

SMALL BUSINESS PRIMER

A GUIDE TO WORKSAFEBC



WORK SAFE BC

CFIB
CANADIAN FEDERATION
OF INDEPENDENT BUSINESS.

About the CFIB

The Canadian Federation of Independent Business (CFIB) is a non-partisan, not-for-profit political action force. Founded in 1971 as a political action organization for small- and medium-sized businesses, the CFIB has grown to over 105,000 members.

As the leading advocacy group for independent business in Canada, the CFIB is best known for its high-profile actions and results achieved at all levels of government, in areas that include tax issues, excessive regulation, labour laws, and public sector spending. Through regular surveys and a One Member-One Vote system, CFIB members drive policy direction and advocacy focus. The CFIB also troubleshoots and provides valuable information to members on a variety of subjects from crime proofing your business to what to do when the tax auditor arrives.

“A big voice for small business everywhere”

For more information on how the CFIB can help your business and how to become a CFIB member, please visit cfib.ca or call 1.888.234.2232.

About WorkSafeBC

At WorkSafeBC, we're dedicated to promoting safe and healthy workplaces across B.C. We partner with workers and employers to save lives and prevent injury, disease, and disability. When work-related injuries or diseases occur, we provide compensation and support injured workers in their recovery, rehabilitation, and safe return to work. We also provide no-fault insurance and work diligently to sustain our workers' compensation system for today and future generations. We're honoured to serve the workers and employers in our province.

WorkSafeBC Prevention Information Line

The WorkSafeBC Prevention Information Line can answer your questions about workplace health and safety, worker and employer responsibilities, and reporting a workplace accident or incident. The Prevention Information Line accepts anonymous calls.

For other WorkSafeBC contact information, see page 49 of this guide. For additional copies of this guide or other materials related to small business, email smallbiz@worksafebc.com.

Phone 604.276.3100 in the Lower Mainland, or 1.888.621.7233 (621.SAFE) toll-free in Canada. You can also email ssquery@worksafebc.com.

To report after-hours and weekend accidents and emergencies, call 604.273.7711 in the Lower Mainland, or call 1.866.922.4357 (WCB.HELP) toll-free.

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WorkSafeBC publications

Many publications and other resources are available at worksafebc.com, including the Occupational Health and Safety Regulation and associated policies and guidelines, as well as excerpts and summaries of the *Workers Compensation Act*.

Print versions of many publications are also available for purchase:

Phone: 604.232.9704
Toll-free phone: 1.866.319.9704
Fax: 604.232.9703
Toll-free fax: 1.888.232.9714
Online ordering: worksafebcstore.com

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Why register with WorkSafeBC?

Registering with WorkSafeBC for workplace insurance coverage has benefits and is in many cases a requirement in B.C.

Benefits of WorkSafeBC coverage

The workers' compensation system in B.C. is a no-fault insurance system that protects employers and workers. Employers registered with WorkSafeBC pay premiums that fund the system and in return cannot be sued for the costs of a work-related injury, disease, or fatality. Workers who sustain a work-related injury or disease receive compensation from WorkSafeBC for medical and wage-loss costs. In B.C., as with all provinces and territories in Canada, workers' compensation is mandated to provide insurance that covers work-related injuries and other incidents as legislated in the *Workers Compensation Act*.

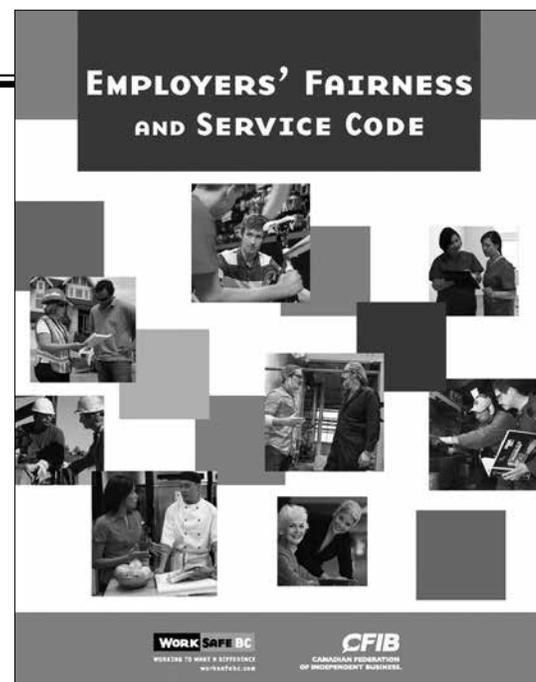
WorkSafeBC services

To help you get the most out of your relationship with WorkSafeBC and better understand the benefits of registering, here is a list of WorkSafeBC services:

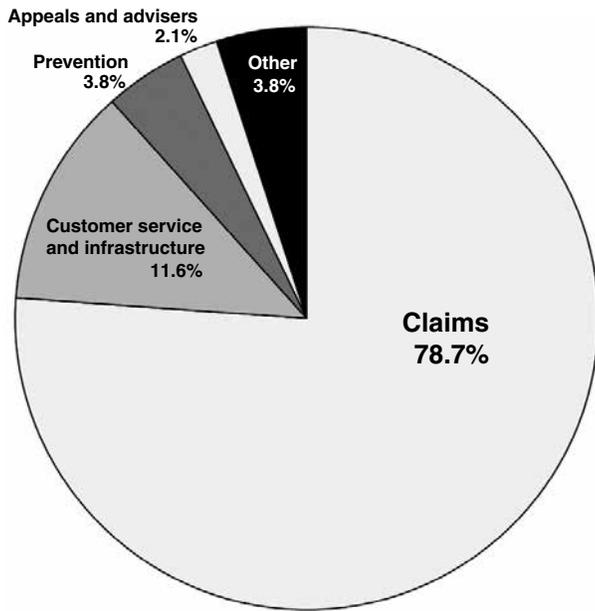
- Register employers for workplace insurance coverage.
- Educate employers about injury prevention.
- Develop and enforce health and safety requirements for workplaces.
- Provide counselling support to workers and employers following a critical incident at work.
- Evaluate and pay claims to injured workers.
- Help workers return to work as quickly and safely as possible.
- Help workers find alternative work if they are unable to return to their previous occupation.
- Administer disability and death benefits.
- Support research to prevent and reduce injuries and occupational diseases.

Employers' Fairness and Service Code

This WorkSafeBC publication describes the standards and behaviour you can expect from WorkSafeBC staff and provides information to help make you aware of your rights when dealing with WorkSafeBC staff.



Where your money goes



Claims \$1.6 billion

wage loss, disability, and health-care benefits

Customer service and infrastructure \$232 million

adjudication, payments, and return-to-work programs

Prevention \$76 million

education, consultation, and enforcement

Appeals and advisers \$42 million

WCAT (appeal tribunal), Review Board, Workers' Advisers, and Employers' Advisers

Other \$92 million

fraud detection, policy and regulation, information services, corporate services, governance, research, and building maintenance

Note: All figures are taken from the WorkSafeBC 2014 Annual Report.

Individuals or firms not required to register may apply for optional coverage with WorkSafeBC. See "Personal Optional Protection (POP) coverage," page 3.

Do I have to register?

Most businesses in B.C. are required to register with WorkSafeBC. Generally, you must register if you:

- Employ and pay workers on a regular, casual, or contract basis (see the definition for *contractor*, page 24)
- Hire someone to work in or around your home for a certain period of time (see the definition for *residential employer*, page 29)
- Come from another province or country to work in B.C.
- Work in the commercial fishing industry
- Work in the trucking industry and operate trucks in B.C.

Who is not automatically covered?

Individuals and firms are not required to register if they are:

- Partners or proprietors if the business is unincorporated (even if the proprietor's operation includes his or her spouse)
- Independent operators who are neither employers nor workers

To find out if you need to register, do one of the following:

- Go to worksafebc.com and search for “insurance registration.”
- Call the Employer Service Centre at 604.244.6181 in the Lower Mainland or 1.888.922.2768 toll-free in Canada.

Personal Optional Protection (POP) coverage

Individuals or firms not required to register may opt for voluntary coverage. Partners, proprietors, or independent operators who are not automatically covered under the *Workers Compensation Act* may apply for Personal Optional Protection, optional insurance that will cover lost salary and medical expenses in cases of work-related injury or disease. Proprietors can also apply for POP coverage on behalf of their spouses.

Subcontractors

If you contract out any of your work, ask your subcontractors whether or not they carry their own coverage. If they do, ask for their WorkSafeBC account numbers. If they do not, you may be required to provide coverage for them.

Clearance letters

To determine whether or not a subcontractor is registered with WorkSafeBC, you can obtain a clearance letter using one of the following two options:

- Go to worksafebc.com and search for “clearance letter.”
- Call the Clearance Section at 604.244.6380 in the Lower Mainland or 1.888.922.2768 toll-free in Canada, or fax them at 604.244.6390.

What if I do not register?

It is against the law to avoid registering when you are required to do so. If you are required to register and do not, and one of your workers is injured, you could be fined and charged the total compensation costs of the injury plus retroactive insurance premiums.

Employer responsibilities

Employers have the following basic responsibilities:

- Register with WorkSafeBC, if required, before you hire workers or contract out work. See “Do I have to register?” on pages 2–3.
- Report your assessable payroll to WorkSafeBC, and pay your premiums when they are due. See “Assessable payroll,” page 8 and “How do I pay my premiums?” on pages 9–10.
- Notify WorkSafeBC of changes to your operations.
- Comply with the *Workers Compensation Act* and the Occupational Health and Safety Regulation.
- Provide a safe workplace. See “How can I prevent injuries?” on pages 12–13.
- If a worker is injured on the job, transport them to the nearest location for medical treatment and pay for the transportation.
- Report injuries, diseases, and other incidents to WorkSafeBC. See “What do I do if there is a workplace accident?” on pages 14–16.
- Investigate incidents and submit investigation reports to WorkSafeBC. See “Incident investigations,” page 15.
- Submit the necessary forms to WorkSafeBC when a claim is initiated. See “Submitting forms,” page 17.

Know the responsibilities of your workers

Educate yourself about the rights and responsibilities of your workers, and provide them with information so that they know how to work safely and deal with any incidents that do occur. Workers have the following basic responsibilities:

- Report unsafe acts and conditions.
- Follow safe work procedures.
- Use any required personal protective equipment as instructed.
- Report injuries to a supervisor and the employer.
- Get treatment for the injury as soon as possible. Tell the health care professional it is a work-related injury.
- Keep in touch with your supervisor and WorkSafeBC. Report any paid work to WorkSafeBC.
- Follow the treatment advice of health care professionals.
- Participate in modified or transitional duties that are part of a reasonable return-to-work program.

How much will it cost?

Once registered you will be charged annual or quarterly insurance premiums for your workplace disability coverage based on your assessable payroll. (See “Calculating your premium,” pages 6–8.)

WorkSafeBC collects insurance premiums from registered businesses to cover the costs of work-related injuries, occupational diseases, and fatalities. This includes all related costs, including health care, wage loss, rehabilitation, and administration costs. As a registered employer, you are required to pay these premiums just as you would pay premiums for any other type of insurance.

Registration process

There are two ways to register with WorkSafeBC: online or by paper form.

1. To register online, visit worksafebc.com. The online registration process should only take about 20–30 minutes.
2. To obtain a paper form—either form 1800 or form 1801—do one of the following:
 - Download a copy from worksafebc.com (Forms & Resources).
 - Phone the Employer Service Centre at 604.244.6181 in the Lower Mainland or 1.888.922.2768 toll-free in Canada to have a form sent by mail or fax.
 - Visit your local WorkSafeBC office. For a list of offices, see the inside back cover.

You can return the completed application by mail or fax:

- Mail: WorkSafeBC, PO Box 5350 Stn Terminal, Vancouver, BC V6B 5L5
- Fax: 604.244.6490

OneStop Business Registry

The OneStop Business Registry is a service that allows you to register or make an address change with several public agencies in one step, using your Business Number from the Canada Revenue Agency. This service includes the following:

- WorkSafeBC—registration number
- Canada Revenue Agency—GST number
- Ministry of Provincial Revenue—registration for provincial sales tax and hotel room tax
- B.C. Corporate Registry—registration for a sole proprietorship or general partnership
- Participating municipalities—municipal business licences

Visit bcbusinessregistry.ca and click “3. Ready to register your business.”

Information you will need to register

Make sure you have the following information ready when you go to register:

- The complete legal name of your business or, if you are registering under a partnership or proprietorship, the legal names of the business owners
- Your incorporation number, date, and jurisdiction if you operate a limited company
- Your business number from the Canada Revenue Agency, if you have one
- The makes and models of any major equipment you use to generate revenue
- An estimate of your payroll if you employ workers
- The start date of operations and start date of your first worker, if applicable
- Names, birth dates, and contact information of the proprietor, all partners, or all active shareholders



Save time by collecting all your necessary information before you go to register.

Calculating your premium

Your premiums are calculated using three variables: the base rate for your classification unit, your experience rating adjustment, and your assessable payroll. These terms are explained below. The following formula determines how much you pay.

$$\frac{(\text{base rate} \pm \text{experience rating})}{100} \times \text{assessable payroll} = \text{premium}$$

Classification units (CUs)

WorkSafeBC uses classification units (CUs) to group employers based on their industrial activities. CUs take into account work activities and types of equipment used, but not the occupations within the industries. Grouping businesses that have similar activities helps ensure that the base rate for businesses in that CU is fair and equitable. CUs also help ensure that the overall claims costs in B.C. are distributed fairly among the industries responsible for those costs—industries with higher injury costs pay higher premiums.

There are over 600 classification units. Three common CUs are:

- 761035—Restaurant or Other Dining Establishment
- 721027—House, Other Wood Frame Construction, or Renovation Work
- 741013—General Retail (not elsewhere specified)

To determine the CU that best describes your business, WorkSafeBC considers several factors, including the following:

- Type of products or services you provide
- Processes and equipment you use
- Type of industry you compete in

WorkSafeBC may also review the occupations of individual workers in your business, but only to help determine the type of industry your business is in.

Base rates

The base rate is the amount per \$100 of payroll that WorkSafeBC charges your industry. Different CUs have different base rates. To ensure that base rates remain fair and equitable, WorkSafeBC reviews the classification system every year and modifies rates to reflect changes in industries and the economy.

Experience rating

Experience rating is the discount or surcharge that your business earns each year. If your business has lower claims costs compared with other employers of a similar size in your rate group, you may qualify for a discount. On the other hand, you will have to pay a surcharge if your business experiences higher claims costs than other firms in your rate group. You will be notified of your experience rating and your rate by mail near the end of each year.

You can estimate your experience rating using the experience rating calculator on worksafebc.com or you can call the Employer Service Centre (see page 49) for help estimating your experience rating.

Sample calculation of an annual premium

For example, the 2016 base rate for a restaurant (CU 761035) is \$1.04 for every \$100 of payroll. This means that a business in this CU with an annual payroll of \$200,000 and an experience rating discount of 10% will pay an annual premium of \$1,872 in 2016.

$$\frac{\$1.04 - (\$1.04 \times 10\%)}{100} \times \$200,000 = \$1,872 \text{ premium}$$

Assessable payroll

Your assessable payroll is basically the total amount of wages you pay to your workers, including gross wages, salaries, commissions, bonuses, holiday pay, and other remuneration before deductions, except non-cash taxable benefits. Most small businesses calculate and submit this information using form 1810—Employer Payroll and Contract Labour Report. Your assessable payroll may also include payments you made to contractors, or shareholder earnings. For a complete definition of assessable payroll, go to worksafebc.com and search for “calculating your premiums.”

How do I pay my premiums?

Once you are registered with WorkSafeBC you will pay insurance premiums for your workplace disability coverage. The process for reporting assessable payroll and paying a premium is similar to filing a tax return. There are two categories of remittance: annual and quarterly.

Annual remittance

If you have a projected annual premium of less than \$1500, you can generally report your payroll and pay your premium once a year. Most small businesses remit annually.

Quarterly remittance

If you have a projected annual premium of \$1500 or more, you will generally remit on a quarterly basis. The quarterly remittance dates are April 20, July 20, October 20, and January 20.

Making payments

Toward the end of each year, all employers receive a letter by mail that tells them what the base rate will be for their classification unit for the following year. This is not a bill, and you do not make any payment at this time. Shortly after, most small businesses receive form 1810 — Employer Payroll and Contract Labour Report. Use this form to report your annual assessable payroll and determine your premium for the previous year. This payment is due at the beginning of the following year.

Note: If you remit on a quarterly basis, you will also receive form 1820 — Employer's Remittance Form to report your assessable payroll, calculate your premium, and make your quarterly payment.

It is important that you report your payroll accurately and pay your premiums on time. If you do not, you will be charged a penalty in addition to your premium.

Payment options

You can pay your premiums using one of the following methods.



You can pay your premiums online using your credit card or direct banking.

Online

Go to worksafebc.com to report your assessable payroll and pay your premium using your credit card or direct banking.

By phone

Use the WorkSafeBC automated phone service to report your assessable payroll and pay your premium using your credit card. Call 604.244.6181 in the Lower Mainland or 1.888.922.2768 toll-free in Canada.

At a financial institution

Pay at your financial institution using the bottom portion of form 1810 or 1820, as appropriate. Then mail or fax the completed top portion of form 1810 (or form 1820, if required) to WorkSafeBC by following the instructions on the form, which includes contact information.

At a WorkSafeBC office

Visit your nearest WorkSafeBC office (see inside back cover) with your completed form 1810 or form 1820 and pay by cheque or money order.

By mail

Mail your completed form with a cheque or money order to the address indicated on the form.

How can I reduce my premiums?

Your classification unit (CU) base rate and your experience rating are two of the variables that determine your premium (see pages 6–8). The base rate is set using claims costs data from all employers in your rate group. Your experience rating, however, is based on the injuries and claims costs paid for your specific business. If you have fewer injuries and lower claims costs than other businesses in your rate group, you can receive a discount of up to 50% over time. If you have more injuries and higher claims costs, you can incur a surcharge of up to 100% over time.

Preventing injuries

Taking time and effort to prevent injuries is the most effective way to reduce your number of injuries and claims costs. For more information, see “How can I prevent injuries,” pages 12–13.

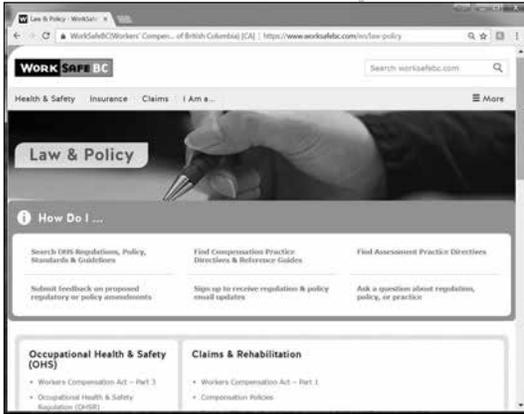
Early return to work for injured workers

Return-to-work (RTW) and early-return-to-work (ERTW) programs not only help you get your business back on track but they can also reduce the overall claim costs of an injury. Studies have shown that injured workers recover more quickly and completely if they are able to return to work sooner. WorkSafeBC will work with you, the worker, and the worker’s doctor to help develop an RTW program that is safe for the worker and suited to your business. See “Return-to-work programs,” page 22 for more information.



Explaining safe work practices to workers helps ensure that they will work safely and avoid work-related injuries.

How can I prevent injuries?



There have been many recent amendments to the Regulation, so it's important to refer to the online version. Go to [worksafebc.com](https://www.worksafebc.com) to ensure that you are seeing the most up-to-date requirements.

Taking steps to improve health and safety in your workplace will help prevent the human and financial costs that result from work-related injuries and diseases.

Occupational Health and Safety Regulation

The Regulation describes health and safety requirements for all workplaces under the jurisdiction of WorkSafeBC, which includes most small businesses. Employers are responsible for complying with the Regulation. Many sections of the Regulation also have accompanying Guidelines and Policies that will help clarify your requirements.

You can search the Regulation and the accompanying Guidelines and Policies on [worksafebc.com](https://www.worksafebc.com). For example, to get information about smoking at work, you can enter the search term *smoking* and then select the relevant sections in which smoking is mentioned.

Basic health and safety program

All workplaces are required to have an occupational health and safety program. Such a program helps prevent work-related injuries and diseases, and should include the following:

- Written safe work procedures and emergency response procedures
- Orientation, education, training, and supervision for workers
- A process for identifying, assessing, and controlling hazards
- Regular inspection of your worksite, equipment, and work procedures to help identify hazards
- Incident investigations to identify causes and prevent recurrences
- Regular health and safety meetings that include workers
- Up-to-date records and statistics, if applicable (for example, documentation of training activities, first aid treatments, safety discussions, safety inspections, and incident investigations)
- A joint health and safety committee or worker health and safety representative, as applicable

Involve your workers

Encourage your workers to ask questions if they do not understand something, especially if they are younger or new to the job. A few minutes spent explaining or re-explaining something could prevent a costly accident.

Make sure your workers know the following:

- Their rights and responsibilities
- How to perform tasks safely
- Who to ask if they have questions
- Where to get first aid if they are injured

Develop written safe work procedures so that workers have something to refer to if they are unsure of procedures. Be proactive and take the time to ask your workers how they would improve productivity and safety. Encourage workers to participate in and take ownership of initiatives.

Ask for help if you need it

Most likely there are other businesses similar to yours. Find out if there is an industry association for your type of business, or contact WorkSafeBC to find out about common injuries in your industry and how to prevent them. There are also many health and safety resources available through the Internet, from WorkSafeBC as well as other health and safety organizations in Canada and around the world.

WorkSafeBC prevention officers

For more information on how to prevent injuries specific to your workplace, contact WorkSafeBC and ask for a consultation with a WorkSafeBC prevention officer. WorkSafeBC prevention officers conduct site inspections to ensure compliance with the Regulation. After an inspection, an officer will issue a report and discuss any outstanding issues with you.

Deal with worker concerns quickly

As a small business, you have the advantage of being able to hear concerns directly from your customers and your workers. You can also deal with concerns quicker and have the ability to resolve many issues immediately. Use your advantage. If something is broken, fix it. If workers need a stepladder to reach items, buy it. Avoiding these types of minor expenses could cost you much more if a worker is injured.



Take a few minutes to explain how specific tasks should be carried out, especially for workers who are younger or new to the job.

What do I do if there is a workplace accident?

See “Critical Incident Response (CIR) program,” page 22 for information on assistance and support for you and your workers following a traumatic incident.

If an accident or other incident occurs in your workplace, you must ensure that the worker receives first aid and, if necessary, immediate medical treatment. You may also need to report the incident to WorkSafeBC and conduct an incident investigation.

Serious incidents

Employers must immediately report the following serious incidents to WorkSafeBC:

- A fatality or serious injury
- A major release of a hazardous substance
- A major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system, or excavation
- A blasting accident that causes personal injury, or any other dangerous incident involving explosives, whether or not there is an injury

Reporting serious incidents

To report a workplace incident call 1.888.621.SAFE (621.7233) toll-free in Canada.

For the After-Hours Health and Safety Emergency Line call 1.866.922.4357 (WCB.HELP) toll-free.

Serious incident in which a worker is injured

- Provide first aid and transportation to the nearest medical facility, as required.
- Report the incident to WorkSafeBC immediately, and initiate a claim within three days (see pages 17–18).
- Investigate the causes and contributing factors of the incident, and determine procedures or modifications to prevent similar incidents in the future (see “Incident investigations,” page 15).

Serious incident in which no worker is injured

- Report the incident to WorkSafeBC immediately.
- Investigate the causes and contributing factors of the incident, and determine procedures or modifications to prevent similar incidents in the future (see “Incident investigations,” page 15).

Incident investigations

Even if an incident does not result in a serious injury, you may need to conduct an incident investigation. Initiating a WorkSafeBC claim is *not* the same thing as conducting an incident investigation. An incident investigation is a separate process that helps determine why an incident happened so you can take steps to ensure that it will not recur. Employers are required to investigate and document the following incidents:

- Serious incidents
- Incidents that result in injuries that need medical treatment
- Incidents that have the potential for serious injury (near misses)

Employers are not required to investigate motor vehicle accidents that occur on public streets or highways; the RCMP or local police generally investigate such accidents. Use WorkSafeBC's Employer Incident Investigation Report (EIIR) for incident investigations.

Goals of investigation

Employers must initiate investigations immediately. As much as possible, an investigation must:

- Determine the causes of the incident
- Identify any unsafe conditions, acts, or procedures that contributed to the incident
- Recommend corrective actions to prevent similar incidents

Investigation report

After completing an investigation, the employer must prepare an incident investigation report and send copies to:

- The local WorkSafeBC office
- The joint health and safety committee or worker health and safety representative

Use WorkSafeBC's Employer Incident Investigation Report (EIIR) for incident investigations.

Note: Do not confuse incident investigation reports with form 7 reports, which are needed to start a WorkSafeBC injury claim. Send incident investigation reports to your local WorkSafeBC office. Send form 7 reports to the WorkSafeBC head office (see the inside back cover).

WorkSafeBC conducts its own investigations for all fatalities and some serious injuries. The investigation process includes helping families learn about the process and their rights regarding access to investigation reports. For more information, call the Family and Critical Response Program toll-free at 1.888.922.3700.

First aid requirements

Employers are required to determine the level of first aid supplies, attendants, and services that are appropriate for their workplaces. In the Regulation, see Schedule 3-A, Minimum Levels of First Aid, and Guidelines G3.14 to G3.20, First Aid Guidelines for Employers.

WorkSafeBC injury claims

Employers must report any of the following incidents to WorkSafeBC within three days, which may start a WorkSafeBC claim:

- A worker is injured and loses consciousness.
- A worker is sent for medical treatment by a first aid attendant or supervisor.
- A worker has an injury or disease that needs medical treatment.
- A worker states that he or she is going to get medical treatment or has already received medical treatment for an injury or disease.
- A worker is (or claims to be) unable to do his or her job because of any injury or disease.
- An artificial limb, eyeglasses, dentures, or hearing aid is broken in the incident.

Starting a WorkSafeBC claim

For details on how to initiate a claim, see “How do I report a claim?” on pages 17–18.

Worker requires immediate medical treatment

- Provide first aid and transportation to the nearest medical facility, as required.
- Initiate a claim by reporting the incident to WorkSafeBC within three days of the day the worker reports the incident to you, or the day you become aware of the incident, whichever is earlier.
- Investigate the causes and contributing factors of the incident, and determine procedures or modifications to prevent similar incidents in the future (see “Incident investigations,” page 15).

Worker does not require immediate medical treatment

- Initiate a claim by reporting the incident to WorkSafeBC within three days of the day the worker reports the incident to you, or the day you become aware of the incident, whichever is earlier.
- Investigate the causes and contributing factors of the incident, and determine procedures or modifications to prevent similar incidents in the future (see “Incident investigations,” page 15).

How do I report a claim?

If a worker is injured on the job, the employer, worker, or the worker's physician must report the injury to WorkSafeBC to start a claim.

Submitting forms

Once the employer is aware of a work-related injury, the employer is responsible for submitting the following forms to WorkSafeBC:

- Form 7—Employer's Report of Injury or Occupational Disease
- Employer Incident Investigation Report (EIIR)

To get copies of these forms, go to worksafebc.com or call the Claims Call Centre at 604.231.8888 or 1.888.967.5377 toll-free in Canada.

By fax or mail

Use the fax number or mailing address included on the form itself.

Online

You can use the online Incident and Injury Report on worksafebc.com to access all the forms in one easy process.

Note: Injured workers can report the claim by calling the Teleclaim Contact Centre at 1.888.WORKERS (967.5377).

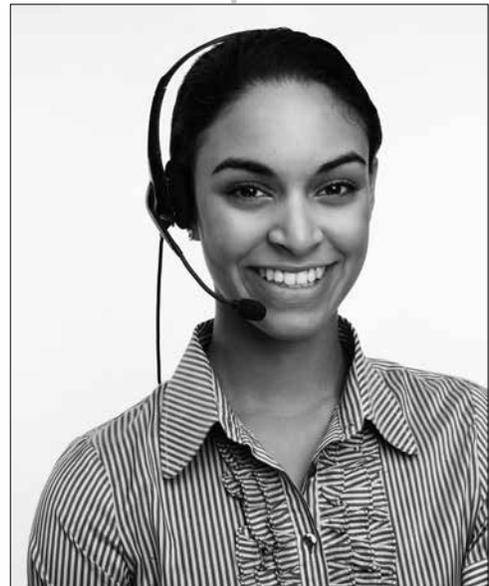
Claim numbers

Once the necessary forms have been filed by the employer, worker, and physician, WorkSafeBC will begin processing the claim and provide you with a claim number. You can use the claim number to check the status of a claim on worksafebc.com or by calling the Claims Call Centre at 604.231.8888 in the Lower Mainland or 1.888.967.5377 toll-free in Canada.

While a worker is injured and off work, start thinking about modified or transitional duties that will help the worker return to work safely (see "How can I assist workers with recovery?" on pages 22–23).

Important:

You must submit forms even if you have concerns about a claim.



The WorkSafeBC Claims Call Centre can help you get copies of claims forms and check on the status of your claim.

Claim decisions

When a worker files a compensation claim, WorkSafeBC decides whether or not to allow it. If the claim is allowed, WorkSafeBC also makes other decisions such as the rate and duration of benefits. Decisions are based on evidence, the application of the Act, and WorkSafeBC policy. If you disagree with a decision, you have the right to dispute it (see “What if I disagree with a WorkSafeBC decision?” on pages 19–21).

If the claim is accepted, WorkSafeBC will pay accepted medical expenses, time-loss benefits, and any necessary rehabilitation services. WorkSafeBC will also pay pension benefits for permanent disabilities, and funeral costs and pension benefits to dependants of deceased workers. If the claim is not accepted, you can dispute the decision (see pages 19–21).

Reporting fraudulent claims

Fraudulent claims negatively affect all registered employers by adding to overall claims costs and raising employers’ premiums. If you are aware of a fraudulent claim, you can report it to WorkSafeBC in one of the following ways.

Online

You can find a fraud allegation form on worksafebc.com by searching for “fraud allegation form.”

By phone

Call the Fraud Tip Line at 1.877.523.3315, Monday–Friday, 8:30 a.m.–4:30 p.m. (or use voicemail after hours). It’s a good idea to write down the information before calling.

By fax

Fax information to 604.279.7688.

By email

Send a message to FRAUDINFO@worksafebc.com.

By mail

Send mail to:

Field Investigations Department
WorkSafeBC
PO Box 94400
Richmond, BC V6Y 2A8

What if I disagree with a WorkSafeBC decision?

If you disagree with a WorkSafeBC decision regarding a matter such as a claim, assessment, or health and safety inspection, the first step is to request more information so you can be sure you understand why the decision was made. If you still disagree with a decision, the second step is to request a review. If you disagree with the review decision, the third step is to appeal it.

Step 1: Request more information

Regardless of the type of WorkSafeBC decision, you must first request a written decision before proceeding to a formal request for review or appeal. If you want the decision to be reconsidered and have additional information, you must submit your information within 75 days of the date of the decision.

It is recommended that you keep records of all letters and phone calls to WorkSafeBC. When you communicate with WorkSafeBC, always use your employer account number and, if you have one, the worker's claim number.

Claims decisions

If you do not understand a claim decision, ask the WorkSafeBC officer responsible for the decision to explain it to you. If you still disagree with or do not understand the decision, and have not received a decision letter, you can request a written decision. For more information, see the WorkSafeBC publication *Claims Review and Appeal Guide for Employers*.

Assessment decisions

The WorkSafeBC Assessment Department makes various decisions, including:

- Whether an applicant is required to register with WorkSafeBC
- What the appropriate classification unit is for an employer
- Whether or not to apply penalties for late payments or payroll reports
- Estimates of employer payroll, when reports have not been submitted
- The disposition of any surpluses in an employer's account
- The determination of coverage periods for customers with Personal Optional Protection

If you disagree with or have any questions about an assessment decision related to your business, you can email or phone the Employer Service Centre (see page 49) for more information. You can ask to have a decision clarified by the Assessment

Department. If additional information comes to light, the department may reconsider its decision within 75 days of the date of the decision.

Health and safety inspections

You may wish to obtain more information from a WorkSafeBC officer regarding a health and safety inspection. You can request information in writing, by telephone, or by visiting the WorkSafeBC office that you dealt with. If you plan to visit an office, make an appointment to ensure that the appropriate person will be available. If you still disagree with or do not understand the decision, and have not received a decision letter, you can request a written decision.

Health and safety enforcement decisions

Health and safety enforcement includes occupational health and safety orders, administrative penalties, cancellations of certificates, and discrimination decisions. If you disagree with an enforcement decision, you can ask the officer to explain or reconsider it. You can also contact the officer's regional manager to discuss the decision and ask for a reconsideration of the matter.

Step 2: Review

If you disagree with the written decision from Step 1, under the Act you can request an impartial, formal review by the Review Division of certain WorkSafeBC decisions. To do so, you must submit form 63M1 — Request for Review, available from worksafebc.com (Forms & Resources) or any WorkSafeBC office. You must submit the form to the WorkSafeBC Review Division within 90 days of the date of the original decision. The Review Division will normally provide a decision within 150 days.

Questions about the review and appeal process

The review and appeal process is complex and may vary with each situation. Employers who have questions about reopening claims and reconsidering decisions should contact the Employers' Advisers (see page 47).

Claims reviews can only be requested by an employer, a worker, or a deceased worker's dependant.

Step 3: Appeal

If you disagree with the decision of the Review Division, you have the right to file an appeal with the Workers' Compensation Appeal Tribunal (WCAT). The WCAT is an independent body external to WorkSafeBC that serves as the final level of appeal for most WorkSafeBC matters. For most issues, you cannot appeal to the WCAT unless you have received a Review Division decision.

To file an appeal, contact the WCAT (wcat.bc.ca) for more information. You must file your appeal within 30 days of the date of the Review Division decision. The WCAT will normally provide a decision within 180 days.

Fair Practices Office (FPO)

WorkSafeBC also has a Fair Practices Office (FPO) for workers, employers, and others who believe their case has been handled unfairly. The FPO can provide confidential assistance regarding claims, assessments, or inspections where there is a complaint of alleged unfairness in the application of compensation law, policy, practice, or procedure.

You can submit a complaint in one of the following three ways:

- Complete a complaint form (form 15B3) and mail or fax it to the FPO. To obtain the form, go to worksafebc.com and search for “fair practices form.”
- Write the details of your complaint in a letter and mail or fax it to the FPO.
- Call the office with your complaint.

Fax complaint forms or letters to 604.276.3103.

Mail complaint forms or letters to:

WorkSafeBC Fair Practices Office
PO Box 5350 Stn Terminal
Vancouver, BC V6B 5L5

Phone 604.276.3053 in the Lower Mainland or 1.800.335.9330 toll-free in B.C. Calls will be answered within three rings, Monday to Friday, 8:30 a.m. to 4:30 p.m. If the line is busy, you will receive instructions on how to leave a message.

Once you submit your complaint, the FPO will return voice mail or acknowledge a written complaint or inquiry within one working day.

Important:

The Fair Practices Office is not another level of review or appeal—it is not meant to replace worker or employer access to the review and appeal process.

How can I assist workers with recovery?

Helping an injured worker recover and return to the workplace can increase worker morale, sustain productivity, and reduce costs associated with hiring and retraining.

Critical Incident Response (CIR) program

The Critical Incident Response (CIR) program is a province-wide early intervention program for workers and employers who have experienced a traumatic workplace event. A critical incident may include a serious work-related injury, fatality, near miss, threat, or crime.

The CIR program offers post-incident interventions to help workers and employers cope with traumatic events. Interventions are led by a professional who has specific training in critical incident stress. In some cases, the program may also provide limited follow-up counselling. CIR program interventions are available seven days a week, 9:00 am–11:00 pm, within three weeks of the date of the incident. You do not need to file a claim to access the program. For more information about this program, call 1.888.922.3700, 9:00 am–11:00 pm.

Return-to-work programs

The aim of a return-to-work program is to help an injured worker reintegrate into the workplace as quickly and safely as possible. This not only helps the business remain productive, but also is a form of therapy and recovery for the worker. Typically, return to work is a gradual process in which the worker starts with reduced hours or modified job duties to accommodate the injury.

When developing an RTW strategy for a worker, first try to return the worker to the job with some modification to hours or duties. If this is not possible, consider a different job in the same department. Finally, consider a job in a different department.

Rehabilitation programs sponsored by WorkSafeBC

WorkSafeBC sponsors rehabilitation programs that are a collaborative effort between employers, workers, WorkSafeBC, physicians, and other health-care providers. These programs are intended for workers who suffer soft tissue injuries that keep them off work for more than three weeks. The programs include work conditioning, occupational rehabilitation, interdisciplinary pain management, and medical rehabilitation programs.

Vocational rehabilitation services

If you are unable to develop an RTW program for an injured worker, WorkSafeBC may refer you to a vocational rehabilitation consultant (VRC) who may be able to help. First, the VRC will work with you to reintegrate the worker into your business, either in the same job or in another capacity. If there are no viable options within your business, the VRC will try to place the worker in another business or, if this is not possible, find appropriate education or training that will help the worker find new work.

As part of the overall initiative to help workers return to work, employers can also register to hire returning workers through the Hire a Worker Program. This program offers cost incentives that are customized for each worker and the employer's needs.

For more information on RTW programs, rehabilitation programs, and vocational rehabilitation services:

- Call 604.276.5150 in the Lower Mainland
- Call 1.866.266.9404 toll-free in B.C.
- Email VREPN@worksafebc.com
- Go to worksafebc.com and search for “vocational rehabilitation”

WorkSafeBC terms

accident

See *incident*.

assessable payroll (assessable earnings)

The total wages an employer pays to workers, including gross wages, salaries, commissions, bonuses, holiday pay, and other remuneration before deductions, except non-cash taxable benefits. Assessable payroll is one variable WorkSafeBC uses to determine an employer's premium. It also includes shareholder earnings and may include payments to subcontractors.

assessment

See *premium*.

base rate

The rate, before any applicable discounts or surcharges, that is applied to an employer's assessable payroll to determine their premium. The base rate is a dollar amount for every \$100 of assessable payroll, for example, \$1.35 per \$100 of payroll. The same base rate applies to all employers in a classification unit.

classification unit (CU)

A category for employers whose businesses have similar work activities and types of equipment, and who are considered to be peers or competitors in an industry.

contractor

As defined by WorkSafeBC, there are five distinct types of contractors: independent contractors, independent operators, labour contractors, prime contractors, and subcontractors. Each of these is described on page 25.

employer

A person or company who employs one or more workers—including contractors, apprentices, and trainees—on a full-time, part-time, or casual basis. An employer may be a sole proprietor, partnership, corporation, or other legal entity. A sole proprietor who employs his or her spouse is not considered an employer.

Employer Payroll and Contract Labour Report

See *form 1810*.

Contractors

WorkSafeBC divides contractors into the following five categories.

Independent contractor

An independent business that performs work under a contract with another person or contractor and exists as a business outside of that contract. Depending on the nature of the contract and the relationship with the other contractor, an independent contractor may be required to register.

Independent operator

A proprietor or a partner in a partnership who has an independent business existence but does not employ a worker, and is not employed by another person or entity. Generally independent operators are not required to register as employers but can get voluntary Personal Option Protection (POP) insurance.

Labour contractor

A sole proprietor or partner who:

- Has workers and supplies labour only to one employer at a time
- Does not have workers or supply major materials or major revenue-producing equipment, but who contracts a service to two or more employers on an ongoing or simultaneous basis
- May or may not have workers but who contracts a service, including one piece of major revenue-producing equipment to an employer

A labour contractor can choose whether or not to register. A labour contractor who chooses not to register is automatically considered a worker of the prime contractor or employer.

Prime contractor

Also referred to as the *principal contractor*. A person or group of persons who, through a contract, agreement, or ownership, directs the activities of one or more persons engaged in work at a worksite. On a worksite where workers of two or more employers are working, the prime contractor is responsible for coordinating health and safety activities and establishing a system that will help ensure that workers comply with the Regulation.

Subcontractor

A person operating an independent business who undertakes work or provides services for a contractor in exchange for some form of predetermined remuneration.

For more information about the registration requirements of contractors, contact the Employer Service Centre (see page 49).

Employers' Advisers Office

See "Employers' Advisers," page 47.

Employer's Remittance Form

See *form 1820*.

experience rating

A discount or surcharge that is applied to an employer's base rate. Employers with lower claims costs than other businesses of similar size in their rate group will have discounts applied to their base rates. Employers with higher claims costs will have surcharges that will increase their premiums.

Form 7

Employer's Report of Injury or Occupational Disease. A form 7 is required to start a WorkSafeBC injury claim.

Form 1810

Employer Payroll and Contract Labour Report. All firms are sent this form at the end of each year for employers to report their annual assessable payroll. Employers who remit annually use this form to calculate their premium for the current year and need to return the form with their payment. Employers can return the form by mail with their payment or can remit on worksafebc.com or by calling 1.877.345.3729. Employers who remit quarterly also receive this form annually to reconcile their account.

Form 1820

Employer's Remittance Form. Used by employers who make payments on a quarterly basis.

hazard

A thing or condition that may expose a person to a risk of injury or occupational disease.

incident

An accident or other occurrence that resulted in or had the potential for causing a death, injury, occupational disease, or damage to equipment or property.

Incidents include:

- Accidents in which a worker is injured or killed
- Accidents in which no one is hurt but equipment or property is damaged
- Near misses (see *near miss*)

The terms *incident* and *accident* are often used interchangeably, but the preferred term is *incident* because it includes near misses as well as accidents.

Incident and Injury Report

An online reporting system that provides a fast, convenient way to file all the necessary forms for a work-related incident. The system allows for electronic filing of form 7 and the incident investigation report.

incident investigation

A formal process that helps determine the contributing factors that led to an incident. Investigators examine the findings of the investigation and make recommendations to help ensure that similar incidents do not occur in the future.

independent contractor

One of the five types of contractors as defined by WorkSafeBC. See page 25.

independent operator

One of the five types of contractors as defined by WorkSafeBC. See page 25.

joint health and safety committee

A committee that helps create a safer work environment by recommending ways to improve the health and safety program and promoting compliance with the Regulation and the Act. All workplaces that regularly employ 20 or more workers must establish and maintain a joint health and safety committee. (*Regularly employed* means employed for at least one month, whether full-time or part-time.) The committee must include at least four members—usually two employer representatives and two worker representatives. See also *worker health and safety representative*.

labour contractor

One of the five types of contractors as defined by WorkSafeBC. See page 25.

lockout

The use of a lock or locks to render machinery or equipment inoperable or to isolate an energy source. Lockout ensures that machinery or equipment will not be started accidentally, causing injury to a worker.

near miss

An incident in which there is no injury or damage but that could have resulted in an injury, death, or damage to equipment or property. Near misses should be treated seriously because they may indicate hazardous conditions or acts that need to be corrected. See *incident*.

notice of project (NOP)

Certain projects require advance notice in writing from an employer that tells WorkSafeBC about the undertaking of the project. An NOP typically specifies the period of time and location for the project.

Occupational Health and Safety Regulation

The document that describes the work-related legal requirements that must be met by owners, employers, workers, supervisors, managers, and suppliers. The requirements of the Regulation are adopted under the authority of the *Workers Compensation Act*.

payment stub

The bottom portion of form 1810 or form 1820, used to pay WorkSafeBC premiums at financial institutions. See *form 1810*.

payroll report

See *form 1810*.

Personal Optional Protection (POP)

Optional workplace disability insurance for individuals who are not automatically covered under the Act, such as proprietors or partners of an unincorporated business. POP insurance benefits may include vocational rehabilitation assistance as well as wage loss or health care benefits.

premium

The amount of money an employer pays for workplace disability insurance coverage. Also referred to as an *assessment*.

prime contractor

Also referred to as the *principal contractor*. One of the five types of contractors as defined by WorkSafeBC. See page 25.

rate notification

Also known as a *rate information letter*. A letter that is mailed out toward the end of each year that tells employers what their base rate will be for the coming year and provides details of their experience rating discount or surcharge. It also includes claims costs paid for that business for the years used to calculate the experience rating, if applicable.

reporting and remitting

The process of reporting assessable payroll and paying WorkSafeBC premiums. See also *form 1810*.

residential employer

When you hire an individual or business to work in or around your home on a full-time, part-time, or casual basis, you may be considered a residential employer. You may need to register with WorkSafeBC if you:

- Hire a childcare provider for more than 15 hours per week
- Hire other service providers such as caregivers; companions; domestic

workers; construction, maintenance, or repair workers; or gardeners or landscapers for more than 8 hours per week

- Hire workers for a specific job that will take more than 24 total worker hours to complete

For more information, contact the Employer Service Centre at 604.244.6181 in the Lower Mainland or 1.888.922.2768 toll-free in Canada.

return to work (RTW)

A process for helping an injured worker get back to a productive role in the workplace as quickly and safely as possible. RTW programs usually involve reduced hours, job modifications, or different jobs to accommodate an injury.

risk

A chance of injury or occupational disease.

safe work practice (procedure)

A system or set of procedures that describes how to perform a task safely and efficiently. Written safe work practices help identify hazards and explain what must be done to eliminate or minimize them.

safety data sheet (SDS)

A technical bulletin that provides specific hazard information, safe handling information, and emergency procedures for a hazardous product.

sector

The broadest category in the WorkSafeBC classification structure for industries. There are seven industry sectors in the WorkSafeBC system: primary resources, manufacturing, construction, transportation and warehousing, trade, public sector, and service sector. Each industry sector is composed of a group of subsectors.

subcontractor

One of the five types of contractors as defined by WorkSafeBC. See page 25.

subsector

A more specific category that falls under one of the seven industry sectors in the WorkSafeBC classification structure. For example, the construction sector includes three subsectors: general construction, heavy construction, and road construction or maintenance. Each subsector is composed of a group of classification units. See also *classification unit*.

supervisor

A person who instructs, directs, and controls workers in the performance of their duties.

WCAT

Workers' Compensation Appeal Tribunal. WCAT is an independent body external to WorkSafeBC that serves as the final level of appeal for most WorkSafeBC matters.

WHMIS

Workplace Hazardous Materials Information System. A system that provides information about hazardous products used in the workplace. WHMIS uses labels, SDSs, and education and training programs to help reduce worker exposure to hazardous products.

worker

An employee, including an apprentice or trainee, who is employed on a full-time, part-time, casual, or contract basis. The term *worker* includes the following:

- An individual who does not employ another individual and who is paid on an hourly, salaried, piecework, or profit-sharing basis
- Each child of a proprietor or partner who is paid by the firm
- The spouse of a partner who is working for the partnership and is paid for his or her services
- A spouse, child, or other family member of a company owner for whom earnings are reported for income tax purposes

worker health and safety representative

Workplaces that regularly employ fewer than 20 workers are usually required to have at least one worker health and safety representative rather than a joint health and safety committee. See also *joint health and safety committee*.

Workers' Advisers Office

See "Workers' Advisers," page 48.

Workers Compensation Act

The legal document that describes the jurisdiction of WorkSafeBC and its authority to make regulations, inspect workplaces, issue orders, and impose penalties. The Act also explains the rights and responsibilities of employers and workers regarding health and safety.

Forms and checklists

This section includes checklists and other materials that you can use to develop and implement your health and safety program. These are listed under “Getting started” and “Health and safety programs.”

There are also links to the official application forms that you will need for registration and claims. These links (on this page and page 32) will connect you to the current versions of the forms on worksafebc.com.

Getting started

Health and Safety Checklist for Small Business	33
Sample Worker Orientation Checklist	34
Typical Orientation and Training Topics	37
Basic First Aid Kit	39
Form 55M60—Occupational First Aid Patient Assessment	
Form 55B23—First Aid Record	

Health and safety programs

Sample Health and Safety Program for Small Business	40
Monthly Health and Safety Meeting Record	42
Inspection Checklist	43
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Registration

Form 1800—Employer’s Registration Application	
Form 1801—Application for Personal Optional Protection	
Form 18E3—Application for Alternative Assessment Procedure for Interjurisdictional Trucking	

Online registration and incident reporting

Employers can save time by using WorkSafeBC’s online service to [apply for WorkSafeBC coverage](#) (equivalent to form 1800) or to [file incident and injury reports](#) (equivalent to form 7).

If you want more detailed information on any of the topics in this primer, WorkSafeBC produces other health and safety publications, many of which are available for free. Visit worksafebc.com and click “Publications.”

Claims

- Form 7 — Employer’s Report of Injury or Occupational Disease
- Form 6A — Worker’s Report of Injury or Occupational Disease to Employer (to give to worker)
- Form 6/7 — Independent Operator’s Application for Compensation and Report of Injury or Occupational Disease
- Employer Incident Investigation Report (EIIR)
- Form 25M13 — Request for Disclosure

Health and Safety Checklist for Small Business

This checklist will give you some idea of the issues you need to address to improve health and safety in your small business.

WORKPLACE HAZARDS

- Do you have an effective method for identifying hazards?
- Do you have effective methods for eliminating, controlling, or minimizing hazards?

EDUCATION AND TRAINING

- Are you and your workers familiar with the health and safety regulations that apply to your business?
- Do your workers have information about hazards that they are, or could be, exposed to?
- Are your workers adequately trained in safety procedures for your operation? Is this information written and available to them?

EMERGENCY PREPARATION

- Are emergency procedures in place? Are you and your workers familiar with these procedures?
- Are emergency exits clearly marked?
- Are fire extinguishers properly located and regularly serviced? Do your workers know how to operate them?
- Do you have adequate first aid supplies? Do your workers know where to find and how to use them?

INCIDENTS

- Do you report all serious incidents to WorkSafeBC?
- Do you investigate all incidents?
- Do you keep a written record of all incidents?

YOUR WORK ENVIRONMENT

- Are your workers adequately supervised in the safe performance of their duties?
- Are workstations designed to suit your workers' physical requirements?
- Do you train your workers to prevent repetitive strain injuries?
- Are all work areas kept free of tripping and slipping hazards?
- Do you control noise at the source, where possible? Is loud machine noise controlled?
- Do your workers have access to current material safety data sheets (MSDSs) for all the chemicals that require MSDSs?
- Are all chemical containers properly labelled?
- Do your workers have access to and know how to use appropriate personal protective clothing and equipment?

Sample Worker Orientation Checklist

Employee name: _____

Position (tasks): _____

Date hired: _____ Date of orientation: _____

Person providing orientation (name and position): _____

Company name: _____

Topic	Initials (trainer)	Initials (worker)	Comments
1. Supervisor name: _____ Telephone #: _____			
2. Rights and responsibilities (a) General duties of employers, workers, and supervisors			
(b) Worker right to refuse unsafe work and procedure for doing so			
(c) Worker responsibility to report hazards and procedure for doing so			
3. Workplace health and safety rules a) _____ b) _____ c) _____ d) _____			
4. Known hazards and how to deal with them a) _____ b) _____ c) _____ d) _____			
5. Safe work procedures for carrying out tasks a) _____ b) _____ c) _____ d) _____			
6. Procedures for working alone or in isolation			

Topic	Initials (trainer)	Initials (worker)	Comments
7. Measures to reduce the risk of violence in the workplace and procedures for dealing with violent situations			
8. Personal protective equipment (PPE) — what to use, when to use it, where to find it, and how to care for it a) _____ b) _____ c) _____			
9. First aid (a) First aid attendant name and contact information			
(b) Locations of first aid kits and eye wash facilities			
(c) How to report an illness, injury, or other accident (including near misses)			
10. Emergency procedures (a) Locations of emergency exits and meeting points			
(b) Locations of fire extinguishers and fire alarms			
(c) How to use fire extinguishers			
(d) What to do in an emergency situation			
11. Where applicable, basic contents of the occupational health and safety program			
12. Hazardous products and WHMIS (a) Hazardous products in the workplace			
(b) Hazards of the products used by the worker			
(c) Purpose and significance of hazard information on product labels			
(d) Location, purpose, and significance of safety data sheets (SDSs)			
(e) How to handle, use, store, and dispose of hazardous products safely			
(f) Procedures for an emergency involving hazardous products, including clean-up of spills			
13. Where applicable, contact information for the occupational health and safety committee or the worker health and safety representative			

How to fill out the worker orientation checklist

The orientation checklist on pages 34–35 covers the topics specified in section 3.23(2) of the Regulation. Checklist topics #3, 4, 5, and 8 include blank lines so you can add topics specific to your workplace. Once a topic has been discussed or demonstrated, the trainer and the employee should initial the item. If the topic is irrelevant, mark “N/A” in the Comments column. Also indicate in the Comments whether any follow-up is necessary. Here’s a brief explanation of each item on the checklist:

1. Provide workers with written contact information for their supervisors. If possible, introduce supervisors to workers immediately.
- 2a. Go over the responsibilities specified in sections 115–117 of the *Workers Compensation Act*. Make a copy of the Act and the Occupational Health and Safety Regulation available to workers, or point them to the version on worksafebc.com.
- 2b. Tell workers that it is their duty to refuse to perform work if they believe it may be dangerous to themselves or others, and that they cannot be punished for doing so. See sections 3.12–3.13 of the Regulation.
- 2c. Tell workers that hazards should be reported immediately, and identify who they should report hazards to (for example, their supervisor or a safety coordinator). See section 3.10 of the Regulation.
3. Go over general rules, which include following work procedures, using personal protective equipment, and operating equipment safely.
4. Inform workers about any known hazards that apply to them and tell them how to deal safely with these hazards. For example, tell them to wear respirators while sanding and discuss respirator care.
5. Demonstrate specific tasks (for example, cleaning equipment or using ladders) and safe work procedures (for example, locking out equipment before cleaning or repairing it).
6. Tell workers about person check procedures for working alone or in isolation. Teach them safety strategies such as keeping the back door locked. See sections 4.21–4.23 of the Regulation.
7. Warn workers about any potential for violence. Tell them how to prevent incidents (for example, remain calm with abusive customers) and how to deal with incidents (for example, do not attempt to restrain shoplifters or robbers). See sections 4.27–4.31 of the Regulation.
8. If workers need to use PPE (for example, respirators while painting), tell them what equipment to use and teach them how to use it properly. See Part 8 of the Regulation.
9. Make sure workers know what to do if they or someone else is injured. They need to know where to find first aid supplies and who to report the injury to (all injuries must be reported).
10. Explain evacuation procedures. Show workers emergency exits, meeting points, locations of fire alarms and fire extinguishers, and how to use extinguishers.
11. Explain what an occupational health and safety program is and go over it briefly with workers. Tell them where they can find a written copy of the program. See sections 3.1–3.3 of the Regulation.
12. Workers need to know about hazardous products such as paints, solvents, or cleaning products. Tell them how to handle and dispose of such products safely, and where to find more information (for example, on product labels and SDSs). If workers are uncertain about proper procedures, they should always talk to a supervisor.
13. Where applicable, introduce workers to committee members or the worker representative and identify the location of the joint health and safety committee minutes. Tell them why there is a committee or representative, and provide them with contact information.

Typical orientation and training topics

The following table describes key orientation topics. Each topic includes examples of areas for discussion during training, as well as references that you can use for more information. This table is not comprehensive—your orientation should include topics that are specific to your workplace, which may not be described here. That’s why it’s important to do a hazard assessment in your workplace. An assessment will help you identify any other necessary health and safety topics for training.

The “Resources” column in the following table includes three types of resources. Regular text is used for references to the Occupational Health and Safety Regulation and web resources. *Italicized text* is used for references to other publications (booklets and guides). **You can find a searchable version of the Regulation and electronic versions of publications on worksafebc.com.**

Topic	Things to discuss	Resources
Worker rights and responsibilities	<ul style="list-style-type: none"> • Responsibility to follow the Regulation and other health and safety rules • Responsibility to use PPE when required • Right to refuse unsafe work 	<ul style="list-style-type: none"> • Regulation: Part 3, Rights and Responsibilities • Regulation: Sections 115–117 of the <i>Workers Compensation Act</i>
Falls from elevation (including ladder safety)	<ul style="list-style-type: none"> • Fall protection system being used • Fall protection procedures • Proper use of fall protection equipment • Ladder safety • Inspection and maintenance of ladders and fall protection equipment 	<ul style="list-style-type: none"> • Regulation: Part 11, Fall Protection • <i>An Introduction to Personal Fall Protection Equipment</i>
Lockout (for machinery and power tools)	<ul style="list-style-type: none"> • Define lockout • Types of lockout • When to lock out • Review procedures for specific equipment 	<ul style="list-style-type: none"> • Regulation: Part 10, De-energization and Lockout • <i>Lockout</i>
Lifting and moving objects or people (sprains and strains)	<ul style="list-style-type: none"> • Demonstrate safe lifting technique • Use of specialized equipment for lifting or moving materials or people • Storage priorities (heavier items at lower heights and lighter items higher up) 	<ul style="list-style-type: none"> • Regulation: Sections 4.46–4.53 • <i>Handle With Care: Patient Handling and the Application of Ergonomics (MSI) Requirements</i> • <i>Understanding the Risks of Musculoskeletal Injury (MSI): An Educational Guide for Workers on Sprains, Strains, and other MSIs</i> • <i>Preventing Musculoskeletal Injury (MSI): A Guide for Employers and Joint Committees</i>
Guarding (for machinery and power tools)	<ul style="list-style-type: none"> • Types and purposes of guards • Inspection and use of guards • Requirement to leave guards in place 	<ul style="list-style-type: none"> • Regulation: Sections 12.1–12.6 • <i>Safeguarding Machinery and Equipment</i> • <i>Safeguarding in Manufacturing</i>

Topic	Things to discuss	Resources
Forklifts and other mobile equipment	<ul style="list-style-type: none"> • Maintaining eye contact with equipment operator • Speed limits and locations of travel lanes • Equipment inspection and maintenance • Load limits and procedures for safe operation • Operators must demonstrate competency in using equipment 	<ul style="list-style-type: none"> • Regulation: Part 16, Mobile Equipment • <i>Safe Operation of Lift Trucks</i>
Confined spaces (for example, working in tanks, silos, vats, rail cars, hoppers, or sewers)	<ul style="list-style-type: none"> • Location of any confined spaces in the workplace, and the hazards they pose • Who may or may not enter a confined space • Procedures workers must follow if they are required to enter a confined space 	<ul style="list-style-type: none"> • Regulation: Part 9, Confined Spaces • <i>Hazards of Confined Spaces</i> • <i>Confined Space Entry Program: A Reference Manual</i>
Personal protective equipment (PPE)	<ul style="list-style-type: none"> • When and how to use specific PPE • Where to find PPE • Limitations of protection • Storage, maintenance, and inspection 	<ul style="list-style-type: none"> • Regulation: Part 8, Personal Protective Clothing and Equipment
WHMIS	<ul style="list-style-type: none"> • Reading and understanding labels • Reading and understanding SDSs • Location of SDSs • Hazards of products being used • Control measures and appropriate PPE 	<ul style="list-style-type: none"> • Regulation: Sections 5.3–5.19 • OHS Guidelines: G5.3-1–G5.15 • <i>WHMIS: The Basics</i>
First aid and emergency procedures	<ul style="list-style-type: none"> • Names and locations of first aid attendants • Locations of first aid kits • Locations of fire exits • Locations of fire extinguishers and how to use them 	<ul style="list-style-type: none"> • Regulation: Sections 3.14–3.21 • Online First Aid Assessment Tool www2.worksafefbc.com/calculator/firstaid/
Violence	<ul style="list-style-type: none"> • Procedures for identifying and dealing with aggressive customers, clients, or patients • Procedures for preventing and dealing with shoplifting and robbery incidents • Procedures for handling money • Procedures for opening and closing 	<ul style="list-style-type: none"> • Regulation: Sections 4.27–4.31 • <i>Preventing Violence, Robbery, and Theft</i> • <i>Preventing Violence in Health Care</i> • <i>Home and Community Health Worker Handbook</i> • <i>Take Care</i>
Working alone	<ul style="list-style-type: none"> • Procedures for person checks • Work activities that may place workers at risk of injury, and which should not be performed when working alone • Procedures for late-night work • Procedures described under “Violence” (see previous topic) 	<ul style="list-style-type: none"> • Regulation: Sections 4.20.1–4.23 • OHS Guidelines: G4.20.1–G4.22.2 • <i>Handbook for Employers: Working Alone, Late Night Retail, and Prepayment of Fuel</i>

Basic First Aid Kit

These items must be kept in a container that can readily be taken to the scene of an injury. The container must be weatherproof if necessary to keep the items clean and dry.

12	14 cm x 19 cm wound cleansing towelettes, individually packaged
30	hand cleansing towelettes, individually packaged
50	sterile adhesive dressings, assorted sizes, individually packaged
6	10 cm x 10 cm sterile gauze dressings, individually packaged
2	10 cm x 16.5 cm sterile pressure dressings with crepe ties
2	20 cm x 25 cm sterile abdominal dressings, individually packaged
4	cotton triangular bandages, minimum length of base 1.25 m
2	safety pins
1	14 cm stainless steel bandage scissors
1	11.5 cm stainless steel sliver forceps
6	cotton tip applicators
1	2.5 cm x 4.5 m adhesive tape
1	7.5 cm x 4.5 m crepe roller bandage
1	pocket mask with a one-way valve (a pocket mask is only required if the person is trained in its use)
6	pairs of latex or waterproof gloves
1	instruction card advising workers to report any injury to the employer for entry in the first aid records, and how a worker is to call for assistance.

Sample Health and Safety Program for Small Business

Use this sample as a guideline to help you prepare your written occupational health and safety program.

This is only a guideline. You should tailor it to meet the health and safety needs of your particular workplace. For example, you'll need to add specific information on written safe work procedures, state any personal protective equipment you need, list additional training and orientation topics, and provide details about first aid and emergency procedures.

HEALTH AND SAFETY POLICY

(Name of firm) _____ wants its workplace to be a healthy and safe environment. To achieve this, our firm will establish and maintain an occupational health and safety program designed to prevent injuries and disease. The employer is responsible for providing workers with adequate instruction in health and safety and for addressing unsafe situations in a timely, effective manner. All workers and service contractors are required to work safely and to know and follow our company guidelines for safe work procedures.

Signed: _____

Date: _____

Employer's responsibilities include the following:

- Establish the health and safety program.
- Conduct an annual review in *(month)* of each year.
- Train supervisors.
- Provide a healthy and safe work environment.

Supervisors' responsibilities include the following:

- Orient new workers.
- Train workers on an ongoing basis.
- Conduct regular staff safety meetings.
- Perform inspections and investigations.
- Report any health or safety hazards.
- Correct unsafe acts and conditions.

Workers' responsibilities include the following:

- Learn and follow safe work procedures.
- Correct hazards or report them to supervisors.
- Participate in inspections and investigations where applicable.
- Use personal protective equipment where required.
- Help create a safe workplace by recommending ways to improve the health and safety program.

WRITTEN SAFE WORK PROCEDURES

(You need to have written procedures for high-risk or complex tasks. List these high-risk tasks here. A WorkSafeBC prevention officer may be able to advise you on procedures you need to include. For example, you may need written safe work procedures for using special equipment, dealing with shoplifters, or working alone. Attach the procedures to this program.)

PERSONAL PROTECTIVE EQUIPMENT (PPE)

(List any PPE required, when it must be used, and where it can be found. For example, workers may be required to wear eye protection when using certain equipment. Attach this list to this program.)

EDUCATION AND TRAINING

All workers will be given an orientation by their supervisor immediately upon hiring. The following topics will be included in the orientation:

- fire exit routes and the marshalling area
- location of first aid kits and fire extinguishers
- how to report accidents and other incidents
- location of material safety data sheets (MSDSs) (Suppliers provide MSDSs for chemical products, which include information on how to handle and use the chemical product safely)
- Workplace Hazardous Materials Information System (WHMIS) training for any hazardous product in the workplace
- applicable written procedures

At the end of the orientation, each worker will be given a copy of this program and advised of their rights and responsibilities under the Occupational Health and Safety Regulation.

The employer will make sure that staff receive further training when necessary to ensure the safe performance of their duties. Staff meetings are one way to increase safety awareness.

(For higher hazard work areas and jobs, orientation in additional topics may be necessary. List these topics here.)

INSPECTIONS

A supervisor and a worker will conduct regular inspections to identify hazards and recommend how to eliminate or minimize the risks. Inspections will also look at how work is performed.

Serious hazards or unsafe work practices found during inspections or observed by workers, supervisors, or the employer will be dealt with immediately. Other hazards will be dealt with as soon as possible.

(State how often inspections will be performed — typically once a month or at other intervals that prevent the development of unsafe working conditions. It's useful to inspect the workplace before a staff meeting so results can be discussed with staff. You can use the "Inspection Checklist.")

HAZARDOUS MATERIALS AND SUBSTANCES

(If you use hazardous materials or substances at your workplace, list them here. Also list the location of material safety data sheets and any applicable written safe work procedures.)

FIRST AID

This workplace keeps a (type) _____ first aid kit in the (location) _____. (Give the name of your first aid attendant if one is required. Also provide ambulance and hospital phone numbers.)

EMERGENCY PREPAREDNESS

- **Fire** — See the fire plan posted at (location) _____.

Fire extinguishers are located at (list locations) _____.

(Names of employees) _____

are trained to use them.

- **Earthquake** — An annual inspection will be conducted, focusing on objects that may pose a hazard during an earthquake. The exit and marshalling procedures are the same as for fires. (Or, if not, note the location of earthquake procedures here.)
 - (Note other emergency procedures, such as protection from violence.)
-
-
-

INVESTIGATING INCIDENTS

A supervisor and a worker must investigate any injuries or close calls on the same day they occur. Any incident that results in an injury requiring medical treatment, or that had the potential for causing serious injury, must be investigated immediately. The purpose of an investigation is to find out what went wrong, determine if our health and safety practices were faulty, and, most importantly, recommend actions that will prevent a recurrence of the problem. (You can use the "Incident Investigation Report.")

RECORDS AND STATISTICS

Accurate health and safety records provide an excellent gauge to determine how we are doing. The following records are maintained and will be reviewed annually:

- claims statistics
- first aid records
- completed inspection lists
- occurrence investigations
- material safety data sheets
- any WorkSafeBC inspection reports

These records are kept at (location) _____.

Medically related records will be handled in a manner that respects confidentiality.

Monthly Health and Safety Meeting Record

Use this sheet to record what has been discussed at your monthly health and safety meetings.

Company name: _____ Date: _____

Participants: _____

1. Accidents and other incidents

List all accidents and other incidents that have occurred since your last meeting. Or attach copies of incident reports to this record.

	Year to date	Previous year
Number of accidents		
Number of near misses		
Number of WorkSafeBC claims		

2. Results of monthly inspection

List all hazards in the table below. Or attach a copy of your inspection report to this record.

Type of hazard (critical, urgent, or important)	Describe hazard and precise location	Recommended corrective action	Person responsible	Date remedied

3. Education and training

List new safe work procedures and other matters discussed.

4. Other concerns

List other health and safety concerns discussed.

5. Next meeting

Date and time of next meeting: _____

List any matters that need to be followed up at the next meeting: _____

Inspection Checklist

Use this checklist when conducting your regular safety inspections. Go over every aspect of your workplace to identify possible hazards. Add or delete items as necessary for your particular workplace.

Floors and walkways	Yes	No
Are aisles clear of materials and equipment?		
Are main aisles at least 1 m (36 in.) wide?		
Are doorways clear of materials or equipment?		
Are carpets or tiles in good condition and free of loose or lifting carpeting or tile?		
Are floors clean and free of oil or grease?		
Are floors kept dry?		
If supplies or materials are stored on the floor, are they away from doors and aisles and stacked no more than three boxes high?		
Stairs, ladders, and platforms	Yes	No
Are ladders safe and in good condition?		
Are stair handrails fastened to the wall securely?		
Are stairwells clear of materials and equipment?		
Are stairs and handrails in good condition?		
Are ladders and stairs provided with anti-slip treads?		
Walls	Yes	No
Are signs and fixtures securely fastened to the wall?		

Lighting	Yes	No
Are lighting levels in work areas adequate?		
Are work areas free of glare or excessive lighting contrast?		
Is task lighting provided in areas of low light or high glare?		
Are windows covered with blinds, drapes, or other means of controlling light?		
Does emergency lighting work?		
Storage	Yes	No
Are supplies and materials stored properly on shelves?		
Does your storage layout minimize lifting problems?		
Are trolleys or dollies available to move heavy items?		
Are floors around shelves clear of rubbish?		
Are racks and shelves in good condition?		
Electrical	Yes	No
Are electrical cords in good repair?		
Is there clear access to electrical panels and switch gear?		
Are electrical cords secured?		
Are proper plugs used?		
Are plugs, sockets, and switches in good condition?		
Are ground fault circuit interrupters available, if required?		
Are portable power tools in good condition?		

Garbage	Yes	No
Are bins located at suitable points?		
Are bins emptied regularly?		
Hazardous products	Yes	No
Are safety data sheets (SDSs) provided for all hazardous products?		
Are containers clearly labelled?		
Are hazardous products properly stored?		
Are hazardous products disposed of properly?		
Environment	Yes	No
Is air quality good?		
Are workers protected from cool drafts or excessive heat?		
Are workers protected from excessive or irritating noise?		
Parking	Yes	No
Are parking spots and walkways appropriately lighted?		
Are parking spots safe? (Names should not be painted on spots.)		
Are workers encouraged to use a buddy or escort?		
Is a speed limit posted in the parking lot?		

General worker questions	Yes	No
Do workers know where to go and who to call for first aid assistance?		
Do workers know where to find SDSs for chemical products?		
Personal protective equipment	Yes	No
Do workers know where to find personal protective equipment?		
Do workers know how to use personal protective equipment?		
Do workers use personal protective equipment properly?		
Eye and face protection		
Footwear		
Gloves		
Protective clothing		
Aprons		
Respirators		
Other		
Safe work practices	Yes	No
Do workers use proper manual lifting techniques?		
Are wastes disposed of properly?		
Do workers know how to deal with violent customers?		
Do workers know the procedures for working alone?		

Employers' Advisers

The Employers' Advisers Office is a branch of the B.C. Ministry of Labour and Citizens' Services, independent of WorkSafeBC. Employers' advisers are funded by the WorkSafeBC premiums collected from employers. At no additional cost, advisers provide impartial advice, assistance, representation, and training to employers about workers' compensation legislation, decisions, appeals, and policies.

Employers' advisers have a right to access WorkSafeBC information on your behalf, but they cannot file reports for you. Employers' advisers also conduct educational seminars for employers on topics such as occupational health and safety requirements, claims management, disability management, and assessments.

You can visit the Employers' Advisers website at www.labour.gov.bc.ca/eao/ or contact a regional office for help. You can now reach all Employers' Advisers regional offices using the following numbers:

- Phone: 604.713.0303 in the Lower Mainland
- Toll-free: 1.800.925.2233 in Canada
- Toll-free fax: 1.855.664.7993 in Canada

Workers' Advisers

The Workers' Advisers Office is a branch of the BC Ministry of Labour, independent of WorkSafeBC. Workers' advisers provide workers with advice and assistance about WorkSafeBC benefits, policies, and the interpretation of the Act. They can provide workers with direct assistance involving claim problems with WorkSafeBC and provide representation in cases involving complex legal, medical, or policy issues. Advisers meet with senior WorkSafeBC officials to resolve claims issues and avoid unnecessary appeals. They also make recommendations to the senior executive committee and Board of Directors on policy and practice issues.

You can visit the Workers' Advisers website at www.labour.gov.bc.ca/wab/ or contact one of the following regional offices for help.

Campbell River

205 – 1040 Shoppers Row V9W 2C6
Phone: 250.830.6526
Toll-free: 1.800.661.4066
Fax: 250.830.6528

Kamloops

102 – 70 2nd Ave. V2C 6W2
Phone: 250.371.3860
Toll-free: 1.800.663.6695
Fax: 250.371.3820

Kelowna

101 – 1726 Dolphin Ave. V1Y 9R9
Phone: 250.717.2096
Toll-free: 1.800.663.6695
Fax: 250.717.2010

Kootenays

Toll-free: 1.800.663.4261

Nanaimo

504 – 495 Dunsmuir St. V9R 6B9
Phone: 250.741.5504
Toll-free: 1.800.661.4066
Fax: 250.741.5516

Prince George

208 – 1577 7th Ave. V2L 3P5
Phone: 250.645.4021
Toll-free: 1.800.663.6695
Fax: 250.645.4024

Richmond

500 – 8100 Granville Ave. V6Y 3T6
Phone: 604.713.0360
Toll-free: 1.800.663.4261
Fax: 604.713.0311

Victoria

403 – 3960 Quadra St. V8X 4A3
Phone: 250.952.4393
Toll-free: 1.800.661.4066
Fax: 250.952.4399

WorkSafeBC contact information

Small Business Service Centre

Email: smallbiz@worksafebc.com
Phone: 604.214.6912 in the Lower Mainland
1.888.621.7233 (621-SAFE) toll-free

Employer Service Centre

Phone: 604.244.6181 in the Lower Mainland
1.888.922.2768 (621.SAFE) toll-free in Canada
Fax: 604.244.6490

Give us your feedback

It is important for us to know if the subject and content of publications are useful to you and your business. Your feedback about the *Small Business Primer* will help us to make this and future publications more relevant to your needs. If you have comments, email them to smallbiz@worksafebc.com or call the Small Business Service Centre.

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1.800.663.3871
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4514 Chatterton Way V8X 5H2
Phone 250.881.3418
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Head Office / Richmond

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Phone 604.276.3100
1.888.621.7233 (621.SAFE)

Administration:
6951 Westminster Highway
Phone 604.273.2266

Mailing address:
PO Box 5350 Stn Terminal
Vancouver BC V6B 5L5

After hours health and safety emergency

604.273.7711
1.866.922.4357 (WCB.HELP)

