



MARKEL

**Communication
of Hazard
Recognition**



THSAO Conference



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The Most Important Things ...



The Lord's Prayer – 56 words

The 23rd Psalm – 122 words

Gettysburgh Address – 258 words

Are Said in the Fewest Words ...



The U.S. Department of Agriculture's
1998 Report on the Pricing of Cabbage:

10,650 words!!!!

Communication of Hazard Recognition



Agenda:

- Policies & Procedures
- Communication Techniques
- Plain Language Guidelines to Create “Easy to Read” Documents

Communication of Hazard Recognition



Part II of the Canada Labour Code:

- To prevent accidents and injury to health arising out of, linked with, or occurring in the course of employment.

Communication of Hazard Recognition



Part XIX of the Canada Occupational Health & Safety Regulations (Hazard Prevention Program) covers:

- Identification of Hazards;
- Assessment of those Hazards;
- Choice of Preventive Measures, and;
- Employee Education

Policies & Procedures



Employers must ensure each worker or sub-contractor fully understands:

- The job or task at hand
- The hazards or risks inherent to the task
- The practices, techniques, and procedures to be used to complete the job safely and effectively
- The p.p.e., tools, and equipment necessary to complete the task safely & effectively
- The standards of safety, quality, and performance required
- The degree of responsibility from the worker's perspective

Policies & Procedures



Communication of policies and procedures must occur:

- For every new employee, re-hire, and sub-contractor prior to beginning work
- Whenever new information in respect of a workplace hazard becomes available to the employer
- Before an employee, re-hire, or sub-contractor is assigned a new activity or exposed to a new hazard

Policies & Procedures



Communication strategies will vary depending on:

- Type of work performed;
- Size of the workplace, and;
- Nature of the hazards

Communication Techniques



Written policies & procedures:

- Workers should be provided with sufficient time to thoroughly review the content of all policies and procedures
- Create an index system for policies and procedures and ensure that workers know where to find them

Communication Techniques



Meetings:

- Expensive and labour intensive, but necessary!
- Tool-Box Meetings
- Safety Meetings
- Special Meetings

Communication Techniques



Communication Tools:

- Monthly safety memos
- Safety stations
- Health and Safety posters
- Specialty memos / Safety Alerts
- Safety Magazines / Newsletters

Communication Techniques



Provide written policy / procedure

Hands-on demonstration

Have worker demonstrate proficiency

Documentation

Communicating Policies & Procedures



Easy to Read Documents



Benefits:

- Information can be quickly retrieved
- Improved understanding of information and grammar
- Able to use the information correctly

Easy to Read Documents



Determine your audience:

- Personal characteristics – education and training background, job experience, cultural origin, gender, age, abilities and disabilities
- How much do they know about the subject and its specialized vocabulary and terms.

Easy to Read Documents



Determine your audience:

- What do they need to know or do – do they need detailed or brief information
- How will they read and use the information
- How well do they read and understand English

Easy to Read Documents



Determine Reasons for Writing:

Do you want workers to:

- Do something – follow a correct procedure
- Learn something – apply a new safety rule
- Change habits or behaviour – change the method for completing a checklist
- Improve performance – improve quality/detail of info in an incident report

Easy to Read Documents



Organize your information:

Will your audience:

- Scan or locate information
- Skim for overall meaning or gist of the information
- Read to understand and learn
- Read to follow instructions or complete forms

Easy to Read Documents



Put information in logical order:

- To teach readers to solve a mechanical problem – first state the problem, then the cause, then recommend what to do
- To instruct readers to use a process – start with the purpose, then instructions and finally the operations (in the order they occur)

Easy to Read Documents



Headings:

- Scan material
- Locate key information
- Determine information's level of importance

Easy to Read Documents



Lists:

- Identify key information
- Reduce the amount of text
- Draw attention to information
- Clarify or add information
- Present items, procedures, and step-by-step instructions
- Present the order in which things happen

Easy to Read Documents



Question & Answer:

- Narrative or table format
- Asks questions about information the audience needs to know
- Allows audience to quickly locate a topic and see what information it contains

Easy to Read Documents



Be consistent:

- Use same layout structure and grammatical format throughout
- Use the same word to describe the same action

Easy to Read Documents



Be positive:

- Tell the reader what to do, rather than what not to do
- Easier to read
- Audience more likely to understand and follow rules/instructions that tell them what they must or should do

Easy to Read Documents



Conclusion:

- Clear concise language
- Familiar terminology
- One idea/thought per sentence
- Keep it simple!

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Questions??