



Mandatory Compliance Training

Council Workshop
February 2, 2015



Agenda



- Overview provided by CAO
- Safe Drinking Water Act
- Break (10:00 a.m.)
- Health and Safety Training
- Workplace Violence and Harassment
- Accessibility for Ontarians with Disabilities Act (AODA)

Safe Drinking Water Act



Presentation:

Municipal requirements related to safe drinking water

Brian Jobb

- Manager, Training Institute, Walkerton Clean Water Centre

HEALTH & SAFETY POLICIES



Under Health & Safety legislation there is a responsibility to ensure that appropriate policies and/or programs are in place, communicated and all employees are working in compliance with same.

- HARASSMENT
- DISCRIMINATION
- VIOLENCE FREE WORKPLACE
- CORPORATE HEALTH & SAFETY POLICY AND PROCEDURES MANUAL



WORKPLACE HARASSMENT/ DISCRIMINATION/VIOLENCE



REQUIREMENTS

- Policies must be in place and actioned effectively to meet the requirements of legislation
- Policies address all activities that occur not only on Town premises but also while engaging in work activities or Town sanctioned social events. The Occupational Health & Safety Act defines a workplace as “any land, premises, location or thing at, upon, in or near which a worker works.”
- Annual reviews of the policies are undertaken by the Health & Safety Committee
- There is an Workplace Violence and Harassment Coordinator – Director, Human Resources

WORKPLACE DISCRIMINATION



The unequal treatment of a person based on one of the prohibited grounds identified in the Ontario Human Rights Code which include race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, sex, sexual orientation, disability, marital status, family status, or record of offences.

WORKPLACE DISCRIMINATION



Examples

Making disparaging comments about someone's colour or work ethic because they come from a different country

Isolating someone due to their sexual orientation

Making inappropriate comments or telling jokes that are offensive to others

Using derogatory slang terms to describe a person with a different ethnic origin

WORKPLACE HARASSMENT



- Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome
- Definition - harassment under the Ontario Human Rights Code (prohibited grounds)
 - - psychological or personal harassment
- Includes unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to an employee or a group of employees.
- 1 serious incident or a series of incidents and may also exist systemically as part of the work environment.
- Behaviour that intimidates isolates or even discriminates against the targeted employee(s).
- Reasonable person test

WORKPLACE HARASSMENT



Examples

- making remarks, jokes or innuendos that demean, ridicule, intimidate or
- offend;
- displaying or circulating offensive pictures or materials in print, electronic
- or any other form;
- bullying;
- repeated offensive or intimidating phone calls or e-mails; or inappropriate
- sexual touching, advances, suggestions or requests.

PROGRAM APPLICATION



- Discrimination & Harassment Program affords individuals 3 options:
 - Dealing directly with the harasser
 - Requesting informal action and resolution
 - Filing a formal complaint
- Issues arising between Council members should be directed to the Office of the Mayor
- Employees may also choose to make a complaint directly to the Ontario Human Rights Commission (related to prohibited grounds covered by the Code) or seek outside legal assistance.

WORKPLACE VIOLENCE



- The attempt to or exercise of physical force by a person against a worker, in a workplace that causes or could cause physical injury to the worker
- A statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.
- Domestic violence that could find its way into the workplace
- Employer has an obligation to
 - ensure violence or threats of same are not tolerated, ignored or condoned
 - investigate claims or occurrences of violence in the workplace
 - conduct and maintain workplace violence risk assessments

WORKPLACE VIOLENCE



Examples

- threatening behaviour - shaking fists, destroying property or throwing objects.
- verbal abuse or verbal or written threats - any expression of an intent to inflict harm.
- physical attacks - hitting, shoving, smacking, pushing or kicking.

CONSISTENT OBLIGATIONS



- Review the Health & Safety Manual available on Town Central
- Review policies and support programs outlined today
- Work in a safe and respectful manner and uphold the policy
- Conduct yourself in a professional manner at all times consistent with the Code of Conduct
- Take action if you see inappropriate behavior

REFERENCE MATERIAL



- [Health & Safety Manual](#)
- [Harassment/Discrimination Free Workplace Policy](#)
- [Harassment/Discrimination Free Workplace Program](#)
- [Violence Free Workplace Policy](#)
- [Violence Free Workplace Program](#)



Vision

Securing tomorrow by living safe and working smart today.

Mission

To maintain a safe workplace for all employees for their well being for today and all of their tomorrows through knowledge, education, training and communication at all levels.

Accessibility



Ontarians with Disabilities Act, 2001 (ODA)



Purpose:

To improve opportunities for people with disabilities by identifying, and removing barriers

Applies to the broader public sector

Requires annual accessibility planning

Requires municipalities to maintain an Accessibility Advisory Committee

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)



Purpose:

To achieve a fully accessible Ontario by 2025, through the development of accessibility standards

Under the AODA there are two provincial regulations, namely:

- Accessibility Standards for Customer Service
- Integrated Accessibility Standards

Customer Service Standard



Requires:

- Accessible customer service policy procedures and practices

- Communication

- Assistive devices, service animals and support persons be allowed to accompany a person with a disability

- Staff to be trained

- Method to receive and respond to feedback

- Notice of Service Disruption

Customer Service Standard



Resources:

[Accessibility Standards for Customer Service](#) (Ontario Regulation 429/07)

[Accessibility Standards for Customer Service Policy](#)

[Corporate Procedures to Accessibility Standards for Customer Service](#)



Integrated Accessibility Standards



Newmarket

- Employment
- Information and Communications
- Transportation
- Design of Public Spaces (Built Environment)

Integrated Accessibility Standards



Newmarket

Requires:

Establishment, implementation, maintenance and the documenting of a Multi-year Accessibility Plan

Incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities

Training

Other specific requirements under the standards

Integrated Accessibility Standards Newmarket

Resources:

[Integrated Accessibility Standards Regulation \(Ontario Regulation 191/11\)](#)

[Integrated Accessibility Standards Regulation \(IASR\) Policy](#)

[Newmarket's 2013 to 2017 Multi-year Accessibility Plan](#)

[Newmarket's 2013 to 2017 Multi-year Accessibility Plan - 2014 Status Update](#)

Next Steps



Complete Accessible Customer Service
Training Booklet

Complete Integrated Accessibility Standards
Training Video (online)

QUESTIONS?