

Time for action
The measures government is taking

Pay withheld?
What you can do to get your money

Best dressed
How proper attire can be life saving

MEDIA PLANET

October 2011

WORKPLACE SAFETY

4
TIPS

TO ACHIEVE
WORK
PLACE
WELLNESS

THE SOLE SURVIVOR

Two years after the accident that claimed his coworkers' lives, **Dilshod Marupov** picks up the pieces

PHOTO: UNITED STEELWORKERS



Are there hazards in your workplace?

Know the signs.
Keep employees healthy and safe.

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CHALLENGES

A culture of health and safety in the workplace starts with knowledge—and is made possible by fighting complacency.

Safety standards: A conversation worth having

I have met many people since I entered the field of health and safety, from all industries, all walks of life and from workplaces of all sizes.

In all of my conversations and interactions, I've never met a single person who said, "I don't care about my safety, or my staff and colleagues." And, I've never met a business owner or manager who didn't worry about putting their business at risk.

What I have come to realize though, is that while most people want to stay safe and avoid putting anyone else at risk, many don't know how to get started or where they can go for help—and that may lead to harm and tragedy. They don't realize that there are organizations and teams of people who are in place specifically to help employers and employees stay healthy and safe on the job.

Where can you go for health and safety solutions?

Workplace Safety & Prevention Services is one of four health

and safety associations operating under the Health & Safety Ontario banner. Our mission is to put health and safety solutions within reach of every employer and employee in the province. We have online tools and resources, self-paced and classroom training solutions, one-on-one consulting services, safety group programs, networking & knowledge exchange events, workshops, conferences and products and services to meet the needs of businesses of all types and sizes. Many of these are available at no additional cost as they are already paid for through the premiums paid by employers to the Workplace Safety & Insurance Board.

Getting started is easier than you think

We work with small and large businesses—just like yours—to help build health and safety into your business practices, starting with the basics first, such as:

- Developing and implementing a health and safety policy;
- Identifying hazards and devel-

”

“Our mission is to put health and safety solutions within reach of every employer and employee in the province.”



Elizabeth Mills
President and CEO,
Workplace Safety & Prevention Services

oping an action plan to address those hazards;

- Establishing an effective Joint Health & Safety Committee;
- Developing policies, procedures and manuals to support healthy and safe work practices;
- Providing the necessary training to staff.

In the coming months and years, we will see many new health and safety expectations put in place for employers and workers in Ontario. Now, more than ever, you need partners you can trust, who understand the changes, the legislation, the work that you do and how you need to do it to stay healthy and safe.

Workplace Safety & Prevention Services (WSPS) is a trusted advisor to businesses, large and small, supporting your work and the people you work with by reaching zero work-related injuries, illnesses and fatalities.

Contact us to find out more about how we can help you. Call 1-888-478-6772 or visit www.wpsps.ca.

ELIZABETH MILLS

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TIPS

1

ESTABLISH A
SAFETY
COMMITTEE IN
YOUR
WORKPLACE



WE RECOMMEND



PAGE 10

Being bullied is not part of the job
How you can diffuse aggressive and hurtful behaviour in the workplace.

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Why first aid training is vital.

Your business check up p.11
Why a happy work culture means healthy employees

MEDIA PLANET

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QUESTION & ANSWER

HOW IS THE GOVERNMENT TAKING ACTION?

Some employees are in bad workplace situations, and they don't know how to approach their employer. How would you suggest they motivate their employer to make positive changes without seeming as though they are attacking them?

An employee has to think to themselves—what do they value more, their health and safety or the job and the income? And that's why governments do have those kinds of provisions in place where they can refuse to work, and if they refuse to work and it's valid, they can bring someone in either from the province or the federal government to help out because fundamentally we believe in healthy workplaces.

What are some identifying factors of bullying in the workplace?

It can be name calling, it can be silence—just freezing people out of the conversation. It can be spreading gossip about the individual, it can take so many different forms of subtle psychological warfare, but at the end of the day if they're spending and wasting their time doing that, then they're not working and that affects Canada's prosperity and productivity. It's something we have to watch for and educate employees and employers on.

What is the Ministry of Labour currently focusing on to help overall safety and wellness within the workplace?

We are interested in mental health



The Honourable Lisa Reitt, P.C., M.P.

in the workplace, we're interested in violence in the workplace, and we keep working on those issues—a lot of times it's more about having a conversation about it and bringing light to the issue. We've brought regulations in regarding violence in the workplace and we're always looking for ways to improve it, but at the end of the day giving employers the right tools and employees information is how we operate. In some high risk areas we'll do audits and intervene but rarely do we do that, mainly because we expect employers and employees to adhere to the law.

What advice do you have for youth entering the workplace?

Know your rights and know if (you are in) an unsafe work situation that you can refuse to do the work, and that there's no job that's worth putting your life on the line for. Don't take chances because we want you around for a while!

What resources are there for newcomers to Canada or perhaps those whose first language isn't English, or those who may not have a comparative resource in their homeland?

That is the concern that we have, especially in Ontario and in other areas where we're relying heavily upon immigration to fill our labour force. So you'll see that government agencies are translating into over 100 different languages. What's most important for people to know is that there's something called the Canadian Centre for Occupational Health and Safety that's in Hamilton. It has lots of different information and many references and they're there to help you because that's what the governments want.

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Read more on the web:

<http://www.ccohs.ca/>

DON'T MISS!

First aid training saves money—and lives



Joan Savoie
Business Development Advisor, Injury Prevention, Canadian Red Cross

Accidents can happen anywhere and at any time. It is likely that at some point, every company will have to deal with a first aid emergency.

Would you know how to help someone injured by a piece of machinery or splashed with a corrosive chemical? Even in workplaces that seem safe, many types of emergencies can happen. How would you respond if a coworker had a heart attack or a visitor fell down the stairs?

“Every year, businesses pay a high price for workplace-related injuries.”

Paying the price

Every year, businesses pay a high price for workplace-related injuries. According to the Canadian government, costs associated with workplace injuries, including fines, absenteeism and compensation have been estimated at more than \$8 billion annually. In addition to the economic impact, the human costs of these injuries can be devastating. In 2009, there were 939 occupational fatalities and 260285 injuries that resulted in time lost on the job.

It is critical for every workplace

to have a plan in place so first aid can be provided quickly and effectively in emergency situations. In addition to saving lives, first aid can reduce the chance of permanent damage, prevent an injury from becoming more serious, minimize the extent of medical treatment and reduce the lost time from work. Trained employees take their first aid skills everywhere, empowering them to also help loved ones and friends.

Being prepared is the law

For Ontario workplaces, providing accessible first aid facilities and training is a legal requirement. In some cases, it may be necessary to train multiple employees, particularly if employees work different shifts or if there is staff turnover. The training should be provided by an organization recognized by the Workplace Safety and Insurance Board (WSIB), such as the Canadian Red Cross.

As the world's largest provider of first aid training, the Red Cross offers a wide variety of First Aid and CPR courses with flexible scheduling and train-the-trainer options, allowing organizations to provide training in-house.

First aid training in the workplace is a vital component of an organization's overall health and safety program. And it gives employees a better chance of going home safely at the end of the day.

JOAN SAVOIE

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NEWS



RECOGNIZING EXCELLENCE
Pratt & Whitney Canada, one of this year's Top 5.
Left: The industry is celebrated through details such as nut and bolt centrepieces.

PHOTOS: 1: CANADIAN OCCUPATIONAL SAFETY & RAINEE PAZ PHOTOGRAPHY, 2: STEPHANIE BARBOSA

CELEBRATING A CULTURE OF SAFETY AND WELLNESS IN THE WORKPLACE

Question: Does your company pride itself on its exceptional culture of safety and wellness?

Answer: Frontrunners in safety can now be recognized in a national competition.

Tuesday, September 27 marked Canadian Occupational Safety Magazine's first annual "Canada's Safest Employers" awards ceremony.



George McClean
Vice President, Acklands Grainger
PHOTO: Couvrette/Ottawa

Over 100 entries were submitted, with the top five companies emerging as the recipients.

This year, the competition was open to the manufacturing industry. Over 100 entries were submitted, with the top

five companies emerging as the recipients of this very important award. The award was launched late in 2010 to recognize those companies that not only comply, but exceed in ensuring a safe and healthy workplace for their employees.

In 2012 the competition will be opened up to more than just manufacturing—COS and national founding sponsor Acklands Grainger would like to encourage more people to

participate in next year's competition. If you want to see more about the gala or for more information on how to nominate your employer go to www.safestemployers.com

Read more on the web:

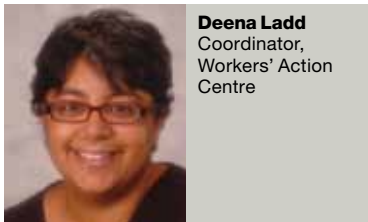
<http://www.safestemployers.com>

NEWS

TIP
2
KEEP TRACK OF ALL OFFICIAL CONTRACTS

IS YOUR PAY WRONGFULLY WITHHELD? TAKE ACTION!

We work hard—but too often we don't get paid. There are many steps to begin protecting and asserting your rights at work. If your rights are violated, be prepared!



Deena Ladd
Coordinator,
Workers' Action
Centre

If your pay is withheld:

Collect as much information as you can. Keep a copy of any contracts you receive or sign. Document all details of dates, hours, pay you received and what you were asked to do. If you need to ask for your overtime pay, vacation pay or even

minimum wage, it will help to have this documentation. Take down any information about your boss and the company that you can find (name, address, phone numbers, and positions) as this will help later on if you need to file a complaint.

You can sign away your rights

If you are asked to sign a contract, ask for some time to look it over

first so that you fully understand what it entails. This might not be possible as your boss might put pressure on you to sign the contract without looking at it properly. You cannot sign away your rights. If you sign a contract that is illegal (for example, it says that the employer will not pay overtime) your boss is breaking the law, not you. Your employer should not be making an illegal offer, but even if you end up signing the contract because you need the job, you are still entitled to your rights under the law. That is why documentation will be important if you decide to make a complaint.

The Workers' Action Centre is very concerned that "job-finding"

services take advantage of workers, often new immigrants who are looking for work, by charging fees. Some businesses are unfairly profiting by charging fees based on the promise of services that may be false. Don't pay unless you are sure the business can be trusted. It is important to know that as of 2009, temp agencies cannot charge you money for signing up with them, assigning you work or helping you with a resume or job interview. Job recruiters or "headhunters" can still charge money for finding you permanent work. Call us if you are being asked a fee and not sure what to do.

The Workers' Action Centre is a non-profit organization com-

mitted to improving the lives and conditions of working people. We want to make sure there is fairness in our workplaces. We operate a confidential phone line where you can phone and ask a question or talk to someone about a problem at work. We have information about temp work, contract work and basic rights in the workplace. You can call us at 416-531-0778 or check out our website at www.workersactioncentre.org

DEENA LADD

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INSPIRATION

TIP

3

ENSURE ALL
EMPLOYEES
KNOW HOW TO
PROPERLY
OPERATE
SAFETY
EQUIPMENT

Dilshod Marupov is the lone survivor of a horrific scaffold mishap that occurred on Christmas Eve of 2009. Despite sustaining a slew of injuries and having to adjust to new physical limitations, he forges ahead, picking up the pieces of his life.

Restoring hope, after the fall

CHANGE

When tragedy struck five immigrant non-union workers on Christmas Eve of 2009, it was nothing short of an extraordinary miracle that saved the life of, then 21-year-old, Dilshod Marupov.

While performing balcony repair on a high rise project located at 2757 Kipling Avenue West in Toronto, the scaffold, otherwise known as a “swing stage”, broke in half and plunged them all 13 floors to the ground shortly before five p.m. which resulted in series of deaths. Fortunately for Marupov, his life was spared and, even with a mile long record of injuries, he still remains hopeful that things will get better.

Proper safety measures save lives

A representative from Metron Construction Inc. of Toronto states that the company has not been charged with a violation of the Occupational

Health and Safety Act in its 23 years of operation. However, according to Government records, in this particular incident more than one stop-work order was issued between October 20th, 2009 and the date of the incident due to safety negligence on site. The danger concerns included: inspection reports, security measures for the swing stages, securely fastened guardrails and easy access to and from the work platform. Although these work orders were complied with and lifted, expert witnesses state that safety measures were not met to the fullest potential. The lack of support cables to cushion the weight of the men and reduce chances of falling was among a list of reasons behind the tragic accident.

Finding beauty in a world of chaos

This calamity is notably known as the most terrible one-day debacle in Toronto in 50 years. Marupov, the only survivor and the only construction worker who wore a safety harness, was immediately taken



“With his elderly parents not able to travel... his friends have stepped forward to assist Marupov raise funds in order to help cover out of pocket expenses.”

to Sunnybrook Hospital where he recovered in the intensive care ward after sustaining serious and permanent injuries such as: multiple leg fractures, chest contusions, broken ribs and respiratory distress, cognitive impairments, decreased motor control and range of movement. Not only has he suffered physically, but the loss of amenities such as: recreational, social, household and athletic activities are far beyond his reach, but what is admirable about Marupov is his zest for life and willpower to overcome his obstacles at a time when a bright future seems impossible.

Lending a helping hand

With his elderly parents not able to travel from Uzbekistan to Canada, his friends have stepped forward to assist Marupov raise funds in order to help cover out of pocket expenses such as: mileage, travel, housekeeping, home maintenance, therapy, rehabilitation and medical treatment. Donations and heartfelt gestures from co-work-

ers, local construction unions and community members have played an important role in rekindling his will to live. He remains appreciative of everything that has been done for him and holds onto faith that the haunting memories of the accident will soon be replaced by his positive outlook for the future. The lesson here is to be aware of one's surroundings and to speak up with any concerns or safety violations that affect the workplace environment. William Friedman, Marupov's lawyer advises, “Don't work at construction sites that do not have the proper safety measures in place at all times.” As for Marupov, a lifelong recuperation process awaits, but with a village of helping hands, he will not be alone, nor will the issue of health and safety be overlooked. Incidents such as this one are what make this topic of concern a priority.

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INSPIRATION



NEWS IN BRIEF



Do you know your height requirements?

According to the WSIB, in Ontario alone, about 10 people die each year and almost 80 workers (one every 20 minutes) are injured every day because of workplace falls.

Most of these occur in the construction industry. Falls account for 22 to 24 percent of loss-time injuries in the Ontario construction industry. Most statistics show that around 60 percent of all falls occur on the same level, as a result of slips and trips.

The other 40 percent are falls from a height or elevation such as roof, ladders, stairs and platforms. Falls are responsible for approximately eight percent of all workplace fatalities in Canada—approximately 72 deaths per year. In Provincially-regulated workplaces in Canada, including Ontario, anyone who faces a hazard of potentially falling more than three metres (10 feet) is required to use fall arrest equipment that meets the legal standards. In Federally regulated workplaces, under the Canada Labour Code, the specified height is reduced to 2.4 metres (eight feet).

WSIB

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IN THE AFTERMATH
 Marupov, currently confined to a wheelchair, and his legal team.
RIGHT : The 13th floor, the height from which the scaffolding fell at 2757 Kipling Avenue West.
 PHOTOS: 1: UNITED STEELWORKERS 2: STEPHANIE BARBOSA

NEWS

SHOWCASE

THE RIGHT OUTFIT FOR THE JOB

Safety apparel is essential for various industries, including but not limited to, construction, welding, plant environments and food and beverage.

All garments must meet certain regulations in order to provide proper health and safety measures for workers. Organizations such as The Canadian Standards Association develop and enhance standards so that the employees feel protected in their workplace. Apparel ranging from green and orange safety vests, t-shirts, three in one winter jackets, hard hats, gloves, and



glasses should be highly visible and in some cases flame resistant if the atmosphere suggests the possibility that a fire can occur. Not only does the material and color scheme play an important role, but large logos are also needed to brand uniforms so that companies are represented well when

employees are coming in and out of different buildings, especially in the services industry.

Dressing appropriately from head to toe

Fatigue, destruction of joints and tired muscles are the result of standing or walking for long periods of time on hard, unforgiving surfaces like cement, without protective footwear. To help prevent these ailments, anti-fatigue shoe insoles are excellent for shock absorption and arch support to help protect the body. "The best way to get the most shock absorption is to get an insole with a contour to it. The shape of the insole is an important aspect so that you have 100 percent surface contact to the foot and body," says Dr. Kevan Orvitz,



CEO and founder of Mega Comfort Insoles. The advantages to having an anti-fatigue insole is low cost, low maintenance, reduction in foot, knee and back pain, increase in balance reaction and in comfort level. "The other big advantage is the fact that it's not a safety hazard, where as mats, on the other hand, can curl up overtime and trip someone who isn't careful," Orvitz contin-

ues. Safety apparel is more than just clothing; it's the difference between life and death. When a worker feels safe, this sense of security generates a productive reaction and promotes a positive identity for the employer.

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NEWS

TIP
4
INFORM EMPLOYEES ON PROCESSES, NOT JUST TECHNICAL TERMS



Climbing the career ladder gets easier with education

Pursuing higher education seems impossible when you have obligations to support a family and maintain daily responsibilities. However, career advancement is only a click away by completing an online program at the University of Fredericton.

The award winning Certificate program in Health, Safety and Environmental Processes (CHSEP) is in partnership with Don Sayers & Associates and highly recognized by the Board of Canadian Registered Safety Professionals. Participants develop, identify, prioritize and manage workplace risks and acquire knowledge about generic process skills rather than just technical content. "The great thing about this program is that

it applies to all industries. We see people in administration, construction, engineering, technology, and more," says Admissions Manager Tracy Pugh. Anyone interested can take the program and should not be discouraged if they have no previous experience or knowledge in the field because there is no prerequisite required. For those seeking a career change and or something new to add to their resume, this certificate program is great addition to enhance an umbrella of skills.

The advantages of online learning

With the freedom to maintain a career, online learning provides participants with an opportunity to go back to school and upgrade their existing talents without changing their life in any way. The cur-

riculum is available twenty hours a day, three hundred sixty five days a year and easily accessible from the convenience of a home, office or any location with internet connection. The result of this benefit is the elimination of travel requirements, schedule flexibility and improvement in productivity. By using an independent study methodology, learners can start the two level courses at any time. Both the Foundations and Advanced levels can be completed in two years or less and are not only affordable, but very insightful as well.

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INSIGHT



WORKPLACE TIPS



How you can be a proactive employer

- **Encourage everyone** to treat one another in a respectful and professional manner.
- **Have a workplace** policy in place that includes a reporting system.
- **Treat all** complaints seriously. Try to resolve situations before they escalate.
- **Educate everyone** on bullying, that it is a serious matter, and whom they can go to for help.
- **Train supervisors** and managers on how to deal with complaints and potential situations. Encourage them to address situations promptly and confidentially whether or not a formal complaint has been filed.
- **Have an** impartial third party help with the resolution, if necessary.



A TOXIC ENVIRONMENT
Unresolved altercations in the workplace can lead to increased absenteeism and turnover.

PHOTO: CCOHS

Being bullied is not part of the job

■ **Question:** What actions can you take when a coworker or supervisor subjects you to ill treatment?

■ **Answer:** No one has to accept bullying in the workplace—a no-tolerance attitude is necessary when dealing with this issue.

Not all workplace hazards come from machines or dangerous substances. In some circumstances, the very people we work with can cause harm and make us ill. When we are subjected repeatedly to treatment or behaviours that are intended to humiliate, demoralize or undermine our credibility—we are being bullied.

Bullying behaviours

Bullying can include spreading malicious gossip or lies; excluding

someone socially; intimidating; physically abusing or threatening abuse; yelling or using profanity; making offensive jokes; establishing impossible deadlines; assigning unrealistic workloads, undermining or deliberately impeding a person's work; and criticizing habits, attitudes or private life. These are just a few examples.

How is bullying harmful?

Bullying is becoming more widely recognized as a serious workplace problem that does more than hurt someone's feelings. A host of health problems have been associated with workplace bullying, including high blood pressure, anxiety, panic attacks, depression and post-traumatic stress syndrome.

The workplace suffers, too. Bullying affects the overall health of an organization and can cause an increase in stress-related absenteeism and turnover, leading to a loss of accumulated wisdom and

experience, plus higher costs for employee assistance programs (EAPs) and recruitment. When morale is down, employees are less productive and the company is less profitable.

“Bullying is becoming more widely recognized as a serious workplace problem that does more than hurt someone's feelings.”

What can be done?

Victims of bullying should act quickly by firmly telling the person that the behaviour is unacceptable and asking for it

to stop. It would also be wise to ask a trusted supervisor, manager and/or union member to be present. The bullied person should document everything by keeping a journal of daily occurrences and any letters, memos and e-mails from the bully. This information is important because bullying is characterized not only by the nature of incidents, but by the number, frequency and pattern of the behaviour.

If you are being bullied, do not retaliate. It's important to make it clear that you are not the perpetrator. Make sure to report the harassment to a manager or supervisor or, if necessary, to the next level of management.

ELEANOR WESTWOOD

CCOHS

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HAS YOUR BUSINESS HAD A CHECK UP LATELY?

If you haven't got your health, you haven't got anything—how many times have you heard that from friends? So, if a business friend was to talk about his company struggling with turnover, absenteeism, presenteeism and low productivity, would the same saying apply? "If your organization isn't healthy, it soon won't have anything." It works, doesn't it?

A healthy body occasionally gets a cold or an upset stomach. That's when some quick action is taken to cure or overcome the symptoms of the illness. So too should an organization take some remedial action when it is suffering from higher rates of absenteeism or turnover or lower productivity.

The measures you can take

Smart people ensure that they stay healthy by using health promoting behaviours such as exercising regularly, eating nutritionally good food, managing stress, not smoking, not drinking alcohol excessively, and by keeping life and work in harmony. Smart organizations should ensure they stay "healthy" by keeping the workplaces healthy and safe both physically and psychologically. Excellence Canada is showing organizations across Canada how to keep workplaces healthy and resilient so they can withstand the occasional flu bug or economic downturn. One of the ways they do it is with the annual Canada's Healthy Workplace Month (CHWM). This year's theme is "Healthy Mind, Healthy Body, Healthy Work... smart goals for everyone!" Organizations sign on for free to see hun-



Stan Murray
Director, Healthy Workplace Programs
Excellence Canada

"The celebration of great initiatives by organizations across Canada... is one of the best ways we can spread the word about the value and impact of a healthy workplace..."

dreds of suggestions as to how they can keep the workplace healthy by keeping their employees healthy and happy—and therefore productive. The website is currently showcasing some examples of how workplaces are striving to keep their workers engaged, productive and at work. University of Toronto is showcased with its staff campus tours; Georgian Bay General Hospital responded to some bullying with a new Code of Conduct, and West Kelowna B.C. gave an onsite Health Fair so employees could find out their cholesterol levels and blood type. Each organization offered details on what the goals were, how to set up the initiative, what the project cost the organization, and how well they did.

An office-wide initiative

Stan Murray, director of Healthy Workplace at Excellence Canada, the organization that runs the promotion, spoke of Canada's



FOSTERING A BOND
Activities designed to bring positivity to the workplace improve morale, retention and general employee health.

Healthy Workplace Month. "The celebration of great initiatives by organizations across Canada that the CHWM website allows, is one of the best ways we can spread the word about the value and impact of a healthy workplace on individuals and on their organizations." The website gives practical examples of how to get focused on psychological health and safety in the workplace. Ideas like "Pay a Compliment to a Colleague Week", "Decorate a Hallway/Reception/Meeting Room/Lunch Room Competition"—these target the "Healthy Mind" focus while others focus on "Healthy Work." "Take Back the Lunch

Break" encourages people to take a proper lunch break away from their desk, and eating a healthy meal. The idea explains the benefits of taking the time to relax your mind and your body (get away from the desk, have a meal with friends or go for a quick walk to clear your mind.) Often, taking a break will make you more creative and productive in the long run. "Take Your Family to Work Day" is an initiative that suggests organizations set up a day where family members can tour and understand what the employee does at work.

Dozens more ideas speak to the Healthy Body focus that gets orga-

nizations to understand that a flu clinic at work is a great way to keep their employees healthy and at work, or taking the time to map out walking routes or bike routes around the organization's locations keep people sharp and awake in the afternoon if they've stretched their legs at lunch.

■ **To find out how your organization can improve its health and yours, log into www.healthyworkplacemonth.ca.**



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