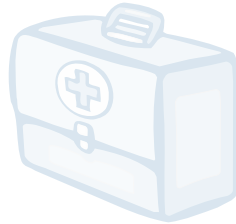


SAFETY HANDBOOK

**BE
CAREFUL**
THE BEST SAFETY
DEVICE IS A CAREFUL
WORKER, GET THE
SAFETY HABIT





Habitat for Humanity®
Habitat pour l'humanité®
Canada

ReStore

Thank you for your participation at Habitat for Humanity ReStore in Canada. Everyone's safety, health and working environment is a critical priority to Habitat for Humanity and everyone has a role to play in ensuring that this priority is maintained throughout every activity. This handbook is an orientation to workplace safety and is not to be considered as a safety training manual. Following your orientation there will be a number of opportunities for specific safety training to assist you in safely participating in certain tasks.

Please become very familiar with this handbook in preparation for the workplace and keep it close at hand for regular review. If you haven't had the opportunity to view the "Got Safety" video or the Dare to Care series by OSSA, ask your supervisor about this material.

In addition, every ReStore volunteer and employee should complete a WHMIS course to ensure a complete safety orientation.

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SAFETY, HEALTH AND ENVIRONMENT (SHE) POLICY OF HFH

The Management and Board of Directors of Habitat for Humanity Canada (HFHC) is vitally interested in the safety and health of all stakeholders including employees, volunteers and sub-contractors involved with Habitat for Humanity activities in Canada. It is HFHC's philosophy that the well being of Habitat for Humanity (HFH) in Canada depends on the safety and health of our workforce and the protection of our environment.

To enable HFHC to keep our quality and production of affordable housing at the highest levels, we must ensure that the safety and health of our workforce is maintained at all times.

To achieve this goal, HFHC will endeavor to offer all HFH affiliates a Safety, Health and Environment (SHE) Program through the application of the HFHC SHE Management System which includes instructional video productions, a SHE Coordinator manual, SHE training tools and other valuable resources. This SHE Management System will be reviewed on an annual basis to ensure the highest level of support to all HFH affiliates as they apply SHE in all activities in their service area.

HFHC will seek to ensure the safest possible work environment by requiring all HFH affiliates identify and control all workplace SHE hazards, that employees and volunteers receive ongoing training in safety and health, by maintaining communications between management and the workforce and by leading by example through action.

The responsibility to ensure a safe and healthy workplace is everyone's responsibility, from the Chair of the Board of Directors to the newest volunteer. Supervisors are responsible for ensuring that safe and healthy work conditions are maintained in their assigned work areas. Workers and Volunteers are responsible to work safely, following HFHC's Safe Work Practices & Procedures specific to provincial Occupational Health and Safety legislation.

WORKER SAFETY HEALTH AND ENVIRONMENT (SHE) RESPONSIBILITIES

The assistance and support of everyone involved with HFHC is needed and expected in order to protect; the safety and health of our workforce, our stakeholders and our environment.

Habitat for Humanity's safety goal is ZERO SHE INCIDENTS. In order to reach this goal, every worker (employee, volunteer and contractor) must think of safety as his or her responsibility. Working in a safe manner is a job requirement and is expected. *Short cuts and unsafe acts or work practices are NOT acceptable.*

As a Habitat Worker it is your responsibility to:

1. Participate in all required SHE training. Attend the ReStore SHE Orientation Course and read this handbook.
2. Wear appropriate personal protective equipment (PPE) and work clothes.
3. Report to work in a fit condition. Alcohol and/or drugs ARE NOT permitted on the job and shall result in immediate dismissal.
4. Report all injuries, accidents, and “near miss” incidents.
5. Report unsafe acts or conditions to your supervisor.
6. Follow First Aid, medical treatment, & emergency response procedures.

At all times WORK SAFELY, don't rush and be aware of what is happening around you.

GENERAL SAFE WORK PRACTICES

It is the policy of HFHC that everything possible will be done to protect our workers (employees, volunteers and contractors) from incidents and injuries while on the job. All workers will:

1. Practice good housekeeping at all times. Keep work areas clean and clear.
2. Work at a safe speed, never run on the job.
3. Learn the right way to do your job.
4. Make sure that all tool guards and other protective devices are in place and adjusted.
5. Never work while ill or fatigued, as this could impair their ability to work safely.
6. Not handle or tamper with any electrical equipment or materials in a manner not within the scope of their duties, unless qualified or have received training and instructions from their supervisor.
7. Not engage in horseplay, scuffling and other acts which tend to endanger the safety or well-being of fellow workers.

Many SHE incidents are caused by not being aware of workplace hazards and not taking adequate care and precautions while working.

3.1 UNSAFE CONDITIONS

The following are regarded as the basic unacceptable unsafe acts and conditions.
Definition: “An unsafe condition is a hazardous physical condition or circumstance which could cause a SHE incident.”

1. Inadequate guarding and protection from fall hazards, electricity, or moving machinery.
2. Substandard housekeeping resulting in slip, trip and fall hazards.
3. Defective tools, equipment and materials and/or their improper use.
4. Improper use, handling, and storage of chemical materials.

5. Inadequate warning system or emergency response planning.
6. Excessive noise exposure.
7. Inadequate illumination or ventilation.

Report all Unsafe Conditions to your supervisor immediately!

3.2 IF YOU SEE AN UNSAFE CONDITION OR ACTIVITY!!

- Respond to terminate the unsafe incident immediately if safe to do so and report it for future learning and corrective action.
- Act to prevent the unsafe incident from happening again and report it for future learning and corrective action.
- Talk with the persons involved until they understand why the unsafe situation is hazardous to them or to others, discuss and agree how the hazard(s) should be controlled.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

To ensure your safety you must use the proper safety equipment.

- Steel toe (green tab CSA Approved recommended) safety boots must be worn at all times while working at the ReStore.
- Safety glasses must be worn when using power saws & drills, or whenever eye hazards are present.
- Hearing protection is highly recommended when using power tools or when near operating power tools.
- Leather work gloves are also required when loading or unloading materials.
- Dust masks should be worn when sawdust, fiberglass insulation or other hazards are present.
- Personal fall-arrest equipment (body harness, lanyard, and fixed support line) must be worn when working above 3 meters (10 feet) without guardrails, or when working above operating machinery or other hazardous objects or substances. Your supervisor must ensure you get the necessary special training for this equipment before starting work.

If you are not sure how to ensure a safe working environment, be sure to ask. If you do not have access to the proper equipment or materials be sure to advise your supervisor.

You must obtain and use the necessary PPE even in situations where other workers are not wearing their PPE. **BOTTOM LINE - If you feel you are safer wearing PPE, then do so!**

EMERGENCY RESPONSE PLANS

As part of your ReStore SHE orientation you will be informed of the EMERGENCY RESPONSE PLAN. This includes emergency evacuations, first aid, fire control, and chemical spill response procedures. If at any time you are unsure of these procedures, or you need a refresher, ask the Supervisor, ReStore Manager or SHE Coordinator.

5.1 EMERGENCY EVACUATION

- It is YOUR responsibility to know how to evacuate your work area in case of an emergency. Your supervisor must review the procedure with you.
- Plan your escape path before starting work, this will save time in case of an emergency.
- Maintain clear access/egress paths to each work area.
- In case of an emergency evacuation, all workers will assemble at the designated safe gathering area so that everyone can be accounted for.

5.2 MEDICAL EMERGENCIES AND FIRST AID

- Call local 911/Ambulance/Fire Department in the case of a serious sudden illness and give first aid for minor injuries. Be sure you know who your certified First Aider is. Contact numbers and the first aid certificate of the on-site First Aider are posted on the bulletin board at the first aid station.

Eyewash Stations

- Familiarize yourself with the location and use of the eyewash station **before** you begin working with chemicals like adhesives and foam insulation spray. If injured you will probably be temporarily blinded and in no condition to read the instructions.

Foreign Objects in Eyes

- If an eye injury occurs, get the injured person to a trained nurse or doctor as quickly as possible. The removal of a foreign object from the eye is no job for an amateur. The natural action of rubbing an irritated eye can cause additional damage, and quite often a minor eye injury can be made much worse.

5.3 FIRE CONTROL

Prevention

- Combustible material shall not be located close to ignition sources.
- No open fires are allowed on the ReStore property.
- Flammable liquids such as gasoline and solvents must be stored in approved containers in accordance with the local Fire Code.

If A Fire Does Occur

- Make a safe attempt to extinguish. Do not endanger your life.
- At the same time, contact the Site Supervisor and phone 911 or the posted local Fire Department contact number.
- The caller will meet the Fire Department at the work site entrance to direct them to the fire location, or designate someone to do so.
- All non-essential persons should vacate the area of the fire.

5.4 CHEMICAL SPILL RESPONSE

- All chemical spills will be considered hazardous.
- All chemical spills of an unknown or unclassifiable nature will require area evacuation until the degree and nature of risk can be determined.
- Whenever a spill occurs, only trained and qualified persons will attempt a rescue or a clean-up response, and only if it is safe to do so.
- Do not physically come in contact with the spilled material
- Always report any spill to the Supervisor.
- Never clean up a spill alone.

EQUIPMENT & MATERIAL HAZARDS & SAFE WORK PRACTICES

6.1 WORKING SAFELY WITH LADDERS

General Guidelines

- Before climbing any ladder check to make sure it is in good condition.
- If the ladder is damaged, don't use it. Tag it and put it in a location where it won't be used.
- Never use a metal ladder when working with electrical current, and watch out for overhead power lines.
- When using a power tool in one hand, never hold onto a grounded object with the other hand as a means to stabilize yourself.
- Set the ladder on a firm level surface.
- Use ladders only for short duration work. For tasks of longer duration use a proper scaffold or elevated platform with guardrails.
- Always maintain 3-point contact with the ladder (2 hands & 1 foot, or 2 feet & 1 hand)
- Do not over-reach while working on the stepladder - do not let the trunk of your body extend past the side of the ladder.
- Tie yourself off to a fixed support when above 3 meters (10 ft.)
- Use caution near windows or stairwells.

- Wear slip-resistant footwear, and make sure that ladder rungs are free of oil, grease or other slippery substances.
- Make sure the area around the base of the ladder is kept clear.

Stepladders

When working on stepladders, remember to:

- Never climb past the second rung from the top.
- Make sure the spreaders are functional and locked in place before climbing the ladder.
- If the ladder is positioned by a door or walkway, make sure the door is locked or the walkway barricaded to prevent collisions.

Straight (or Extension) Ladders

When working on straight or extension ladders:

- Make sure the ladder rests against a firm surface.
- Use the four-to-one rule: e.g. position the ladder base one foot away from the wall for every four feet of ladder height.
- Tie down your ladder as close to the support point as possible.
- The ladder should extend at least three feet past its support point.
- Make sure that straight ladders have safety feet.

6.2 FORKLIFTS & PUMP TRUCKS

When working around a forklift, it is important to take extreme caution to avoid being struck by the forklift, by items falling off of a raised load, or being crushed by a descending load.

- Forklifts are to be operated only by competent, specially trained personnel.
- Never operate a forklift on the sales floor during public hours.
- Never walk under or near a raised load on a forklift.
- When a load is in a raised position, the controls must be attended by an operator.
- Never approach a running forklift unless you're sure the driver is aware of your presence. Watch out for blind spots.
- A forklift must never be used to support, raise or lower a person.

6.3 WORKING SAFELY AT HEIGHTS: FALL PREVENTION AND PROTECTION

Falls are a very big hazard at ReStores, and can cause serious injuries or death. **It is of the utmost important to follow safe work practices while working at heights.**

- Never walk on a balcony, mezzanine storage area, or other upper level area of the store unless there are guard rails on all exposed edges.
- Never remove guard railings from upper areas without the use of other fall protection measures, such as a personal fall protection system.

A worker must wear a Personal Fall Protection System (full body harness and lanyard equipped with a shock absorber) tied off to either a fixed support or a lifeline when working:

- At 3 meters (10 feet) or more above the floor
- Above operating machinery
- Above hazardous substances or objects
- On an elevated work platform other than an acceptable scaffold

Special training is required before working with any type of Personal Fall Protection System.

6.4 SAFE MATERIAL HANDLING

Plan and prepare for your material handling and moving work:

- If there are sharp or breakable materials, wear gloves and safety glasses.
- If there are hazardous chemicals, read the MSDS and know the precautions, recommended PPE and emergency response procedures.
- Be sure all loads are balanced and secured properly.
- Always stack things neatly and firmly on shelves & racking, keep aisles clear
- If you are carrying or moving something and it starts to fall, let it fall. Many injuries occur because someone tries to stop a falling object.
- If you are lifting a heavy or large object, get help from a co-worker or use a mechanical lifting device.
- Never walk underneath a load suspended by a forklift or other lifting device.

Lifting Basics:

1. Bend your knees - Bend at your knees instead of at your waist. This helps you keep your balance and lets the strong muscles in your legs do the lifting.
2. Avoid twisting - Twisting can overload your spine and lead to serious injury. Make sure your feet, knees and torso are pointed in the same direction when lifting.
3. Stretch out your muscles before you lift and carry materials
4. Tuck your pelvis - By tightening your stomach muscles you can tuck your pelvis, which will help your back stay in balance while you lift.
5. "Hug" the load - Try to hold the object you're lifting as close to your body as possible, as you straighten your legs to a standing position.

6.5 HAND AND POWER TOOL SAFETY

- Disconnect power source when moving or repairing power tools.
- Use tools only for their intended purpose.
- Never bypass broken switches on tools by plugging and unplugging the cord. Shutting off power will take too long in an emergency.

- Wear eye protection when needed, such as when there is a possibility of flying or falling particles.
- If unfamiliar with a tool's use, ask for assistance and take time to practice using the tool.
- Do not operate a tool if you have not been trained to use it.
- Do not use the electric cord to lift or lower the tool.

Defective Tools Are Dangerous!

- Maintain tools in safe condition. Double check tools before you use them.
- Report unsafe tools to the Supervisor and tag them to prevent their use.
- Never use a defective tool.

Common tool defects to watch for:

- Loose, split or cracked handles on hammers
- Mushroomed heads on chisels, drills or steel wedges
- Files without handles
- Frayed electrical cords
- Broken, displaced or inoperative guards. Tools designed to accommodate guards should be equipped with guards while in use.

6.6 WORKING SAFELY WITH ELECTRICITY

- Plug electrical equipment only into a ground fault circuit interrupter, particularly in wet conditions.
- Use only properly grounded or double insulated tools.
- Check to ensure double insulated tools are not cracked or broken. Any shock or tingle means a ground fault is present and the tool should be repaired.
- Disconnect light circuits, tools and other electrical equipment from power source before moving or repairing them.
- Check all electrical cords for wear, cuts or damaged plugs and tag 'out of service' if unacceptable. Also ensure that the electrical cord is the proper size (gauge) for the job to prevent overheating, voltage drops and tool burnout.
- Do not fasten electrical cords with staples, hang from nails or suspend by wire.
- Before drilling, nailing, cutting or sawing into walls, ceilings and floors check for electrical wires or equipment.
- Never use a metal ladder when working with electrical current.

6.7 WHMIS AND CHEMICAL SAFETY

When handling hazardous chemicals, the three main things to remember are:

1. Read all labels and follow stated precautions.
2. Read MSDS (Material Safety Data Sheets) before using hazardous materials the first time. MSDS sheets are available on-site for all hazardous materials in use.
3. Before handling any hazardous materials get on-site WHMIS training from the site supervisor and understand the hazard symbols and required precautions.



Class A

Compressed Gas



B

Flammable



C

Oxidizer



D1

Acute Toxic



D2

Chronic Toxic



D3

Radioactive



E

Corrosive



F

Dangerously
Reactive

6.8 SHELVES & RACKING

The following guidelines must be followed in order to avoid injuries from items falling off of shelving or racking units, workers falling from upper shelves, or from the shelves themselves falling or collapsing.

- Never climb up or down shelving or racking units.
- Never walk out onto shelves or racks when loading or unloading merchandise, or at any other time.
- Use fall protection at all times when working above 3 meters (10 feet).
- When storing items on upper shelves, always make sure they are stacked firmly and evenly so they cannot fall off.
- Attach chains or cables to top shelving when there is a possibility of objects falling off.

Now that you have reviewed this material, please verify this by verifying the check list on page 13.



EMPLOYEE AND VOLUNTEER AGREEMENT

(Complete, detach and return to the supervisor)

I have read the Habitat for Humanity ReStore SHE Handbook, and understand Habitat for Humanity's Safety Health & Environment policies regarding:

- SHE Responsibilities
- General Safe Work Practices
- Personal Protective Equipment
- Emergency evacuation
- First aid kits and attendants
- Fire safety
- Chemical spill response
- Ladders
- Forklifts
- Working at heights
- Material handling
- Hand tools
- Power tools
- Electricity
- Chemical handling (WHMIS)
- Shelves & Racking

I agree to wear the required personal protective equipment, follow the appropriate HFH SHE procedures and attend the necessary training to control hazards so as to prevent injury to myself, others and the environment while performing ReStore related functions.

Name _____

Affiliate _____

Date _____

Everyone's Health and Safety is Priority #1!



ReStore