



SAFETY HEALTH ENVIRONMENT

Handbook for ReStore Volunteers



Safety, Health and Environment Policy

The Management and Board of Directors of Habitat for Humanity Thunder Bay is vitally interested in the safety and health of all employees, volunteers and sub contractors involved in Habitat for Humanity Thunder Bay (HfHTB). It is HfHTB's philosophy that the wellbeing of HfH in Thunder Bay depends on the safety and health of our workforce and the protection of our environment.

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

To achieve this goal, HfHTB will endeavor to develop, implement and evaluate the Safety, Health and Environment (SHE) Program through the application of the HfHTB SHE Management System as developed by HfH Canada.

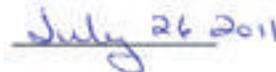
HfHTB will ensure the safest possible work environment by ensuring that all workplace SHE hazards are identified and controlled. That employees and volunteers receive ongoing training in safety and health, by maintaining communications between management and the workforce and by leading by example through action.

The responsibility to ensure a safe and healthy workplace is everyone's responsibility from the Chair of the Board of Directors to the newest volunteer.

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



Chair of the Board of Directors



Date



Chief Executive Officer



Date



Course Outline

1. SHE Policy for Habitat for Humanity
2. Worker Responsibilities
3. General Safe Work Practices
4. Personal Protective Equipment (PPE)
5. Emergency Response
6. Equipment and Materials Hazards
7. Review
8. SHE Quiz

1. SAFETY, HEALTH AND ENVIRONMENT POLICY OF HABITAT FOR HUMANITY

Your Safety is paramount

Your Health is vital

Your Environment is always safe

Our Safety, Health & Environment SHE policy is:

- ✘ Posted at every ReStore
- ✘ Included in your ReStore SHE Handbook - Please take the time to read and understand it

Our top SHE priority when working at the ReStore is to prevent all accidents and SHE incidents.



2. WORKER RESPONSIBILITIES

As a Habitat volunteer, it is your responsibility to:

1. Participate in all required SHE training: The ReStore SHE Orientation Course
2. Wear appropriate personal protective equipment and work clothes, as instructed
3. Report to work in a fit condition: no alcohol or drugs
4. Report all incidents to the Site Supervisor immediately
5. Report unsafe acts or conditions to your supervisor
6. Follow first aid & medical treatment procedures and emergency response plans

3. GENERAL SAFE WORK PRACTICES

Practice good housekeeping at all times

- ✘ Work at a safe speed
- ✘ Learn the right way to do your job
- ✘ Make sure all guards and other protective devices are in place and adjusted
- ✘ Never work while you are ill or fatigued
- ✘ Never handle or tamper with any electrical equipment or materials
- ✘ Horseplay or playing around is not permitted
- ✘ No headphones permitted while working
- ✘ No cellphones to be used while working

3.1 UNSAFE CONDITIONS

- ✘ Inadequate guarding and protection from fall hazards, electricity, or moving machinery
- ✘ Poor housekeeping
- ✘ Defective tools, equipment and materials
- ✘ Improper use, handling, and storage of chemicals
- ✘ Inadequate warning system or emergency response plans
- ✘ Inadequate illumination or ventilation
- ✘ Worker's attention not on the task at hand

Report all Unsafe Conditions to your supervisor **immediately!**

3.2 REPORTING & CORRECTING UNSAFE CONDITIONS

If you see an unsafe condition or activity:

- ✘ Stop the unsafe activity **immediately** if safe to do so
- ✘ Report it to your supervisor or the ReStore Manager
- ✘ Talk with the persons involved, discuss and agree on how to do the job safely



4. PERSONAL PROTECTIVE EQUIPMENT (PPE)

- ✘ Safety boots must be worn at all times
- ✘ Safety glasses when eye hazards are present
- ✘ Other PPE for specific tasks: ear plugs, gloves, dust masks and fall protection

4.1 SAFETY SHOES

- ✘ Must be worn at all times in the ReStore
- ✘ Must be CSA-certified, labeled with the green triangle patch
- ✘ Should be checked regularly for damage



What if I forget to wear my safety shoes to the ReStore?

- ✘ Ask your supervisor if there are any that you can borrow
- ✘ If not, you will need to get them
- ✘ You will not be allowed to work at the ReStore without safety shoes

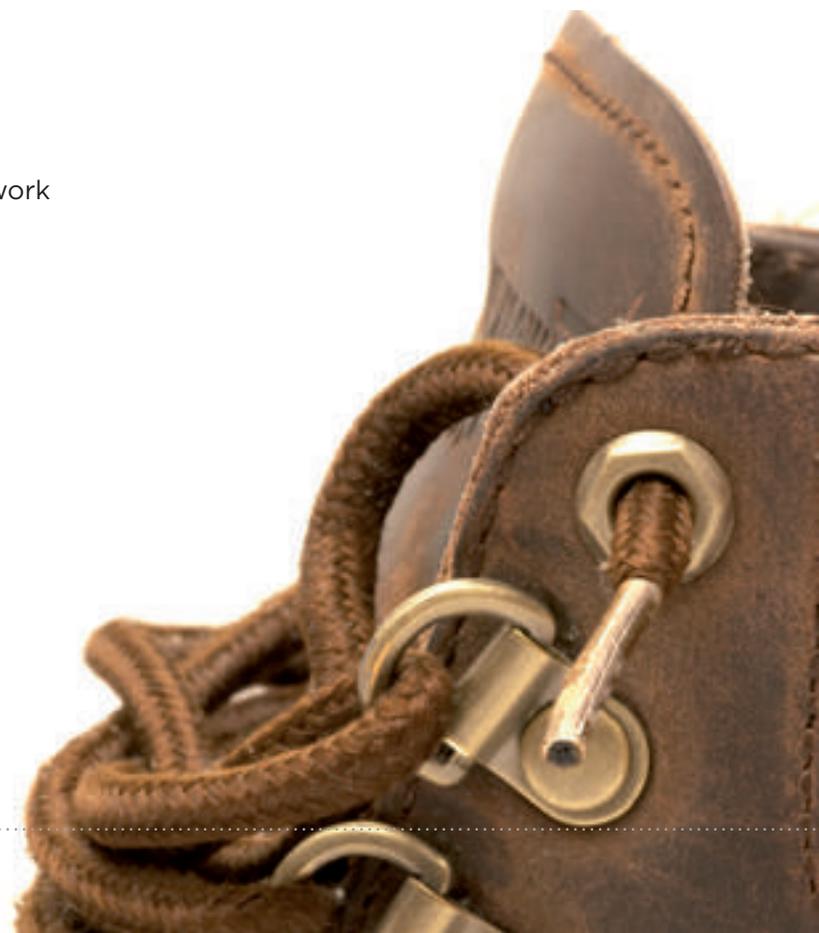
4.2 SAFETY GLASSES

Must be worn when eye hazards are present

- ✘ Should have side shields
- ✘ Should be CSA approved industrial quality

Eye hazards:

- ✘ Wood chips
- ✘ Steel particles when hammering
- ✘ Dust
- ✘ Dripping adhesives
- ✘ Material falling during overhead work
- ✘ Protruding materials in your path



4.3 LONG PANTS

- ✘ Must be worn at all times
- ✘ Pants should be fitted and worn on the hips not dropped down
- ✘ Pants should be without embellishments (decoration, or trimming) that can get caught on equipment



4.4 OTHER PERSONAL PROTECTIVE EQUIPMENT (PPE)

Ear Plugs or Ear Muffs - When using power saws, drills or other loud equipment.

Gloves - When loading or unloading materials, or working with cement or other corrosive materials.

Dust Masks - When sawdust, concrete dust, drywall dust, fiberglass insulation or paint vapours are present.

Personal fall protection - When working at a height of more than 10 feet without safety rails. This PPE requires special training and a written record of the training.

You must use the necessary protective equipment.

- ✘ Safety glasses are provided
- ✘ Bring your own safety boots
- ✘ Ear plugs and gloves, are provided
- ✘ If you feel safer wearing PPE, then do so
- ✘ Ask how to use the safety equipment
- ✘ You should ask for PPE when you need it

5. EMERGENCY RESPONSE

EMERGENCY RESPONSE PLAN includes:

- ✘ Emergency evacuations
- ✘ First aid kits and Attendants
- ✘ Fire extinguishers
- ✘ Chemical spill response procedures

5.1 EMERGENCY EVACUATIONS

- ✘ Know how to evacuate your worksite in case of an emergency
- ✘ Be aware of all possible obstructions to access/egress routes
- ✘ Plan your escape path before starting work
- ✘ Maintain clear access/egress paths to each work area
- ✘ In case of an emergency evacuation, go to the designated safe gathering area

5.2 MEDICAL EMERGENCIES AND FIRST AID

- ✘ Ask where the first aid station is when arriving at the ReStore
- ✘ The first aid certificate of the qualified person is posted at the first aid station
- ✘ Get first aid for any injury, even the small ones

Cuts and Splinters - Don't seem serious, but dirt and debris = infection. Always get first aid.

Eyewash Stations - Learn to use it before working with chemicals or other eye hazards

Foreign Objects in eyes - Get medical help immediately

Heatstroke Is A Medical Emergency!

Symptoms:

- ✘ High temp (40 °C)
- ✘ Hot dry skin
- ✘ Confusion
- ✘ Convulsions
- ✘ Unconsciousness
- ✘ Irrational Behaviour

If you or anyone else shows any of these symptoms call the local emergency number or get them to a hospital right away!

Prevention:

- ✘ Wear loose, thin, light coloured clothing
- ✘ Drink water (8 ounces) every half hour
- ✘ Avoid coffee, tea, or other caffeine energy drinks
- ✘ Avoid eating hot, heavy meals

Cold Stress

Symptoms:

- ✘ Blue lips and fingers
- ✘ Disorientation
- ✘ Slow breathing and
- ✘ Confusion heart rate
- ✘ Poor coordination

Contact the Site Supervisor and/or first aider when experiencing any of these symptoms.

Prevention:

- ✘ Wear several layers of clothing rather than one thick one
- ✘ Wear synthetic fabrics next to the skin to wick away sweat
- ✘ Wear a waterproof outer layer
- ✘ Change out of wet clothes immediately
- ✘ If you get hot, open your jacket but keep your hat and gloves on

5.3 FIRE SAFETY NEEDS PICTURES INSERTED

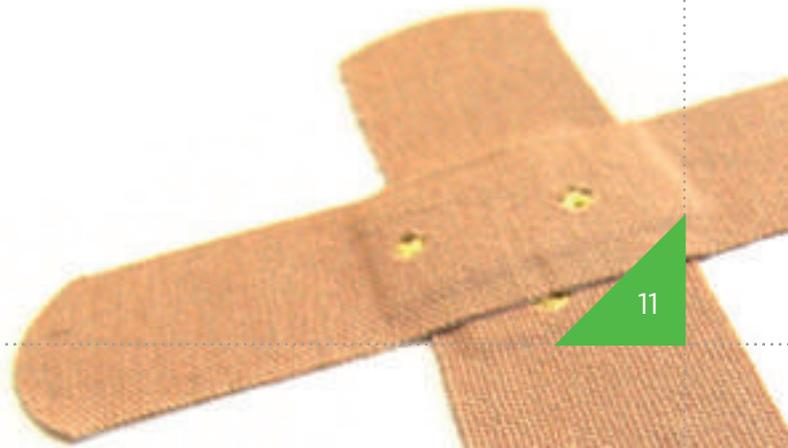
- ✘ Keep combustible material away from ignition sources
- ✘ No open fires allowed
- ✘ Store flammable liquids in approved containers

In Case of Fire:

- ✘ Contact the store manager & call 911
- ✘ Meet the Fire Department at the ReStore entrance
- ✘ Vacate the area of the fire

5.4 CHEMICAL SPILL RESPONSE

- ✘ All chemical spills must be considered hazardous
- ✘ All chemical spills require area evacuation
- ✘ Only trained and qualified persons will attempt a rescue or a clean-up response
- ✘ Do not come in contact with the spilled material, refer to the MSDS sheet
- ✘ Always report any spill to the ReStore Manager or Supervisor
- ✘ Never clean up a spill alone



6. EQUIPMENT & MATERIAL HAZARDS

- ✘ Ladders
- ✘ Forklifts & Pump Trucks
- ✘ Working Safely at Heights
- ✘ Material Handling
- ✘ Hand & Power Tools
- ✘ Electricity
- ✘ Chemicals
- ✘ Shelves and Racking

6.1 LADDERS

Hazards:

- ✘ Broken or damaged parts
- ✘ Electrocutation
- ✘ Falls

Step Ladders

- ✘ Never climb past the second rung from the top
- ✘ Make sure spreaders are locked in place
- ✘ Barricade nearby doorways

Straight Ladders

- ✘ Must rest against a firm surface
- ✘ Use the 1:4 rule = 1 foot out for every 4 feet up
- ✘ Tie off the ladder
- ✘ Must extend 3' beyond the top landing
- ✘ Safety feet must be intact

Safe Practices

- ✘ Check ladder for defects
- ✘ If damaged, don't use it
- ✘ Watch for overhead power lines
- ✘ When using a power tool, never hold onto a grounded object
- ✘ Set ladder on a firm level surface
- ✘ Use ladders only for short-duration work
- ✘ Maintain 3-point contact
- ✘ Don't reach over the side
- ✘ Tie off to a fixed unit above 10ft
- ✘ Use caution near windows or stairwells
- ✘ Boots shouldn't be wet or slippery
- ✘ Clear the area around the ladder



6.2 FORKLIFTS & PUMP TRUCKS

Hazards:

- ✘ Struck by moving forklift
- ✘ Struck by falling objects
- ✘ Crushed by descending load
- ✘ Forklift driving off of dock

Safe Practices

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

6.3 WORKING SAFELY AT HEIGHTS

Fall Protection

- ✘ Falls are a very big hazard at the ReStore
- ✘ Falls often cause severe injuries or death

Fall Protection means either:

- ✘ Properly Constructed Guardrails
- ✘ A Personal Fall Protection System

Personal Fall Protection System Includes:

Must be Worn When Working:

- ✘ 10 feet or more above ground or floor level
- ✘ Above operating machinery
- ✘ Above hazardous substances or objects
- ✘ While on an elevated work platform other than an acceptable scaffold with guardrails.

When Working with a Personal Protection System:

- ✘ You must be trained in the particular system being used on site
- ✘ You must know how to inspect the equipment
- ✘ There must be a written record of your training

6.4 SAFE MATERIAL HANDLING

Prepare and plan for your material handling and moving work:

- ✘ Wear gloves and safety glasses
- ✘ Read MSDS sheets for hazardous materials
- ✘ Be sure loads are balanced and secured
- ✘ Always stack things neatly and firmly on shelves & racking, keep aisles clear
- ✘ If something heavy starts to fall, LET IT FALL! Don't try to catch it
- ✘ Get help when lifting heavy objects
- ✘ Never work underneath a suspended load

Lifting:

- ✘ Bend your knees- not your waist
- ✘ Avoid twisting
- ✘ Stretch your muscles beforehand

6.5 HAND & POWER TOOLS

Hazards:

- ✘ Electric shock
- ✘ Cuts, punctures and other wounds
- ✘ Severed or crushed fingers
- ✘ Shards or debris in the eyes

Safe Practices

- ✘ Disconnect power when moving or repairing tools
- ✘ Use tools only for their intended purpose
- ✘ Never bypass broken switches on tools by plugging and unplugging the cord
- ✘ Wear eye protection
- ✘ Ask for assistance when needed
- ✘ Do not operate a power tool if you have not been trained to use it
- ✘ Do not use the electrical cord to lift or lower the tool

Defective Tools are Dangerous!

- ✘ Double check tools before you use them
- ✘ Report defective tools
- ✘ Never use a defective tool

Common tool defects to watch for:

- ✘ Loose, split or cracked handles on hammers
- ✘ Mushroomed heads on chisels, drills or steel wedges
- ✘ Files without handles
- ✘ Frayed electrical cords
- ✘ Broken, displaced, or inoperative guards





6.6 ELECTRICITY

- ✘ In wet conditions use only GFCI outlets
- ✘ Use only properly grounded or double insulated tools
- ✘ Check double insulated tools for
- ✘ Disconnect from power source before moving or repairing electrical items
- ✘ Check cords for damage
- ✘ Don't fasten cords with staples or wire
- ✘ Check for electrical wires before drilling, nailing, cutting or sawing into walls
- ✘ Metal ladders must never be used when working with electrical current

6.7 CHEMICALS

WHMIS (Worker Hazardous Material Information System) is a Canada-wide system to protect health and safety. The WHMIS system consists of:

- ✘ WHMIS Labels
- ✘ Material Safety Data Sheets (MSDS)
- ✘ Worker Education

WHMIS LABELS

- ✘ Are attached to any hazardous materials
- ✘ Give the name of the material
- ✘ Warn of dangers
- ✘ Refer to the MSDS
- ✘ Give precautionary and first aid measures



Class A - Compressed Gas



Class B - Flammable and Combustible Material



Class C - Oxidizing Material



Class D - Poisonous and Infectious Material Division 1 Materials Causing Immediate and Serious Toxic Effects



Class D - Poisonous and Infectious Material Division 2 Materials Causing Other Toxic Effects



Class D - Poisonous and Infectious Material Division 3 Biohazardous Infectious Material



Class E - Corrosive Material



Class F - Dangerously Reactive Material

MATERIAL DATA SAFETY SHEETS (MSDS)

- ✘ Are kept on site for all hazardous materials
- ✘ Contain detailed information for handling emergencies or cleanups, and safe use of product
- ✘ The supplier or manufacturer is required to supply a MSDS for each hazardous material they shelf

WORKER EDUCATION

- ✘ Done on site by ReStore Manager or SHE Coordinator
- ✘ Covers the specific hazardous materials you will be working with at the ReStore
- ✘ Explains work practices and emergency procedures relating to any hazardous materials you will be exposed to

6.8 VEHICLE & PEDESTRIAN SAFETY

Important things to remember when working around vehicles:

- ✘ Familiarize yourself with the various types of equipment and their travel routes
- ✘ Wear high-visibility clothing
- ✘ Never stand under a suspended load
- ✘ Avoid the swinging area of backhoes, cranes, and boom trucks
- ✘ Maintain eye contact with the vehicle operator, be aware of blind spots

6.9 SHELVES AND RACKING

Hazards:

- ✘ Falls
- ✘ Objects falling from shelves
- ✘ Shelves falling or collapsing

Safe Practices:

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

7. REVIEW OF SHE

- ✘ Report any condition that looks unsafe to your Supervisor immediately
- ✘ Wear steel toed and soled boots at all times
- ✘ Wear safety glasses or other eye protection when necessary
- ✘ Make sure you know how to evacuate your worksite
- ✘ The first aid certificate of the on-site first aid person is posted on the notice board at the first aid station
- ✘ Check ladders for defects, don't use if damaged
- ✘ When working at or above 3 metres (10 ft) always use some sort of fall protection
- ✘ When lifting materials, bend your knees - not your waist
- ✘ Double check all tools before you use them, don't use if damaged
- ✘ Check cords for cracks, cuts or damaged plugs, tag out of service if damaged
- ✘ Before handling chemicals, read the WHMIS label to find out about hazards
- ✘ When working around moving equipment, be aware of the blind spots



8. SHE QUIZ

Complete all questions by circling the one best answer. The quiz is not difficult, and is only meant to help you review the information covered in this course. When you have completed the quiz, we'll go over it together as a group to make sure everyone has the correct answers.

NAME (Please Print): _____

DATE: _____

1. **Our top SHE priority when working at a ReStore is to:**
 - a. Prevent all accidents and SHE incidents
 - b. Wear our safety equipment properly
 - c. Report all accidents promptly

2. **When you identify an unsafe situation you should:**
 - a. Correct it immediately if possible
 - b. Warn others in the area
 - c. Report it to the supervisor
 - d. All of the above

3. **One of the general safe work practices is:**
 - a. Learning the right way to do a job
 - b. Never touch protruding nails ... leave them alone
 - c. If a tool is defective, tell the Supervisor when you finish using it

4. **One of the worker responsibilities is to:**
 - a. Report unsafe acts or condition to your supervisor
 - b. Report all injuries, near-miss incidents, and other SHE incidents (no matter how slight) to the site supervisor immediately
 - c. All of the above

5. **The minimum personal protective equipment required at all times on a ReStore are:**
 - a. Long pants, shirt and a sun hat
 - b. Green patch safety boots
 - c. Green patch safety boots and hard hat

6. **To operate a forklift at a ReStore, you must:**
 - a. Possess an up-to-date standard driver's license
 - b. Be a competent lift operator with special training

- 7. In the case of an emergency evacuation, you should:**
 - a. Get in your car and go home immediately
 - b. Put away any tools you are using before evacuating
 - c. Assemble at the designated safe gathering area

- 8. Before lifting heavy loads it is a good idea to:**
 - a. Sit down and relax
 - b. Stretch out your muscles
 - c. Notify everyone on the site that you are going to lift something

- 9. When loading things onto high shelves you should:**
 - a. Walk out onto shelves only when using appropriate fall protection
 - b. Never walk out onto shelves at any time

- 10. If you must work at a height greater than 10 feet without proper guardrails or scaffolding you need:**
 - a. Excellent boots with a good grip
 - b. A fall protection system
 - c. A fall protection system and appropriate training

- 11. Before handling any hazardous chemicals you need to:**
 - a. Put on your work gloves
 - b. Check the label and read the MSDS if unsure of what precautions to take
 - c. Tell your Supervisor

- 12. When working around a forklift you need to:**
 - a. Walk under a raised load only when instructed to do so by the operator
 - b. Never walk under or near a raised load

- 13. When working with a power tool in wet conditions it is a good idea to:**
 - a. Wear rubber boots and a hat
 - b. Use a ground fault circuit interrupter outlet
 - c. Cover the tool with a plastic bag while you use it

- 14. When using a step ladder you should:**
 - a. Never climb past the second rung from the top
 - b. Make sure the spreaders are locked in place
 - c. All of the above

