



Health & Safety Policy & Procedures for Office Staff



©Ontario Tennis Association

Last Revised: April 8, 2016

I. TABLE OF CONTENTS

I.	TABLE OF CONTENTS.....	2
II.	INTRODUCTION	3
Section 2.01	Health and Safety Policy Statement	4
III.	POLICIES AND PROCEDURES	5
Section 3.01	Supervisors and Workers	5
Section 3.02	Incident, Near Miss and Hazard Reporting	6
Section 3.03	Emergency Procedures	9
Section 3.04	Workplace Inspections.....	10
Section 3.05	Air Quality	10
Section 3.06	Drug Free Workplace	11
Section 3.07	Workplace Violence & Harassment.....	12
Section 3.08	Working Alone	14
Section 3.09	Driving Safety	14
Section 3.10	Common Sporting Accidents & Hazards.....	15
Section 3.11	Heat Stress	17
Section 3.12	Concussion	17
Section 3.13	Musculoskeletal Disorders	18
Section 3.14	Site Security	22
Section 3.15	Inclement Weather	23
Section 3.16	Health & Safety Training and Education	23

II. INTRODUCTION

Ontario Tennis Association (the Association) management and staff have a legal obligation under the Ontario Occupational Health and Safety Act (the Act) with respect to workplace safety. This guide is written specifically for management and staff to aid them in meeting these obligations. It will provide them an overview of their responsibilities in the area of occupational health and safety. It will also familiarize management with the resources available to them at the Association.

Health and Safety Legislation

The Act is the primary legislation governing workplace health and safety and its purpose is to protect workers against job hazards in the workplace.

The Act sets out the rights and duties of all parties in the workplace and is based on the internal responsibility system. The internal responsibility system strives to have everyone work together to identify and develop solutions to workplace health and safety concerns.

In addition to the Act, there are a variety of other specific provincial and federal legislation, regulations and municipal by-laws of which supervisors may need to be aware of, depending on their particular job functions and the types of hazards which they may encounter.

Since the current OTA office employs more than five (5) but fewer than twenty (20) employees, at least one (1) employee **Health and Safety Representative** (HSR) shall be selected by employees to deal with workplace health and safety concerns.

General Duties of the Health and Safety Representative

- Conduct quarterly workplace inspections documenting all substandard acts and working conditions.
- Review information on incidents occurring and make recommendations to reduce recurrences.
- Participate in an investigation when a person is killed or critically injured at the workplace.
- Provide advice and recommendations to the Board on health and safety programs in general.
- Encourage fellow employees to work safely and to report hazardous or unsafe conditions immediately to their supervisors.
- Identify areas of health and safety training for all employees.
- Be present for, or assist in, work-refusal investigations.
- Be available to accompany a Ministry of Labour Officer on his/her inspection tour of the workplace.

Section 2.01 Health and Safety Policy Statement

The Ontario Tennis Association is committed to preventing the accidental loss of any of its resources, including employees and physical assets.

In fulfilling this commitment to protect both people and property, management will provide and maintain a safe and healthy work environment, in accordance with industry standards and in compliance with legislative requirements, and will strive to eliminate any foreseeable hazards which may result in property damage, accidents, or personal injury/illness.

We recognize that the responsibility for health and safety are shared. All employees will be equally responsible for minimizing accidents within our facilities and on our work sites. Safe work practices and job procedures will be clearly defined in the company's Health and Safety Manual for all employees to follow.

Accidental loss can be controlled through good management in combination with active employee involvement. Safety is the direct responsibility of all managers, supervisors, employees, and contractors.

All management activities will comply with Association safety requirements as they relate to planning, operation and maintenance of facilities and equipment. All employees will perform their jobs properly in accordance with established procedures and safe work practices.

I trust that all of you will join me in a personal commitment to make safety a way of life.

Best Regards,

Jim Boyce
Executive Director
Ontario Tennis Association

III. POLICIES AND PROCEDURES

Section 3.01 Supervisors and Workers

Supervisor

A supervisor is anyone who is either in charge of a workplace or has authority over a worker. The various portfolio managers at the OTA (eg: Player Development, Marketing, etc), have charge of a workplace (e.g. office workspace, storage room) or have authority over contract staff, intern students and so on. In such cases they are supervisors as defined in the Act. Among the portfolio management staff of the Association, the supervisory role is generally more clearly defined and outlined in position descriptions.

Supervisors have a general legal duty to take every precaution reasonable in the circumstances for the protection of the worker.

A supervisor shall ensure that:

- a worker works in the manner and with the protective devices, measures and procedures required by the Act and the regulations
- a worker uses or wears the equipment, protective devices or clothing that the worker's employer requires to be used and worn
- advises a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware
- where so prescribed, provides a worker with written instructions as to the measures and procedures to be taken for protection of the worker; and

In addition to the responsibilities outlined in the Act a supervisor must ensure that:

- they are knowledgeable about potential or actual health and safety hazards in the workplace and advise workers about these hazards
- equipment, materials and protective devices required by regulation are provided to workers and maintained in good condition
- workers follow workplace procedures and use protective equipment required by the Association and by any applicable regulations
- workers are provided with information, instruction on safe work practices
- all hazardous materials present in the workplace are identified and labelled in the manner prescribed by regulations such as the WHMIS Regulation and that an up-to-date inventory of these materials is kept in the workplace

Worker

A worker is a person who is paid to perform work or supply services. Thus all Association employees are workers.

A worker shall:

- work in compliance with the provisions of the Act and the regulations
- use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn (eg: wear a hat and sunscreen during hot weather outdoors).
- report to his or her employer or supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
- report to his or her employer or supervisor any contravention of this Act or the regulations or the existence of any hazard of which he or she knows

Section 3.02 Incident, Near Miss and Hazard Reporting

Under the Act, the Association is obligated to report to the Workplace Safety Insurance Board (WSIB) every accident to a worker which results in lost time from work past the day of the accident, or which necessitates health care from a medical facility or medical practitioner such as a physician, hospital, dentist, chiropractor or specialist within 3 days of its occurrence.

If a supervisor fails to report the incident within the required time a fine may be charged from WSIB. It is therefore extremely important that all work related accidents, injuries, or occupational diseases be reported within 24 hours of occurrence.

All accidents, incidents, and near misses must be reported on an official **Incident Reporting Form** in accordance with the **procedures outlined in this section.**

The Association also requires that all accidents to visitors be reported on the same incident form to the Employee Health and Safety Representative (HSR).

Responsibilities

- All employees must report workplace incidents, illnesses, hazardous conditions, near misses and non-injury property damage. These should be reported to the immediate supervisor as soon as possible after the incident has occurred. Consider reporting some incidents (e.g., violent behavior or property damage) to the local police as well.
- The Association will implement the reporting system, review reports and recommendations of preventive and corrective actions, and maintain records.
- Supervisors are responsible for completing the appropriate forms and distributing them to the designated parties, in a punctual manner and in accordance with legislative requirements.

Hazards in the Workplace

A hazard is anything that can hurt you or make you ill. You need to be able to identify the hazards in your workplace. For example:

Chemical

- Liquids like cleaning products, paints, acids and solvents
- Vapours and fumes like solvent vapours
- Gases like acetylene, propane, carbon monoxide and helium
- Flammable materials like gasoline, solvents and explosive chemicals

Physical

- Electricity
- Unguarded moving machinery parts like blades
- Constant loud noise
- High exposure to sunlight/ultraviolet rays, heat or cold
- Ladders and scaffolds
- Liquids/spills on the floor

Biological

- Blood and body fluids
- Fungi, bacteria and viruses
- Plants
- Insect bites, animal and bird droppings

Ergonomic

- Poor lighting
- Poor workstations and chairs
- Constant lifting
- Poor posture
- Repeating the same movements over and over
- Having to use too much force

Reporting Procedures

Definitions

1. Incident – a workplace injury or illness that in some cases may require professional medical treatment or lost time from work.
2. Near miss – a situation which potentially could have resulted in an accident or incident but did not.
3. Hazardous condition – a situation that is identified as having the potential to cause an accident, incident or near miss.
4. Occupational illness – a condition that results from exposure in the workplace to a physical, chemical or biological agent.
5. Non-injury property damage – any damage to facility property and equipment.
6. Critical injury – a workplace-related injury of a serious nature that:
 - Places life in jeopardy
 - Produces unconsciousness
 - Results in substantial loss of blood
 - Involves the fracture of a leg or arm (but not a finger or a toe)
 - Involves amputation of a leg, arm, hand or foot (but not a finger or toe)
 - Consists of burns to a major portion of the body, or
 - Causes the loss of sight in an eye

All injuries that require first aid treatment only must be recorded on the **first aid reporting form**, to be kept with the first aid kit.

Employees

Employees who experience a work-related injury or illness should seek immediate medical attention and promptly report to their supervisor. If transportation to a hospital, doctor's office or an employee's home is necessary, the Association will arrange it.

All work-related incidents, illnesses, near misses and hazardous conditions, no matter how slight, must be reported to your supervisor.

Once notified of the incident or illness, the supervisor must complete an incident report form, notify the HSR and begin an investigation of the root cause(s).

Investigation Procedures

- All reported incidents and hazards will be investigated by the direct supervisor to determine the root cause(s).
- Investigations will begin immediately. A statement from the injured person may be collected at a later date if he/she cannot provide a statement immediately.
- All contributing factors including hazardous conditions, unsafe actions and root causes will be recorded on an investigation form so that a decision can be made as to which conditions and circumstances contributed to the accident.
- Identifying the contributing factors will include direct observations and interviews with the injured employee and any witnesses to the accident.
- The supervisor shall summarize the information gathered and propose an action plan.
- The supervisor must ensure the proposed action plan is implemented to prevent further incidents. If the solution is beyond the authority or resources of the supervisor, he/she must make the Executive Director aware of the problem and put interim procedures in place. The hazards identified in the investigation process must not be allowed to remain without attention while proposed action is pending.
- The Executive Director will review the incident report and investigation forms and ensure appropriate action has been taken.

Reporting to the Ministry of Labour (MoL) and HSR

If a worker or client is critically injured or dies because of a workplace cause (not a treatment cause):

- No person shall interfere with, disturb, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence until permission to do so has been given by the MoL. The only exceptions are to save a life or relieve human suffering, to maintain an essential public utility service or transportation system, or to prevent unnecessary damage to equipment and other properties.
- The Executive Director will immediately notify the Ministry of Labour and the HSR, and submit a written report to the Ministry of Labour within 48 hours. The written report must contain:
 - The name and address of the employer
 - The nature and circumstances of the occurrence and the bodily injury or illness sustained
 - A description of the machinery or equipment involved
 - The time and place of the occurrence
 - The name and address of the person who was killed or critically injured
 - The names and addresses of all witnesses to the occurrence
 - The name and address of the physician or surgeon, if any, by whom the person was or is being attended for the injury or illness
 - The steps take to prevent a recurrence

In the case of medical aid or lost time from work:

- Provide written notice to the HSR within four days of the occurrence, including the information listed above.

In the case of an occupational illness:

- Provide written notice to the HSR within four days of learning of the illness, including the information list above.

Records

- A summary of reported incidents will be prepared by the HSR quarterly and reviewed with the Executive Director. The HSR may also be asked to report to the OTA Board annually on a summary basis.
- Copies of the incident report and investigation forms will be kept on file for a period of **3** years following the occurrence.

Section 3.03 Emergency Procedures

Emergency plans are procedures for dealing with such sudden unexpected situations as fires, explosions, major releases of hazardous materials, violent occurrences or natural hazards. The objective of the plans is to prevent or minimize fatalities, injuries and damage.

The Association has adopted the following emergency procedures outlined in this section

- Fire prevention
- Evacuation
- First aid Requirements

Fire Prevention Plan

Plan includes:

- Floor plan of the workplace (posted).
- Worker assembly point outside of the workplace where headcount will take place.
- Planned and scheduled drills coordinated with those held by Tennis Canada.
- Fire Extinguisher available and working.

Evacuation Plan

Plan includes:

- Identifying emergency exits (see floor plan)
- Determining how clients will be evacuated
- Listing any equipment that needs to be powered down before leaving the building

First Aid Requirements

First Aid kit is kept stocked and posted in a common area along with emergency numbers. Kit is inspected quarterly.

Emergency Numbers to include:

- 911 (if available) as well as local phone numbers for police, fire and ambulance.
- Poison control centre.
- Ministry of Labour.
- Ministry of Environment.

- Utilities and internal contact numbers.
1. The Association maintains a first aid station suitable for the number of employees. The contents of the first aid box are outlined in a separate document posted by the Kit.
 2. The following is posted at the first aid station:
 - A valid First Aid Certificate of the trained first aid responder on duty
 - The WSIB poster known as Form 82, In All Cases of Injury/Disease
 - An inspection card with spaces for recording the date of the most recent inspection of the first aid box and the signature of the person making the inspection
 3. *Identify who has attended first aid training and the type of training required*
 4. Record of all first aid treatment, including the date and time of the occurrence, the names of witnesses, the nature and exact location of the injury, and the date, time and nature of the first aid administered.
 5. Transportation to a hospital, doctor's office or the employee's home will be provided if necessary.

Section 3.04 Workplace Inspections

The HSR has prepared a safety inspection checklist which includes health and safety issues in the workplace. Inspections will be conducted (quarterly).

- Inspections will include conversations with employees regarding potential hazards or concerns.
- Findings are to be recorded on the *Safety Inspection Report* form.
- Completed forms will be reviewed quarterly and any outstanding *concerns will be addressed*.
- Completed checklists and report forms will be retained for a period of **3** years.

Section 3.05 Air Quality

Indoor air quality can lead to many health issues. The Association recognizes this and attempts to minimize the risks associated with indoor air quality and the effects on its employees. Issues pertaining to air quality should be reported to the Executive Director.

Smoke Free Environment

Effective May 31, 2006, the province of Ontario banned smoking in workplaces. As such, smoking in the offices of the Association is not permitted at any time. An 'enclosed workplace' is defined as the inside of any place, building or structure or conveyance or a part of any of them that a) is covered by a roof or b) employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at the time, and c) is not primarily a private dwelling. This includes company vehicles. Therefore, the smoking of cigarettes, pipes, cigars, the use of smokeless tobacco or the burning of any smoke producing substance is strictly prohibited in any enclosed space or vehicles owned, operated, leased, or occupied by the Association.

An employee who smokes in the workplace is in contravention of this policy and will be required to comply immediately with this policy or be required to leave the premises.

Scents

The use of scented products and fragrances by an individual is a matter of personal choice; however, the Association reserves the right to require an employee to discontinue the use of a particular scented product or products in order to accommodate another employee's sensitivity to such products.

Employees are expected to minimize their use of and to be courteous and respectful in their use of scented products and fragrances while attending at the workplace.

The Association shall endeavour to use only unscented cleaning products, where possible, and where not possible, that the scented product is only used in places or at times when few people will be exposed to the product's scent.

Pets

The offices of the Association are a place of business, and as such, pets are not welcome during normal working hours. Staff and visitors with seeing-eye dogs are the exception.

Renovations

As odors from building materials and noise levels for tools can cause discomfort to employees, renovations will be scheduled to have a minimum impact on employees. This may include renovating during non work hours (evenings & weekends) and ensuring direct ventilation to control fumes. Carpets should be installed and cloth furniture unwrapped late in the day so emissions may occur during non working hours.

Section 3.06 Drug Free Workplace

The Association is committed to the principle of maintaining a drug-free workplace free from the affects of alcohol, illegal drugs, or other intoxicating substances that cause potential health, safety, and/or job performance problems. Drug use and abuse in the workplace endangers fellow employees, safety, Association morale, and production.

The following practices are strictly prohibited:

- Using, possessing, manufacturing, selling or distributing illegal drugs or drug-related paraphernalia while on Association premises or on work time; and Possessing or using alcoholic beverages on the Association premises or job sites.

If you believe that a prescription drug or over-the-counter medication may impair your ability to perform your job safely, please discuss it with the Executive Director before returning to work.

Any employee found to be in violation of this policy will be removed from work and subjected to disciplinary action, up to and including termination. Depending upon the circumstances, other action, including notification of appropriate law enforcement agencies, may be pursued.

Drug Testing

The Association does not conduct random drug or alcohol testing at any time.

Where there has been an accident or safety-related close call, the Association may require employees who were involved in the incident to submit to drug and/or alcohol tests as part of the Association's investigation.

All information regarding drug or alcohol tests shall be kept confidential and used only for the purpose for which it was collected. As with all health information, records shall be stored in separate locked files and accessed only by those with proper authority.

Section 3.07 Workplace Violence & Harassment

The Association is committed to ensuring the safety and health of all employees. Under no circumstances will violence, intimidating, threatening behavior, or harassment be tolerated. Any employee found to have violated this policy will be subject to discipline up to and including immediate termination. Additionally, criminal charges may be filed with the appropriate law enforcement agencies. This includes those employees who find themselves victims of workplace violence in the course of performing their duties.

As of June 15, 2010, the Ontario Occupational Health and Safety Act includes employer responsibilities for addressing violence, harassment and domestic violence in the workplace.

Definitions

1. **Workplace:** The Association recognizes the "workplace" to be both the office environment and any offsite location where the employee is conducting the business of the Association (eg: schools, community/private tennis clubs, etc).
2. **Workplace Violence**
 - The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
 - An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
 - A statement or behaviour 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.
3. **Domestic Violence**
 - Domestic violence is widely understood to be a pattern of behaviour used by one person to gain power and control over another person with whom he/she has or has had an intimate relationship. This pattern of behaviour may include physical violence, sexual, emotional, and psychological intimidation, verbal abuse, stalking, and using electronic devices to harass and control.
 - Anyone can be a victim of domestic violence, whatever their age, race, economic status, religion, sexual orientation, or education.
 - While men can be victims of domestic violence, women represent the overwhelming majority of victims of such violence.
 - If you are aware that domestic violence is occurring at a worker's home and a child has been assaulted, or if you are afraid for the child's safety due to violence in the home, you have a legal obligation to report your concerns under the Child and Family Services Act. This is true whether or not domestic violence occurs in the workplace. This legal obligation to report applies to all persons in Ontario, including professionals who work with children. Call your local children's aid society for more information.
4. **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 (refer to the following section for more details).

Types of Workplace Violence

Violence in the workplace is growing in the healthcare and community care sectors. The literature recognizes four types of workplace violence:

- TYPE I. External perpetrator (thefts, vandalism, assaults by a person with no relationship to the workplace)
- TYPE II. Client/Customer (physical or verbal assault of an employee by a client/family member or customer)
- TYPE III. Employee to employee (physical or verbal assault from an employee or former employee; includes harassment, stalking and bullying)
- TYPE IV. Domestic violence (personal relationship)

Workplace Harassment

It is the policy of the Association to prohibit any form of sexual harassment. Improper interference with the ability of employees to perform their expected job duties will not be tolerated and should be reported to the appropriate managerial personnel.

Under federal law and regulations, unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature constitute unlawful sexual harassment when either:

1. submission to such conduct is or becomes a term or condition of an individual's employment or is used as a basis for employment decisions relating in any way to that individual
2. such conduct substantially interferes with an individual's work performance; or
3. such conduct creates an intimidating, hostile, or offensive working environment.

Other forms of unlawful harassment are also prohibited by this policy. Such harassment may include harassment based upon a person's race, national origin, religion, age or disability. Such forms of harassment may be reported pursuant to this policy.

Any employee found to have engaged in such conduct, or who condones such action on the part of subordinates, will be subject to appropriate disciplinary action up to and including termination of employment. An employee may also be subject to individual liability and penalties as a harasser.

Complaint Procedures

1. Individuals who believe they have been subjected to abuse, which includes discrimination, violence or harassment, should immediately report the incident to the Executive Director. If this is not possible, then the OTA Abuse & Harassment Officer should be contacted. All complaints will be promptly and thoroughly investigated. The OTA will treat such complaints as confidentially as possible, releasing information on to those with a need or right to know.
2. Reports may be made anonymously and all reported incidents will be investigated. Reports warranting confidentiality will be handled appropriately and information will be disclosed on a need-to-know basis.
3. In a life-threatening situation involving violence in progress, immediately call 911 and report the situation directly to the police.
4. Any person who observes or becomes aware of any discrimination or harassment should immediately advise the ED or OTA Abuse & Harassment Officer. No person should assume that the OTA is aware of the problem.

5. A person who experiences harassment is encouraged to make it known to the harasser that the behaviour is unwelcome, offensive, and contrary to this policy.
6. If confronting the harasser is not possible, or if the person experiencing the harassment does not wish for any reason to confront the alleged harasser, or if after confronting the harasser the harassment continues, the complainant should seek the advice of the ED or harassment officer.

Refer to Board Policy HR1 Abuse and Harassment for more details of this policy. Also refer to posted Policies for Workplace Violence and Harassment.

Section 3.08 Working Alone

The Association will make every reasonable effort to schedule work to minimize the incidence of employees working alone. However, we recognize that there are certain circumstances in which employees will be required to work alone (eg: Driving to remote sites, see next section on Driving Safety).

When employees are required to work alone, the Association is committed to providing and maintaining procedures which will promote a safe and healthy work environment. Please contact the Executive Director if you find yourself in this situation so that the assessment, identification and elimination or reduction of safety risks can be discussed.

Section 3.09 Driving Safety

The Occupational Health and Safety Act (OHSA) obligates employers to take all precautions reasonable to ensure the safety of their employees in the workplace. The OHSA applies in vehicles if employees are operating these in the course of their employment.

The following expectations must be met by any employee driving an Association vehicle:

- Identify the unsafe driving practices you have picked up along the way and make a continuing effort to correct them.
- Drive defensively.
- Take care of yourself emotionally and physically. Driving, like any activity, is affected by your physical and mental well-being. Get adequate rest and stay calm.
- Learn and practice ways to reduce driving stresses.
- Schedule enough time to drive safely to the next meeting.
- Report near misses (near accidents), minor injuries and unsafe conditions to your supervisor. Remember that workers are required by the Occupational Health and Safety Act to report workplace hazards to their supervisor.
- Follow the rules of the road and your workplace policies, and be courteous toward other drivers and pedestrians.
- Keep a first aid kit in your car, and prepare for winter emergencies by carrying a blanket, candle, tin, matches, shovel, etc.
- If you are driving to an unfamiliar area, plan your route in advance.
- Make sure your vehicle is well maintained. Remember, it is your workplace as well as your personal transportation. All Association leased vehicles shall follow the maintenance schedule as outlined in the vehicle owner's manual.
- Do a circle check of your vehicle before getting in.
- Fill up when your gas tank is half empty.
- Check road conditions by phone or on the web. In Ontario, road information is available from the Ministry of Transport or www.mto.gov.on.ca.

Section 3.10 Common Sporting Accidents & Hazards

Safety in sports and tennis in particular is everyone’s job. Accidents are inevitable, but many are preventable. Accidents generally occur because of distraction, carelessness, or lack of education. Awareness and common sense can contribute to accident prevention.

Cuts

Causes:	Controls:
<ul style="list-style-type: none"> • Improper cutting tool handling • Carelessness 	<ul style="list-style-type: none"> • Personal protective equipment (gloves) • Proper training on use of tools • Report immediately to a supervisor, no matter how small • Untreated cuts could result in infection and possibly the loss of many working hours

Burns

Causes:	Controls:
<ul style="list-style-type: none"> • Boiling water, handling hot drinks • Contact with hot surface 	<ul style="list-style-type: none"> • Use only DRY towels when handling hot plate, pots or pans (wet cloths conduct heat more readily). • Do not set hot items where others may unknowingly touch them. • Remove the lids of pots slowly, lifting the side away from you so the steam will not rush out too quickly causing burns on the hands and face. • If burn blisters, treatment by trained medical personnel is important

Falls

Causes:	Controls:
<ul style="list-style-type: none"> • Wet floors • Spilled food • Inattention when climbing ladders, umpire chairs • General carelessness 	<ul style="list-style-type: none"> • Clean up any spills and warn others of the hazard • Wearing proper footwear for the environment you’re in (eg: do not wear sandals while on court) • Pay attention to your surroundings while walking (eg: avoid use of cell phones while walking, descending stairs) • Stay alert

Strains

Causes:	Controls:
<ul style="list-style-type: none"> • Improper lifting techniques • Poorly designed workstations • Repetitive keyboard, cell phone, PDA use • Repetitive use of sporting equipment and over exertion (“tennis elbow”) • Carelessness 	<ul style="list-style-type: none"> • Educating on proper lifting techniques • Ergonomically designed workstations • Following proper posture while using your computer to avoid repetitive strain injuries (RSI) • Crosstrain in other areas to build strength and stamina • Proper coaching and training in the correct mechanics of forehands, backhands, serves, etc.

Other Hazards

Types:	Controls:
<ul style="list-style-type: none"> • Heat stress on court • Violence and/or harassment against staff and volunteers from parents, coaches and spectators • Faulty equipment or being used improperly • Unsafe court surfaces, slips and trips • Projectiles (racquets, balls) 	<ul style="list-style-type: none"> • Personal protective equipment (hat, sunscreen) • Review court conditions prior to using a tennis facility to ensure a safe environment (eg: clear court of stray balls, ensure surface is dry) • Pay attention to activity in and around court area to avoid being hit by balls, racquets, and other objects • Keeping yourself sufficiently hydrated and covered to avoid sun stroke and dehydration during outdoor tennis events and activities (eg: wear a hat, use sunscreen, carry water) • Stretching beforehand works to keep your muscles limber • Using proper tennis equipment in good working order • Remove objects from body which may interfere with playing safely (eg: watches, keys in pocket)

Section 3.11 Heat Stress

Currently, the Ontario Occupational Health and Safety Act and related regulations do not specifically outline any control methods with regards to managing heat exposure. However, sections 25(2) (h) and 27(2) (c) state that employers and supervisors must take “reasonable precaution” to protect their employees. Additionally, sections 21(1)(c) and 21(3) of the Health Care and Residential Facilities regulation state that “...an enclosed workplace shall be maintained at a temperature that is not likely to cause physical stress due to heat” and that the employer must put into place measures and procedures to ensure that a worker not be exposed to heat stress conditions that are likely to endanger or injure the worker.

The Association recognizes there will be instances where the employee will be exposed to extreme temperatures in the summer months while conducting Association business. This includes any employee who runs or participates in tournaments and events at the Rexall facility or at an offsite outdoor tennis facility.

What is Heat Stress

Heat stress is the combined heat load to which an employee may be exposed from a number of sources such as:

- High temperature and humidity
- Direct sun or radiant heat sources
- Limited air movement
- Physical exertion
- Poor physical condition
- Certain medications
- Workplace clothing requirements
- Inadequate acclimatization to hot environments

Mild or moderate heat stress may cause discomfort and affect employee performance and safety. However, it is not typically harmful to health. As heat stress levels increase to the human tolerance limit, the risk of heat-related disorders will also increase. Heat related-disorders include heat exhaustion, heat stroke, heat cramps and heat rash.

Recognizing and treatment measures for heat related disorders

Disorder	Cause	Symptoms	Suggested Treatment
1. Heat Stroke	<p>Classic heat stroke occurs in situations where the body's internal temperature regulation system fails.</p> <p>Exertional heat stroke occurs when heavy physical exertion is performed in high temperature environments.</p>	<ul style="list-style-type: none"> • Sweat production stops and skin feels hot and dry to the touch • Body temperature greater than 40°C • Noisy breathing • Headache • Confusion • Nausea and vomiting • Loss of consciousness 	<ul style="list-style-type: none"> • Emergency assistance and first aid are required IMMEDIATELY as it can be fatal • Move individual to a cool location • Immerse individual into a cool bath • Use a cool sponge or compress on individual's armpit, neck, and groin • Place conscious individual on their back with legs elevated • Place unconscious individual in the recovery position (on their side)

Disorder	Cause	Symptoms	Suggested Treatment
2. Heat Exhaustion	Loss of body fluids from excessive sweating in a hot, humid environment where sweating does not allow the body to cool	<ul style="list-style-type: none"> • Continuous sweating • Weakness or fatigue • Visual disturbances • Intense thirst • Heart palpitations • Muscle cramps • Dizziness • Nausea and vomiting • Headache • Loss of consciousness 	<ul style="list-style-type: none"> • Emergency assistance and first aid are required IMMEDIATELY as this may lead to heat stroke • Move to a cool place where feet and legs can be elevated • Remove excess clothing • Loosen tight fitting clothing at the neck and waist • Drink fluids • Take a cool shower or bath • Rest • Change into lightweight clothing
3. Heat Cramps	Due to high temperatures, the individual sweats profusely. To compensate for water loss, the individual drinks large quantities of water; however, salt loss is not replenished.	<ul style="list-style-type: none"> • Painful muscle spasms in arms, abdomen, or legs. • Occurs alone or in conjunction with other heat related disorders 	<ul style="list-style-type: none"> • Drink clear juices or sports drinks • Sit in a cool place and rest • Refrain from returning to original activity for a few hours after cramps subside • If cramps do not subside within 1 hour, seek medical attention
4. Heat Rash	Occurs in hot, humid environments in which the sweat on the surface of the skin is not able to evaporate. The skin remains moist, which in turn can cause the sweat glands to plug and a skin rash to occur.	<ul style="list-style-type: none"> • Tiny bumps surrounded by an area of red skin • Prickling or stinging sensation of the skin 	<ul style="list-style-type: none"> • Rest in a cool place • Allow moisture on skin to dry • Do not administer ointments or creams as these will keep the skin moist
5. Heat Syncope	Giddiness and fainting induced by temporary loss of blood flow to the brain while a person is standing caused by the pooling of blood in the lower extremities.	<ul style="list-style-type: none"> • Giddiness and fainting 	<ul style="list-style-type: none"> • Move to a cool place • Have individual lie down

Section 3.12 Concussion

The Association recognizes that concussion is not prevalent in the sport of tennis; however incidences might occur and proper protocol should be followed while conducting Association business. This includes any employee who runs or participates in tournaments and events at the Rexall facility or at an offsite outdoor and indoor tennis facility.

What is Concussion

A concussion is a mild traumatic brain injury (where the brain makes contact with the inside of the skull) that causes changes in how the brain cells function, leading to symptoms that can be physical (e.g., headache, dizziness), cognitive (e.g., memory problems, decreased concentration), or emotional (e.g., feeling depressed).

Recognizing and treatment measures for concussion

Disorder	Cause	Signs/Symptoms	Suggested Treatment
Concussion	<ul style="list-style-type: none"> • Colliding into each other • Hitting yourself or partner with racquet or ball • Running into net post and fence, chair or other object • Tripping, falling backwards and hitting your head 	<p>Signs Observed</p> <p><u>Physical</u></p> <ul style="list-style-type: none"> ✓ Nausea and vomiting ✓ slurred speech ✓ slowed reaction time ✓ poor coordination or balance ✓ blank stare/glassy-eyed ✓ decreased playing ability ✓ loss of consciousness <p><u>Cognitive</u></p> <ul style="list-style-type: none"> ✓ difficulty concentrating ✓ easily distracted ✓ general confusion ✓ cannot remember things that happened before and after the injury ✓ does not know time, date, place, class, type of activity in which he/she was participating ✓ slow to answer questions or follow directions <p><u>Emotional</u></p> <ul style="list-style-type: none"> ✓ strange or inappropriate emotions, (e.g., laughing, crying, getting mad easily) ✓ sleep ✓ drowsiness 	<ul style="list-style-type: none"> • Contact medical/emergency personnel as applicable • Contact emergency contact (ie. Parent, legal guardian, sibling, spouse or common-law spouse, etc.) • Do not leave unattended and monitor for signs and symptoms
Concussion Continued		<p>Symptoms Reported</p> <p><u>Physical</u></p> <ul style="list-style-type: none"> ✓ headache ✓ neck pain ✓ feeling off/not right ✓ ringing in the ears ✓ seeing double or blurry/loss of vision ✓ seeing stars, flashing lights ✓ pain at physical site of injury ✓ nausea/stomach ache/pain ✓ balance problems or dizziness ✓ fatigue or feeling tired ✓ sensitivity to light or noise <p><u>Cognitive</u></p> <ul style="list-style-type: none"> ✓ having difficulty concentrating or remembering ✓ feeling slowed down, fatigued or low energy ✓ feeling dazed or in a fog <p><u>Emotional</u></p> <ul style="list-style-type: none"> ✓ irritable, sad, more emotional than usual ✓ nervous, anxious, depressed ✓ sleepy ✓ drowsiness ✓ sleeps more/less than usual 	

Disorder	Cause	Signs/Symptoms	Suggested Treatment
		✓ has trouble falling asleep	

Section 3.13 Musculoskeletal Disorders

Musculoskeletal disorders are an injury or disorder of the musculoskeletal system resulting from repeated exposure to various hazards and/or risk factors in the workplace. The musculoskeletal system includes all muscles, bones, tendons, tendon sheaths, ligaments, bursa, blood vessels, joints, intervertebral discs, etc.

Other terms used to describe MSDs include Repetitive Strain Injury, Musculoskeletal Injury, Cumulative Trauma Disorder, Occupational Overuse Syndrome, or Strain or Sprain.

Musculoskeletal Disorder Hazards

MSD hazards are general classified into three categories; biomechanical hazards, additional hazards, and individual hazards.

Biomechanical Hazards

Also referred to as the primary risk factors, biomechanical risk factors are those which place a load (stress) upon structures of the musculoskeletal system (Marras, 2006). There are three biomechanical risk factors; high force, awkward posture, and repetition. Any one of these hazards may lead to an MSD by themselves, however when two or more hazards are combined together, the risk for an MSD increases substantially.

High Force

Force is the amount of effort exerted by the muscles in order to complete a task. The greater the force that is required, the greater the level of stress placed on the musculoskeletal system. Some activities that can result in forces being applied include lifting, lowering, pushing, pulling, carrying, gripping, and pinching. Some of the factors that need to be considered with regards to force are that posture being used while applying the force, how often the force is applied, the weight of the object being handled, and the speed of the movement.

Awkward Posture

An awkward posture is any fixed or constrained body position that overloads muscles, tendons or joints. In general, the further away a joint gets from a relaxed, or neutral position, the greater the risk for an MSD. When a joint is moved further away from its neutral range, it requires more effort to achieve the same force. Generally, towards the end of a joint’s range of motion muscles become either too short or too long and the ability to generate force is reduced. If muscles are repeatedly placed in these positions or held for prolonged periods of time they begin to fatigue and surrounding tissues become stressed, making them more susceptible to an MSD.

Repetition

A task is repetitive when similar exertions, actions, or movements are done often during a specific period of time. During repetitive tasks, the musculoskeletal system can begin to fatigue, if enough recovery time is not provided. As the musculoskeletal system begins to fatigue, it cannot tolerate as much stress. Even though the amount of force applied may not change during the tasks, an MSD may occur if the musculoskeletal system is too fatigued to handle the stress.

Additional Hazards

Additional hazards for MSDs include vibration, temperature, contact stress and work methods.

Vibration

There are primarily two types of vibration, whole-body and segmental. Whole-body vibration is typically transmitted through the feet or buttocks to the rest of the body. Segmental vibration, also referred to as local vibration, occurs when a particular segment of the body is exposed to vibration, such as the hands when holding a power tool.

Temperature

Working in either very cold or very hot environments can increase the risk for an MSD. In cold temperatures, the blood flow to the muscles and tissues is reduced. Cold can reduce the sensitivity in hands and fingers, requiring higher forces to grip objects. Working in hot or humid environments causes the body to increase blood flow to the surface of the skin. This allows the heat to radiate away and produce sweat. When the internal body temperature increases, the body's energy and fluid reserves can decrease, which may cause dehydration and muscle fatigue.

Contact Stress

Contact stress occurs when a part of the body comes in contact with hard, sharp surfaces or objects. The point of contact places a stress on the musculoskeletal system. Repeated or prolonged contact could result in inflamed tendons, obstructed blood flow and muscle fatigue (Putz- Anderson 1998).

Work Methods

Work methods refer to the way the work is done (technique or habits). Work needs to be appropriately taught, monitored and enforced for the protection of workers as a means to reduce exposure to hazards. Factors negatively affecting work method can include poor physical and mental status (fatigue from shift work), the lack of proper training in safe operating procedures or safe work practices, poor feedback given to workers, the absence of worker supervision, and peer pressure from co-workers to do the job incorrectly (e.g., too fast, not using assistive devices, etc.).

Individual Hazards

Certain attributes about an individual may also lead to an MSD. These can include age, body size, previous injuries, and genetic predisposition. These hazards are very difficult to control, which emphasizes the need to control the biomechanical and additional hazards even more.

General Musculoskeletal Disorder Prevention Tips

1. If possible, lower rather than lift. Lowering loads from a higher to a lower level uses gravity as an advantage. This may help to reduce stresses placed on the body.
2. Always use the proper lifting technique. Often, safe lifting training involves teaching the standard 'Bend at your Knees' technique. While this technique is effective for many lifting situations, other situations may require a 'Golfer's Lift' or a 'Two Person Lift'.
3. Push rather than pull. Pushing provides a mechanical advantage, since an individual's body weight helps to move the object. Pushing also allows for better body positioning, reducing stresses on the musculoskeletal system.
4. Push or pull rather than carry. Using a cart to push or pull a load reduces stresses placed on the musculoskeletal system from carrying.

5. Work within the 'power zone'. The 'power zone' is typically considered the area between the shoulders and the knees. Doing work within this area maximizes the body's strength. Heavier objects should be stored in this area so that the body can more effectively handle them. Lighter objects may be able to be stored outside of the power zone.
6. Avoid awkward postures. Joints are strongest and in their most stable position when they are in a neutral position. Work should be designed so that most of it is done with neutral postures. Awkward posture, such as working over the shoulder, increases the risk for an MSD.
7. Build adjustability in the job. Having adjustability in the job allows every person to do the work in their most effective posture. It helps to ensure everyone can do work within their power zone, and helps to avoid awkward postures. It also has the advantage of allowing many different people to safely do the same job!

Association Requirements to Manage MSDs

- All employees shall complete the "Office Ergonomics Screening Form" annually and report on any issues to the Executive Director. The HSR will assist with this completion.
- Review the various safety bulletins available covering lifting techniques and office ergonomics.

Section 3.14 Site Security

The Tennis Canada Facility, including the Association office site is equipped with a number of electronic security measures to keep workers safe and protect Association property from theft. Employees are expected to follow these procedures at all times. They include the following measures:

1. Office key, to gain access to both the main entrance door and their own enclosed office space if one has been assigned. These keys should never be copied or lent to other workers.
2. Office security code to engage/disengage the office alarm system. Each employee creates their own unique code (via Tennis Canada) allowing them to turn off or on the alarm system. The first person in the office shall disengage the alarm, and the last one out shall engage the system using their own code. Codes should never be shared and should be changed annually. When an employee leaves the Association (voluntarily or otherwise), their code should be deactivated.
3. Security card pass is issued to employees to gain access to the Tennis Canada offices adjacent to the Association offices. Doors leading to Tennis Canada should never be "propped" open.

Reporting Suspicious Activity

Employees should remain vigilant of any suspicious activity in and around the office. Report any issues to the Executive Director. These include:

- Unauthorized entry
- Suspicious packages
- Activist disruptions
- Unauthorized picture taking
- Criminal activity (thefts etc.)
- Workplace violence and harassment
- Unauthorized access to classified information

Section 3.15 Inclement Weather

The Association will authorize office closings or delayed openings when hazardous weather conditions are predicted or occur that present a threat to the well-being and safety of its employees.

Closing Decisions

1. The Executive Director will make the decision to close the office, delay opening or close early due to inclement weather.
2. When hazardous weather conditions occur outside of regular business hours, a decision to close or delay opening the office will be made at the earliest possible time, preferably by 5:30 a.m. on the day of the inclement weather event.
3. When hazardous weather conditions occur during regular business hours, a decision to close early will be made at the earliest possible time.
4. When hazardous weather conditions are known to be forthcoming, the ED will notify all employees as to the decision to close the office the next day.
5. Whenever it is necessary to close or delay opening due to hazardous weather conditions, the closing decision will be for one day at a time. A new closing decision will be made each day and a new announcement will be issued for each succeeding day the office is affected by inclement weather.
6. When inclement weather conditions create transportation difficulties that result in late arrival of employees to work, such lost time will not result in loss of pay, if in the judgment of the ED, such lost time was justifiable in view of weather conditions.
7. Employees absent due to an authorized closing for an entire or partial day will be paid for such absence.

Section 3.16 Health & Safety Training and Education

Training for all workers will include:

- Reviewing this handbook for all employees and then any new hires or interns within the first week of employment
- Review of the “Health & Safety Employee Orientation” presentation.
- Review various safety bulletins (eg: back safety, lifting, RSI, stretching, etc)
- First Aid Training (CPR, use of AED device) – scheduled training
- Reviewing relevant policies – Harassment, Privacy, etc.
- Other elements as deemed applicable during annual Staff Week

Records of training are maintained that include names of workers, dates of training and material covered during the training.