

Occupational *Health & Safety* Program

CYPRESS MOUNTAIN

Revised November 2023

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SECTION 1 - Responsibilities

1.1 - Definitions

For the purposes of the Cypress Mountain Occupational Health & Safety Program and this manual, unless the context otherwise specifically requires, the following definitions will apply throughout:

Accident means any unplanned work-related occurrence which resulted in an injury or disease.

Contractor means any person, firm or corporation who is not a worker but is engaged in work or providing services for Cypress Mountain.

Health and Safety Officer means the Cypress Mountain employee designated by Management to oversee the Occupational Health and Safety Program.

Health and Safety Inspector means a WorkSafeBC officer responsible for ensuring and monitoring compliance with provincial occupational health and safety regulations.

Incident means an unplanned work-related occurrence which did not result in injury or disease but had the potential for causing an injury or disease.

Joint Occupational Health and Safety Committee (JOHSC) – refers to a committee made up of worker and employer representatives working together to identify and resolve health and safety problems in the workplace.

Manager means a member of the upper management team who speaks for the owner or employer and generally refers to the general manager, controller and operations manager.

Occupational Health and Safety Program (OH&S Program) means the entire Cypress Mountain Health and Safety Program(s) as embodied in this manual and elsewhere.

Personal Protective Equipment (PPE) means any equipment or clothing used primarily for the protection of workers from work-related injuries or diseases.

Safe Work Procedure means a document which describes the tasks, related hazards and protective measures necessary to allow a worker to perform the work without undue risk of injury or disease.

Supervisor means a person responsible for the supervision and job assignments of the worker.

Worker means any person employed by Cypress Mountain.

Workplace means any place of employment or any place where a worker performs work on behalf of Cypress Mountain.

1.2 - OH & S Policy Statement

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Section 1 - Responsibilities



Cypress Mountain is committed to maintaining the health and safety of our employees, contractors and volunteers throughout our facilities. Safety will be the top priority in our decisions and our actions.

To fulfill this goal, Cypress Mountain will make every effort to provide and maintain a safe and healthy workplace by following industry best practices, complying with the specific requirements of Work Safe BC, and developing site specific safe work initiatives based on the requirements of our operation. In keeping with Work Safe BC Regulations, a healthy and safe workplace will be created and maintained in consultation and cooperation between management, supervisors and workers, and in particular through the implementation of the Joint OH&S Committee.

Managers and Supervisors will be responsible for ensuring:

- that employees under their supervision are aware of this policy and understand their role in the Occupational Health and Safety Program;
- that employees use safe work practices and receive the training necessary to maintain their health and safety on the job;
- that the condition of equipment and the resort facilities are adequately maintained in respect to employee health and safety;
- that no employee undertakes or is required to undertake any duties that the employee feels are unsafe;
- that all employees are aware and follow the guidelines and procedures contained in the Respect in the Workplace Policy ;
- That Contractors are orientated on our companies OH+S policies and applicable procedures through a safety orientation prior to commencing work.

Employees and Volunteers will be trained and encouraged to take an active role in workplace safety by ensuring they;

- protect their own health and safety by following Cypress Mountain policies, procedures, rules and instructions, and safe work practices and by participating in “Safety Education Talks”;
- report to their supervisor or manager, as soon as possible, any hazardous conditions, injury, accident or illness related to the workplace;
- support the Cypress Mountain Occupational Health and Safety Program and to co-operate with the Joint Occupational Health and Safety Committee, their supervisor/manager and other staff in promoting and maintaining a safe work environment;
- Adhere to the Dignity and Respect in the Workplace guidelines and procedures that are outlined in the Respect in the Workplace Policy.

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To ensure the Cypress Mountain OH&S Program continues to meet and be responsive to the needs of our diverse operation:

- the program will be reviewed annually by the Joint Occupational Health and Safety Committee and updated as determined;
- Senior management will meet with representatives of the Joint Occupational Health and Safety committee regularly to review the recommendations from the regularly scheduled OH&S Committee meetings to develop an action plan for follow up.

“Home safe, everyone, every day”

Matt Davies
General Manager
Cypress Mountain



1.3 - Responsibilities

The Workers' Compensation Act, Part 3, assigns responsibilities for employers, supervisors, and workers. Cypress Mountain is responsible for developing and implementing a method of communicating safety responsibilities to each worker.

The following responsibilities support the Policy Statement:

Owner's responsibilities

Boyne Resort and Cypress Mountain have responsibilities for a safe and healthy workplace. These are in addition to any other responsibilities the owner may have as the employer or prime contractor.

General responsibilities

- Maintain the land and premises used as a workplace in a manner that ensures the health and safety of persons at or near the workplace.
- Give the employer or prime contractor at the workplace any information known to the owner that is necessary to identify and eliminate or control hazards.
- Comply with occupational health and safety requirements and orders.

Employer Responsibilities:

Cypress Mountain has both general and specific responsibilities related to hazard control and worker health and safety. In carrying out these duties, management—from upper management through to the first-level supervisor—can demonstrate their commitment to health and safety in the workplace.

General responsibilities

- Ensure the health and safety of the employer's workers and other workers present at the workplace.
- Establish occupational health and safety policies and an OH&S program.
- Provide general direction to management, supervisors, and workers about their responsibilities and roles in providing a safe and healthy workplace.
- Provide specific direction and delegate authority to those responsible for health and safety.
- Consult and cooperate with individuals carrying out occupational health and safety duties (including OH&S Committee members, worker health and safety representatives, and WorkSafeBC prevention officers).
- Provide workers with the information, instruction, training, and supervision necessary to protect their health and safety.
- Provide supervisors with the support and training necessary to carry out their health and safety responsibilities.
- Provide and maintain protective equipment, devices, and clothing, and ensure that they are used.
- Make a copy of the Workers Compensation Act and the Occupational Health and Safety Regulation readily available for review by workers.

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- Ensure a work environment free of harassment and intimidation as outlined in the Respect in the Workplace Policy.

Hazard control responsibilities

- Identify potential hazards through regular inspections and either eliminate or control the hazards without delay.
- Remedy any workplace conditions that are hazardous to worker health or safety.
- Develop written safe work procedures.
- Encourage workers to express concerns and suggest improvements on health and safety issues, for example, through safety talks, meetings, or consultation with worker representatives.

Supervisor Responsibilities:

Supervisors should give health and safety the same priority as productivity or quality control. They must know and comply with occupational health and safety requirements. A supervisor is defined in the Occupational Health and Safety Regulation as “a person who instructs, directs and controls workers in the performance of their duties.” Any worker (management or staff) who meets this definition of supervisor has the responsibilities of a supervisor for the workers under their control.

General responsibilities

- Ensure the health and safety of all workers under their direct supervision.
- Know the WorkSafeBC requirements that apply to the work being supervised and ensure that they are followed.
- Ensure that workers under their supervision are made aware of all known or reasonably foreseeable health and safety hazards where they work.
- Consult and cooperate with OH&S Committee members or worker health and safety representatives and cooperate with others carrying out occupational health and safety duties (including WorkSafeBC prevention officers).
- Ensure that the appropriate personal protective equipment and clothing are available, properly worn when required, and properly inspected and maintained.
- Investigate unsafe conditions reported to them and ensure that corrective action is taken without delay.
- Ensure that all employees are aware of and follow the guidelines and procedures contained in the Respect in the Workplace Policy

Worker Responsibilities

Workers have general responsibilities for their own health and safety and that of other workers. In addition, they have the responsibility to refuse unsafe work; discriminatory action cannot be taken against them for refusing to do unsafe work.



General responsibilities

- Cooperate with the OH&S Committee or worker health and safety representative, WorkSafeBC prevention officers, and any other person carrying out occupational health and safety duties
- Learn and follow safe work procedures
- Be alert to hazards, and report hazards or problems to the supervisor or employer
- Use the protective clothing, devices, and equipment provided
- Perform work in a safe manner. Do not engage in horseplay or work while impaired by alcohol, drugs, or other causes.
- Adhere to the guidelines and procedures that are outlined in the Respect in the Workplace Policy

Responsibility to refuse unsafe work

- Refuse to do work that they have reasonable cause to believe would create an undue hazard to the health and safety of any person.
- Immediately report an unsafe situation to their supervisor or employer.

1.4 - Due Diligence

Due diligence simply means taking reasonable care to protect the well-being of workers. This is the standard of care required to comply with the health and safety regulations and orders made under the B.C. Workers Compensation Act and enforced by WorkSafeBC.

In order to meet the standard of due diligence, all employees must take reasonable precautions to carry out their work and their health and safety responsibilities.

If one can answer yes to the following questions without hesitation, they should feel confident that they have met the test of due diligence:

- Do you know and understand your health and safety responsibilities?
- Do you have systems in place to identify and control hazards?
- Have you integrated safety into all aspects of your business?
- Do you set objectives for health and safety just as you do for quality, production, and sales?
- Have you committed appropriate resources to health and safety?
- Have you assigned safety and health responsibilities to workers?
- Have workers been given sufficient training so they can successfully discharge their safety and health responsibilities?
- Do you hold managers, supervisors, and workers accountable for health and safety just as you do for productivity?
- Do you keep records of your program activities and improvements?
- Do you keep records of the training each worker has received?
- Do your records show that you take disciplinary action when necessary?
- Do you review your OH&S program at least once a year and make improvements as needed?



1.5 - Annual Review of OH&S Programs

Monitoring the Effectiveness of the OH&S Programs

The Occupational Health and Safety Program at Cypress Mountain shall be reviewed on an annual basis by the OH&S Officers and the Joint Occupational Health and Safety Committee. This review shall identify elements of the program that need to be added, altered, or deleted.

In addition to the OH&S Manual, Cypress Mountain has developed several written health and safety programs which must also be reviewed annually to ensure that they are effective and to consider changes in the workplace and work activities. Members of the OH&S Program and the management team will be involved in the review of the following documents:

1. Employee Handbook
2. Occupational Health and Safety Program Manual
3. Emergency Response Plan
4. Operations Manuals - Department Specific
5. Risk Assessments & Safe Work Procedures
6. WHMIS Inventory & SDS Program
7. PPE Inspection Program
8. Avalanche Program
9. Confined Spaces Program
10. Fire Safety Plan
11. Water Safety Plan
12. Radio Protocols
13. Emergency Communication Plan

Guidelines

The essential components of the program review shall include:

1. Identification of actual or potential problems relevant to Cypress Mountain and their prioritization.
2. Objective assessment and investigation of identified problems.
3. Recommendations for resolution of these problems.
4. Implementation of actions and measures to overcome problems.
5. Monitoring activities designed to ensure that the desired result has been achieved and sustained.
6. Documentation that substantiates the effectiveness of the overall program to enhance safety and health in the workplace and prevent injuries or occupational diseases.

Problems shall be identified from a review of a variety of data sources such as:

- accident record - analysis and trend

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- minutes of meetings
- inspection records
- information obtained from worker interviews and observations of activities in the workplace
- worker surveys or comments
- profile analysis of Cypress Mountain statistics- time loss, turnover rate, cost of equipment damage, insurance rate, etc.
- monitoring activities of the workers and staff - documented performance appraisals, attendance at educational and committee meetings, etc.
- analysis of the Occupational Health and Safety Program elements

Written criteria shall be used to assess problems and measure compliance with expected identified outcomes. The criteria shall be valid in that compliance with them, when applied to actual practice, can be expected to result in improved workers' health and safety.

The results of the assessment and study of the identified actual or potential problems shall result in written recommendations for actions to eliminate or reduce the problems. Attaining suitable solutions to problems shall be the responsibility of the management and workers.

Actions which should be considered include, but are not limited to:

- educational/training programs
- new or revised policies or procedures
- staffing changes
- equipment or facility changes

Periodic monitoring of the results of the corrective action taken shall be conducted to assure that the identified problem has been eliminated or satisfactorily reduced

Special Review

In the event of a workplace injury or incident it may be necessary to review the relevant portions of the OH&S program to ensure they remain effective. This should be completed as soon as possible when deemed necessary.



SECTION 2 - WorkSafeBC Requirements

2.1 - OH&S Program Requirements

Applicable Regulations

A formal Occupational Health and Safety program must be initiated and maintained by each employer that has a workforce of 50 or more workers or a workforce of 20 or more workers with at least one workplace that is determined to create a moderate or high risk of injury.

All formal OH&S programs must have seven elements:

1. An OH&S policy statement of the aims of the program and the responsibilities for health and safety
2. Regular inspection of premises, machinery, tools, equipment, and work practices
3. Appropriate written instructions for workers
4. Periodic management meetings to discuss health and safety
5. Investigation of accidents and other incidents in order to take action to prevent similar incidents
6. Records and statistics
7. Instruction and supervision of workers

2.2 - First Aid Requirements

The employer also has a responsibility to **provide first aid to workers**. First aid includes the equipment, supplies, facilities, first aid attendants, and services to provide adequate and appropriate first aid to workers if they are injured at work, and to transport injured workers to medical treatment.



Assessment Worksheet

1. Name of workplace: **Cypress Mountain**

2(a) Hazard rating on Assigned Hazard Rating List - **Medium**

2(b) Job functions, work processes and tools – **Chairlift Operations, Snow Cat Grooming, Ski Patrol, Food and Beverage, Snow School, Snow Removal (plow trucks), Building Services** - Typical of industry? **Yes**

2(c) Types of injuries that can potentially occur – **Slips & Falls, Cuts & Burns, Struck by Equipment, MSI Injuries (skiing & snowboarding)** - Typical of industry? **Yes**

2(d) Rating adjustment: if hazard rating is adjusted, provide documentation.

Overall workplace hazard rating – **Medium**

3(a) Surface travel time to hospital - 20 **minutes or less**

4(b) Total number of workers per shift - **300**

5(f) Barriers to reaching medical treatment – **No barriers**

Assessment Results

(Different shifts may require different first aid services)

5(a) Supplies/equipment/facilities required - **Level 2 First Aid Kit & First Aid Room**

5(c) Number and level of first aid attendants – **4FFA – Level #3 First Aid Certificate**

5(e) Transportation needs – **Toboggan – Skidoo – BC Ambulance Service (called by Dispatch)**

Date: **Feb 10, 2023**

Change in Business Operations:

Consulted (health and safety committee, worker representative, others): **Ski Patrol Supervisor**

Name: **Rick Parton - OH&S Manager**

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Minimum Level of First Aid Requirements

Cypress Mountain is classified as a “MODERATE” hazard industry in the WorkSafeBC Guidelines and Supplementary Materials during normal winter operations and summer operations.

Winter / Summer Day Operations - When 16 + workers are conducting “Moderate” risk work activities that include work away from the Cypress Mountain base area the following is required;

- **Supplies & Equipment**
 - Level 3 first aid kit
 - Dressing station
- **Level of Certification**
 - Level 3 certificate
- **Transportation**
 - If there are areas in the workplace that an ambulance service cannot safely access, workers at the workplace are required to be trained, equipped and capable of effecting rescue.
 - ETV

Winter OverNight Operations - When 6-15 workers are conducting “Moderate” risk work activities that include work away from the Cypress Mountain base area the following is required;

- **Supplies & Equipment**
 - Level 1 first aid kit
 - Dressing station
- **Level of Certification**
 - Level 1 certificate with transport endorsement
- **Transportation**
 - If there are areas in the workplace that an ambulance service cannot safely access, workers at the workplace are required to be trained, equipped and capable of effecting rescue.
 - ETV

Non-operations - When 2-10 workers are conducting “low” risk work activities within the Cypress Mountain base area for following is required, or when one worker is away from the base area working alone.

- **Supplies & Equipment**
 - Basic First Aid Kit
- **Level of Certification**
 - None
- **Transportation**
 - None



2.3 – Joint OH&S Committee Requirements

A **JOH&S Committee** is required where there is a workforce of 20 or more workers. A JOH&S Committee is a committee made up of worker and employer representatives working together to identify and resolve health and safety problems in the workplace. While the employer is ultimately responsible for the overall safety program, the committee is responsible for identifying and recommending solutions to problems. The Committee's role in the workplace includes:

- to promote safe work practices
- to assist in creating a safe and healthy workplace
- to recommend actions which will improve the effectiveness of the occupational health and safety program and
- to promote compliance with WBC Regulation

Committee members should not attempt to bypass normal employer channels of supervision or control. Health and safety are part of the job and should be dealt with on the job. Reporting hazardous conditions and procedures and taking corrective action is a matter for immediate attention through normal channels.

JOH&S Committee Membership

- Committee members are chosen for their ability to get the job done, their knowledge of various work processes, and ability to work cooperatively with others. A JOH&S Committee includes:
- At least four members
- Two co-chairs, one selected by the worker representatives and the other by the employer representatives
- Both worker and employer representatives; at least half of the members must be worker representatives

Employer Representatives

The employer must select representatives from those who exercise managerial functions for the employer at the workplace. It is important that employer representatives have the authority to make commitments and to speak on behalf of the employer at committee meetings. Since the committee itself does not have the power to act on its own recommendations, the committee depends on the authority of the employer representatives to finalize matters agreed upon at a meeting.

Worker Representatives

Workers must select representatives from workers who do not exercise managerial functions at the workplace. Representatives must be selected to effectively represent:

- Workers in different departments
- Workers on different shifts
- Workers doing high hazard jobs
- Workers with different levels of seniority within the organization

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Alternates

Alternates should be selected to attend meetings or conduct committee business when regular members are not available. Alternates should be selected at the same time as regular members.

Mandatory Training

Joint Committee Members - The employer must ensure that each member of the employer's joint committees who was selected on or after April 3, 2017, to be a member receives, as soon as practicable but no more than 6 months after becoming a member, a total of at least 8 hours of instruction and training covering the following topics:

- the duties and functions of a joint committee;
- the rules of procedure of the joint committee;
- the requirements for involvement in investigations;
- the requirements for involvement in workplace;
- the requirements respecting refusal of unsafe work;
- the requirements respecting the evaluation of joint committees.

Worker Representatives - The employer must ensure that the worker health and safety representative selected on or after April 3, 2017, receives, as soon as practicable but no more than 6 months after becoming a representative, a total of at least 4 hours of instruction and training covering the following topics:

- Explain the purposes of the Act, Regulation, and OHS Guidelines;
- Summarize the duties and functions of a worker representative;
- Explain the role of the worker representative in accident investigations, regular inspections, and the work refusal process;
- Summarize educational requirements for worker representatives;
- Explain the prohibition against discriminatory action;
- Identify when an employer is required to consult with the worker representative;

Duties of the JOH&S Committee

The Workers Compensation Act sets out the following duties and functions of the JOH&S Committee:

- To identify situations that may be unhealthy or unsafe for workers and advise on effective systems for responding to those situations
- To consider and expeditiously deal with complaints relating to the health and safety of workers
- To consult with workers and the employer on issues related to occupational health and safety and occupational environment
- To make recommendations to the employer and the workers for the improvement of the occupational health and safety and occupational environment of workers

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- To make recommendations to the employer on educational programs promoting the health and safety of workers and compliance with the Workers Compensation Act and the Occupational Health and Safety Regulation and to monitor their effectiveness
- To advise the employer on programs and policies required and to monitor their effectiveness
- To advise the employer on proposed changes to the workplace or the work processes that may affect the health or safety of workers
- To ensure that accident investigations and regular inspections are carried out as required
- To participate in inspections, investigations, and inquiries
- To carry out any other duties and functions prescribed by regulation

Handle Worker Complaints

Workers should be instructed that complaints concerning health and safety should be directed to their supervisor. However, if the situation is not handled to the workers' satisfaction, a committee member should be contacted. The member can work with the supervisor and the committee, if needed, to resolve the complaint. It is important to keep the worker informed of the disposition of the matter. The OH&S Committee must not be used as a grievance committee.

Meeting Requirements

Meeting Agenda

Every meeting will discuss at a minimum the following:

- Review of last minutes
- Status reports on action items
- Workplace inspection reports
- Accident/Injury reports
- Concerns from JHSC members
- New business

Frequency of Meetings

- The committee will meet at a predetermined date and time each month.
- Special meetings, if required, will be held at the call of the co-chair.

Records

Meeting reports should be brief and factual. They provide a permanent record of proceedings, a historical record and inform the employer and workers of decisions and actions that have been recommended.

- Assign a different number to each item. Numbering should be continuous from meeting to meeting. It saves time and confusion and assists in maintaining control.

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- The meeting reports should indicate the action required, who is responsible and deadlines.
- The meeting reports should be studied carefully by the co-chairs and the members to ensure they are correct.
- Meeting reports must be provided to the employer.
- The employer must keep a copy of reports for at least 2 years from the date of the committee meeting, and make meeting reports readily accessible to the committee, workers of the employer and Occupational Safety Officers of WorkSafeBC.
- The employer must also post reports of the 3 most recent meetings so that the workers can be informed.

Follow-up & Recommendations

Option 1 - Deal with the Issue Immediately

- If a management representative on the committee can deal with the issue (authorize work to be completed, make a decision, etc.), then the issue is addressed from within the committee.

Option 2 - Create a Recommendation

- If a management representative cannot deal with the issue (outside his/her authority, etc.) then the co-chairs, with help from the committee, need to write a recommendation to the employer. Issues that typically require a formal recommendation include:
 1. Policy, directive or procedure creation or revision.
 2. Changes to equipment, office layouts or product purchasing requiring allocation of funds.
 3. Training or orientation programs for employees.
 4. Commitment and follow-up to issues where earlier approved corrective action has been ignored or gone unnoticed.
 5. Matters which require review and/or agreement of other divisions, departments, areas, etc.

Recommendation Guidelines

1. Send To Person Who Can Take Action
 - Date the recommendation and send it to the manager or supervisor who has the authority to follow up on it.
2. Send From Co-Chairs
 - Have both OH&S Committee co-chairs sign the recommendation.
3. Request Employer Response Within 21 Calendar Days
 - Include a reminder for a written response within 21 calendar days.
4. Describe JOH&S Issue
 - Give a short clear description of the issue; for example, WHAT, WHY, WHO, WHERE, WHEN.
 - Give enough information so that the employer does not need to ask for more details/background to make a decision.
5. Refer to any accident, incident or other occurrence related to the issue.
 - Describe Committee Recommendation

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- Make sure the recommendation is about workplace health and safety.
- Include the reasons for your recommendation.
- Suggest a timeframe for it to be done.

Annual Education Leave

- Each member of a JOH&S Committee is entitled to an annual educational leave totaling 8 hours, for the purposes of attending occupational health and safety training courses conducted by or with the approval of the [WorkSafeBC] Board.
- A member of the OH&S Committee may designate another member as being entitled to take all or part of the members' educational leave.
- The employer must provide educational leave under this section without loss of pay or other benefits and must pay for, or reimburse the worker for, the costs of the training course and the reasonable costs of attending the course.

OH&S Notice Board

Each department must have an OH&S notice board in a conspicuous location to display the following information:

- Cypress Mountain Occupational Health and Safety Policy
- names and work locations of the Health and Safety Officer and committee members
- information on how to contact first aid and details of the return-to-work program
- the meeting minutes for the past 3 JOH&SC monthly meetings
- a copy of the departments most recent inspection report
- any other health and safety information relevant to the specific department

Evaluation of Joint Committees

An employer must ensure that, with respect to each of the employer's joint committees, a written evaluation is conducted annually by;

- the co-chairs of the joint committee or, with respect to each co-chair, the member or members of the joint committee designated by the co-chair, or
- the employer or a person retained by the employer.

The evaluation must contain, but is not limited to, the following information:

- whether or not, throughout the period that is the subject of the evaluation, the joint committee met the membership requirements under section 127(a) to (d) of the Workers Compensation Act,
- worker representatives on the joint committee were selected in accordance with section 128 of the Workers Compensation Act,
- employer representatives on the joint committee were selected in accordance with section 129 of the Workers Compensation Act,

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- the joint committee fulfilled each of its duties and functions under section 130 of the Workers Compensation Act,
- the joint committee met regularly as required under section 131(2) of the Workers Compensation Act,
- the employer met the requirements under section 133 of the Workers Compensation Act in respect of the written recommendations sent to the employer by the joint committee with a written request for a response from the employer, if any,
- each member of the joint committee received the time off from work the member was entitled to receive under section 134 of the Workers Compensation Act,
- each member of the joint committee attended the occupational health and safety training courses the member was entitled to attend under section 135 of the Workers Compensation Act,
- the employer provided to the joint committee the equipment, premises, clerical personnel, and information the employer was required to provide under section 136 of the Workers Compensation Act,
- the joint committee prepared reports of its meetings and provided copies to the employer as required under section 137(1) of the Workers Compensation Act,
- the employer met the requirements of posting and keeping posted committee information as set out in section 138 of the Workers Compensation Act, and
- each member of the joint committee received the instruction and training the employer was required to ensure was provided to the member under section 3.27 of this regulation;
- an assessment of the effectiveness of the joint committee's rules of procedure as established under section 131(1) of the Workers Compensation Act;
- an assessment of the overall effectiveness of the joint committee.



2.4 – WorkSafeBC Regulations

Cypress Mountain is responsible for ensuring the workplace is planned, constructed, used, and maintained in a manner that protects any person working at the workplace from danger. Detailed information on the Workers Compensation Act and WorkSafeBC regulation can be found on the WorkSafeBC website.

The following are some of the Work Safe Regulations that may apply to each department. This is not a complete list, more a guide that each department shall be aware of. Refer to the entire part of the regulation to ensure that all applicable regulations are covered for each department.

<http://www2.worksafebc.com/Publications/OHSRegulation/Regulation.asp>

PART 3 – RIGHTS AND RESPONSIBILITIES - ALL DEPARTMENTS

PART 4 – GENERAL CONDITIONS

- 4.1.1 – Snow Avalanche Assessment - SKI PATROL
- 4.2 – Safe Buildings and Structures – Facilities Maintenance
- 4.3 – Safe Machinery and Equipment – MOUNTAIN OPERATIONS
- 4.9 – Inspection and Maintenance Records – MOUNTAIN OPERATIONS
- 4.10 – Authorization – MOUNTAIN OPERATIONS
- 4.11 – Start Up – MOUNTAIN OPERATIONS
- 4.12 – Circumvention of Safeguards – MOUNTAIN OPERATIONS
- 4.13 – Risk Assessment - MOUNTAIN OPERATIONS
- 4.14 – Emergency Procedures - ALL DEPARTMENTS
- 4.16 – Training - ALL DEPARTMENTS
- 4.20 – Impairment by Alcohol, Drugs or Other Substance- ALL DEPARTMENTS
- 4.20.1 to 4.22 – Working Alone or in Isolation - ALL DEPARTMENTS
- 4.24 – Workplace Conduct - ALL DEPARTMENTS
- 4.27 – Violence in the Workplace - ALL DEPARTMENTS
- 4.39 – Slipping and Tripping Hazards - ALL DEPARTMENTS
- 4.41 – Waste Material - ALL DEPARTMENTS
- 4.43 – Stacking Materials - F&B, RETAIL, RENTALS, BASE OPS
- 4.46 to 4.53 – Ergonomics (MSI) Requirements - ALL DEPARTMENTS
- 4.81 – Environmental Tobacco Smoke - ALL DEPARTMENTS

Part 5 - Chemical and Biological Agents

- 5.5 – WHMIS Program - ALL DEPARTMENTS
- 5.15 – Employer MSDS - ALL DEPARTMENTS
- 5.16 – Availability of an MSDS - ALL DEPARTMENTS
- 5.26 – Storage Area - ALL DEPARTMENTS
- 5.27-5.33 – Flammable/Combustible Substances - SHOP, SNOW REMOVAL, GROOMING, BASE OPS,LIFTS
- 5.36 – Substances Under Pressure - SHOP, LIFTS, F&B, PATROL
- 5.65 – Ventilation - SHOP, RENTAL/REPAIR, SNOW SCHOOL, F&B
- 5.72 – Internal Combustion Engines - SHOP

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Part 8 - Personal Protective Clothing and Equipment

- 8.7 – Instructions - ALL DEPARTMENTS
- 8.8 – Supervisors' Responsibilities – ALL DEPARTMENTS
- 8.9 – Workers Responsibilities - ALL DEPARTMENTS
- 8.10 – Personal Clothing and Accessories – MOUNTAIN OPERATIONS
- 8.11 – Safety Head Gear - ALL DEPARTMENTS
- 8.12 – All Terrain Vehicles and Snowmobiles - MOUNTAIN OPERATIONS, PATROL (VARIANCE)
- 8.14 – Eye and Face Protection - ALL DEPARTMENTS
- 8.17 – Face Protection - ALL DEPARTMENTS
- 8.19 – Limb and Body Protection - SHOP, LIFTS
- 8.21 – Leg Protection - PATROL, SNOW REMOVAL
- 8.22 – Foot Protection - PATROL, SHOP, LIFTS, FACILITIES MAINTENANCE
- 8.24 – High Visibility Apparel - BASE OPS, SNOW REMOVAL, SLOPE SAFETY
- 8.31 – Flame Resistant Clothing - WELDERS, SHOP, F&B
- 8.32 – Respirators - SHOP

Part 9 - Confined Spaces - ELECTRICAL, LIFTS, SNOW MAKING

Part 10 - De-energize and Lock out - ELECTRICAL, LIFTS, SNOW MAKING, SHOP, FACILITIES MAINTENANCE, SKI REPAIR

Part 11 - Fall Protection - LIFTS, SNOWMAKING, ELECTRICAL, PATROL

Part 12 - Tools, Machinery and Equipment

- 12.2 – Safeguarding Equipment - LIFTS, SHOP, SNOWMAKING, SKI REPAIR
- 12.12 – Machinery Location - SHOP
- 12.16 – Guarding Mechanical Power Transmission Parts- LIFTS, SNOWMAKING
- 12.44 – Abrasive Equipment - SHOP, LIFTS
- 12.51 – Power Actuated Tools - ELECTRICAL, PATROL, FACILITIES MAINTENANCE
- 12.58 – Woodworking Tools & Equipment - FACILITIES MAINTENANCE
- 12.72 – Chainsaws – PATROL, SNOW REMOVAL, SUMMER OPS
- 12.74 – Automotive Lifts and Other Vehicle Supports - SHOP
- 12.82 – Misc. Equipment - FACILITIES MAINTENANCE
- 12.112 – Welding Cutting and Allied Processes – SHOP, TERRAIN PARK

Part 13 - Ladders, Scaffolds and Temporary Platforms

- 13.4 – Manufactured Ladders - ALL DEPARTMENTS
- 13.13 – Scaffolds - LIFTS, ELECTRICAL, FACILITIES MAINTENANCE, SHOP

Part 15 - Rigging - LIFTS, SHOP, BASE OPS, SNOW MAKING, TERRAIN PARK, GROOMING

Part 16 - Mobile Equipment

- 16.49 - All Terrain Vehicles- SNOW MAKING, SUMMER OPS

Part 18 - Traffic Control - BASE OPERATIONS

Part 19 - Electrical - ELECTRICIANS



2.5 – Other Governing Bodies

The following lists outline additional governing bodies that regulate portions of Cypress Mountains operations.

Fire Codes

- Annual inspections of all buildings by West Van. Fire Dept.
- Annual inspections of all fire extinguishers and emergency lights
- Annual inspections of kitchen exhaust

Technical Safety BC

- Annual inspections of the elevator
- Annual inspections of the boilers
- Annual inspections of the chairlifts and surface lifts
- New electrical installations
- Inspection of pressure vessels

Environmental Protection Act

- Emissions, spills

Park Act

- Operational and environmental codes for conducting business in a BC Park

Employment Standards Act

- Refer to the Employment Standards Branch, Ministry of Labour web site

Vancouver Coastal Health

- Weekly water testing
- Inspections of kitchen facilities and food storage
- Food Safe requirements
- Covid 19 & Communicable Disease information

Ministry of Transport

- Snow Removal

CRTC – Canadian Radio/ Television Telecommunications Commission

- Etiquette on while using company radios



SECTION 3 - Written Safety Documentation

Cypress Mountain requires that rules and guidelines be established for the purpose of maintaining a safe and healthy workplace. The type of document and training will depend on the risk level of the job task. Where required, specific rules for conditions within each location must be developed, maintained and communicated to all workers.

Full details of all written safety programs are available on Cypress computer network and include the following;

1. Employee Handbook
2. Occupational Health and Safety Program Manual
3. Emergency Response Plan
4. Operations Manuals - Department Specific
5. Safe Work Procedures
6. WHMIS Program
7. PPE Program
8. Avalanche Program
9. Confined Spaces Program
10. Fire Safety Plan
11. Water Safety Plan
12. Radio Protocols
13. Emergency Communication Plan



3.1 - Employee Handbook

The employee handbook provides a basic outline of the risk management plan which includes general safety information about Cypress Mountain that all staff must be aware of. It must be read and acknowledged by all staff within their first week of work on the mountain by signing the handbook acceptance letter and returning it to their direct supervisor or completing the training on Dayforce.

General Safety Rules

- Workers have the right to refuse work they believe is unsafe.
- Workers must never use any equipment or perform any task unless they have been trained in the safety procedures involved. If asked to perform a duty for which they have not been trained, it is their responsibility to inform their supervisor
- Workers must always use personal protection and safety equipment as required by Cypress Mountain
- Workers must report any damage or malfunctioning equipment to their supervisor and not use it unless they are certain that it is safe to do so
- Workers must not operate machinery while wearing loose clothing or long, untied hair
- Workers must not use cell phones, iPods, or other listening devices while on shift
- Workers must maintain a clean and tidy workplace
- Workers must not attempt to lift heavy objects by themselves
- Workers must know the locations of the fire extinguishers and know how to use them
- Workers must report any accident which occurs while working, no matter how insignificant to their supervisor and Ski Patrol. The proper WorkSafeBC forms must be completed
- Workers must adhere to department policies while skiing or riding on days that they are working
- Workers must not work when their ability to do so safely is impaired
- Workers must not engage in any horse play while working.
- Workers must follow all WCB Health and Safety Regulations

Safety rules for a specific position at Cypress Mountain are available in the Departments Operations Manual or from the direct supervisor and/or department manager.

3.2 - OH&S Manual

The Occupational Health & Safety Manual provides detailed information on the Cypress Mountain Health and Safety Program. It shall be reviewed on an annual basis prior to the start of the ski season.

The OH&S Manual shall be made available for any Cypress Mountain staff member. A copy of the OH&S Manual can be found online on the team site and on the SharePoint Site.



3.3 - Emergency Response Plan

The Cypress Mountain Emergency Response Plan includes detailed information on how to deal with a variety of emergency situations. A copy will be kept in every department in a location easily accessible to all staff in the event of an emergency.

The Emergency Response Plan must be reviewed on an annual basis prior to the start of the ski season.

The following outlines the content of the Emergency Manual

- Section 1.1 – Contact Information
- Section 1.2 – Roles & Responsibilities
- Section 1.3 – Communication
- Section 1.4 – Reporting & Record Keeping
- Section 1.5 – Evacuation Routes & Muster Stations
- Section 2.1 – Fires
- Section 2.2 – Lightning Strikes
- Section 2.3 – Avalanches
- Section 3.1 – Power Failure
- Section 3.2 – Chairlift Evacuation
- Section 3.3 – Infrastructure Failure
- Section 3.4 – Environmental Spill
- Section 4.1 – Accidents & Injuries
- Section 4.2 – Missing Persons (code 8)
- Section 4.3 – Robbery & Theft
- Section 4.4 – Active Threat

Any workers who are expected to participate directly in the mountain's emergency response must be fully trained to safely complete the tasks expected of them. Staff that are not expected to participate in the mountain's emergency response must know who to contact in the event of an emergency.



3.4 - Operations Manuals

Overview

Each department within Cypress Mountain is responsible for creating and maintaining a Department Specific Operations Manual. The Operations Manual must provide the details of a worker's specific job task, information that pertains to their job site, standard operations, and safety procedures.

It is important to outline and ensure adequate instruction for all job specific hazards within the department manual. It is required that you make references to all existing safe work procedures, safety programs and emergency plans within the operations manual and include the necessary parts as an appendix to the document.

If a department requires that an employee hold a specific outside certification (such as a first aid or electricians' ticket) to fulfill the given role, it can be assumed that the worker will fulfill those tasks in accordance with their certification to the accepted industry standards and it is not required that the specific instructions be included in the manual. The Operations Manual must state the certifications required to fulfil specific tasks and the procedures that are in place to ensure the workers' certifications are current.

It is required that the Operations Manual outline site-specific requirements, safety procedures and general policies relevant to the job site

Note: excluded departments

Operational Manual Requirements

Each department is required to have an Operational Manual that outlines the responsibilities of the department as well as instructions for all standard operating practices. The list below is intended as an example of the content that may be included;

Section 1 – Department Overview

- Department Responsibilities
- Department Structure

Section 2 – Safety in the Workplace

- Staff Training Requirements
- Certification Requirements
- Applicable Work Safe Regulations
- Applicable External Governing Bodies & Regulations
- Applicable Safe Work Procedures
- Applicable Safety Programs

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Section 3 – Communication

- Record Keeping
- Interdepartmental Communications
- Other communication procedures relevant to the department

Section 4 – Equipment Operation

- Applicable Equipment Operating Procedures

Section 5 – Task Specific Instructions

- Step by Step instructions for specific tasks performed within the department

Section 6 – Daily Operations

- Opening Procedures
- Closing Procedures
- Daily Tasks



3.5 - Risk Assessments & Safe Work Procedures

It is the policy of Cypress Mountain and WorkSafeBC legislation that Safe Work Procedures be developed for all job tasks with a significant risk of injury. Risk assessment spreadsheet and original safe work procedures for Cypress Mountain are available on the SharePoint Site in the Health and Safety folder. Each department head must review this list prior to the start of each ski season or after any introduction of a new job task or change in job procedure in order to ensure the information is accurate. A worker familiar with the job tasks in their department is assigned to review their department's risk assessment mid-winter season.

Below is a basic outline of the elements that shall be addressed in order to properly evaluate the risks associated with work tasks and to establish effective safe work procedures. For more detailed information see the step-by-step instructions that follow.

1. Create a job task inventory for each department
2. Complete a risk assessment for each job task
3. Develop safe work procedures for all job tasks with a risk rating of high
4. Train all workers on the Safe Work Procedures for each hazardous job task
5. Record all training within the department
6. Regularly monitor workers to ensure that they are adhering to Safe Work Procedures
7. Review safe work procedures annually, and/or more frequently, if there is a change in the work process or a new piece of equipment is introduced.
8. Submit all training logs at the end of each season to the library.

Job Tasks Inventory

STEP 1 - Create a list of all job tasks that are undertaken within a given department.

Risk Assessment – Hazard Assessment

STEP 2 - Consider if the following hazards are present while undertaking each task on the job task list.

- Atmospheric hazards (CO, SO₂, H₂S, CL₂, O₃, CO₂, N₂, Silica, Dust, Asbestos, Ammonia, Welding Fumes, O₂ Enrichment, O₂ Deficiency)
 - Fire/Explosion Hazards
 - Hazardous Materials
 - Bio-hazardous Materials
 - Sharps
 - Natural Disasters
 - Corrosive Materials
 - Noise
 - Heat/Cold Stress
 - Radiation (Sun Exposure)
 - Air Quality
 - Congested Area
 - Work Design (Ergonomics)
 - Pneumatic Hazards
 - Hydraulic Hazards
 - Mechanical Hazards
 - Electrical Hazards
 - Structural Hazards
 - Animal Attack
 - Entanglement
 - Falling Hazard
 - Hot/Cold Surfaces
 - Traffic
 - Working Alone or In Isolation
 - Violence in the Workplace
 - Insect / Wildlife Hazards
 - Work Process Hazards
 - Adjacent Work Site Hazards
 - Vehicle / Heavy Equipment Hazards
 - Fatigue

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- Weather Conditions
- Restricted Access/Egress
- Slipping/Tripping Hazard
- Restrictive Visibility/Light Level
- Impairment
- Driving

Risk Assessment – Probability of Accident

STEP 3 - Determine the probably that exposure will occur;

- (1) Extremely Remote - Extremely unlikely that exposure will occur
- (2) Remote - Unlikely that exposure will occur.
- (3) Likely - Exposure is likely to occur.
- (4) Most likely - Exposure is very likely to occur

Risk Assessment – Consequence of an Accident

STEP 4 - Determine the consequence if exposure occurs;

- (1) Negligible - Potential for minor injury or illness. (no first aid)
- (2) Minor - Minor injury, illness, or disease requiring first aid. (no medical treatment)
- (3) Serious - Significant injury, illness or disease resulting in medical treatment.
- (4) Fatality - Fatality or immediately dangerous to life or health (IDLH)

Risk Assessment - Risk Rating of Job Task

STEP 5 - Determine the risk rating for a given job task using the following grid which multiplies the probability and consequence ratings to determine the risk rating.

		Consequence			
		1	2	3	4
Probability	1	1	2	3	4
	2	2	4	6	8
	3	3	6	9	12
	4	4	8	12	16

1-3. Low – Risk level is acceptable but should be monitored.

3-8. Moderate – Level is acceptable but should be reduced if possible.

9-16. High – Level is not acceptable, and task must be stopped, and risk reduced to an acceptable level before continuing. The controls must be monitored for integrity and effectiveness throughout the entire work duration.



Risk Assessment – Establish Control Measures to Reduce

STEP 6 - Implement control measures to reduce the risk from HIGH to LOW or MEDIUM using the following controls in the order given:

- (1) Elimination or substitution of task
 - (a) Eliminate hazardous task
 - (b) Substitution of a less harmful material.
- (2) Engineering controls
 - (a) Isolation or enclosure of the worker or process.
 - (b) Installation of abnormal operation sensors and emergency shutdown devices.
 - (c) Dilution or local exhaust ventilation.
 - (d) Use of specialized materials in the construction of the process.
 - (e) Use of barricades or restraint to prevent worker contact around or under dangerous or hazardous operations.
- (3) Administrative (e.g., procedures, posters, work schedule, etc.)
 - (a) Developing and implementing safe work procedures.
 - (b) Limiting the time of worker exposure.
 - (c) Using a watch person for critical tasks (fire watch, traffic control, crane activities).
 - (d) Providing worker training and supervision.
- (4) Personal protective equipment
 - (a) Implement fall protection
 - (b) Require use of other PPE

The initial risk rating is used as a basis for choosing adequate control measures to reduce the risk in an appropriate time frame. This rating determines when and what action should be taken. If a rating of HIGH is determined, controls must be identified and implemented, and the process of Risk Assessment repeated in order to achieve a rating of LOW or MEDIUM prior to the work commencing. Repeat this process for each identified hazard and for every newly identified hazard.

No job task can be undertaken until the risk rating is reduced to a LOW or MODERATE.

Safe Work Procedures - Development

STEP 7 - Create a safe work procedure for all tasks that began with a risk rating of HIGH

- Written safe work procedures should be developed in consultation with the OH&S Committee and workers who do the job.
- A written safe work procedure should contain the following;
 1. Job Description:
 2. Potential Hazards Present:
 3. Personal Protective Equipment Required:

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4. Safe Work Procedure: Step by step instructions for doing a task safely

Safe Work Procedures - Training

STEP 8 – Train all workers on the step-by-step procedures required to safely undertake a given task.

- Train all workers in applicable work safe work procedures
- Provide workers with copies and/or post the procedures in the area where the work activity occurs
- Document all worker training

Documentation

STEP 9 – Document worker and supervisor training.

Train all workers in the Safe Work Procedures for each hazardous job task. Record all training within the department with the date of training, the trainers' name, and a signature from the worker.

The following documentation is required;

- Job task inventory
- Risk assessments
- Safe Work Procedures
- Record of worker training for each applicable Safe Work Procedures
- Monitoring of Safe Work Practices
- Periodic review of Safe Work Procedures

Monitoring of Safe Work Practices

STEP 10 – Regularly monitor workers to ensure that Safe Work Procedures are being followed.

Regardless of the control measures used to protect the worker, property, and the environment from specific hazards, planned and informal inspections, audits and monitoring are required. The monitoring may be:

- Evaluating the workplace control measures on a regular basis.
- Atmospheric evaluations to determine the presence and concentration of toxic substances.
- Area noise monitoring and/or personal noise exposure.
- Inspection of personal protective clothing and equipment.

Review of Safe Work Procedures

STEP 11 – Review job tasks, Risk Assessments and Safe Work Procedures once per year prior to the start of the ski season to ensure that control measures remain effective. Procedures must be reviewed or revised if;

- a change is made to a work area or procedure that would change the requirements of the job

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- a new piece of equipment is introduced
- the results of an inspection require changes to the work process



3.6 - WHMIS - Hazardous Chemicals Safe Work Program

The Workplace Hazardous Materials Information System (WHMIS) provides workers specific health and safety information about hazardous products used in the workplace in order to reduce injury and disease. WHMIS program at Cypress Mountain covers both hazardous products as regulated by WHMIS 2015, and any other products that a worker may be exposed to, including consumer products (such as cleaning products, adhesives, or lubricants, which are available for purchase by the general public).

In February of 2015 WHMIS 2015 replaced WHMIS 1988 as the standard to which hazardous materials are regulated in the workplace. All SDS's sheets should now use the new format.

Program Components

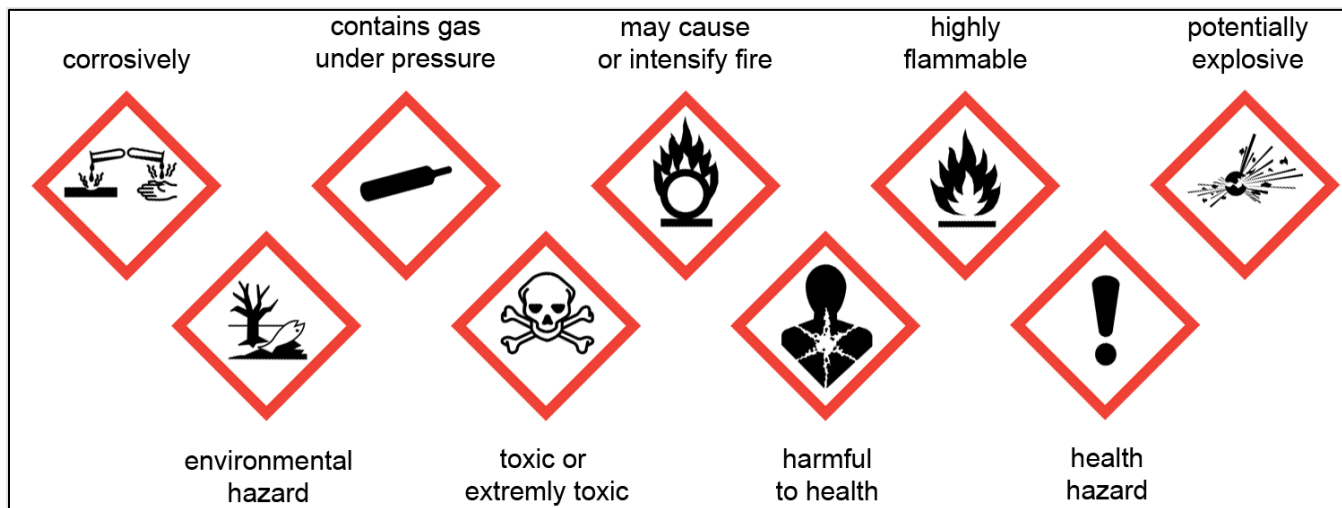
1. **Hazardous Material Inventory** - Each department is responsible for maintaining a current inventory of the hazardous substances that are used within their workplace.
2. **WHMIS labels:** Labels (manufacturer or workplace) on controlled products alert workers to the identity of the product, hazards, and precautionary measures.
3. **Safety Data Sheets (SDS):** Technical bulletins provide detailed hazard and precautionary information. A copy of the SDS sheets for each item inventoried must be kept on hand within the department in a place accessible to all workers.
4. **WHMIS education and training programs:** The employer provides education and training for workers so that they can work safely with and near controlled products. Workers need to know how WHMIS works, the hazards of controlled products in their workplace, and the safe work procedures they must follow. All workers that use hazardous materials in the workplace must sign off on the Safe Work Procedure – WHMIS prior to working with these products.
5. **Critical Task Meeting:** In the event of a spill or undertaking unusual work with a hazardous substance a critical task meeting must be held to evaluate the current conditions and coordinate the work. The work plan and attendance must be recorded.

WHMIS Inventory

- Each department shall maintain a binder of the SDS sheets for the hazardous materials present in their work area. A full inventory of the WHMIS products can be found on the Cypress SharePoint Site



Classification of Hazardous Materials



Partially Exempt Products

No WHMIS supplier label or SDS required, however education & training and workplace labels are required for the following:

- Some Consumer Products
- Radioactive Substances
- Cosmetics
- Pesticides
- Food and Drugs
- Explosives
- Medical Devices

Completely Excluded

Some products are completely excluded from both Federal and Provincial WHMIS requirements. However, workers must be advised of hazards and trained in safe handling procedures, as required under other provisions of the Occupational Health and Safety Regulation.

- Wood and products made of wood
- Manufactured Articles
- Tobacco and Tobacco products
- Hazardous Waste
- Goods handled under TDG (hazardous materials in transport)



Safety Data Sheets (SDS)

Every product that is classified as a hazardous product under WHMIS that is intended for use, handling, or storage in a workplace in Canada must have an SDS. SDSs provide more detailed hazard information about products than labels do.

- The hazards of the products you use
- How to protect yourself from those hazards
- Safe handling and emergency measures

Employers will be required to make sure that all WHMIS products have up to date SDSs when they enter the workplace. The SDSs must be readily available (in a binder at the worksite) at all times to the workers who are exposed to or near to hazardous products. It is not acceptable for an SDS to be read to a worker over a telephone or radio.

Workplace Labels

A product identifier identical to the one found on the hazardous product, which includes information on the safe handling for the hazardous product and a reference to the availability of an SDS (if applicable)

ACETONE

No smoking, sparks, or flames
Wear eye, face, and hand protection
Use in well-ventilated area,
or wear NIOSH approved respirator with organic vapour cartridges
Safety data sheet available

Workplace labels are required if:

- A hazardous product is produced (made) at the workplace and used in that workplace
- A supplier label becomes lost or illegible (unreadable)
- A hazardous product is decanted (for example, transferred or poured) into another container, unless:
 - It will be used immediately, or
 - It remains under the control of the person who decanted it

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Training Program

The overall purpose of WHMIS is to help ensure a safer, healthier workplace. Workers who work with controlled products shall be educated and trained in WHMIS on the following

1. The hazards associated with controlled products
2. How to protect themselves from those hazards (i.e. handling procedures and/or required PPE)
3. How to use and store the product safely
4. What to do in the event of accidental exposure or in an emergency
5. Where to find more information on the product.



3.7 - PPE - Safe Work Program

The PPE Safe Work Program has been created by Cypress Mountain to ensure that workers are provided with adequate personal protective equipment for a variety of tasks with a high risk of injury or illness.

Program Components

- **Personal Protective Equipment Inventory** - Each department is responsible for maintaining an inventory of the PPE that is used within their workplace. An annual inspection of this PPE must be conducted prior to the start of the ski season. A full inventory of the PPE can be found on the SharePoint Site in the Health and Safety Folder.
- **PPE education and training programs:** Cypress Mountain has incorporated the PPE requirements into the safe work procedures for any job tasks that require PPE to be worn. The Department Head / Supervisor will provide education and training to ensure workers are familiar with when and how to use the PPE prior to the worker undertaking a given task.

3.8 - Confined Space - Safe Work Program

The Confined Space Entry - Safe Work Program has been created by Cypress Mountain due to the high risk of injury/illness associated with working in confined spaces. All documentation on the Confined Space Entry – Safe Work Program can be found on the Cypress SharePoint Site and in the applicable departments for reference by all staff.

Program Components

1. **Confined Space Inventory** – The Confined Space Program has a detailed inventory of all confined spaces and enclosed spaces on Cypress Mountain. Below are examples of confined spaces found on Cypress Mountain;
 - Chair lift control vaults
 - Domestic water storage tank
 - Utility access holes
 - Cable vaults
 - Snowmaking utility access holes
 - Brine water storage tanks
 - Nordic Electrical Vault
2. **Signage / Labels:** As appropriate, all confined or enclosed spaces that have restricted entry will be labeled as such to inform the worker of the potential hazards.
3. **Confined Spaces Entry - training programs:** The employer provides education and training for workers that need to access confined spaces. No worker is permitted to enter a confined space without appropriate training, documentation, and the express permission of the Confined Space Program Director.
4. **Confined Space Entry Permit** – must be completed each time a worker enters an area that has been deemed a confined space. See the program coordinator for more details.



3.9 - Avalanche - Safe Work Program

The Avalanche Safe Work Program has been created by Cypress Mountain due to the high risk of injury associated with working in avalanche terrain. All program details can be found in the Avalanche Atlas on the SharePoint Site or in the Downhill Patrol Hut.

Program Components

1. **Inventory:** All areas that pose a risk of a snow avalanche are detailed in the Avalanche Atlas on the SharePoint Site or in the Alpine Patrol Hut.
2. **Signage & Notification:** Areas that are deemed to pose the risk of a snow avalanche will be marked “closed” by the Alpine patrol department until such a time as the risk decreases due to a change in snow conditions or by means of avalanche control. No worker is permitted into such an area without appropriate training and the express permission of the Alpine Patrol Director. **A daily avalanche bulletin will be emailed to all email account holders and posted on applicable departments OH&S Notice Boards.**
3. **Avalanche Control Training Program:** The employer will provide education and training for workers who are required to assess avalanche conditions and undertake avalanche control.
4. **Critical Task Meeting:** All workers entering avalanche terrain or undertaking avalanche control must attend a critical task meeting prior to entering the area to evaluate the current conditions and coordinate the work. The work plan and attendance must be recorded.



SECTION 4 - Training & Supervision

4.1 – Working Conditions

Workplace Conditions

In order to ensure the safety of the workers Cypress Mountain will:

- Maintain the land and premises used as a workplace in a manner that ensures the health and safety of all persons at or near the workplace.
- Provide and maintain protective equipment, devices, and clothing, and ensure that they are used.
- Ensure that workers are made aware of all known or reasonably foreseeable health and safety hazards where they work.
- Provide workers with the information, instruction, training, and supervision necessary to protect their health and safety.
- Provide supervisors with the support and training necessary to carry out their health and safety responsibilities.
- Provide current and accurate weather and snow conditions so that workers can make informed decisions about the necessary clothing and travel routes.

Workers Condition

To the best of their ability supervisors and managers will ensure that all workers are in appropriate condition to safely undertake their assigned duties by monitoring the following:

- Worker is prepared for the weather and snow conditions
- Worker is rested and free of fatigue
- Worker is not under the influence of alcohol or other intoxicants
- Worker is physically / mentally capable of doing the required tasks

The workers condition shall be monitored throughout their shift and reassessed before overtime or additional shifts are assigned.

Hours of Work

Cypress Mountain seasonal workers agree to the following conditions which are included in the **Season Employment Offer** that is signed by the worker as a part of the starter package.

“Your seasonal employment term will start when you report to work as scheduled by your supervisor at or near the start of the winter season (normally mid-November to mid-December). The seasonal employment term normally ends in mid-March to mid-April depending on snow depths. Your working days and hours may fluctuate depending on the operational requirements of Cypress Mountain and you may be subject to temporary or permanent layoffs at any time.”

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Cypress Mountain will schedule workers in accordance with the Employment Standards Act. Below are the relevant sections of the **Employment Standards Act** that pertains to the scheduling and supervision of workers to ensure their health and safety. The complete act can be found online at <https://www.labour.gov.bc.ca/esb/esaguide/>.

- **Section 32 - Meal breaks**
 - An employer must ensure
 - that no employee works more than 5 consecutive hours without a meal break, and
 - that each meal break lasts at least 30 minutes.
 - An employer who requires an employee to work or be available for work during a meal break must count the meal break as time worked by the employee.
- **Section 33 - Split shifts**
 - An employer must ensure that an employee working a split shift completes the shift within 12 hours of starting work.
- **Section 36 - Hours free from work**
 - An employer must either
 - ensure that an employee has at least 32 consecutive hours free from work each week, or
 - pay an employee 1 1/2 times the regular wage for time worked by the employee during the 32-hour period the employee would otherwise be entitled to have free from work.
 - An employer must ensure that each employee has at least 8 consecutive hours free from work between each shift worked.
 - Subsection (2) does not apply in an emergency.
- **Section 39 - No excessive hours**
 - (1) Despite any provision of this Part, an employer must not require or directly or indirectly allow an employee to work excessive hours or hours detrimental to the employee's health or safety.



4.2 - Unsafe Conditions

Reporting of Hazards

Worker Responsibility

It is the responsibility of every worker on Cypress Mountain to look for, address and / or report unsafe conditions or acts. Unsafe conditions include;

- a defect in or absence of any equipment or protective device of which he/she is aware, and which may endanger themselves or any other worker,
- the existence of any hazard of which he/she is aware,
- any contravention of WorkSafeBC Occupational Health and Safety Regulation or company safety rules, and
- anything that the worker has reason to believe may be a safety hazard

In the event that a worker discovers an unsafe working condition or unsafe act they must immediately;

1. Correct the hazard if possible / stop the work,
2. Mark the area as hazardous / lock out the equipment,
3. Notify their supervisor of the hazard verbally and/or by using the "Form S" (safety, hazard, incident, near miss report form).

Supervisor Responsibility

All supervisors are responsible for investigating all reports of hazards as soon as possible and taking any remedial action required. If the matter cannot be rectified immediately or additional resources are required, then;

- a "Form S" (safety, hazard, incident, near miss report form) must be completed and submitted to the Health and Safety Officer
- Complete a "Repair Request" form located on Sharepoint for general maintenance issues or safety hazards to notify the director of operations of the issue so that the necessary resources can be allocated to correct the hazard
- Complete an "Equipment Repair Request" form located on Sharepoint for vehicle maintenance issues or safety hazards to notify the director of operations of the issue so that the necessary resources can be allocated to correct the hazard

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Right to Refuse Unsafe Work

Cypress Mountain recognizes the legal right of all workers to refuse to do work that they have reasonable cause to believe would create an undue hazard to the health and safety of any person. Cypress Mountain will respect this right and will work with its workers to prevent and deal with these situations.

- All workers have the right to refuse work, use equipment, or work in environments that they reasonably believe may:
 - result in imminent danger to their own health or safety, or
 - result in imminent danger to another person's health or safety as a result of their work
- In the vast majority of incidents when unsafe conditions are brought to the attention of supervisors they are resolved immediately. Workers are encouraged, and required, to report unsafe conditions immediately.
- In the rare instance that the supervisor and worker do not agree the following procedure is in place to resolve the issue with minimum disruption.

Procedure for Resolving Disputes

- It is the responsibility of the worker to immediately report the circumstance of any unsafe condition to his/her supervisor. If the worker believes that such unsafe condition constitutes an imminent danger and refuses such work, then this must be clearly and immediately communicated to the supervisor on a "Form S" (safety, hazard, incident, near miss report form). If the matter is not resolved in a timely manner or through discussion between the supervisor and the worker, the Health and Safety Officer must be notified.
- A thorough investigation must be completed by an inspection team comprised of the supervisor, a member of the OH&S Committee and a management representative.
- The inspection team will act as adjudicator in the work refusal dispute. If the inspection team is unable to reach a decision a representative from WorkSafeBC should be brought in to decide the appropriate course of action.
- All unsafe work refusals that are not resolved by the supervisor and affected worker must be documented. The documentation should include:
 - Date, Time, Location
 - Name of worker
 - Name of supervisor
 - Name of OH&S Committee member
 - Details of circumstances surrounding refusal
 - Details of investigation team's findings
 - Name of government safety inspector (if applicable)
 - Final resolution of unsafe work refusal (including inspector's report if applicable)



- The decision will be in writing and copies given to the worker, the OH&S Committee and the supervisor. A copy of the report must be posted.

Discipline

Under existing legislation discipline or reprisal is not permitted unless the work refusal was made in bad faith or, after a government safety inspector has found the job to be safe, the worker continues to refuse to do the work. If either of these circumstances can be clearly established, with the agreement of the government safety inspector, discipline may be considered.

4.3 - Respect in the Workplace

Cypress Mountain is committed to a Workplace that provides dignity and respect to all of our employees by providing a friendly and supportive environment characterized by tolerance and co-operation between all management, supervisors, and staff in all departments. It applies to the workplace itself and to activities connected with the workplace such as travel, conferences, and work-related social gatherings. It also applies where applicable to relationships and interactions between employees and Cypress Mountain's clients and the general public. While Managers and Supervisors are responsible for ensuring that the workplace is free of disrespectful and uncivil behavior, ultimately all workers share that responsibility.

Definition

Not every unpleasant interaction, instance of disrespectful behavior, or workplace conflict is bullying and harassment. WorkSafeBC's OHS policies use the phrase "bullying and harassment" as a single term which:

- includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment

Examples of behavior or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing, or initiation practices, vandalizing personal belongings, sexual advances, or innuendos, and spreading malicious rumors.

Intent does not determine whether the behavior is bullying or harassment. A person cannot excuse his or her behavior by saying he or she did not intend to be humiliating or intimidating. Situations, context, and circumstances may vary. For example, yelling in the workplace may be acceptable sometimes. It might be appropriate for a supervisor to yell to warn a fellow worker of a potential danger. However, yelling that humiliates and intimidates is not acceptable.

WorkSafeBC Regulation

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In November 2013, WorkSafe BC approved three new OHS workplace bullying and harassment policies that have been developed to clarify the obligations of employers, workers, and supervisors regarding preventing and addressing workplace bullying and harassment.

- Employer Duties - Workplace Bullying and Harassment – P2-21-2
- Worker Duties - Workplace Bullying and Harassment – P2-22-1
- Supervisor Duties - Workplace Bullying and Harassment – P2-23-2

Progressive Steps for dealing with Disrespect in the Workplace

As detailed below, a worker is encouraged to bring any instance of disrespect to their supervisor or department manager's attention, whether they are the subject of disrespect or a witness to it. The supervisor or manager will then be responsible for meeting with the worker involved in working to resolve the issue. If the worker does not wish to discuss the matter within their own department, they are encouraged to contact the human resource manager or other senior management for assistance.

Every situation is unique, but whenever possible, the informal resolution of an issue as soon as possible as outlined in Level 1 or Level 2 is the preferable approach. In the case of more serious instances such as bullying, intimidation or harassment it may be necessary to use the procedures outlined in Level 3 & Level 4.

All supervisors / managers must treat matters of disrespect, harassment and bullying with discretion and confidentiality. This at times may make follow-up resolution more difficult; however, it is certainly an important consideration which requires resolution.

- **Step 1** – The worker shall attempt to resolve the matter themselves by approaching the worker directly and asking them to stop.
- **Step 2**- If the worker has attempted to resolve the problem without success or if they are not comfortable addressing the problem, they may discuss the problem and workable solutions with their immediate supervisor or manager.
- **Step 3** - If for any reason the worker is unable to discuss the problem with their immediate supervisor or department manager, they may contact the HR manager or any senior manager.
- **Step 4** - If the employer, supervisor, or person acting on behalf of the employer is the alleged bully and harasser, and all other avenues have been exhausted the worker may contact the WorkSafeBC information line – 1-888-621-7253

It is required that workers report the more serious incidents of bullying, intimidation, and harassment they experience or witness using the "[Harassment Report Form](#)". All relevant documents to support such allegations including emails, handwritten notes, photographs, or physical evidence like vandalized personal belongings shall be included with the report. Upon completion the report shall be submitted to the Human Resource Manager.

Investigations & Follow Up

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Upon notification of incidents of bullying, intimidation, or harassment the workers supervisor/ manager or the HR manager will investigate the allegations. Investigations should:

- be undertaken in a timely manner, and be as thorough as necessary in the circumstances;
- be fair and impartial, providing fairness for both the complainant and respondent in evaluating the allegations;
- consider the interests of all parties, and maintain confidentiality to the extent possible in the circumstances;
- be focused on finding facts and evidence, which, as applicable, may include interviews with the complainant, respondent, and any witnesses;
- incorporate, where necessary, any need or request from the complainant or respondent to have assistance during the investigation process;
- details of the investigation and any disciplinary action should be recorded on the “Harassment Report Form” and copies sent to;
 - the HR manager
 - accounting to add to each of the workers involved files
 - for serious or repeat offences the senior management shall be informed

False Allegations

- If the investigation proves that the complaint was deliberately made for frivolous or vindictive reasons, the employee making the false allegations will be subject to discipline. This does not apply to complaints made in good faith, but which are not proven.

Discipline

- Workers who fail to meet the expectations of conduct outlined in the Respect in the Workplace Policy will be subject to disciplinary action as outlined in section “4.8 - Contravention of Safety Rules.”



4.4 - Worker Training

Mountain Orientation

Cypress Mountain will provide a mandatory Mountain Orientation Session for all workers which outline the key points of the Occupational Health and Safety Program. This information will also be in the Employee Handbook available on the Team website.

All employees must sign the “Handbook Acceptance Letter” attached to their starter package and return it to their supervisor to be submitted to accounting.

Safety Orientation

The “Safety Orientation” form must be completed by all returning, new and young workers on or before they begin working. The orientation checklist covers the topics which are a required part of all new or returning worker’s training and orientation. Once a topic has been discussed or demonstrated, the employee shall initial the item. If the topic is irrelevant, mark “N/A” in the initial column. Below is an outline of each item on the checklist:

1. Supervisor Name & Phone #

2. Occupational Health and Safety Program

- a) Purpose of the Occupational Health and Safety Program are:
 - Maintain the health and safety of our employees while they are at work.
 - Location of OH&S Information (OH&S Manual / Safety Board/Contact Info)
 - *OH&S Officers*
 - *JOH&S Committee Members*
- b) The basic contents of the Occupational Health and Safety Program are:
 - Safety Orientation
 - Worker Training
 - Safety Education Talks
 - Work Site Inspections
 - Hazard / Incident Investigations
 - Joint Occupational Health and Safety Committee

3. Rights and Responsibilities

- a) General Duties of employers, workers, and supervisors
- b) Worker’s right to refuse unsafe work and procedure for doing so
- c) Worker's responsibility to work safely
- d) Worker’s responsibility to report hazards and procedure for doing so

4. Workplace Health and Safety Rules

- a) Workers must report all workplace injuries or near misses
- b) Workers must report all hazards or unsafe conditions
- c) Workers must not undertake any task until trained to do so

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- d) Each department must adhere to all outside governing bodies' rules and regulations that apply within their department (see department manuals for more details).

5. Know Hazards and how to deal with them

- a) Getting to and from work (Cypress Bowl Rd / Parking Lots)
- b) Mountain environment (rain, wind, snow, wildlife, etc.)
- c) Slips, trips, and falls
- d) Strains & repetitive use injuries
- e) Violence in the workplace
- f) Fatigue
- g) Pressure on very-busy days (physical & emotional)
- h) Communicable Disease Prevention & Workplace hygiene
- i) Closed or out of bounds areas, inbound hazards
- j) Heavy Equipment

6. Safe Work Procedures (SWP) for carrying out tasks

- a) All hazardous tasks have SWP that must be followed when undertaking task
- b) Do not undertake a task you have not been trained for
- c) Review & discuss SWP regularly

7. Procedures for working alone or in isolation

- a) Workers must ensure they know the procedures for working alone or in isolation
- b) Workers must follow set end-of-day check-in procedures

8. Measures to reduce the risk of violence in the workplace and procedures for dealing with confrontations or violent situations

- a) If confronted with a violent or confrontational situation in the workplace, workers should never put the performance of their job duties or protection of company property ahead of providing for their own personal safety.
- b) Responders should adhere to "SWP – Incident Response"
- c) Workers should report all violent situations (including bullying, harassment, or discrimination) by the public or other staff to their supervisors as soon as possible.
- d) All workers will be expected to adhere to the "Respect in the Workplace Policy"

9. Personal protective equipment (PPE) – what to use, when to use it, and where to find it

- a) Cypress Mountain will provide the required personal protective equipment and maintain it in good condition.
- b) Workers are responsible for supplying some required PPE themselves such as footwear, helmets, gloves. These must be always maintained in good condition.
- c) Workers are responsible to ensure that required PPE is worn as required.

10. First Aid

- a) There are 2 first aid rooms (Alpine and Nordic).
- b) Location of department's first aid kit, the nearest eye wash station and AED.

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- c) Workers must report all work-related illnesses, injuries, or other accidents (including near misses)

11. Modified Return to Work Program

- a) Cypress Mountain has a return-to-work program and will do our best to ensure workers injured on the job are offered modified duties and are able to return to meaningful work as quickly as possible.
- b) Contact the Health and Safety Officer for assistance any time modified duties are required.

12. Emergency Procedures

- a) Location of emergency exits and muster stations
- b) Locations of fire extinguishers and fire alarms
- c) How to use a fire extinguisher
- d) What to do in an emergency situation

13. Hazardous materials and WHMIS

- a) What hazardous materials are in the workplace
- b) Purpose and significance of the hazardous information product labels
- c) Location, purpose, and significance of the material safety data sheets (SDS)
- d) How to handle, use, store and dispose of hazardous material safely
- e) Procedures for an emergency involving hazardous materials, including clean-

Department Specific Operations

Each Department Head will conduct specialized training for the workers that provides detailed information of specific job tasks, hazards and safe work procedures that apply to their department. A copy of the department's Operational Manual will be available to workers to read and reference as needed. All workers must sign the "Worker Training Log" indicating that they have read and understood the department's operations manual.

Safe Work Procedures

A complete list of the required Safe Work Procedures for each department is available within their Operation Manual.

All workers are expected to undergo training on the specific Safe Work Procedures which apply to their positions. Workers may not undertake any task until the appropriate training has been completed and the "Worker Training Log" has been signed.

The supervisor is responsible for ensuring all workers receive the necessary Safe Work Procedure Training prior to commencing work. This is best accomplished in a group or one on one training session where the worker will have hands on access to the work procedure. Once training is complete the worker shall sign the documentation stating that they have received training and understand the procedure.

When deemed necessary safe work procedures shall be revisited as a Safety Education Talk.

Original copies of the "Worker Training Log" shall be kept within the department until they are submitted to the library at the end of the ski season.

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Other Training & Certification Requirements

Each department has specific certification & training requirements that must be undertaken prior to beginning work. Refer to the department manual for a complete list of required certifications & training topics. If additional training or certification is required, it shall be included in the “Worker Training Log” and a copy of the certification attached to the log. Examples of additional certification requirements are listed below.

Off Mountain Certification Requirements

Food Safe Certification
Serving it Right
First Aid Certification
BC Driver’s License
Traffic Control Person

On Mountain Training Programs

Snowmobile Training
Vehicle Operation
Snow Cat Operation
Lift Operations
Tube Tow Operation

Upon completion of training, an “Operator Proficiency” form must be completed and attached to the training log for all workers authorized to operate the following Cypress Mountain Vehicles;

- Snowplows
- Brine Truck
- Front End Loader
- Excavator
- Grader
- Tractor
- Snow Cats
- Skid Steer



4.5 – Supervisor Training

Supervisors, Managers and Department heads are responsible for the health and safety of the workers under their supervision. It is the responsibility of management to ensure supervisors are trained in all aspects of the Occupational Health and Safety Program and so they can perform their duty supervising workers.

The “Supervisor Safety Orientation” must be completed by all supervisors annually or before they are tasked with supervising workers. As a minimum, managers and supervisors required to perform on-the-job supervision shall be trained in the following:

1. RESPONSIBILITIES

- Employer – maintain a safe working environment
- **Department Head / Manager (to be covered in supervisor orientation)**
- **Supervisor (to be covered in supervisor orientation)**
- Worker – Mountain Orientation, Handbook and Safety Orientation
- OH&S Officers & Committee – Safety Meetings

2. REQUIREMENTS

- OHS & Boards – (policy, inspection, OH&S minutes, committee members, SET, cheat sheets)
- Annual Review of ALL written documentation
- Joint Committee Member Training / Committee Evaluation

3. WRITTEN DOCUMENTATION

- Cypress Mountain Staff Handbook - *reviewed annually by Human Resources*
- Occupational Health & Safety Manual – *reviewed annually by OH&S Committee*
- Emergency Response Plan – *reviewed annually by OH&S Committee*
- Safe Work Procedures – as assigned
- Safe Work Programs (avalanche, confined space, fire, water, radio) – *as assigned*
- Risk Assessments – *reviewed annually by Department*
- Operations Manual – *reviewed annually by Department*
- Workplace Inspections Checklist – *reviewed annually by Department*
- WHIMIS Inventory & MSDS Update – *reviewed annually by Department*

4. TRAINING & SUPERVISION

- Worker Training Logs (handbook, orientations, dept. training, safe work procedures)
- Ongoing Supervision - MSI / PPE / SWP (recorded on the worker training log)
- Contravention of Safety Rules (verbal, written warning, termination)
- Formal Evaluations (annual)
- Contractor Orientation (annual per contractor)
- Visitor Health & Safety (continual)

5. WORKPLACE / EQUIPMENT INSPECTIONS

- Equipment Inspections (vehicles, machinery) – DAILY
- Site Inspections (sanding logs, brine logs, walkways, parking lots) – DAILY
- Workplace Inspection Report (workplace / work practice)– MONTHLY

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- PPE Inspections (respirators, harnesses, helmets) – ANNUAL & EACH USE

6. WORKER ACCIDENTS & INCIDENTS

- **WORKER ACCIDENTS & INCIDENTS**
 - i. Hazard / Near Misses
 - ii. Worker Injures
 - iii. Investigations
 - iv. Modified Duties & Return to Work Program
- **GUEST ACCIDENTS & INCIDENTS**
 - i. Incident Reports (MOUNTAIN GUARD FORMS)
 - ii. Witness Statement
- **EMERGENCY RESPONSE PLAN**
 - i. Roles and Responsibilities
 - ii. Communications
 - iii. Your Departments Roll

7. MEETINGS

- Safety Education Talks (weekly)
- Critical Task Meetings (as needed)
- Department Meeting (as needed)
- Joint OH&S Committee Meetings (monthly)
- Department Head / Management Meetings (bi-weekly)

8. RECORD KEEPING

- Record Keeping Requirements
- Privacy Policy



4.6 - Safety Education Talks

Safety Education Talks (SET) are one of the most effective ways for supervisors to exhibit their own and Cypress Mountain's commitment to health and safety and to make workers aware of real time conditions and risks within their areas. Safety Education Talks should be conducted with a specific topic for discussion, such as a new safety rule or procedure, new equipment or process or a recent accident or safety concern.

Cypress Mountain requires that all departments hold Safety Education Talks dependant on their areas level of risk, for all workers. The frequency of SETs include:

- Weekly
- Daily
- Field Level Hazard Assessment
- Overnight Shift Meeting

In some cases, a different level of SETs may be required, such as:

- Introduction of a new piece of equipment or work practice
- Change of work location or job task
- Work with hazardous materials
- Undertaking work at heights

The topics of the talks should remain relevant to the workplace and be considered an opportunity to review safe work procedures or address any current health and safety concerns, recent accidents, or incidents. Discussion and feedback should be encouraged.

The details of a SET and attendance shall be recorded and signed by the presenter on a "Safety Education Talk" online form accessed through the online library or team member website. Safety Education Talk records shall be maintained in the online library and season end, will be archived in the online library by the Health and Safety Officer.

4.7 - Critical Task Meetings

Work with a higher-than-normal risk rating requires a Critical Task Meeting prior to commencement. All applicable paperwork must be completed, and attendance recorded **each** time work is conducted in these areas. A "Critical Task Meeting" online form shall be completed and submitted to the online library upon completion of the necessary work. This work includes, but is not limited to;

- avalanche control - use "Avalanche Control" form
- confined space entry - use "Confined Space Entry Permit" form
- critical lift – use "Critical Lift" Form
- hazardous chemical spill clean-up / unusual work with WHMIS controlled chemicals

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- unusual work at heights
- hazard tree removal
- response to an emergency situation
- helicopter operations
- heavy rigging operations
- other special projects with higher-than-normal risks
- Heavy Equipment Operation that is not on the designated routes identified in the Emergency Manual.

4.8 - Worker Supervision

Supervisors must oversee their workers to ensure that they follow Safe Work Procedures. Adequate supervision includes:

- Ensuring proper training of workers
- Observe and document workers after training to ensure that they continue to follow safe work procedures using the “Worker Training Log” form
- Making informal inspections to ensure Safe Work Procedures are being followed, including the proper use of protective equipment, devices, and clothing provided
- Enforcing safety rules and Safe Work Procedures
- Conducting informal discussions (Safety Education Talks) with workers to discuss specific safety issues as they arise
- Creating and maintaining an environment free of intimidation or harassment.

Once a year, workers will have a formal review with their supervisors to ensure open communication and provide feedback to the workers. The “Employee Review” form shall be completed and submitted to accounting upon completion.

4.9 – Contravention of Safety Rules

Progressive Disciplinary Action

Workers must always strictly comply with all the requirements of the Cypress Mountain OH&S Program and all related regulations, rules, and safety procedures. Any failure to comply with the regulations, rules and procedures will result in the progressive disciplinary action outlined below. All disciplinary action must be documented by the appropriate supervisor or manager on the forms outlined below.

1. **Verbal Warnings:** the employee will be issued a verbal notice explaining the offense and the action they are expected to take in the future. Each warning shall be recorded on the “Coaching Statement” and kept by department managers for a period of 3 years.
2. **Written Warning:** the employee will be issued a second notice in writing explaining the offense, what action is expected of them, and the consequences of another offense. If they have any questions regarding the notice, they should speak with their supervisor to ensure that they understand the reason for the

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warning and precisely what they must do to avoid a third occurrence. A “Coaching Statement” form shall be used, one kept within the department, and one sent to accounting. A photocopy can be given to the worker if they request a copy.

3. **Termination of Employment:** an employee who has had both a verbal and written warning for the same offense may have their employment terminated. Employment can also be terminated without notice of prior warning for serious infractions, such as the items listed below. A “Payroll Termination” form must be submitted within Dayforce upon termination of an employee.

Serious Infractions

Any infraction that is considered serious in nature will result in disciplinary action up to and including immediate dismissal.

NOTE: this is not a complete list and should be used as a guideline only. Serious infractions can be considered as any action that would jeopardize the health, safety or wellbeing of company employees or guests and actions that compromise the reputation or profitability of the company.

- Unauthorized skiing or riding out of bounds (beyond the ski area boundary signs and ropes)
- Unauthorized skiing or riding in closed areas (permanent and temporary)
- Skiing or riding recklessly, or with excessive speed in the green zones
- Failure to adhere to the Alpine or Nordic Responsibility Codes
- Unloading from a lift at any point other than a designated unloading area
- Crashing lift lines
- Reporting to work in an unfit condition
- Consuming alcohol, drugs, or illegal substances while on duty
- Consumption of alcohol while off duty, in any unlicensed area or on the Cypress Shuttle Bus
- Possessing illegal drugs or other illegal substances while on company premises
- Patronizing the Crazy Raven Bar & Grill or attempting to purchase alcohol from Cypress outlets while under the age of 19
- Sleeping at, or unauthorized absence from your workstation
- Refusing to perform assigned work or follow a supervisor’s instructions (unless it is unsafe to do so)
- Violating any safety procedures
- Using a company vehicle, snowmobile, or other equipment in a dangerous manner and/or without authorization
- Displaying insulting or disrespectful behavior towards guests or employees
- Harassment, including bullying, towards any Cypress guests or employee
- Failure to represent the company in an acceptable manner to any government authority or enforcement agent
- Theft or unauthorized removal of property from Cypress, our guests, or employees
- Willingly damaging company or private property (this includes graffiti)

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- Fraudulently using passes, tickets, or staff identification
- Falsifying company records, timecards, or misappropriating company time
- Driving recklessly or in an unsafe manner on the Cypress Bowl Road highway or parking areas
- Driving a Cypress vehicle while prohibited or without a valid BC driver's license
- Theft of time - such as staff loitering in groups or causing a distraction to cashiers or in a customer service area



4.10 - Contractor Health and Safety

Introduction

It is the policy of Cypress Mountain (Cypress) that all persons carrying out business on Cypress Mountain receive a Safety Orientation prior to working on each phase of the projects. All contractors conducting work on Cypress Mountain must have insurance and must provide Cypress Mountain with their WorkSafeBC insurance number prior to commencing work.

The Cypress Mountain personnel who hired the contractor is responsible to ensure that an orientation occurs, and a “Contractor Orientation” form is completed and submitted to the OH&S Officer.

A full orientation document is available on the SharePoint Site. The orientation may include, but not be limited to:

- Emergency Contact Information
 - Winter Operations
 - Off Season / Summer / Overnight Operations
- Emergency Procedures
 - First Aid
 - Fire Response
 - Emergency Evacuation
- Job Site Safety Rules
 - Covid Rules
 - Safety Rules
 - Cypress Bowl Road
 - Off Road Access
 - Disciplinary Measures
- Environmental Stewardship
 - Animal Encounters
 - Emergency Spill Procedures



4.11 - Visitor Health and Safety

Areas Closed to the General Public

If a visitor or supplier is coming into an area which is not open to the general public, they must be accompanied by a Cypress Mountain worker. All visitors are required to follow the same health and safety rules as the Cypress Mountain Worker who is accompanying them.

Areas Open to the General Public

Cypress Mountain is an independent company which holds a permit to operate within a portion of the Cypress Mountain Provincial Park Boundary. As such there are a variety of distinctions in the areas of responsibility depending on the time of year which are outlined below.

Winter / Summer Operations

When Cypress Mountain Alpine and Nordic ski operations commence normal winter operations, guest entering the controlled recreational area are made aware of the exclusion of liability waiver through signage, tickets, web site, and RFID cards. Cypress Mountain will endeavour to create a safe environment for all visitors by marking hazards and maintaining area boundary fencing. First Aid services will be available to visitors during regular Winter / Summer operations.

Any incident or injury that occurs out of the normal Cypress Mountain Operating area is the responsibility of North Shore Search and Rescue, West Vancouver Police, BC Parks, and the BC Ambulance Service. Only after specifically trained Cypress Mountain Workers have undergone a hazard assessment and deemed the area free of hazards may they proceed out of bounds to assist a park visitor.

Off Season

During the off-season Cypress Mountain operates as a British Columbia Provincial Park. BC Park Facility Operators are responsible for maintaining the areas open to the general public in a safe manner. If Cypress Mountain is undergoing an active worksite within the park, they will be responsible for closing off the work area to the general public or ensuring the site safety. The responsibility for any visitor health and safety, lost or injured hikers, or other incidents falls to North Shore Search and Rescue, West Vancouver Police, BC Parks, and the BC Ambulance Service.



SECTION 5 – Workplace Inspections

Formal and informal inspections are an important part of the Occupational Health and Safety Program at Cypress Mountain. Workers at every level of management are required to keep a constant eye out for any safety concerns both within their department and outside their normal areas of responsibility as they go about their daily tasks. If a safety issue is discovered, it must be corrected/ locked out and/or reported to the appropriate personnel without delay.

Formal Safety Inspections are carried out to:

- Identify and report existing or potential accident/injury hazards in the workplace,
- Ensure that protective measures adopted in the workplace are effective and in use,
- Initiate and follow-up corrective action on previously unidentified hazards and the situations that have allowed these concerns to occur without being identified and corrective action taken
- Ensure that all locations maintain adequate communication between workers and management.

There are 3 types of formal inspections that must happen on a regular basis;

1. Regular, planned workplace inspections:
 - buildings, structures & grounds
 - equipment, tools & machinery
 - work methods & practices
2. Equipment inspections:
 - machinery, tools, and equipment
 - vehicles, snowmobiles, snow cats, heavy machinery
3. Special inspections:
 - after a malfunction, accident or near miss
 - during special events or when special structures or equipment are present
 - after a change in a work procedure

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Section 5 – Workplace Inspections



5.1 - Inspection Schedule

<u>Regular Workplace Inspections Schedule</u>			
	Winter	Off Season	Summer
Mountain Wide			
<ul style="list-style-type: none"> All Buildings and Structures 	Annual		
<ul style="list-style-type: none"> Fire Inspections & Fire Suppression 	Annual		
Indoor Departments			
<ul style="list-style-type: none"> Facilities Maintenance (CCL & BML) 	Monthly	Monthly	Monthly
<ul style="list-style-type: none"> Food & Beverage (Cafeteria, GMC, Crazy Raven, Patio Outlets) 	Monthly	Monthly	Monthly
<ul style="list-style-type: none"> Office Spaces (BML & CCL) 	Monthly	Monthly	Monthly
<ul style="list-style-type: none"> Rental 	Monthly	N/A	N/A
<ul style="list-style-type: none"> Retail 	Monthly	N/A	N/A
Outside Departments			
<ul style="list-style-type: none"> Base Operations (PFO) 	Monthly	Monthly	Monthly
<ul style="list-style-type: none"> Construction / Facilities Maintenance 	Monthly	Monthly	Monthly
<ul style="list-style-type: none"> Electrical 	Monthly	Monthly	Monthly
<ul style="list-style-type: none"> Lift Operations 	Monthly	N/A	Monthly
<ul style="list-style-type: none"> Patrol (dispatch, patrol hut) 	Monthly	Monthly	Monthly
<ul style="list-style-type: none"> Terrain Park 	Monthly	Monthly	N/A
<ul style="list-style-type: none"> Snow School 	Monthly	N/A	N/A
Nordic Departments			
<ul style="list-style-type: none"> Admin Office 	Monthly	Monthly(all xc)	N/A

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• Rentals (Snowshoe & ski)	Monthly	N/A	N/A
• F&B (Café & Hollyburn Lodge)	Monthly	N/A	N/A
• Patrol	Monthly	N/A	N/A
• Maintenance	Monthly	Monthly	N/A
• Ski School	Monthly	N/A	N/A
• Tube Park	Monthly	N/A	N/A
Shop			
• Mechanical Shop	Monthly	Monthly	Monthly
• Grooming	Monthly	N/A	N/A
• Snow Removal	Monthly	Monthly	N/A



5.2 - Regular Workplace Inspections

Inspection Personnel

The regular department supervisor is responsible for completing the workplace inspections and completing all necessary paperwork including any follow-up. Where possible a worker representative should accompany the inspector.

Inspection Intervals

Inspections shall be completed at intervals outlined in the inspection schedule above. The frequency of inspections must prevent the development of unsafe working conditions. All requested changes to the set intervals shall be submitted to the OH&S Committee for approval.

Inspection Guidelines

It is the policy of Cypress Mountain that regular inspections are made of all places of employment, including

- Buildings, Structures & Grounds
- Equipment, Tools & Machinery
- Work Methods & Practices

Inspection workers should refer to past workplace inspections, accident investigation reports and any WorkSafeBC inspection reports prior to conducting their workplace inspection.

Inspection Reports

The “*Inspection Report*” online form is used to record the results of the regular workplace inspections and should indicate any items that require follow up. The report is divided into two parts, a worksite inspection, and a work practice inspection. Both must be completed online each month the department is staffed. If the department has only one staff member the report will be about the job task of that one staff member. The reports are to be submitted to the online Library upon completion. All findings of the inspection must be recorded, including those that were corrected during the inspection itself. Any items that have not been corrected should continue to be listed on the subsequent inspections until the hazard has been eliminated.

Worksite Inspection – record the following information about any deficiencies:

- Location of Hazard
- Description of Hazard
- Hazard Rating – LOW, MODERATE, HIGH
- Recommended action

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Section 5 – Workplace Inspections



- Person Responsible for Corrective Action – if the person responsible for the correction is outside your department, then it should be reported using the “Repair Request” online form.

"LOW" Hazard - Possible Hazard, Non-Urgent Correction Required

- Any condition or practice with a probable potential for causing a non-disabling injury or non-disruptive property damage.
- These types of hazards should be eliminated without delay, but the situation is not an emergency.

"MODERATE" Hazard - Serious Hazard, mark and correct as quickly as possible

- Any condition or practice with the potential for causing a serious injury, illness, or property damage
- Urgent situation requires attention as soon as possible

"HIGH" Hazard – Significant Hazard, Stop Work Immediately, Urgent Correction Required

- Any condition or practice with the potential for causing a "HIGH" Hazard - Significant Hazard, Stop Work Immediately, Urgent Correction Required
- Any condition or practice that has potential for causing loss of life, body part and/or extensive loss of structure, equipment, or material.
- Generally, this means that immediate corrective action is required. Activity shall be discontinued until the hazard is corrected

Any unsafe or harmful conditions found during a regular inspection shall be reported immediately to the supervisor or employer and remedied without delay.

1. Correct hazards without delay if possible (mark hazard, lock out equipment, put a do not start tag on)
2. Report to supervisor / manager for follow-up if necessary. Management is ultimately responsible for ensuring that items identified during an inspection are corrected in a timely manner

OH&S Board Inspection – ensure the departments OH&S Board are up to date with the following information:

1. Committee Members
2. Policy Letter
3. Injury Statistics
4. Workplace inspection (current month)
5. Meeting minutes (past 3 months)
6. Worker Injury Cheat sheet
7. Guest Injury Cheat sheet

Work Practice Inspection – observe workers undertaking normal tasks and record the following (if applicable):

1. Name of worker
2. Type of task
3. Types of tools being used

Occupational Health & Safety Manual

Section 5 – Workplace Inspections



4. Type of PPE being used
5. Which Safe Work Procedure is being followed
6. How the worker demonstrated good ergonomics

Once monthly inspection is complete:

- A copy of the current "Inspection Report" form shall be made available to all workers by posting it on the OH&S bulletin board.

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Section 5 – Workplace Inspections



5.3 - Equipment Inspections

Workers shall be trained to inspect their machinery, tools, and equipment regularly and in accordance with;

- The manufacturer’s recommendations
- The WorkSafeBC Regulation
- Cypress Mountain inspection schedule (see below)

Company Vehicles

Records of vehicle inspections shall be kept in the equipment and submitted to the Mechanical Shop annually.

	Inspector	Quick Inspection	Detailed Inspection
• Cypress Trucks	1 st operator of the shift	Daily	2500 km
• Snowplows	1 st operator of the shift	Daily	250 hours
• Brine Truck	1 st operator of the shift	Daily	250 hours
• Front End Loader	1 st operator of the shift	Daily	250 hours
• Excavator	1 st operator of the shift	Daily	250 hours
• Grader	1 st operator of the shift	Daily	250 hours
• Tractor	1 st operator of the shift	Daily	250 hours
• Snowmobiles	1 st operator of the shift	Daily	Annually / 3200km
• Snow Cats	1 st operator of the shift	Daily	250 - 400 hours

Lifts

Records of lift inspections shall be kept in lift operations

	Inspector	Quick Inspection	Detailed Inspection
• Chair Lifts	Daily Supervisor	Daily	On request
• Tube Tow	Daily Supervisor	Daily	On request

Personal Protective Equipment

Records of PPE inspections are in the PPE inventory document on the SharePoint site.

	Inspector	Quick Inspection	Detailed Inspection
• Respirators fit check	Operator	Each Use	As required
• Harnesses (fall protection)	Operator	Each Use	annual
• Helmets	Operator	Each Use	annual
• Ear Protection	Operator	Each Use	annual
• Eye Protection	Operator	Each Use	annual
• Lift Evacuation Cache	Operator	Each Use	annual
• Avalanche Cache	Operator	Each Use	annual
• High Visibility Clothing	Operator	Each Use	annual
• Slings	Operator	Each Use	annual



5.4 - Special Inspections

Inspection Personnel

All special inspections are to be carried out by an inspection team consisting of a worker, supervisor and management representatives, and a member of the joint health and safety committee. Where possible this team should be familiar with the work process within the workplace.

Types of Special Inspections

- after a malfunction, accident or near miss
- during special events or when special structures or equipment are present

Special Inspection Reports

A special inspection shall be conducted in a timely manner by an OH&S team using the "Inspection Report" form in the following incidents as necessary

- Malfunction / accident
- Special equipment / structures



5.5 – Fire Drills

The BC Fire Code 2006 requires that Fire Drills for supervisory staff (Fire Safety Director, Deputy Fire Safety Director, and Area Wardens) shall be held at intervals not greater than 12 months.

The fire drill shall be organized and observed by the Fire Marshall. It shall consist of a simulated fire and fire response and shall include evacuation of the buildings. It will demonstrate the sound of the alarm signal and provide an opportunity to develop evacuation and fire response skills.

The procedure shall be as follows:

- Set a time for the drill.
- Appoint observers to watch the drill from various points in the complex.
- Notify the alarm monitoring service not to respond to the simulated fire when they receive a signal.
- Initiate an alarm by operating a pull station, without prior notice to occupants.
- Evacuate the buildings and observe the evacuation process.
- Reset the operated pull station and restore the fire alarm system.
- Notify the monitoring service that the fire alarm system has been restored.
- Discuss the drill with participants and identify any problems requiring further training or improvements to the building or systems; and
- Complete a “Emergency Response Review” form

5.6 – Emergency Response Debrief

All emergency responses, particularly those requiring multiple resources, offer operational and resource challenges. Some of these challenges may not have been considered or known before the incident. Debriefing after the incident provides an opportunity to capture those experiences and learn from them. For this reason, upon the conclusion of an emergency response it is the responsibility of the person who coordinated the response to conduct a debrief session with the parties involved and record any findings on an “Emergency Response Debrief” form.

Copies of the “Emergency Response Debrief” form shall be distributed to all departments involved in the response, the Emergency Response Team and the original submitted to the Mountain’s Safety Officer.



SECTION 6 – Accidents, Incidents & Investigations

6.1 – Near Miss Procedures

A near miss is defined as an incident where no visible injury or damage was incurred, but the incident could have resulted in an injury, death, or property damage. Reporting and discussing near misses, no matter how insignificant they may seem, reduces the likely hood of such an event happening again or becoming a more serious incident.

Worker Responsibility

- Complete the “Form S” (safety, hazard, incident, near miss report form) with a supervisor immediately
- Undertake any corrective actions possible

Supervisor Responsibility

- Complete the recommendations section of the “Form S” (safety, hazard, incident, near miss report form) and submit it to the online library
- Coordinate with the OH&S Officer to determine if a full investigation is required.
- Undertake any corrective actions deemed necessary or as assigned by OH&S to ensure that the worksite is safe before any further work commences.

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Section 6 – Accidents, Incidents & Investigations



6.2 – Accident & Incident Procedures

First Aid Contact Information

If a worker is injured in the workplace, ensure there is no further danger at the scene and that the injured party is cared for.

- **First Aid contact information during operating hours**
 - Alpine Dispatch – Loc. 4444 | 604-913-2562 | Radio on Channel 1
 - Nordic Dispatch - Loc. 305/306 | 604-922.0825 | Radio on Channel 2
 - Nordic Patrol – Loc 309
 - 911 – as needed
- **First Aid contact information after hours**
 - First Aid Attendant - Radio on Channel 1
 - 911 – as needed

Reporting Requirements

All injuries or illnesses that occur in the workplace must be reported to the first aid attendant and the worker's immediate supervisor. **All required paperwork must be submitted to the OH&S Officer within 24 hours.** The OH&S Officer is responsible for submitting any necessary paperwork to the senior management and WorkSafeBC.

- **First Aid Only** – where only Cypress Mountain first aid was required, and no time was lost from work.
 - WSBC “First Aid Record” - to be completed by first aid attendant.
 - Dispatch will forward the completed first aid report to the injured workers manager/supervisor.
 - “Preliminary Investigation Report” – to be completed by the workers supervisor
- **Medical Aid / Time Loss** – where the injured party requires off mountain medical aid or missed any time from work.
 - “First Aid Record” - to be completed by first aid attendant.
 - Dispatch will forward the completed first aid report to the injured workers manager/supervisor.
 - “Investigation Report” – to be completed by the workers supervisor
 - “Employer report of injury or illness - Form 7” – to be completed by the workers supervisor and submitted to the accounting to be submitted to WSBC within 72 hours of incident.
 - Internal “Formal Investigation Report” – to be completed by the Manager/Supervisor with support from the injured worker and submitted to the Senior Leadership Team.
 - External “Formal Investigation Report” - to be completed by the OH&S Officer and submitted to WSBC within 30 days of the incident.
- **Serious Accident / Incident** – any accident or incident that caused or had the potential to cause serious harm. **The Health and Safety Officer must be notified immediately.**

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- **“First Aid Record”** - to be completed by first aid attendant.
- Dispatch will forward the completed first aid report to the injured workers manager/supervisor
- **“Preliminary *Investigation Report*”** – to be completed by the workers supervisor
- **“*Employer report of injury or illness - Form 7*”** – to be completed by the workers supervisor and submitted to the accounting to be submitted to WCB within 72 hours of incident.
- Internal **“Formal *Investigation Report*”** – to be completed by the Manager/Supervisor with support from the injured worker and submitted to the Senior Leadership Team.
- External **“Formal Investigation Report”** - to be completed by the OH&S Officer and submitted to WSBC within 30 days of the incident.

WorkSafeBC Reporting Requirements

The Cypress Mountain Health and Safety Officer must also inform WorkSafeBC immediately as a part of its response to a serious incident which includes the following: ****the requirement to immediately report a serious injury or fatality is separate from the requirement to report injuries for claims purposes.***

- A worker is seriously injured or killed
- A major structural failure or collapse of a structure, equipment, construction support system, or excavation
- A major leak or release of a dangerous substance
- Any blasting accident that results in injury, or unusual event involving explosives

BC Safety Authority Reporting Requirements

For incidents involving the following technologies:

- Amusement Rides
- Passenger Ropeways
- Boilers, Pressure Vessels, Refrigeration
- Elevating Devices
- Electrical
- Gas

1. Call 1-866-566-7233 to report the incident
2. Complete and submit the **“*BC Safety Authority Incident Report*”** form

Responsibilities

Worker Responsibilities

- Notify First Aid Attendant of injury or illness
- Notify Supervisor of all injuries that require first aid or medical attention immediately

First Aid Attendant

- Render first aid and seek outside medical aid if necessary

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Section 6 – Accidents, Incidents & Investigations



- Complete “First Aid Report” and
 - Dispatch will forward the completed first aid report to the injured workers manager/supervisor
- Give the injured worker a “Return to Work” kit if they require outside medical assistance.

Supervisor Responsibilities

- Notify the OH&S Officer of any injury in which the worker.
 - required off mountain medical aid
 - lost any time from work
 - had the potential to be or was seriously injured
 - requires modified duties
- Complete the “Preliminary Investigation Report” on the online library and submit it to the OH&S Officer
- Complete a “Employer report of injury or illness - Form 7” and submit it to accounting for any injury in which the worker.
 - required off mountain medical aid
 - lost any time from work
- Communicate regularly with any worker off work due to a workplace injury or illness in one of the ways listed below.
 1. Use the “Communications Log” form to record details for communications
 2. Use the shared Outlook Calendar to record details for communications
- Coordinate with the OH&S Officer/Human Resource Dept., to offer modified duties as quickly as possible to the injured worker
 - Complete the “Modified Work Offer” form and submit it to the OH&S officer immediately

Payroll Officer Responsibilities

- Submit a “Employer report of injury or illness - Form 7” to WorkSafeBC within 72 hours of injury

OH&S Officer Responsibilities

- Assign an investigation team and complete a Formal Investigation Report for any accident or incident that caused or had the potential to cause serious harm.
- Submit “Investigation Report-Formal” to WCB as required.
- Submit “BC Safety Authority Incident Report” to the BC Safety Authority as required
- Coordinate with the supervisor and worker to offer modified duties as quickly as possible to the injured worker.
- At the stated end date of a modified work offer, the RTW officer will follow up with the injured workers manager to determine if the worker is ready to return to regular duties or a revised offer is needed to reflect the progress of the injured worker.



6.3 - Accident / Incident Investigations

The aim of the accident / incident investigation is to look for the primary causes to take steps to prevent a similar incident from occurring again. Look for unsafe conditions, acts, or procedures that led to the incident. After identifying the causes, think of action items or recommendations that will prevent a recurrence. The depth of the investigation will depend on the seriousness of the accident / incident.

The following steps outline the investigation requirements.

- Determine who will investigate the incident.
 - The inspection team shall consist of a worker, a supervisor or management representatives, and a member of the joint health and safety committee. Where possible this team should be familiar with the work process within the workplace.
- Investigate the incident:
 - Determine the root cause or causes of the incident
 - Note any contributing factors (conditions, equipment, practices, etc., that increased the likelihood of the incident occurring)
 - Interview the witnesses and the injured
 - Recommend corrective action necessary to prevent similar incidents.
- Take corrective action to prevent reoccurrence of similar incidents and include actions in the report
- Prepare and submit all required paperwork

Minor Accident / Incident

Injuries that did not cause or have the potential to cause significant harm require a less formal investigation than more serious incidents. It is, however, still very important to determine the cause and identify deficiencies or contributing factors in order to avoid similar or more serious occurrences in the future.

- “Preliminary Investigation Report” must be completed by the supervisor and submitted to the OH&S Officer
- In the event the worker required medical aid or missed time from work (i.e., a Form 7 was required) an:
 - Internal “Formal Investigation Report” – to be completed by the Manager/Supervisor with support from the injured worker and submitted to the Senior Leadership Team.
 - External “Formal Investigation Report” - to be completed by the OH&S Officer and submitted to WSBC within 30 days of the incident.

Major Accident / Incident

Any accident or incident that caused or had the potential to cause serious harm requires a formal investigation by an investigation team familiar with the work. This includes but is not limited to.

- A worker seriously injured or killed

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- A major structural failure or collapse of a structure, equipment, construction support system, or excavation
- A major leak or release of a dangerous substance
- Any blasting accident that results in injury, or an unusual event involving explosives

The OH&S Officer is responsible for compiling the report and submitting it to WorkSafeBC, Senior Management and the applicable Department Head.

Investigation Reports

For more serious incidents the OH&S officer will assign a formal investigation team to investigate the incident and compile an “Investigation Report - Formal” and submit it to WSBC within 30 days which includes the following information.

- The place, date, and time of the incident
- The names and job titles of persons injured in the incident
- The names of witnesses
- A brief description of the incident
- A statement of the sequence of events that led up to the incident
 - Before the incident occurred:
 - What were the events that led up to the incident?
 - What process(es) was/were occurring immediately prior to the incident?
 - What was/were the worker(s) doing immediately prior to the incident?
 - What was the last event before the incident occurred?
 - At the time of the incident:
 - What happened at the time of the incident?
 - What process(es) was/were occurring at the time of the incident?
 - What was/were the worker(s) doing at the time of the incident?
 - What hazard(s) was/were the worker(s) exposed to?
 - What hazards may have contributed to the incident occurring?
 - What hazards did the worker(s) encounter?
 - What personal factors may have contributed to the incident occurring?
 - Other information:
 - Other observations
 - Other related information
- Identification of any unsafe conditions, acts, or procedures that contributed to the incident
- Recommended corrective actions to prevent similar incidents
 - For example:
 - Improve workplace inspection and maintenance programs
 - Repair or replace equipment/building
 - Install safeguards
 - Establish or revise safe work procedures

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- Train/retrain person(s)
- Improve supervision
- The names of persons who investigated the incident



6.4 - Return to Work Program

Cypress Mountain is committed to the ongoing rehabilitation of all injured or ill workers. If a worker is unable to return to their regular duties after a workplace injury or illness, we will make every reasonable effort to provide them with reduced or modified duties while they recover from their injury. Our ultimate goal is for the full recovery and reintegration of every injured worker.

We recognize that the prevention of injuries and the rehabilitation of employees are of the utmost importance. We believe that effective integration of disabled employees minimizes the loss of expertise, resources, and productive potential, and is the best strategy for maintaining the employee's potential and self-worth. This also reduces the economic costs associated with WorkSafeBC claims for the mountain.

Worker Benefits:

- Retain productive employment
- Enhance rehabilitation
- Minimize loss of physical fitness
- Provide gradual introduction to the physical demands of the workplace
- Maintain contact with work and co-workers
- Develop other skills
- Protects income loss (workers on WSBC Claim receive 90% of wage)

Cypress Mountain Benefits:

- Retain experienced workers
- Maintain productivity
- Reduce accident costs
- Maintain goodwill and worker relations
- Reduces the cost of hiring and training replacement employees
- Develops a more rounded and capable worker

[Program Overview](#)

The Occupational Health and Safety Officer is the designated Return to Work Coordinator for Cypress Mountain and will assist supervisors in implementing the RTW program when necessary. Full details on the RTW program are available on the SharePoint Site or from the OH&S officer.

After an injury, once the initial first aid / medical aid has been rendered and the necessary reports have been completed the supervisor responsible must meet with or contact the injured worker in order to set the expectations and assess the abilities of the worker in order to determine if they are able to return to their normal duties or will need to be assigned modified duties. The Return-to-Work coordinator will set dates for follow-up with the injured worker's supervisor to ensure that appropriate communication and follow-up with the injured worker has occurred, and where possible a modified work offer is available.

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The basic steps to deal with an injured worker are.

1. Initial Response

- a. Take immediate action to ensure the safety of the employee and others
- b. Provide / arrange first aid / medical aid for the employee as required
- a. Provide the worker with the “Return to Work Kit” (consisting of “Letter to Employee”, “Letter to Doctor” and “Physical Assessment” form)

2. Assess Worker

- a. Determine if the employee can return to their regular duties.
- b. If needed have the worker consult a physician for a physical assessment to determine if the worker can return to regular duties or if modified work should be considered.
- c. Have the worker return the “Physical Assessment” form completed by the physician within 72 hours that outlines what type of modified duties will be appropriate.

3. Determine if Modified Duties can be offered

- a. Upon return of the “Physical Assessment” form, the worker, supervisor, and OH&S Officer will discuss the options for modified duties as soon as is practical.
- b. This work may consist of:
 - regular tasks that have been changed, re-designed or physically modified,
 - a special job which has been designated for a worker participating in the program, or,
 - a reduction in the time or volume of work performed.
- c. If appropriate work is agreed upon a “Modified Work Offer” should be completed and signed with an end date for re-evaluation by all parties.
- d. If the worker rejects the “Modified Work Offer” it must be recorded and sent to WorkSafeBC and the worker informed that rejecting the offer could jeopardize their Work Safe Claim

4. Maintain & Log Communications

- a. The supervisor must check in with the injured worker immediately after medical aid is sought.
- b. The supervisor must maintain regular communication with the injured worker during any absence from work
 - short term (1-10 weeks) weekly communication
 - long term (10 weeks onward) monthly communication
- c. The supervisor must monitor the worker while on modified duties and adjust them according to the employee’s progress.
- d. The supervisor must maintain a log of all communications using the “Communications Log” form.

5. Compensation

- a. The worker shall be paid for the remainder of their shift on the day of the injury. This time is not considered time lost, even if the worker does not complete their shift.
- b. If the physician charges a fee to complete the required forms the worker may be reimbursed by WSBC if a claim is approved and provided a receipt is obtained.
- c. The worker will receive their regular wage and benefit package while undertaking temporary modified duties.
- d. Workers will be paid for reasonable time off for medical appointments during scheduled working hours as required by the physician.

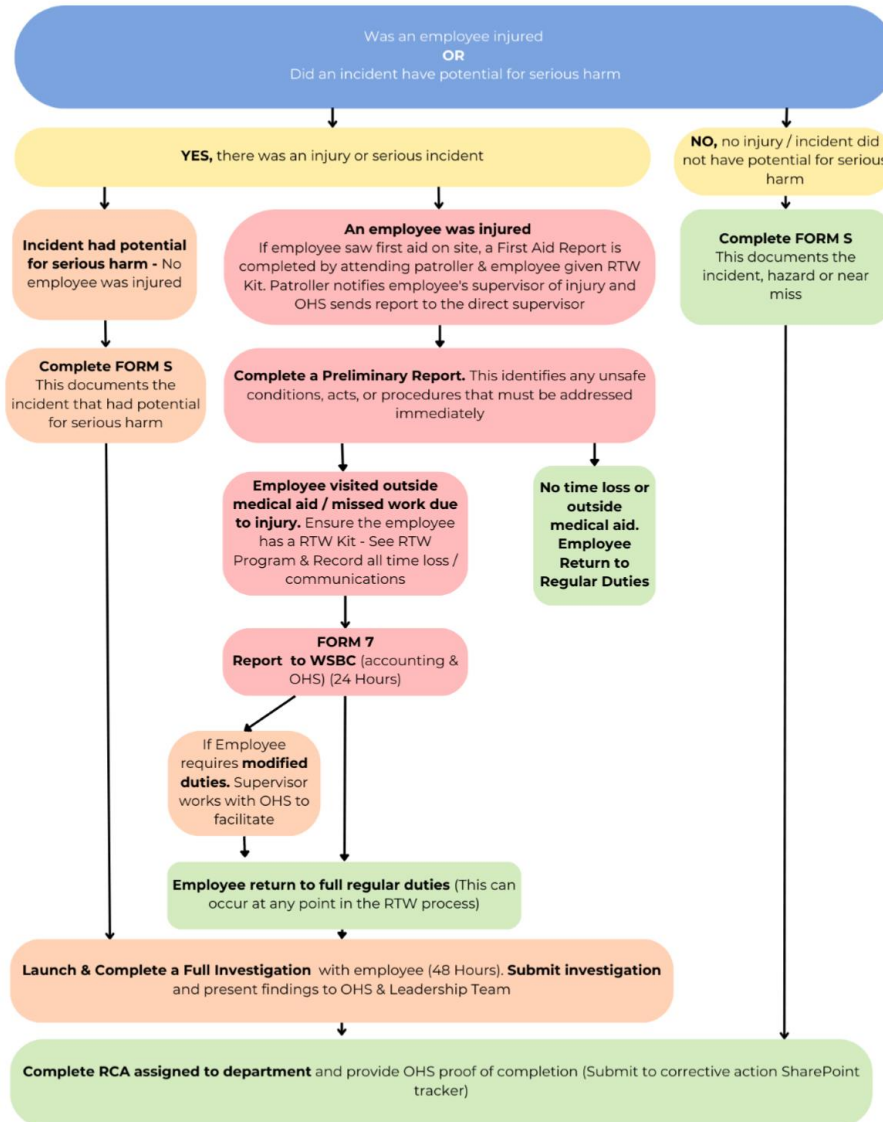
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To notify first aid of an injury or serious incident, please contact:

Downhill Dispatch – Loc. 4444 | 604-913-2562 | Radio on Channel 1
 Nordic Guest Services - Loc. 305 / 306 | 604-922.0825 | Radio on Channel 2
 Summer/Overnight First Aid Attendant - Radio on Channel 1



All safety forms and documents are located on the SharePoint Leaders Team Site

Occupational Health & Safety Manual

Section 6 – Accidents, Incidents & Investigations





SECTION 7 – Committee & Management Meetings

7.1- OH&S Committee Meetings

The occupational health and safety committee will meet on a monthly basis and consist of:

- At least four members
- Two co-chairs, one selected by the worker representatives and the other by the employer representatives
- Both worker and employer representatives; at least half of the members must be worker representatives who do not have managerial or supervisory functions, which represent;
 - Workers in different departments
 - Workers on different shifts
 - Workers doing high hazard jobs

Meeting Agenda

Every meeting will discuss at a minimum the following:

- Review of last minutes
- New business and concerns from JOHSC members
- Action items and status reports of previous action items
- Workplace inspection reports
- Accident/Injury reports
- Incident Reports
- Request for Repair reports with safety concerns
- Records

Meeting reports should be brief and factual. They provide a permanent record of proceedings, a historical record and inform the employer and workers of decisions and actions that have been recommended.

- Attendance of JOH&SC Meetings are recorded on the monthly meeting minutes
- The meeting minutes will provide an account of the meeting for all staff to reference.
- The meeting minutes will outline any action required, who is responsible and deadlines.
- Meeting reports must be provided to the employer and the most recent 3 posted on all OH&S Boards so that the workers can be informed.
- The employer must keep a copy of reports for at least 2 years from the date of the committee meeting, and make meeting reports readily accessible to the committee, workers of the employer and Occupational Safety Officers of WorkSafeBC.

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Section 7 – Committee & Management Meetings



7.2 - Management Meetings

Cypress Mountains OH&S program requires management meetings to review health and safety activities and incident trends. Management meetings will take place on a monthly basis between the Occupational Health and Safety Officer and the department heads and senior management.

Meeting Agenda

Management meetings will be used to:

- Review existing policies and procedures
- Review feedback from workers
- Consider reports and other information provided by the OH&S Committee
- Address questions or concerns brought directly to management
- Review reports and other information about health and safety in workplaces performing similar work, as well as general information about workplace injury and disease prevention, to improve the existing OH&S program
- Recommendations for action from the OH&S Committee should be considered and acted upon by:
 - Developing an action plan for implementing the recommendation, or
 - Suggesting an acceptable alternative

Management decisions and activities on health and safety matters should be communicated to supervisors and workers.



SECTION 8 - Records & Statistics

8.1 - Record Keeping Requirements

Records and statistics are compiled and maintained as essential tools to gauge and direct the effective operation of the Safety and Health Program. Records and statistics are useful as diagnostic aids in identifying trends, unusual conditions and providing historical data on activities and improvements made within the program. It is the responsibility of the Health and Safety Officer in conjunction with the Accounting Department to ensure that the following records are kept in accordance with the applicable regulations. Cypress Mountain will maintain a library of all relevant Work Safe records for a minimum of 3 years as required by WorkSafeBC. Records confirm that:

- Workers:
 - receive orientation, education, and training
 - any changes in the work process have been communicated to all workers, i.e., new equipment, process, or accident investigation results
 - progressive disciplinary action for safety violations
- Supervisors:
 - receive training in performing their safety and health responsibilities
 - give crew talks
 - participate in inspections
 - conduct accident investigations
 - respond to hazard reports
 - conduct safety orientation
 - conduct on-the-job training
 - correct workers not following rules and procedures
- Management will review records and statistics to ensure that:
 - worker orientation and training are done
 - formal inspections are performed
 - crew talks are conducted
 - specific job instruction is given
 - accident investigations are conducted
 - work procedures are reviewed when developed or revised
 - records and statistics are reviewed in management meetings to formulate prevention strategies
- OH&S Committee Activities (minutes)
 - Meetings occur on a monthly basis
 - Accidents are reviewed and recommendations made
 - Inspections are conducted regularly, and recommendations are made
 - Committee action items are recorded and completed

Occupational Health & Safety Manual

Section 8 – Records & Statistics



Library of Records

The following documentation will be held in the Cypress Mountain Library for a minimum of 3 years as required by the WorkSafeBC regulations. The timeline and location they shall be submitted to is outlined below.

Worker Training

Mountain Orientation Log In	Accounting upon completion
Harassment Report Form	HR upon completion
Safety Orientation	Accounting upon completion
Employee Handbook acceptance form	Accounting upon completion
Supervisor Orientation	End of season hand in to OH&S Officer
Worker Training Log	End of season hand in to OH&S Officer
Safety Education Talks	End of season hand in to OH&S Officer
Critical Task Meeting Logs	OH&S Officer upon completion of task
Coaching Statement	HR upon completion

OH&S Committee & Management Meetings

OH&S Committee Meeting Records	OH&S Officer
Management Meeting Records	OH&S Officer

Inspection Reports

Workplace Inspections	Monthly to OH&S Officer
Equipment Inspections	End of season to Mechanical Shop
Equipment logbooks and maintenance records	End of season to Mechanical Shop
Fire Drill Review Form	OH&S Officer

Special inspections

Annual Hearing Tests	OH&S Officer
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Incidents Reports

Form 7	OH&S Officer within 24 hours
Investigation Reports	OH&S Officer within 24 hours
First aid records	OH&S Officer within 24 hours
Form S	OH&S Officer within 24 hours
Witness Statements	OH&S Officer within 24 hours

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Section 8 – Records & Statistics



Modified Return to Work Program

Physical Assessment Form	RTW Program Coordinator
Modified Work Offer	RTW Program Coordinator
Employer's Statement of Return to Work	RTW Program Coordinator
Communication Log	RTW Program Coordinator
Time Loss Log	RTW Program Coordinator

Workplace Safety

Confined space entry permits	CS Administrator
Confined space training logs	CS Administrator / OH&S Officer
Avalanche control records	Patrol Director
Fire Drill	OH&S Officer
Emergency Response Debrief	OH&S Officer

Contractors

Contractor pre-qualification documents	OH&S Officer
Contractor Orientation	OH&S Officer



8.2 - Privacy Policy

Cypress Mountain is committed to respecting the privacy of its workers by ensuring that we are compliant with British Columbia's Personal Information Protection Act ("PIPA"), who sets out rules for how organizations such as ours can collect, use, and disclose personal information. Employee personal information is information that is collected, used, or disclosed solely for the purposes reasonably required to establish, maintain, manage, or terminate an employment relationship between an employee (including a volunteer) and an organization. This may include information such as;

- Name
- Home address & permanent address
- Phone number
- Email address
- Birth date
- Social Insurance Number
- Identification (driver license number, passport number, working visa, care card, and/or other id)
- Medical Information
- Educational history and employment history

Company uses of Personal Information

- Background checks with employee consent
- Payroll requirements
- To process and distribute ski passes
- To maintain contact with employees
- To adhere to WorkSafeBC Requirements
- In response to government requests - EI / income tax /wage garnishment

Retention of records

- All payroll records will be kept for a minimum of 7 years, all WorkSafeBC Records will be kept for a minimum of 3 years.
- In a secure location with authorized access only
- In password protected computer files with authorized access only

Access to personal Information

- Employees have the right to access their personal information. A written request is required, and a nominal fee may be charged.



8.3 - Statistics

In order to determine the effectiveness of the Health and Safety program Cypress Mountain will compile accident and incident statistics on an annual basis. The information below can be used as a guideline for compiling this information. Upon completion of the statistical analysis an action plan will be developed in conjunction with the Joint Occupational Health and Safety Committee to improve the program and prevent future injuries.

Cypress Mountain will require specific information about work-related injuries and illnesses. This information generally comes from the following 3 sources.

1. Employer's Report of Injury or Occupational Disease (Form 7)
2. First Aid Records
3. Incident Investigation Records

These records will be used to;

- Collect and analyze data on causes of injury and disease so that specific control measures can be taken
- Identify specific work locations, departments, occupations, and tasks where there is a high risk of injury and/or illness, so prevention efforts can be directed in those areas
- Provide employers, managers, health and safety representatives and Joint Health and Safety Committees with factual information needed to objectively evaluate health and safety programs
- Measure the progress and effectiveness of accident and injury prevention efforts.

For the purpose of statistical analysis, the following breakdown of severity shall be utilized;

- Near Miss
- First Aid only
- Medical Aid
- Short / Long Term Disability
- Fatal

Additional information that is required to ensure effective analysis includes;

- Total hours worked per season
- Total hours lost due to injury

In addition to reducing the frequency and severity of injuries in the workplace, there are considerable cost savings that can be realized as a reduction in Work Safe Premiums by reducing the amount of time a worker is off work with an injury or illness. The effectiveness of the Modified Return to Work Program will be analyzed and an action plan created annually to ensure continued improvements are made using the following data;

- Participation rate in the RTW / SAW programs
- Total hours of modified duties worked
- Claims cost reduction



8.4 - Appendix of Forms

Section 4 - Training & Supervision

- Employee Handbook Acceptance Letter
- Harassment Report Form
- Safety Orientation
- Supervisor Orientation
- Worker Training Log
- Safety Education Talk
- Critical Task Meeting
 - Avalanche Control Log
 - Confined Space Entry Permit
- Contractor Checklist
- Operator Proficiency
- Verbal Warning Log
- Written Warning
- Termination

Section 5 - Inspections

- Workplace Inspection Report
- Vehicle Inspection
- Snowmobile Inspection
- Heavy Equipment Inspection
- Fire Drill Review Form
- Emergency Response Debrief Form

Section 6 - Accident / Incidents

- Form 7 – Employers Report of Accident
- Investigation Report
- Investigation Report - Formal
- First Aid Report
- Form S – Safety Hazard, Incident, Near Miss
- Witness Statement
- RTW – Employee Return to Work Letter
- RTW – Letter to Doctor
- RTW – Physical Assessment
- RTW – Modified Work Offer
- RTW – Communication Log
- RTW – Time Loss Log