



OCCUPATIONAL HEALTH AND SAFETY IN THE TOURISM INDUSTRY

PRESENTATION TO TIAPEI
SEMI-ANNUAL MEETING
APRIL 17, 2019



OHS in the Tourism Industry

- Fit for Duty
- Young Worker Safety
- Harassment in the Workplace

What does Fit for Duty(FFD) Mean?

- A state in which a person's physical, physiological and psychological state allows them to work safely.



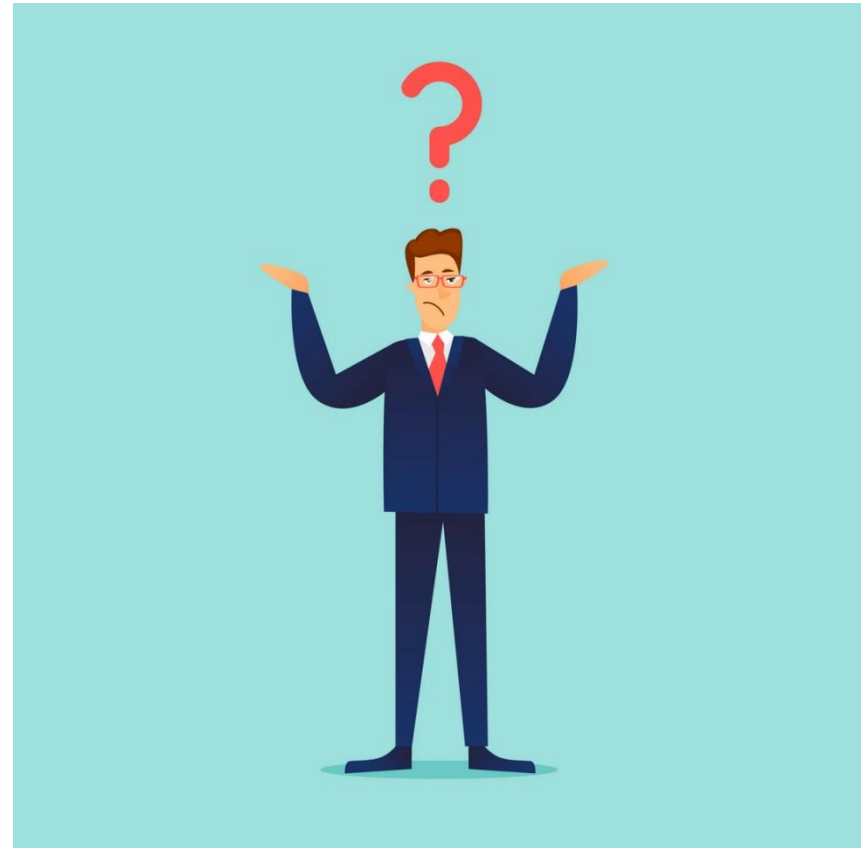
Employer Responsibilities

- Ensure employees are fit for work.
- Establish a fit for duty policy.
- Act once aware of impairment at work
- Educate employees on fit for duty.
- Monitor employees at work.



Workers Responsibilities

- Maintain good physical, emotional and mental health in the workplace.
- Maintain a safe workplace.
- Make employer aware when they or someone they know are not fit to work.
- Follow an employers fit for duty policy.



Impairment at work

- Impairment is considered an altered physical, emotional or mental state.
- Impairment can put employees in an “at risk” situation.
- Impairment creates additional hazard in the workplace.



Examples of Impairment

- Falling asleep while at work.
- Showing up to work hungover and smelling like alcohol.
- Consuming prescription drugs prior to work.
- Consuming cannabis prior to work.
- Unable to physically do job. (Injury at home/medical condition).
- Conflict at home with a loved one.

Signs and Symptoms

- Slow reaction time
- Low energy
- Yawning
- Giddiness
- Irritable
- Visually tired
- Disorientated
- Loss of coordination and balance.
- Difficulty concentrating making decisions
- Paranoid behavior, disorganized thoughts, aggressive behavior
- Nausea and vomiting
- Elevated HR, sweating
- Confusion and slurred speech, memory loss, anxiety,

Prevention Measures

- Minimize length of shifts and rotations to allow rest periods.
- Train employees on company expectations
- Develop a FFD policy to establish guidelines
- Promote health in the workplace. (E.g. wellness challenge)
- Offer an EAP program
- Conduct pre employment testing





Developing a Fit for Duty Policy

- Company's commitment to a substance free workplace.
- Reduce the potential of a workplace incident.
- Incorporates all possible fit for duty situations
- Set of guidelines for employees around fit for duty in the workplace.
- Shows support from employer to maintain a safe and healthy work environment.
- Outlines disciplinary actions when employees fail to follow the policy.

Developing a Fit for Duty Policy

- Statement from employer regarding a substance free workplace.
- Roles and responsibilities of all parties.
- Examples of fit for duty.
- Process for reporting and investigating a violation of the policy.
- Accommodations employer may make in regards to employees.



Young Worker Safety













Young Workers: Why the special focus?

- Our law requires it

“An employer shall ensure that every reasonable precaution is taken to protect the occupational health and safety of persons at or near the workplace” (*OHS Act*)

“Where an employer employs a young person, he shall act reasonably in assigning duties,...identify potential danger, ...supervise the work of the young person... and provide adequate training...” (*Youth Employment Act*)

And. . . It's the right thing to do.

Young Workers: We've all been there...

Your first job

- Tasks
- You



Young Workers...

Challenges



Opportunities





Young Workers...

Challenges

- Inexperience
- Much training req'd
- Much supervision req'd
- Attention to detail
- Cell phones/ distractions

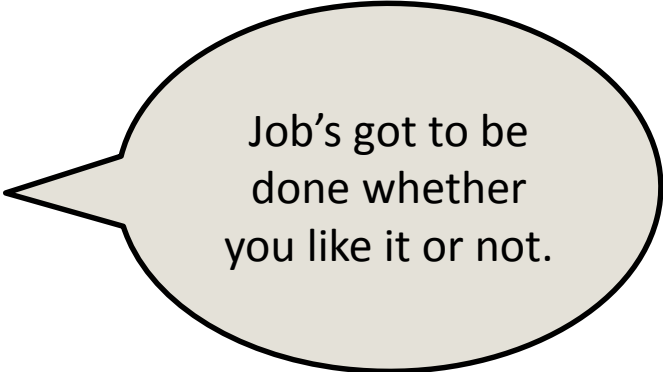
Opportunities

- Energy
- Enthusiasm
- Ability to shape habits and attitudes
- Quick to learn

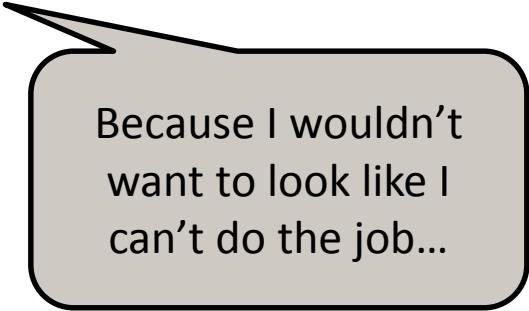
Young Workers: What they've told us

PEI young workers believe:

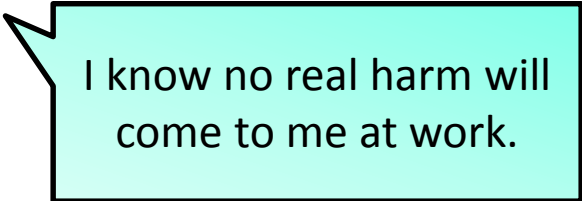
- They are responsible for the work
- They might get fired for speaking up
- Speaking up will make them look stupid
- Speaking up is just too difficult
- Nobody will listen, or fix the problem
- They likely won't get hurt anyway

A light gray speech bubble with a black outline and a tail pointing towards the top-left.

Job's got to be done whether you like it or not.

A light gray speech bubble with a black outline and a tail pointing towards the top-left.

Because I wouldn't want to look like I can't do the job...

A light blue speech bubble with a black outline and a tail pointing towards the top-left.

I know no real harm will come to me at work.

Young Workers and ... Training

- Provide excellent training
 - Carefully plan it; clearly value it
 - Respect varied learning styles
 - Repeat, review, repeat again
 - Document
 - Refer back



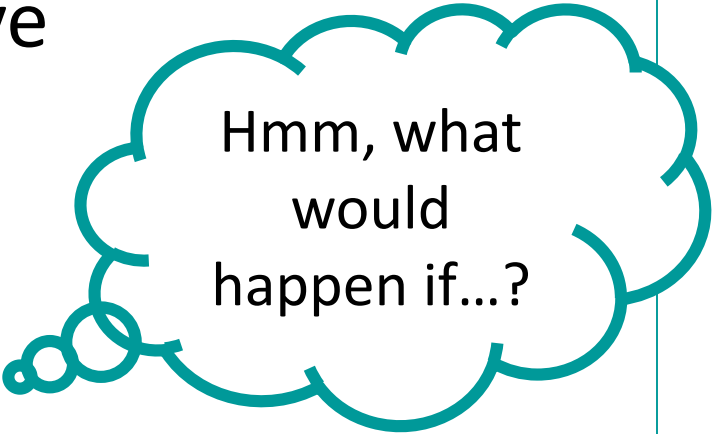
Young Workers and ... Being consistent

- Determine firm, but fair policies
 - Plan in advance
 - Be clear
 - Communicate effectively
 - Enforce policies with consistency



Young Workers and ... Being one step ahead

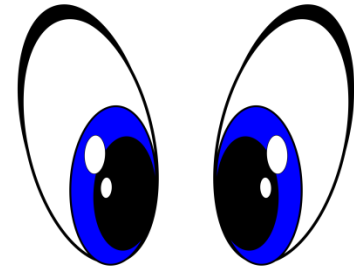
- Assess and control for hazards – all of them
 - Physical restrictions vs. words
 - A youthful perspective
 - All possibilities



Hmm, what
would
happen if...?

Young Workers and ... Supervision

- “Just around the corner...”
 - Drop in unexpectedly
 - Switch up your routines
 - Keep your ear to the ground
 - Check in by phone, text, email...





Young Workers . . . Final thoughts

- Excellent training
- Firm policies, communicated clearly, and consistently enforced
- Ongoing hazard assessment and control
- Careful supervision

Harassment in the Workplace

- *“any inappropriate conduct, comment, display, action or gesture or any bullying that the person responsible for the conduct, comment, display, action or gesture or the bullying knows, or ought reasonably to know, could have a harmful effect on a worker's psychological or physical health or safety.”*



Harassment in the Workplace

- Inappropriate sexual comments or gestures towards a employee
- Display or circulation of offensive pictures or materials (through social media is defined as cyber bullying)
- Being verbally abusive towards someone
- Threatening a person or repeated occurrences of threats
- Intimidation of an employee
- Taking work away from an employee without explanation
- Deliberately setting an employee up to fail

Upcoming Legislation

- Changes made to the OHS Act to include psychological wellbeing.
- Workplace Harassment Regulations.
- Workplace Harassment Policy
- Investigation process
- OHS Officer's Role



Upcoming Legislation

- The *OHS Workplace Harassment Regulations* outlines the rights and responsibilities for employers, workers, contractors and all other parties present at the workplace.
- Defines workplace harassment behavior and includes responsibilities to prevent and address this workplace hazard.



Employer Responsibilities

- Develop a policy, and post in common area.
- Develop and train EEs on workplace harassment .
- Train supervision in process.
- Investigate all reported workplace harassment complaints.
- Comply with legislation



Worker Responsibility

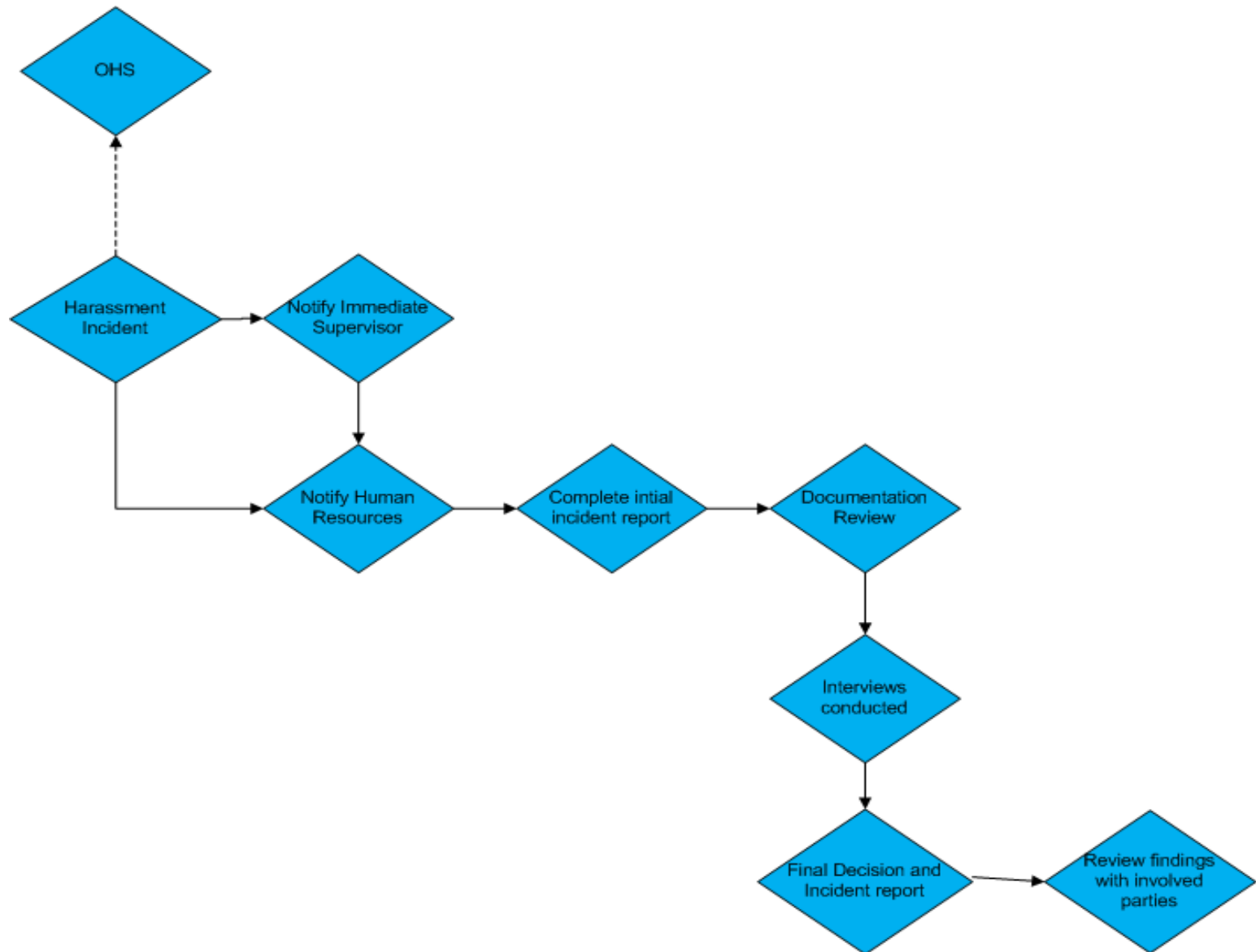


- Participate in training and education provided by employer.
- Participate in workplace harassment investigation.
- Report all workplace harassment.
- Maintain confidentiality of a claim.

Workplace Harassment Policy

- ✓ A commitment to a harassment-free workplace
- ✓ A definition of harassment
- ✓ Statement workers are entitled to a harassment-free workplace
- ✓ A commitment that the employer will take action when they become aware of workplace harassment
- ✓ Information or procedures for reporting and investigating workplace harassment including external party option
- ✓ A statement that the harassment policy does not supersede the Human Rights Act or prevent an employee from filing through the Act
- ✓ A statement that the employer will not penalize or discriminate against a worker who has made a workplace harassment complaint in good faith
- ✓ Statement of confidentiality with the workplace harassment process

Investigation process



OHS Officer's Role

- Confirm the employer has a workplace harassment policy.
- Request a third party conduct the harassment investigation as necessary.
- Ensure an investigation was conducted without bias and corrective actions were completed.
- Follow up in response to complaints of workplace harassment received through the OHS hotline, as needed.
- Encourage the employer to investigate the allegation of workplace harassment. The employer should ensure the person doing the investigation is not directly involved in the alleged complaint. ***Note: It is not the responsibility of the OHS officer to complete an investigation of workplace harassment.***