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14.1 Introduction

The Occupational Health and Safety Act includes a provision for program monitoring of Occupational Health and Safety Programs, as follows: “28 (2) The program shall include (i) provision for monitoring the implementation and effectiveness of the program.” The purpose of a Health and Safety Program is to prevent injury and illness in the workplace. Assessing program effectiveness is undertaken to determine if the program is achieving this purpose.

14.2 Measurement of Performance Related to OHS Objectives and Targets

OHS objectives and targets generally use one of two types of measurement—process indicators and outcome indicators. Saint Mary’s University has both process and outcome type indicators.

14.2.1 Process Indicators

Process indicators are those which look at the management of OHS activities being carried out and OHS performance as it is occurring. They tend to be more proactive in nature, and are generally tangible, leading to quantitative measurement such as counting records or events. They allow trends to be seen and corrections to be made before an incident occurs. Examples of process indicators include:

- completion of the yearly review of the OHS Policy;
- completion of a University OHS Annual Report to Executive Management Group;
- production of monthly OHS statistics for review by the JOHS Committee and safety sub-committees;
- continued effective functioning of the Safety Committees and documentation of their activity;
- completion or updating of hazard identification, risk assessment, and risk control analyses;
- development or review of safe work practices;
- completion of workplace health and safety inspections;
- completion of investigation of employee concerns in a timely manner;
- completion of investigation of unsafe work refusals in a timely manner;
- completion of investigation of workplace incidents in a timely manner;
- implementation of corrective measures or recommendations from inspections or investigations in a timely manner;
- completion of new-employee safety orientations;
- completion of OHS training for employees, managers or JOHS Committee; and

- completion of or updating of a chapter of the OHS Program.

Process indicators measure OHS activity. They do not measure whether the activity resulted in an improvement in OHS performance.

14.2.2 Outcome Indicators

Outcome indicators tend to be reactive in nature. These indicators measure some aspect of OHS performance, and therefore give an indication of whether or not the effort going into the Occupational Health and Safety Program is being effective in meeting objectives and targets and in improving OHS performance overall. Outcome indicators can be either quantitative (such as numbers or rates) or qualitative (such as changes in culture, attitude or responses on an employee survey). Examples include:

- progress toward achieving the yearly OHS objectives and targets;
- number of lost time incidents;
- number of medical aid incidents;
- number of first aid incidents;
- number of near miss incidents;
- WCB costs;
- comparison of any of the current statistics to previous year(s) statistics.

Outcome indicators measure results, but do not measure the various efforts which are going into the OHS program elements. For example, they do not indicate whether there was a new safe work practice developed or an increase in training during the past year and the effect that these changes may have had in a downward trend in some statistics. Additionally, it is recognized at the current time that there may be under-reporting of incidents at the University, particularly near miss incidents. An increase in the number of incident reports may reflect an improvement in the OHS performance overall.

14.3 Measurement of OHS Performance at Saint Mary's University

OHS performance is a measure of the level of effectiveness of business activities focused on the prevention of injury and illness to persons in the workplace. Good OHS performance is an indicator of good management. For the OHS Program to be truly successful, management must highlight OHS performance as a critical part of good, sustainable business practice.

Measuring OHS performance is central to monitoring the level of success of the Occupational Health and Safety Program and other management activities aimed at preventing workplace injury and illness and in identifying areas for improvement.

Performance measures will be implemented at the University in a staged approach as the OHS Program is implemented and further developed. Initially the focus will be on continuing to collect and review the

outcome-focused indicators that have traditionally been recorded, such as numbers of work related incidents, injuries and occupational illnesses. These provide internal benchmarks against which present and future performance can be evaluated.

Later, more sophisticated outcome indicators, such as calculation of incident, injury and illness rates can be added. Such indicators can also potentially be used for external benchmarking.

Process indicators will be also be added, starting with the Manager/Chair's OHS Yearly Summary found in Appendix 1 at the end of this Chapter. This Summary will be sent to Managers and Chairs on April 1, of each year, starting in April, 2015.

14.4 Recording OHS Incidents, Work-related Injuries and Occupational Illnesses

All workplace incidents must be reported to the OHS Office, whether or not there was an injury or illness associated with the incident. An Incident Report Form must be submitted as soon as possible, within two business days, so that work can start on any work absence, benefits, Employee Assistance, or Workers' Compensation claims that might be required. A copy of the incident form can be found at: <http://www.smu.ca/webfiles/HealthandsafetyInjuryIncidentReport.pdf>.

14.5 Workplace Inspections

Inspections are an important way of determining whether established controls, safe work practices, safety rules, etc. that were developed as part of the hazard assessment and control process are in place, being followed and are effective. An inspection also provides a way of identifying any new hazards, especially if anything has changed in the workplace. The process for undertaking workplace inspections and an inspection checklist for office workplaces are laid out in Chapter 13 of this Manual. Statistics from workplace inspections can provide information about the prevalence of risks and the degree to which controls are in place and can provide the basis for decisions about improvements to hazard and risk identification, assessment, and elimination or control.

14.6 Exposure Assessment

For some occupational hazards, it is not possible to evaluate worker exposure by visual means such as an inspection. Specialized equipment may be needed to measure noise, illumination, temperature, relative humidity, air flow, or some form of chemical contaminant in the air or biological agent (such as mould).

Assessments can be requested through the OHS Office and Facilities Management. All measurement equipment shall be properly calibrated.

The JOHS Committee, or applicable safety sub-committee, shall be informed of planned assessments, and when possible, be allowed to appoint a representative to observe the set-up of the equipment and

the undertaking of the measurements. A copy of the results of the assessment will be made available to safety committees and employees when requested.

By comparison with established standards, the results of such assessments can be used to evaluate the presence or absence of an occupational health hazard and the effectiveness of controls can be evaluated. When compared to earlier or later results, trends can be established and the effectiveness of any remedial action evaluated.

14.7 Injury and Illness Tracking and Return to Work

Saint Mary's University uses a case management approach to all absences from work. All workplace injuries and illnesses are recorded and tracked. Any illnesses that require time off work are managed by the HR Officer (Pension Benefits and Compensation). This position also coordinates the University's efforts to return the employee to work, working with medical and rehabilitation specialists as required. The OHS Office will manage workplace injuries that result in a WCB claim. Statistics from these programs can provide information about the frequency and severity of work-related injuries and illnesses and the need for additional hazard control efforts or other improvements to the OHS.

14.8 Occupational Health Assessments

Given the nature of the work at the University, there will be a limited need for occupational health assessments for University employees; for example, baseline hearing tests for employees who may be exposed to noise related hazards will be required.

When any occupational health assessments are undertaken, the results can be compared to established standards to indicate whether or not a work-related health issue is present. Results may also be compared over time to establish trends for individual employees, or pooled and used to compare to other groups of employees. The results of individual assessments are regarded as confidential medical information, available only to the individual. The OHS Office will maintain a copy of the assessment. However, the individuals may give permission for disclosure. Grouped results or trends which indicate an OHS Hazard to employees may be released.

14.9 Reports and Statistics

The OHS Office shall provide safety committees with a copy of the following reports, when available, for consideration at its next meeting:

- Monthly Summary of Incident Report ;
- Workplace Inspection Reports;
- Exposure Assessment Reports; and
- OHS Incident Investigation Reports.

14.10 Education and Training

All managers and chairs will ensure that their employees receive an orientation to the University's OHS Program and workplace-specific safe work practices. In addition, education and training will be provided to ensure that employees know the working procedures for doing their job safely. On-going safety training will be provided as new programs, procedures, and equipment are introduced to the workplace.

14.11 Safety Committees

The committees will actively promote workplace safety and support the involvement of employees in workplace occupational safety and health programs.

14.12 Monitoring and Control of Hazardous Materials and Substances

The University will monitor, control, and ensure the safe use, storage and disposal of hazardous materials and substances, consistent with the requirements of Workplace Hazardous Materials Information System (WHMIS) regulations, and the Transportation of Dangerous Goods, where required.

14.13 Emergency Planning and Response

University worksites need to plan for emergencies that might occur, including having a plan of action for response and evacuation of the workplace. More information on University emergency planning and response can be found in the University's Emergency Management Policy and Plan: <http://www.smu.ca/webfiles/5-1006EmergencyMgtPolicy.pdf>.

14.14 Occupational First Aid

The University will ensure that first aid services are available and consistent with the requirements of the First Aid Regulations, which requires that employees be provided with prompt, easily accessible, and appropriate first aid treatment. A number of designated first aid providers are located throughout the Campus; all Security personnel are trained in First Aid and the Student Health Centre has been designated as the University's First Aid room.

14.15 Incident Investigations

The University will investigate incidents, including "near misses", as required. Investigation of incidents and elimination or control of the cause is an effective means of ensuring a similar incident does not occur again, with potentially more harmful results. An incident resulting in injury or harmful exposure must be investigated to determine what caused the incident, and how a recurrence can be avoided.

Appendix 1: Manager/Chair's Yearly OHS Summary Report Form

(To be completed by the Manager or Chair of each Department at the end of each Fiscal Year.)

1. OHS Concerns (See Chapter 8.7)

- a. Number of OHS Concern Reports submitted..... _____
- b. List the nature of each OHS Concern (add pages if required):
.....
.....
.....
- c. Number of OHS Concerns resolved _____
- d. Number of OHS Concerns forwarded to the JOHS Committee _____
- e. List the present status of OHS Concerns not yet resolved and identify why
(add pages if required):
.....
.....

2. Employee OHS Orientation and Training

- a. Number of new employees hired or transferred..... _____
- b. Number of employees given the OHS Orientation for new hires _____
- c. Number of employees given the Orientation to the Policy "Violence in the Workplace: Prevention and Response", and "Sexual Assault Policy and Procedures" _____
- d. Number of employees trained in Generic WHMIS (if applicable) _____
- e. Number of employees trained in Introduction to OHS _____
- f. Number of management employees trained in Introduction to OHS for Managers & Chairs _____
- g. Number of employees trained in the Emergency Awareness _____
- h. Other (please specify) (add pages if required)
.....
.....

3. Workplace Inspections (Completed by Manager or Chair)

- a. Number of inspections completed _____
- b. Number of deficiencies identified _____
- c. Number of deficiencies corrected _____
- d. List outstanding deficiencies with present status and identify any carried over from the last inspection with reason why (add pages if required):
.....
.....
.....
- e. Number of Inspection Reports sent to the OHS Office..... _____

4. Workplace Incident Investigations

