as outlined in the Act and defined in 2.5.
3.3	Safety and health concerns that are not resolved to the satisfaction of an employee by the supervisor will be reported to a safety and health committee member within the facility/site/program/department. The committee/representative will attempt to resolve the concern. Where necessary the Committee/Representative will submit a written recommendation to senior management/employer.
3.4	If programs/departments/areas are unable to find acceptable solutions to safety and health concerns, they may consult with OESH at any time.
3.5	If the concern is not resolved or the reporting employee feels on reasonable grounds that it still presents safety and health risks that are not normal for the job and will cause immediate and serious, or long-term effects on their safety and health or the safety and health of others, the employee may initiate the Right to Refuse Dangerous Work Process as outlined in the WRHA Operational Procedure – Right to Refuse Dangerous Work.
3.6	The WRHA Poster – Reporting and Resolution of Safety and Health Hazards shall be available to all staff and posted on the Workplace Safety and Health Committee Bulletin Board.

4.0	RESPONSIBILITIES
4.1	Employer 4.1.1 Act in accordance with the objects and purposes of the Act by ensuring, so far as is reasonably practicable, the safety, health and welfare at work of all workers, and

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	complying with the Act and regulations. 4.1.2 Ensure that all workers, particularly Directors / Managers / Supervisors / Leads, are acquainted with any safety or health hazards that may be encountered by the workers in the course of their service and that workers are familiar with the use of all devices or equipment provided for their protection.	
4.2	Facility/Program Executive Team 4.2.1 Assign responsibilities to staff within the facility/site/program/department to ensure the implementation of this operational procedure. 4.2.2 Ensure resources (information, training, tools, equipment, and time) are available to provide/maintain effective implementation. 4.2.3 Support the Operational Procedure throughout the facility/site/program/department. 4.2.4 Ensure that a record-keeping system is in place to ensure that training records are kept.	
4.3	Directors/Managers/Supervisors/ Lead 4.3.1 Ensure compliance with all aspects of the regulations. <i>The department director is responsible for ensuring that their area of responsibility complies with all aspects of the regulations and this operational procedure.</i> 4.3.2 Encourage and require staff to report safety and health concerns and hazards as soon as possible. 4.3.3 Receive safety and health concerns from staff. 4.3.4 Upon notification of safety and health concerns, take immediate steps to protect the safety and health of any employee who may be at unreasonable risk as far as is reasonably practicable. 4.3.5 Promptly recommend and implement solutions to eliminate or control the hazards raised through the reporting process following the hierarchy of controls where reasonable and practicable. Consult with OESH where additional assistance is required. 4.3.6 Document any corrective action(s) or non-action(s). Forward a copy to the program / departmental /facility workplace safety and health committee if requested. 4.3.7 Upon receipt of a safety and health concern in an area outside their portfolio, forward the concern to the appropriate employer representative of that area.	
4.4	Worker 4.4.1 Report all safety and health concerns or hazards to your supervisor immediately. 4.4.2 When observing an employee performing a hazardous act or violating safety and health policy, assist them in correcting the action by considerately pointing out the error. 4.4.3 If an employee performing an unsafe act does not correct the unsafe action after intervention as described in 4.4.2 the observing employee shall report to the supervisor immediately.	
4.5	Workplace Safety and Health Committees 4.5.1 Consult with the facility/site/program on the development and implementation of this operational procedure. 4.5.2 Review and monitor the effectiveness of this Operational Procedure. 4.5.3 Address safety and health concerns as required in 3.3	
4.6	Occupational Environmental Safety & Health Department (OESH) 4.6.1 Consult with the facility/site/program/department all aspects of this operational procedure. 4.6.2 Assist facility/site/program/department managers, workers, and WSH committee members in addressing and correcting reported hazards.	

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4.6.3 Provide educational sessions on, hazard recognition and hazard control methods.		

5.0	<u>TRAINING REQUIREMENTS</u>
5.1	All staff need to be informed of their rights and responsibilities related to this operational procedure at orientation.

6.0	<u>REFERENCES</u>
6.1	Legislation Manitoba Laws - W210 The Workplace Safety and Health Act https://web2.gov.mb.ca/laws/statutes/ccsm/w210.php?lang=en Consolidated WSH Act and Regulation – Province of Manitoba https://www.gov.mb.ca/labour/safety/pdf/whs_workplace_safety_act_and_regs.pdf Government of Manitoba: The Workers Compensation Act W200 https://web2.gov.mb.ca/laws/statutes/ccsm/w200.php?lang=en
6.2	WRHA Policy and Operational Procedures WRHA Policy 20.20.030 Workplace Safety and Health https://policies.wrha.mb.ca/human-resources/#111-143-workplace-safety-health WRHA OESH Operational Procedure – Workplace Safety and Health Committees https://professionals.wrha.mb.ca/old/professionals/safety/files/Safety/2016.04.29OP-HealthandSafetyCommittees.pdf
7.0	APPENDIX:
	Appendix A: Safety Huddle Ticket Appendix B: WRHA Poster – Report and Resolution of Safety and Health Concerns
8.0	OPERATIONAL PROCEDURE CONTACT
	Regional Director, Occupational and Environmental Safety and Health, Winnipeg Regional Health Authority