

Minutes of the regular meeting of council held Monday, October 17, 2016 No. 1324 held in Council Chambers, 34 Reid's Lane, Deer Lake, NL.

In attendance: Mayor Dean Ball
Deputy Mayor Sandra Pinksen
Councillor Elmo Bingle
Councillor Kerry Jones
Councillor Amanda Freake
Councillor Jean Young

Also in attendance: Town Manager, Maxine Hayden
Town Clerk, Lori Humphrey

Absent: Councillor Sheila Mercer

Gallery: Gary Kean (Western Star), Carl Goudie, John Wellon

Regular meeting of council called to order at 7:30 pm by Mayor Dean Ball

2016-1017-01, Minutes No. 1323

Councillor Elmo Bingle / Deputy Mayor Sandra Pinksen

Resolved that the minutes of regular meeting of council, No. 1323 Monday, September 26, 2016 be adopted as presented.

In Favor: Mayor Dean Ball
Deputy Mayor Sandra Pinksen
Councillor Elmo Bingle
Councillor Kerry Jones
Councillor Amanda Freake
Councillor Jean Young

In favor 6; opposed 0; abstained 0. Carried

2016-1017-02, New Building Canada Funding

Deputy Mayor Sandra Pinksen /Councillor Elmo Bingle

Motion made that the Mayor and Clerk be authorized to enter into a Funding Agreement with the Government of Canada under the New Building Canada Fund (PTIC-NRP) for funding in the amount of \$1,074,737 for Water & Sewer Upgrades to First, Second and Third Avenues.

In Favor: Mayor Dean Ball
Deputy Mayor Sandra Pinksen
Councillor Elmo Bingle
Councillor Kerry Jones

Councillor Amanda Freake
Councillor Jean Young

In favor 6; opposed 0; abstained 0. Carried

Correspondence

Meeting No. 1324

Date: Monday, October 17, 2016

No	NAME	REGARDING	CORRESPONDENCE
1	Fire and Emergency Services	Regret letter	FYI
2	Fire and Emergency Services	Regret letter	FYI
3	Fire and Emergency Services	Regret letter	FYI
4	CUPW	Information regarding survey	FYI
5	Western Regional Service Board	Meeting Minutes	FYI – Staff to follow up with other communities to see what they are doing to reduce waste
6	Xavier Junior High School Award Night	Thursday, October 27 @7 p.m.	Dean will attend

New Business

Reports

Deer Lake Day will take place during Winterfest on February 13th.

(a) Finance

2016-1017-03. Finance

Councillor Elmo Bingle /Deputy Mayor Sandra Pinksen

Resolved that the minutes/recommendations of the Finance Committee Meeting on September 22, 2016 be adopted as presented.

In Favor: Mayor Dean Ball

Deputy Mayor Sandra Pinksen
Councillor Elmo Bingle
Councillor Kerry Jones
Councillor Amanda Freake
Councillor Jean Young

In favor 6; opposed 0; abstained 0. Carried



Finance
October 13, 2016

Deputy Mayor Sandra Pinksen
Councillor Elmo Bingle
Maxine Hayden

NO	Description	Recommendation
1	Children's Wish maker -Donation	Recommend approval of \$25.00
2	SNC- Lavlin Invoice #1265439 \$14,209.89 Nicholsville Road	Recommend Approval
3	SNC-Lavlin Invoice #1265441 \$3,382.15 DL Industrial Park Rd. Const.	Recommend approval
4	Upland Studio Trail Strategy and Signage Manual \$4,000 Plus HST	Deferred for more information
5	PMA Municipal Law training Deer Lake	Recommend Approval
6	Convention St. John's -Meal Allowance increase to \$100.00 per day, mileage for convention be increased to 42 cents per kilometer.	Recommend approval
7	Accounts Payable \$155,883.91	Recommend approval
8	Elwood fundraiser Basketball Poinsettia \$15.00 each	Recommend purchase 2 for Town Office.

(b) Environment and Housing

2016-0926-04, Environment and Housing

Councillor Kerry Jones / Deputy Mayor Sandra Pinksen
Resolved that the minutes/recommendations of the Environment and Housing Committee
Meeting on October 13, 2016, be adopted as presented.

In Favor: Mayor Dean Ball
Deputy Mayor Sandra Pinksen
Councillor Elmo Bingle
Councillor Kerry Jones
Councillor Amanda Freake
Councillor Jean Young

In favor 6; opposed 0; abstained 0. Carried



Environment & Housing Minutes
Thursday, October 13, 9 am

In attendance:

Deputy-mayor Sandra Pinksen	Town Manager Maxine Hayden
Municipal Enforcement Officer Keith Park	Economic Development Officer Damon Clarke
Administrative Assistant Christa Jones	

Regrets:

Chairperson Kerry Jones
Councillor Sheila Mercer
Public Works Supervisor David Thomas

Building Permits

Following is a breakdown of the number of permits issued (in brackets) and construction values so far in 2016, up to and including Friday, October 14, 2016:

- | | |
|---------------------------------|--------------|
| • General repairs (156): | \$ 664,771 |
| • Accessory buildings (45): | \$ 431,200 |
| • Commercial construction (16): | \$ 2,096,500 |
| • New Dwellings (23): | \$ 5,191,000 |

TOTAL (240 permits): **\$ 8,383,471**

#	Name	Address	Description	Action
General Repairs				
1.	Mary Ann Bingley	12 Pine Tree Drive	Bridge	Approved, permit issued
2.	Michelle Mougnot	1 Goodyear's Lane	Siding, windows, chimney	Approved, permit issued
3.	Carl Langdon	15 Woodford Drive	Porch and patio	Approved, permit issued
4.	Conway Locke	18 Riverview Place	Cover basement entrance	Approved, permit issued
5.	Dwayne Pilgrim	6 Trailer Court Road	Upgrading porch	Approved, permit issued
6.	William Wight	40-42 Wight's Road	General repairs and fence	Approved, permit issued
7.	Eric Matchim	13 Jeddore's Lane	Shingles	Approved, permit issued
8.	Tyrone Genge	85 Goose Arm Road	Fence	Approved, permit issued
9.	Marty Patey	24 Hancock's Road	Repairs to foundation	Approved, permit issued
10.	Bruce Williams	15 Reid's Lane	Shingles	Approved, permit issued
11.	Norman Young	3 William's Avenue	Siding repairs	Approved, permit issued
12.	Mitchell Dredge	3 Joel's Crescent	Fencing	Approved, permit issued
13.	Donna Manuel	59 Wight's Road	Shingles	Approved, permit issued
14.	Glenn Perry	68 Nicholsville Road	Shingles	Approved, permit issued
15.	Paula King	7A Reid's Lane	Roof and siding	Approved, permit issued
16.	Caribou 50+ Club	8-10 South Main Street	Various	Approved, permit issued
17.	Salvation Army Church	20-28 Church Street	Shingles	Approved, permit issued
New Residence				
18.	BTG Development	26-28 Murdoch Drive	New duplex condo	Approved, permit issued
19.	Noble Resources	13 Dr. D.D. McDonald	New home	Approved, permit

				issued
Accessory Building				
20.	Courtney Williams	36 Woodford Drive	Shed	Approved, permit issued
21.	Audrey Kelly	5 Bennett Avenue	Detached garage	Approved, permit issued
22.	Tony Easton	2 Woodford Drive	Shed	Approved, permit issued
23.	Tristan McKenzie	8 Reginald Drive	Storage shed	Approved, permit issued
Commercial Construction				
24.	Coleman's	1 Pennell's Lane	Re-grade parking lot by loading dock	Approved, permit issued
25.	Newfoundland Helicopter	Deer Lake Airport, 1A Airport Road	Helicopter hanger at airport	Approved, permit issued
New Businesses				
26.	Tammy Wheeler	7 Maple Street	Seeking permission to open home-based daycare	Must be advertised for 7 days; town support dependent upon approval from Service NL
27.	Newfoundland Helicopters	Deer Lake Airport	Setting up an operation at Deer Lake Airport	Approved
28.	Sherry Legge	10 Devon Row	Christmas crafts from home-based business	Must be advertised for 7 days
Other				
29.	House numbering		A plan for rolling out the policy	Committee recommends this be introduced prior to new year
30.	Signage on town property		Briefing note prepared	Committee recommends that residents be reminded on existing policy
31.	Philip Hodder	Sunrise Crescent	Seeking permission to build	Deferred

			in Agricultural area	
32.	EDM building	Trans-Canada Highway	Seeking permission to change the use of an existing commercial building to residential	Committee recommends approval
33.	North Atlantic Petroleum	Trans-Canada Highway	Update on renovation plans	For information purposes
34.	Riffs		Potential land sale	Committee recommends selling land for Riff's at a price to be determined by council



Policy: Posting of advertisements on Town signs is prohibited

Street signs are defined as street name signs, stop signs, yield signs, etc. This policy is designed to address the issue of advertising notices placed on town-owned street signs. In the past, such signs have been illegally placed by or for real estate companies, yard sales, commercial business signs, event signs and others.

Most street signs are located at intersections or street corners, and the town is very concerned with the impact these signs will have on driver visibility. The signs are known to result in distracted drivers.

Within the town's development regulations there are restrictions on signage. Among the points made in those regulations is that:

- No advertisement is permitted to be erected or displayed within, on or over any highway or street reservation unless it is a premises sign;
- The town may require the removal of any advertisement which, in its opinion, is hazardous to road traffic by reason of its siting, color, illumination, maintenance or structural

condition, or has not been properly maintained and/or is detrimental to the amenities of the surrounding area.

- A sign shall not be erected, posted or placed where, in the opinion of the Town that sign would be detrimental to the amenities of surrounding areas or length of highway or road or is not maintained to the satisfaction of the Town.

House Numbering Policy

Purpose:

The purpose of this policy is to maintain a system of numbering residential and commercial buildings within the Town of Deer Lake so emergency vehicles can clearly identify the address from the street.

Authority:

Council Discretion

Procedure:

1. A number shall be allotted for each new residential and commercial building when a building permit is issued by the Town of Deer Lake. This policy also applies to all existing residential and commercial buildings.
2. Property owners shall be responsible for displaying the number of the home in a location which is visible from the roadway. If the owners fail to comply they will receive a written notice designating a time to comply with the provision of this policy.
3. The number is to be visible and legible from the street and located near the front door of the house or at the driveway entrance and may be lit by an outside light.
4. Numbers are not be obstructed by trees, shrubs or any ornaments hanging from the house.
5. The size of number should not be less than four (4") inches in height and shall be a contrast color to the surrounding colors.

(c) Parks and Recreation

2016-1017-05, Parks and Recreation

Councillor Kerry Jones/Councillor Jean Young

Resolved that the minutes/recommendations of the Parks and Recreation Committee Meeting, on October 13, 2016 be adopted as presented.

In Favor: Mayor Dean Ball
Deputy Mayor Sandra Pinksen
Councillor Elmo Bingle
Councillor Kerry Jones
Councillor Amanda Freake
Councillor Jean Young

In favor 6; opposed 0; abstained 0. Carried



Parks & Recreation Committee

Oct 13, 2016

In Attendance:

Councilor- Jean Young
Councilor Kerry Jones
Glynn Wiseman
Junior Pinksen

Stadium

- Relay for Life went ahead with very little issue.
- The Fall Fair was a great success and all ran very smoothly.
- Arena is in full swing and all minor groups are back using the ice and all is working well.
- We will be hosted a skating show on September 29-2016 called Le Patin Libre. We had a low turnout but the show was very good and those that attended enjoyed it.
- John Pelley annual Hockey Tournament was held on Oct 14-15-2016
- Numbers are down for the Primary & General skates that are on Friday evening. We are going to monitor this for Oct and if numbers remain low we may try another time slot that may increase the numbers and have two a week.

Bowling Alley Report

- Leagues have been up and running since the 2nd week of September.

- YBC has begun but enrolment is down from last year. We have extended the date for enrolment until the end of this week as we try drum up more bowlers for the program.

Swimming Report

- We are in the 5th week of Fall Swimming Lessons. Everything is going well. Our enrollment is at 256 students 8 adults and we have 35 classes of private swimming lessons booked.
- Ladies Evening Aquafit started Oct 4th is running until Christmas and we have numbers to keep it going.

Other

- Fall budget has been submitted to Town Manager
- Outside winterization will soon be completed with our outdoor recreation areas
- Looking to store all equipment inside for the winter months at old fire hall – will store all equipment in new building.
- Winterfest is well underway with a number of new events but keeping some of the traditional events from past that work well.
- Recreation department will partner with Tree House for Guy Fox night on Nov 5/2016 at Schwartz Park.
- Recreation Department removed all docks and Buoys from the river. Next spring will do some upgrades to the dock area.
- Community Tree lighting will take place Dec 6th/2016. The Ministerial would like councils input on the location.
- The Recreation department along with municipal officer working on an effort to catch those that are vandalizing area near arena. We have addressed two individuals and they will be having to a payback to the town and have agreed.
- Recreation department is working with the community in trying to increase the awareness on drug use in the community. We are looking to bring in a Profile speaker to talk about this major problem during Winterfest 2017.
- Recreation NL conference on May 25-27-2017 will be hosted in Deer Lake and preparations are well underway. The tentative schedule is gone before the board for approval. All except for 14 rooms are booked between the two hotels and all meeting spaces. This will be a great economic spin off for the town. Para Olympian Katrina Roxon will be out guest speaker.
- We would like to order a Portable Honeywagon system that could be used to clean port potties and help at park. We feel this would be more cost efficient and better time management. We also note that Vac truck is out of commission 25% time. In our expansion of trail development this would be an asset as well. – Deferred

(d) Economic Development

2016-1017-06, Economic Development

Councillor Amanda Freake/Councillor Jean Young

Resolved that the minutes/recommendations of the Economic Development Committee Meeting, on October 5, 2016 be adopted as presented.

In Favor: Mayor Dean Ball
Deputy Mayor Sandra Pinksen
Councillor Elmo Bingle
Councillor Kerry Jones
Councillor Amanda Freake
Councillor Jean Young

In favor 6; opposed 0; abstained 0. Carried

Economic Development Committee Minutes

Meeting of Wednesday, October 5, 2016

2:30 pm, Grand Lake Centre

In Attendance	Regrets
Damon Clarke, Economic Development Officer	Chairperson Sheila Mercer, Town Councillor
Terrilynn Robbins, Deer Lake Chamber of Commerce	Jean Young, Town Councillor
Walter Dominie, committee member	Amanda Freake, Town Councillor
	Cyril Kirby, committee member
	Terri Gilbert, committee member

I. Call to Order

The meeting was called to order at 2:30 pm.

II. Old Business

a. Industrial Park Road

Work is progressing smoothly as B&S Trucking continues to build the second road in the industrial park. The Town's engineering firm is overseeing the project, which should be concluded in a few weeks.

b. Update on Buildings

The official opening of the new town hall was recently held. In the near future there will also be an official opening of the new fire hall, once a few remaining tasks are concluded.

c. Beach enhancements

In addition to the work done by council earlier in the summer – new walkway, splash pads, new flagstone landing – other components of the upgrade have been completed. The Deer Lake Lions Club donated funds and time to create a seating area with flower beds and an archway at the entrance to the walkway. In addition, the parking lot at the beach area was paved.

d. Food Concession

The food concession at the beach has concluded for the season. The concessionaire will meet with the EDO in the coming weeks to discuss how it went and possible enhancements/additions for the 2017 season.

e. Development regulations review

Baird Planning Associates continue to work on the town's new 10-year plan. Company representatives will hold public consultations in Deer Lake, likely in mid to late-November.

f. Walking Trail 2016: parking area, signage:

Work has started on the parking area for the trail system. The parking area is located on the airport road, near the entrance to the Humber River Golf Course and it is intended for the use of trail walkers and snowshoers. In addition, that area will be utilized for trailhead signage. The signage component, being completed by Upland Studio, is well underway too.

g. Airport Photo Collage

The collage has been completed and the feedback so far has been very positive. Several people have commented that the "Welcome to Deer Lake" adds a lot to the arrival experience.

III. New Business

a. Toronto Snowmobile and ATV Show

The EDO will be attending this show from Oct. 21-23, 2016. This is a good opportunity to begin building awareness about Deer Lake as a snowmobiling destination of choice.

IV. Land Issues

None.

V. Other Issues for Discussion

None.

VI. Next Meeting

Wednesday, October 26, 2016, 2:30 pm, Grand Lake Centre for Economic Development.

Adjournment

The meeting was adjourned at 3:02 pm.

Note: It was requested that the time of the meeting be changed to 1-2 if possible.

(e) OH & S Policies – Traffic Control Manual, Early Return to Work and Workplace Violence Prevention
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2016-1017-07, OH & S Policies

Deputy Mayor Sandra Pinksen/ Councillor Amanda Freake

Resolved that the Policies present will be accepted into the Town of Deer Lake's Safety Manual.

In Favor: Mayor Dean Ball
 Deputy Mayor Sandra Pinksen
 Councillor Elmo Bingle
 Councillor Kerry Jones
 Councillor Amanda Freake
 Councillor Jean Young

In favor 6; opposed 0; abstained 0. Carried

Traffic Control Manual

Introduction

1.1 Scope

This Municipal Traffic Control Manual is intended to act as a guide for the use of proper traffic control related to temporary work carried out in the Town of Deer Lake, which may expose our employees, citizens, or equipment to hazards associated with construction. The details contained with this manual will help ensure supervisors, employees, and contractors plan and use proper traffic control for the various types of work carried out to minimize the risk of hazards associated with their work around traffic.

Construction within the Town of Deer Lake requires employees to work around traffic hazards and requires citizens to maneuver through changes to normal driving conditions. Through these work zones, temporary condition signs and devices, control vehicles, and in certain instances Traffic Control Persons (TCP) will be used to regulate, warn and guide drivers where construction, maintenance or utility activities, or other temporary and unusual conditions are on or adjacent to the road. To be effective, the Town will sure that all traffic control devices meet the five basic requirements below:

- i. Fulfill a need
- ii. Command attention
- iii. Convey clear and simple meaning
- iv. Provide adequate time for proper response
- v. Command respect of road users

Various references were used in the creation of this document. They include, but are not limited to, the Transportation Association of Canada's (TAC) Manual of Uniform Traffic Control Devices for Canada, the

Newfoundland Labrador Department of Transportation & Works Traffic Control Manual (April 2011), and The City of St. John's Specifications for Temporary Signs & Devices.

Fundamental Principles

As conditions may change over the length of a work zone or vary over a short period of time and, by their nature, are often unfamiliar to drivers, fundamental principles should be followed when implementing a temporary work zone. When preparing and setting up a temporary work zone, these principles must be followed:

- Traffic should be routed through areas in situations that are as similar as possible to the regular/normal conditions, but that also ensures safe conditions for both employees and public traffic
- For larger significant projects, the Town and contractors should complete a traffic control plan to accompany their pre-job hazard assessment.
- Sudden changes should be avoided, for example sudden lane narrowing and closures resulting in the need for sudden speed reductions
- The Supervisor/Contractor will use whichever measure or combination of proper signs, devices, markers, pavement markings, and TCPs that is appropriate for the type of work being carried out
- Regular check-ins will be carried out by the Supervisor/Contractor to make sure the traffic control plan stays appropriate as the work progresses/changes, for example covering or removing any signs/devices that are no longer applicable
- Minimize the work zone as much as possible as priority should be given to public traffic attempting to get through
- Guide traffic in a clear path as it approaches and travels through the temporary work zone. This is accomplished through:
 - Adequate warning, delineation, and channelization
 - Placing signs where they do not pose a hazard – the public should be able to easily understand so they can adjust driving safely
 - Aiming signs where they are most visible to drivers
 - Covering or removing signs that do not apply to the temporary work zone
 - Inspecting signs/devices frequently and deciding if they need to be changed or repositioned based on changes to the work
- When work is completed or stopped for a period of time, uncover or reinstall all permanent signs that exist under normal traffic conditions

Implementation Requirements

1. Signs/devices used in our work are intended as a measure to minimize the risk of traffic hazards to the public and workers. Further information about temporary condition signage shall come from the TAC Manual of Uniform Traffic Control Devices for Canada, Part D – Temporary Conditions
2. For long term significant projects, the Supervisor/Contractor must conduct frequent checks of the traffic control used to make sure it remains adequate as the work changes. The Supervisor/Contractor must keep a record in a separate field book, of all traffic control signs/devices used on a project. Daily status

of traffic control must be noted, along with any changes to adjust with the progression of work or changing location. The time and date must be noted for any changes

3. All signs/devices must meet the TAC Manual of Uniform Traffic Control Devices for Canada relating to shape, color, size and position
4. Within 24 hours of being notified, the Town/Contractor must replace or repair all signs/devices that are poorly maintained, defaced, damaged, or dirty, to ensure they stay effective
5. Work will not start until proper traffic control has been put in place
6. Signs/devices must be removed immediately after the work has been finished. Any permanent signs that may have been covered up must be uncovered
7. Objects on or next to the street that may pose a hazard to traffic must be marked with a “Hazard Marker”
8. Construction speed zones must be checked and documented that they are visible – those that are not clear after dark must be cleaned, replaced, adjusted, or illuminated.

1.2 Authority

Relating to traffic control procedures, the Minister of Government Services has the authority to approve “procedures established by a municipality”, as per section 373 of the Newfoundland Labrador Occupational Health and Safety (OHS) Regulations, 2009. Once approved by the Minister, the practices and procedures outlined in this document will be used by the Town of Deer Lake and its Contractors for its traffic control needs. In the event there are situations not covered under this document, the Department of Transportation & Works Traffic Control Manual (April 2011) will apply, as per section 373 of the OHS Regulations (April 2009).

1.3 Disclaimer

This manual is intended to direct those people in charge of traffic control in temporary work zones for the Town of Deer Lake. The information contained here are minimum requirements outside of the Department of Transportation & Works Traffic Control Manual (April 2011). The requirements may have to be supplemented or modified where necessary to ensure safety at each temporary work zone. Consistency across the set up of the Town’s temporary work zones will improve driver recognition, interpretation, and ultimately safety.

1.4 Compliance

Compliance with the regulations contained in this manual is mandatory. Supervisors and Contractors must be educated on the consequences of not following these guidelines – which will include any or all of the following:

- Increased risk of injury
- Department of Government Services contacted for contravention of the Provincial OHS Act
- Discipline of the individual(s) in charge of traffic control
- Termination of contract

How to Choose a Traffic Control Plan

2.1 Duration of Work

Practices outlined in this manual are intended to apply to urban areas – which are typically categorized by relatively low speeds posted at 60km/hour or less, a wide range of traffic control volumes, narrower traffic lanes, frequent intersections and turning movements, significant pedestrian and cyclist traffic, and multiple roadside obstacles.

The duration of work is a major factor when choosing traffic control measures, including the number and types of signs/devices to use in temporary work zones. Durations are broken down into four categories of Mobile Work, Very Short-term Work, Short-term Work, and Long-term Work:

- i. *Mobile Work*: involves work that is done while moving continuously, usually at low speeds, or intermittently, with periodic stops which do not exceed a few minutes in duration. The advance warning area of the temporary work zone moves with the activity area. For some continuously moving operations, such as street-sweeping, snow removal, street salting/sanding, etc., where volume is light and visibility is good, a well signed work vehicle with an operational amber 360° beacon and 4-way flashers may be sufficient. If volume and/or speed are higher, a control vehicle should follow the work vehicle. In addition, vehicles may be equipped with devices such as flashing vehicle lights, truck-mounted attenuators and appropriate signs. **See diagrams.**
- ii. *Very Short-term Work*: occupies a fixed location for less than 30 minutes. The work site may be moved along the road and make frequent, short stops. This may include, but not limited to, pothole patching, arrow, line, and crosswalk painting, minor road maintenance, crack sealing, and storm water catchbasin cleanout, street scraping/pile removal, manhole checks, hanging/watering of flower baskets, etc. The time required to set up and remove normal traffic control devices in these situations often exceeds the time required to perform the work itself. Consequently, the use of active devices such as flashers and flashing arrow boards, along with simplified set up and removal procedures, is advocated for very short-term work. The use of these active devices ensures adequate traffic control, reduces worker time spent exposed to traffic hazards and yields more efficient, productive work operations. **See diagrams.**
- iii. *Short-term Work*: characterized as stationary work that requires a separate work space that is continuously attended by workers for more than 30 minutes and less than 24 hours. It may include maintenance, construction, or utility work, line dotting, curb work, sidewalk work, asphalt cuts/paving, water and sewer work, putting up street signs, etc. The work crew is present to monitor and maintain the temporary traffic control zone. The road is completely restored and returned to normal operation when the work is complete. **See diagrams.**
- iv. *Long-term Work*: this is stationary work that requires a separate work space for longer than 24 hours. At long-term temporary work zones, there is ample time to install and to realize benefits from the full range of traffic control devices and procedures that are available for us. **See diagrams.**

2.2 Number of Lanes

When choosing an appropriate traffic control plan, the number of lanes on the roadway where the work is being carried out will have an impact on the decision of which plan to use. For the purpose, roadways are broken into two categories of 2-lane Roadways and Multi-lane Roadways.

- i. *2-Lane Roadways*: these are described typically as two lanes travelling in opposing directions. This will apply to most streets throughout the Town of Deer Lake. ***See diagrams.***
- ii. *Multi-lane Roadways*: any roadways that contain more than two lanes, which can include two lanes travelling in the same direction and two lanes going in the opposite direction, or left and right turning lanes. This may also be instances where a portion of the road is a 2-lane Roadway, and another portion of the road has multiple lanes. ***See diagrams.***

2.3 Location of Work

The level of encroachment onto the roadway is a contributing factor in choosing proper traffic control measures to implement. There are four levels of work location which will apply to making your choice of traffic control plans:

- i. *Off-shoulder Work*: is work within the street right-of-way, but completely beyond the shoulder of the road. Workers, equipment, and vehicles do not encroach on the shoulder. Off shoulder work requires no traffic control signs or devices if the work area is beyond the shoulder and all work vehicles, equipment and personnel are beyond the shoulder.
- ii. *Shoulder Work*: is work on the shoulder of a road and off the travel lanes. Workers, equipment, and vehicles do not encroach into travel lanes. Shoulder work requires traffic control signs and/or devices. ***See diagrams.***
- iii. *Roadside Work/Partial Lane Closure*: is work which results in part of a travel lane being closed while guiding traffic in the narrowed lane. A minimum of 3.0 meters of useable lane must be available to traffic for a partial lane closure to be considered. Partial lane closures require traffic control signs and devices. ***See diagrams.***
- iv. *Lane Closure*: will result in less than 3.0 meters useable width available to traffic. Under this condition a travel lane is closed by blocking the lane and directing traffic around the closed portion of the lane and back into the original lane once past the diversion. Lane closures require traffic control signs and devices. ***See diagrams.***

**** See next page for Decision Matrix****

2.4 Decision Matrix for Choosing a Traffic Control Plan

1. Identify type of job/task



2. Identify applicable duration of work category
(Mobile, Very Short Term, Short Term, Long Term)



3. Identify applicable location of work category (Off-shoulder, Shoulder, Roadside/Partial Lane Closure)



4. Identify applicable number of lanes category (2-lane
vs. multi lane)



5. Choose appropriate plan diagram (D4-1 to D4-37)

Standard Procedures

3.1 Sections of a Temporary Work Zone

A well-designed temporary traffic control plan should reflect the six distinct sections of a temporary work zone, which are:

- Advance Warning Area
- Approach Area
- Transition Area
- Buffer Area
- Work Area
- Termination Area

The *Advance Warning Area* is used to inform drivers to expect road work ahead. The advance warning may vary from a single sign or flashing lights on a vehicle to a series of signs in advance of the approach area signing. In urban areas, where speed limits are 60 km/h or less, the **Construction Ahead (TC-1)** advance sign is sufficient. The distance before the approach area can be determined by referencing the appropriate diagram for the task in section 4. The TC-1 is also placed on roads that cross over the road under construction, and are near the construction area. For very short-term and short-term work, the **Road Work (TC-2)** sign may replace the TC-1.

Note: *When survey crews are working on the right-of-way, the Survey Crew Ahead (TC-3) sign must be used at all times. When using a Traffic Control Person, the Traffic Control Person Ahead (TC-21) must be used at the appropriate distance. The distance can be no less than the stopping sight distance for the respective speed limit*

of the road where work is being performed – see appropriate diagram in section 4. As most Town streets have a posted speed limit of 40 km/h, in this case, the appropriate distance would be 65 meters.

When active devices such as flashing arrow boards or flashers are used, the advance warning area may be eliminated (as shown in the typical diagrams in section 4)

In the *Approach Area*, the driver is informed of lane changes, speed reductions, passing restrictions, etc. Drivers require the information at a sufficient distance in advance to allow them enough time to adjust to the irregular situation before reaching it. The devices may vary from a single sign or flashing lights to a series of signs in advance of the transition area.

When work is being performed in one or more lanes, lane closure is required. In the *Transition Area*, traffic is channeled from the normal alignment to the path required to move traffic past the work area. It is imperative that no work material, vehicles or equipment be stored or parked in this section of the temporary work zone. The transition area should be delineated by channelizing devices, unless otherwise indicated in the typical layouts in section 4. It contains tapers and parallel sections that are used to effectively close the lanes. Guidelines for tapers and parallel sections are outlined in section 4.

The transition area must be obvious to drivers. The intended path must be clearly delineated so that drivers will not mistakenly follow the wrong path. For long-term work, there may be requirement to remove existing pavement markings and possibly to enhance the transition area with temporary pavement markings to identify a clear route where there could be confusion regarding the proper path.

Following the Transition Area is the *Buffer Area*. This section of the temporary work zone provides protection for traffic and workers. It must be defined by delineation devices, except for mobile work as defined in section 4. This area provides a recovery area for a wayward vehicle. No work material, vehicles or equipment should be stored or parked in the buffer space. When a control vehicle is placed in advance of the work area, the buffer space should be provided between the control vehicle and the work space. Guidelines for length of the buffer area are outlined in section 4 diagrams and are illustrated on the typical layouts, where applicable.

The *Work Area* begins immediately following the Buffer Area, and is set aside for workers, equipment and material storage. It may be in a fixed location or may move as work progresses. It may be defined by delineation devices. In a confined location, the work area may be shielded by barriers as an additional feature. Every practical effort should be made to minimize hazards and distractions to drivers and workers. Traffic space must

be provided in this section to allow for traffic to pass by the work area. The traffic space should provide minimum lane widths of 3.0 meters. There should also be lateral buffer space which will provide separation between the work space and the adjacent traffic space.

Temporary Work Zones end with the *Termination Area*, which are used for traffic to make the transition back to the normal path of the road. The termination area extends from the downstream end of the work space to the point where traffic is able to resume normal driving.

3.2 Tapers and Buffers

The previous diagram illustrates the normal sections of a temporary work zone, which include the transition and buffer areas where lane closure tapers and longitudinal buffer space would be provided. The lengths of tapers and buffer spaces will vary with the speed limit and are designed to provide adequate operating conditions for drivers. Guidelines for the recommended lane closure taper lengths and buffer lengths are provided on the appropriate traffic control plan diagrams in section 4 of this manual. Generally, they should follow the table below:

Speed Limit	Taper	Buffer
40 km/h	20m*	25m**
50 km/h	30m*	35m**

60 km/h	40m*	45m**
	*distance between 2 consecutive signs	** distance from last sign in approach are to the work area

The lane closure taper lengths are approximately equal to the breaking distance while the buffer lengths are approximately equal to the brake reaction distance such that:

$$\text{Lane Closure Taper Length} + \text{Buffer Length} = \text{Stopping Sight Distance}$$

There may be circumstance where recommended taper and buffer lengths cannot be implemented because of space restrictions, for example urban areas where intersections are close together. Where necessary, the buffer length may be reduced or eliminated, but the taper length should only be reduced as a last resort. If space becomes an issue, follow these steps:

1. Look at relocating the taper and buffer lengths upstream of the work area
2. If the previous is impractical, consider reducing the buffer length. If there is still not enough room, then consider eliminating the buffer length and placing additional advance warning delineation devices
3. If this still does not correct the issue, then consider reducing the taper length. Under such conditions (where speed exceeds 70 km/h and traffic volume is high), use a control (buffer) vehicle or other protection device, along with extra advance warning guidance devices.

3.3 Construction Speed Zone

Speed limits must reflect the traffic control requirements at the time, as determined by the supervisor responsible. He/she has the authority to implement a reduced speed limit in a temporary work zone. Relevant government agencies and/or police forces must be contacted by the supervisor for emergencies, and can be contacted by him/her for questions, or to request a patrol of the area.

Signs must be removed or changed immediately when reduced speed limit is no longer required. When conditions do not warrant reduced speed during non-working periods, overnight, or weekends, the signs shall also be removed or covered.

All conflicting signs within the reduced speed zone shall be removed or covered while the temporary speed limit is in effect.

Speed Signs

- All speed limits must be signed using reflectorized maximum speed limit signs as specified in the Manual of Uniform Traffic Control Devices for Canada.
- All speed limits indicated on these signs must be in 10 km/h increments
- The Maximum Speed Ahead signs must be placed in advance of a construction speed sign where the speed reduction is more than 10 km/h from the normal speed. Where the normal speed limit is less than 80 km/h the Maximum Speed Ahead sign must be a minimum of 50 meters in advance of the speed limit sign
- At the end of a construction zone for which a reduced speed limit has been posted, the supervisor must ensure that a speed limit sign is posted indicating a return to the normal speed limit for that particular section of street. This sign may be omitted if there exists a permanently installed speed limit sign within 300 meters from the end of the reduced speed zone.
- Reduced speed limit signs left in place by a Contractor when the work zone condition no longer warrant any reduction will be expropriated by the Town.

3.4 Set Up and Removal of a Temporary Work Zone

Before work starts on any construction or maintenance activity, it is essential that a plan for traffic control be chosen that provides protection for workers and motorists, not only during the construction activity, but also during the setup and removal of traffic control signs and devices. While each construction or maintenance activity can have its own unique circumstances that may impact the plan for traffic control setup and removal, the following basic safety guidelines shall be considered and adhered to:

- Before work starts, review the tasks to be completed and the protection that is needed
- An emergency plan shall be in place in the event that an incident should occur, and shall take into account the following:
 - Have a stocked first aid kit on site at all times
 - Employees shall not work alone in the area
 - If an incident should occur, the work Supervisor shall be contacted immediately
 - If an incident should occur, medical personnel should be contact immediately if necessary
- All workers shall wear personal protective equipment (PPE) that includes CSA approved high visibility clothing, safety footwear, hard hat, and other equipment necessary
- A service vehicle shall accompany workers involved in the setup and removal of traffic signs and devices, and shall be equipped with an operational, amber flashing light unit and standard 4-way flashers
- It is prohibited for any person to ride in an area of the service vehicle not specifically designed (tailgate, box of truck, etc.) to provide secure accommodation for a person, or to ride unsecured in a vehicle when it is in motion. Seatbelts must be worn at all times when the vehicle is moving
- Depending on the length of time it takes to set-up/remove signage, the location of the temporary work zone, and the number of lanes, the Supervisor/Foreman may decide to use a TCP during the installation and removal process.
- While installing or removing signs/devices, workers shall:
 - Ensure the vehicle is completely stopped
 - When installing or removing signs, exit or enter the vehicle after each sign is installed or removed, or walk along the shoulder of the road beside the service vehicle to complete the next task, ensuring that the service is completely stopped each time. Always complete this action with the flow of traffic.

- When installing delineation devices or other traffic control devices around the tapers in the temporary work zone, exit or enter the vehicle after each device installed, or walk along the shoulder of the road beside the service vehicle to complete the next task, ensuring that the service vehicle is completely stopped each time. Always complete this action with the flow of traffic.
- When removing the delineation or other traffic control devices around the tapers and the work zone, exit or enter the vehicle after each sign is removed, or walk along the shoulder of the road beside the service vehicle to complete the next task, ensuring that the service vehicle is completely stopped each time. Always complete this action against the flow of traffic.
- Offload and load signs/devices from the side of the vehicle that is farthest from the open traffic lane OR if not practical, from the back of the vehicle
- Assemble or disassemble traffic control devices away from the roadway
- Avoid pointing the service vehicle toward the flow of traffic, especially at night
- The sequence for setting up signing of a temporary work zone requires that advance warning and approach signs be installed first, followed by delineators, signs, and traffic control devices in the tapers around the work area
- The sequence for removal of a temporary work zone requires that the traffic control devices and delineation around the tapers of the work area to be removed first, followed by the removal of the approach and advance warning signs

3.5 Emergencies

Where an emergency situation occurs, traffic control and public communication should not be compromised. Minimum standards must be achieved as soon as possible.

3.6 Traffic Control Person (TCP)

The primary role of a TCP, or Flagger, is to regulate the flow of traffic through temporary work zones and to prevent conflicts between pedestrians, drivers, and work zone activities. TCPs may stop traffic intermittently as needed by the work progress, or to maintain continuous traffic flow past the work area at reduced speeds to protect workers. The final decision as to the use of TCP on a temporary work zone will be directed by the Supervisor or respective Superintendent as necessary.

Qualifications

As per section 374 of the Newfoundland Labrador OHS Regulations 2009, *“a person shall not work as a traffic control person unless he or she has completed traffic control training program as prescribed by the commission.”* A valid commission recognized TCP course must be successfully completed prior to and as a condition of working as a flagger.

TCPs must keep a copy of their certificates on their presence while flagging. Copies will be kept on file in the Human Resources division, in the event that an individual has forgotten their certificate. TCPs who forget their certificates may be subject to appropriate discipline.

Equipment

The TCP must wear the following personal protective equipment:

- *Safety Vest*: must meet CSA standard Z96-02, class 2 (fluorescent background material) and level 2 (retro-reflective striping of a color contrasting the background material). The vest must cover the entire upper torso and be worn over all clothing. Alternatively, the Director or Assistant Director of Operational Services may permit TCPs to wear other high visibility apparel of the same CSA standard, class, and level as noted above (ie, coveralls, etc.)
- *Safety Footwear*: must meet CSA Z195, grade 1, footwear (indicated by the green triangle patch on the outside of the boot and green rectangular label on the inside)
- *Hard Hat*: must meet CSA Z94/ 1-05, type II, class E with reflective material for night work.
- *Stop/Slow Paddle*: must be a minimum of 450mm x 450mm. The “Stop” sign must be mounted back to back with the “Slow” sign on top of a pole, and both signs must be reflectorized. The top of the signs must be a minimum of 2.5 meters from the bottom of the pole.

Other equipment may be used in response to site conditions:

- *Eye Protection*: must meet CSA Z94-3. Safety sunglasses may be worn in conditions of blinding sun and safety glasses must be worn where the worker is exposed to conditions that are likely to injure or irritate the eye.
- *Rain Wear*: may be worn as needed and should be highly visible orange or yellow
- *Red Signaling Baton Flashlight*: must be used when flagging at night, to supplement the diamond shape paddle.

Advance TCP Signage

Except for mobile or very short-term work situations, the TC-21 (Flagperson Ahead) sign shall be posted in advance of each TCP. It shall be of a design shown in the TAC Manual of Uniform Traffic Control Devices for Canada. Where the sign may be used after dark, it must be reflectorized to indicate the same color and shape by night as by day.

All advance TCP signage must be removed or covered promptly when flagging operations are terminated for a work zone for any period of time.

TCP Guidelines

- TCPs should be highly visible. For this reason they must stand alone, never permitting a group of workers to congregate around them.
- TCPs should report dangerous drivers to the worksite Supervisor.
- TCPs should be alert to emergency services. Ambulance, police, fire vehicles have priority over all other traffic.
- The supervisor shall provide TCPs where the activity or work zone requires their use, in accordance with the Newfoundland Labrador OHS Act, 2009. If a worker feels that flagperson should be provided for a given situation, he/she shall advise the Supervisor, who shall determine if it is required.
- TCPs must stay alert at all times and always face traffic. An escape route should be planned before flagging operations begin.
- TCPs working as a team must agree on communication signals before commencing duties. If the TCPs are not visible to one another, two-way radios or a third TCP are necessary to ensure proper communication and directing of traffic. Any concerns related to communication must be brought to the attention of the supervisor.
- No TCP will start working unless all required advance TCP signage is in place. No other construction signs must be located between the TCP position and the advance TCP signage.
- At no time are TCP permitted to use flags to control traffic. He/she must use proper Stop/Slow paddle.
- No TCP must leave their post unless authorized to do so by the Supervisor or replaced by another qualified TCP. As long as traffic cannot flow freely, the TCP must remain on duty.
- TCPs should stand just outside the lane of traffic at a point from the end of the working area to be able to protect personnel and equipment. The distances from the TCP to the work area must be 10 meters for every 10 km/h of speed limit (ie. Speed limit 40km/h, then the TCP must be 40 meters away from the work area of the temporary work zone; in the event that the supervisor reduces the speed limit in the temporary work zone, then the same rule applies)
- TCPs must place the flag sign in the right hand and use the left hand to point to indicate where they want traffic to stop. The TCP must turn the sign from "Stop" to "Slow" to regulate traffic and ensure traffic has cleared from the job site before turning signs.
- TCPs with co-operation from workers and equipment operators working at that location are to make every effort to keep delays to motorists to a minimum. In heavy traffic, delays should be split equally between the opposing lanes of traffic and in normal operations no more than eight vehicles in one direction can be kept waiting. At all times priority must be given to the motorist to proceed through the construction zone. TCPs not following these guidelines will be subject to appropriate discipline, as per the Town's Occupational Health and Safety Program.

Requirements and Responsibilities

Persons employed as TCPs must be alert, conscientious, trained, accredited, and properly equipped. They must possess:

- Good physical health, good vision, and good hearing
- Good physical and mental alertness
- Mature judgment

- A pleasant, co-operative manner

TCPs assigned to regulate traffic must not:

- Be assigned or attempt to carry out any other work
- Permit the TCP sign to be displayed when a TCP is not directing traffic
- Stand near any other persons. The TCP must be clearly visible
- Stand near a vehicle or sit in a vehicle
- Sit
- Lean on a post or other object
- Use any audio/visual device that impairs sight, hearing, or diverts attention
- Turn their back on approaching traffic
- Become impatient or enraged
- Attempt to slow traffic by displaying the “Stop” sign rather than the “Slow” sign
- Regulate traffic if their judgment is impaired in any way, or if for any reason they have suffered a reduction in their performance that could increase the hazard to themselves, road workers, or road users

Flagging Signals

Standard flagging signals shall be used and given in a clear and precise manner.

- To *instruct a fellow TCP to halt traffic*, raise the free hand with fist clenched straight above the shoulder, wave the entire arm slowly from the upright position to a position directly out to the side at shoulder height and repeat signal as long as necessary
- To *indicate an all clear situation* and instruct a fellow TCP that he or she may allow traffic to proceed, raise the free hand directly out to the side at shoulder height, lower the entire arm until it rests against the side of the body and repeat signal as long as necessary
- To *indicate the approach of emergency vehicles*, drop the stop and slow paddle, raise both arms to the side at shoulder height, then rapidly waive both arms from the shoulder level to a point above the head where the wrists will cross and continue signal until fellow TCP is seen to take necessary action.

A TCP shall stand in a safe position, preferably on the driver’s side of the lane used by traffic under his or her control, where he or she will be clearly visible and where he or she has an unobstructed view of approaching traffic.

TCPs shall use normal signals when stationed on the driver’s (left) side of the lane used by traffic under his or her control and appropriate signals shall be used only when the TCP is stationed on the right side of traffic under his or her control.

Normal signals to STOP traffic

1. In daylight:
 - The TCP shall face approaching traffic and shall extend his or her free arm horizontally across the approach lane
 - The TCP paddle shall be held upright with the “STOP” side facing traffic
 - When an approaching vehicle is almost stopped, the free arm shall be used to indicate the point at which vehicles are required to stop
2. In darkness:
 - The TCP shall assume the same basic position as for the day signal
 - He or she shall hold a reflectorized paddle in his or her free hand and flashlight with red signaling baton attached in his or her free hand
 - The free arm shall be moved slowly back and forth between limits corresponding to the third and sixth hour positions on a clock face
 - When an approaching vehicle has almost stopped, the flashlight and baton shall be used to indicate the point at which the vehicle is required to stop

Normal signals to SLOW traffic

1. In daylight:
 - The TCP shall take up a position similar to the one used for the signal to stop with the “SLOW” side of the paddle facing approaching traffic
2. In darkness:
 - The same position and motions shall be assumed as for the night stopping signal except that the “SLOW” side of a reflectorized paddle shall face approaching traffic

Normal signals to MOVE traffic

1. In daylight:
 - The TCP shall face across the approaching traffic lane and shall look across his or her shoulder at the traffic he or she is about to move
 - Traffic shall be advanced by rotating the lower free arm in an oval manner corresponding to the direction in which the vehicle wheels will rotate
 - If traffic is required to proceed slowly, the TCP shall also extend his or her free arm horizontally towards the approach lane with the “SLOW” side of the paddle facing traffic
 - If traffic is allowed to proceed at the prevailing speed limit, the TCP shall lower the STOP?SLOW paddle and ensure it is hidden from motorists
2. In darkness:
 - The same signals as for daytime shall apply
 - A flashlight with red baton attached shall be used in the free hand
 - The order to proceed or to proceed slowly may be given verbally
 - The TCP paddle shall not be used to wave traffic on and shall never be displayed to traffic in other than a static manner

- All motions of the TCP arms, both by day and night, shall be performed precisely and unhurriedly so that the meaning of signals given cannot be misunderstood

When to use a TCP

TCPs are used in temporary work zone when all other methods of controlling traffic are considered not feasible to warn, direct, and regulate drivers. As noted earlier they can be used as a means for regulating traffic and preventing traffic-related conflict between various road users and temporary work zone activities.

For the Town of Deer Lake operations, the following conditions may warrant the use of a TCP:

- Very Short-Term or Short Term Work where “Yielding to Oncoming Traffic” is not possible.
- Very Short-Term and Short-Term Work at the intersection of a 2-lane Roadway, when either the near-side lane or the far-side lane is closed and the crossing street cannot be detoured. The main thoroughfare should remain open, and the side street that crosses the main should be closed and detoured. One flagger can be used to direct traffic in this scenario.
- 2 TCPs shall be used when traffic flow in one direction as diverted wholly or partially into the lane of oncoming traffic AND the lane of oncoming traffic is not clearly visible beyond the one lane section as noted in the following table:

Max Speed	Clear Visibility Required in Each Direction
60 km/h	170 m
50 km/h	140 m
40 km/h	110 m

- 2 TCPs shall be used when traffic flow in BOTH directions is diverted from its normal path onto a one lane section (where traffic flow in both directions is diverted from its normal path onto a 2-lane section, TCPs are not needed –Traffic may be safely diverted through the use of signage)
- During long-term work/major detours, 2 TCPs shall be positioned at each end of the detour and must be familiar with the area of the detour route. Extended operations of a detour will require public advertising and detour signs along the complete detour route, in place of TCPs
- TCPs are not required on sections of new street that are not open to public use
- Any other situation as determined by the Supervisor

Town of Deer Lake

Return to Work Program

OH & S Program

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Town of Deer Lake

Early and Safe-Return-To-Work Policy

OH&S Program

In accordance with legislative requirements the Town of Deer Lake is committed to cooperate in returning an injured worker to safe and suitable employment.

The town will meet its obligation to an injured worker by having an authorized representative contact the worker as soon as possible after the injury to jointly work on developing a return to work plan. The return to work plan will be based on the individual needs of each worker and will incorporate all relevant information. Any options identified will be assessed in accordance with the Workplace Health Safety and Compensation Commission's Policy RE-18 Hierarchy of Return to Work and Accommodation and section 89 of the Workplace Health Safety and Compensation Act.

If an employee is unable to return to their pre-injury position as a result of a work related injury, than the company will consider alternate options in accordance with section89.1 of the Workplace Health Safety and Compensation Act as well as Human Rights legislation.

All workers will be treated fairly and consistently and are expected to participate and cooperate in the RTW program.

All council and management are expected to understand and value the importance of returning an injured worker to work and must provide assistance where appropriate.

Any personal information received or collected that can lead to the identification of an injured worker will be held in the strictest confidence. Information of a personal nature will be released only if required by law or with the approval of the worker who will specify the nature of the information not be released and to whom it can be released.

This statement reflects the views of both management and employees of this organization and has been developed in full consultation with the employee representatives. Any issues arising from the goals in this statement will be monitored and evaluated through a joint consultation mechanism.

This statement will be reviewed at least annually and may be updated or changed as required.

Mayor Dean Ball

Date

Occupational Health and Safety Co-Chair

Occupational Health and Safety Co-Chair

Town of Deer Lake

Injury Reporting

OH&S Program

Injured Worker:

- Get first aid, if necessary.
- Report the injury/incident before leaving the workplace(If possible) to
- Seek timely medical treatment and advise the doctor you were hurt on the job,
- Bring the Doctor's Report of Injury (Form 8/10) back to your employer as soon as possible (within 48 hours).
- Complete a Worker's Report of Injury (Form 6) and submit to the Workplace Health, Safety and Compensation Commission (the Commission) as soon as possible by faxing the toll free to 1-800-276-5257 or 1-709-778-1302

Employer:

- Transport your injured worker to appropriate medical care.
- Complete an Employer's Report of Injury (Form 7) and submit to the Commission (within 3 days)
- Complete an Employer Incident Report Form and keep it at your workplace.
- Determine the cause of the injury and take action to prevent further injuries.
- Work with your injured worker to develop an Early and Safe Return-to-Work plan and submit to the Commission(within 5 days of receiving the Doctor's Report of Injury- Form8/10)
- Provincially regulated employers must report "serious injuries" [See OHS Act s.54 (3)]. Call the Accident Reporting Line toll free number 1-800-563-5471.
- Federally regulated employers must report "serious occurrences" [See Canada Labour Code Part II, Part XV, s.15.5]. Call 1-709-772-5022 or after hours call collect 0-506-851-6644

Town of Deer Lake

Return to Work Program Protocol

OH&S Program

The Town of Deer Lake is committed to assisting injured employees return to productive and meaningful employment through the return to work program.

The following steps will be used to guide the parties involved in the return to work process when an employee sustains a work related injury.

All employees must report injuries to their supervisor or designate in accordance with the Injury Reporting System.

Upon receiving notice of injury from the employee the supervisor or designate will make all reasonable efforts to ensure that the employee receives the most appropriate treatment such as first aid, transport to clinic/hospital.

Upon receiving the appropriate medical treatment it is the employee's responsibility to bring the employer's copy of Form 8/10 to the employer for review. In all but exceptional cases the employee is required to submit this information in person to the Direct Supervisor. If this cannot be done in person the employee must contact the Direct Supervisor to discuss.

Upon receipt of the Form 8/10 the Direct Supervisor will review the functional abilities information provided by the Health Care Provider with the worker. This information will be used in conjunction with the worker's job description, collective agreement, work requirements and Worker's Compensation legislation to identify suitable work.

The employer and the injured employee will consider all possible job options in accordance with the Hierarchy of Return to Work as outlined in the Worker's Compensation Policy RE-18.

Once the employer and the employee agree to job duties to be performed, schedule, pay etc...an Early and Sage Return to Work plan will be signed by both parties and sent to the Commission.

The employee's supervisor will be notified of the return to work plan and will be responsible for monitoring the employee's progress while at work. The Direct supervisor will provide support and assistance when needed.

Communication will be consistent and regular throughout the return to work process and the employee is expected to notify the Direct Supervisor if there is a change in their condition.

The employer will contact the appropriate resources when necessary and the employee will be kept fully informed of this process.

Town of Deer Lake

Return to Work Program Roles and Responsibilities

OH&S Program

The Town of Deer Lake is committed to assisting injured employees return to productive and meaningful employment through the return to work program. This process can and will involve regular communication and interaction between those responsible for the program.

The Town of Deer Lake in consultation with the OH&S Committee has identified a list of roles and responsibilities for the parties who will be involved in the return to work process.

This outline is meant to provide general direction to those involved in the return to work process and is subject to change.

Council/Senior Management/Supervisors

- Provide general direction and support for the return to work program.
- Ensure resources are available for effective function of the return to work program.
- Assist in resolving return to work issues if requested.

Human Resources/Office Staff/Managers/Direct Supervisors

- Contact employee as soon as possible after the injury.
- Ensure Form 7 is filled out and submitted to WHSCC within 72 hours.
- Develop early and safe return to work plan after reviewing functional abilities information with the employee.
- Maintain communication with the employee on a regular basis.
- Coordinate and maintain all appropriate documentation.
- Act as the main liaison between the employer and all parties involved in the return to work process.
- Maintain statistics and data relating to return to work program.

Supervisors

- Ensure employee is participating in return to work plan as agreed.
- Monitor the employee while participating in the return to work plan.
- Record any changes to the return to work plan.
- Provide office staff with updates in employee status while participating in the return to work plan.

Injured Employee

- Contacts the Town as soon as possible after the injury occurs and maintains effective communication throughout the period of recovery or impairment.
- Assist the Town, as may be required or requested, to identify suitable and available employment.
- Accept suitable employment when identified.
- Provide the Commission any information requested concerning the return to work, including information about any disputes or disagreements which arise during the early and safe return to work process.

Workplace Health Safety & Compensation Commission

- Communicate to the workplace parties their statutory obligations to co-operate in the early and safe return to work process.
- Ensure the return to work plans are achieving the hierarchy of return to work priorities (refer to Policy RE-18) and are consistent with the worker's functional abilities (refer to Policy RE-03)
- Monitor activities, progress and co-operation of the workplace parties.
- Proactively manage the medical rehabilitation of the worker in consultation with the worker and health care provider(s).

- Determine compliance with the obligation to co-operate and, where applicable, to re-employ.
- Offer/provide dispute resolution

Health Care Providers

- Provide the workplace parties and the Commission with functional abilities information.
- Provide the worker and the Commission with medical information.
- Identify the most appropriate method of treatment for the injury,
- Ensure the worker receives timely treatment.
- Ensure return to work is discussed throughout recovery.

Occupational Health & Safety Committee

- Advisory Role
- Review Reports

Union

- Encouraged to be active in the process

Town of Deer Lake

Return to Work Program Accommodation Guidelines

OH&S Program

The Town of Deer Lake is committed to assisting injured employees return to productive and meaningful employment through the return to work program.

The town will facilitate the return to work process in accordance with WHSCC Policy RE-18 Hierarchy of Return to Work and Accommodation. The hierarchy as outlined in Policy RE-18 will be used as a guideline when making decisions regarding the return to work process. There are times when a situation may occur where the hierarchy may not provide the most effective method of assisting the injured employee, in these exceptional cases the circumstances will be reviewed and a decision will be made in consultation with the injured employee, WHSCC and any other parties that may be participating in the return to work process.

Once an employee sustains a work related injury it is the employees responsibility to seek medical treatment from a health care provider. Prior to leaving the health care providers office the employee is responsible for requesting a copy of the Form 8/10 which is to be provided to the Supervisor as soon as possible following the appointment.

The Supervisor will review the functional abilities information with the worker and any restrictions will be compared to the pre-injury job requirements to determine whether or not the pre-injury job has to be modified to accommodate the injured employee's functional abilities. The employer may request the assistance of external agencies in this process.

If no modification is necessary the injured employee will return to work and the WHSCC will be notified of this through the return to work plan.

If modification is necessary the Supervisor will discuss the nature and details of the modification(s) with the employee. Following agreement on the plan, the Supervisor will be responsible for notifying the appropriate

parties of the details in the plan. A written plan that has been signed by both parties will be sent to the WHSCC within 5 Days of the agreement.

The employees' supervisor will be responsible for monitoring the progress of the plan while the employee is at work and any significant changes or adjustments must be reported to the supervisor as soon as possible. The Town of Deer Lake will continue to accommodate any changes in the plan in accordance with the WHSCC requirements.

Permanent Accommodation

If the accommodation is expected to be on a permanent basis than the Direct Supervisor will review all relevant legal requirements such as WHSCC Act, Human Rights Code and Collective Agreement. A meeting will then be arranged between all parties to discuss the options.

Definitions

Accommodation: Accommodation is any change or adaptation to the work, hours of work, work duties or workplace, and includes the provision of equipment or assistive devices.

Alternate Duties: Alternate duties are non pre-injury duties within the worker's functional abilities.

Alternative Work: A different job or bundle of duties (not the pre-injury job or duties), that are suitable and are provided, to accommodate a worker who has temporary or permanent functional restrictions as a result of the injury.

Assistive Devices: Assistive devices include aids/attachments specifically designed for the worker and/or required by the worker to perform job-related activities.

Ease Back: A gradual return to pre-injury hours of work achieved by increasing the number of hours worked over a defined time frame agreed upon by the workplace parties utilizing the functional abilities information relating to the worker. While the pre-injury hours of work vary, the pre-injury duties are the same.

Modifications: Changes to job schedule, equipment, organization of work, and/or facilities.

Modified Work: Changing the job duties of the pre-injury position required to accommodate the worker's functional restrictions as a result of the injury, Modified work includes altering or removing some duties; however, the worker is still working primarily in his or her pre-injury position.

Town of Deer Lake

Return to Work Program Dispute Resolution Guideline

OH&S Program

The Town of Deer Lake is committed to assisting injured employees return to productive and meaningful employment through the return to work program.

The Town recognizes that from time to time situations may arise where the employer and/or the employee may experience a dispute that they may not be able to resolve. If the issue in dispute impedes or delays the return to

work process or the re-employment obligation that this guideline will be used as the first step in attempting to resolve the dispute to the satisfaction of all parties. The employer and / or the employee has the right to contact the WHSCC at any time to seek assistance

The Direct Supervisor will act on behalf of the Town of Deer Lake when handling disputes with the injured employee. All reasonable steps will be taken to attempt to resolve the dispute at this level. This may include contacting or reviewing information from internal and external resources such as health care providers, WHSCC, c collective agreement, Occupational Health & Safety Committee, Union Supervisors and Senior Management. If after reviewing all information and seeking advice from the appropriate parties the dispute still cannot be resolves to the satisfaction of both parties that the supervisor will contact the WHSCC to advise of the dispute in accordance with WHSCC Policy RE-04 Mediation Services.

This guideline has been developed in consultation with the union, occupational health and safety committee, and employees

Town of Deer Lake

Return to Work Program Evaluation Guidelines

OH&S Program

The importance of ongoing evaluation and commitment to continuous improvement are critical to the success of the return to work program.

To meet the requirements of the Workplace Health Safety and Compensation Commission's PRIME program The Town of Deer Lake will conduct an evaluation of the return to work program every year commencing in 2007.

The specific data points that will be measured each year will be determined through a joint consultation process between the management and workers at the Town of Deer Lake. The Occupational Health and Safety Committee will be used as the main resource for developing, collecting data and reporting on the evaluation process.

The data points that are selected each year will be determined during a meeting of the Occupational Health and Safety Committee. The employer may consul t external organizations such as the WHSCC when collecting and analyzing data.

Once the data is collected and analyzed a report will be issued and made available to all employees of the organization.

Examples of data points that may be evaluated could include but is not limited to the following:

1. Employee knowledge of the return to work program.
2. Injured worker satisfaction with the return to work program.
3. Workers' compensation premiums.
4. Costs of accommodations injured workers.
5. Return to work plan duration.
6. Injury frequency.

The Direct Supervisor will be responsible for maintaining all reporting requirements relating to the evaluation process and will also ensure that no personal or confidential information is disclosed.

Town of Deer Lake

Return to Work Program Evaluation Template

OH&S Program

The Town of Deer Lake has conducted an evaluation of its return to work program for 2009.this evaluation was done with the assistance of the OH&S Committee.

The Purpose of this evaluation was to determine the strengths and weaknesses that may exist in the current program and to improve the program in place.

To obtain the necessary information to complete the evaluation, The Town of Deer Lake collected data from the following sources (questionnaire WHSCC, internal file review, etc.).

Once the information was collected the (Manager, HR Coordinator, OH&S Committee, Union etc.) analyzed the information and provided the results in a written document. This document has been provided to (Management, Union, OH&S Committee etc.). This Document is also available to all employees and can be found (lunch room, bulletin board, office, online, memo, etc...).

The main findings that were identified during the evaluation are as follows:

The Town of Deer Lake will use the results of this evaluation to continue to improve the disability management program in the future.

Town of Deer Lake

Return to Work Program Communication Commitment

OH&S Program

All information pertaining to safety or OHS Committee meetings will be posted at each job site. Note will also be made of the next scheduled meeting of the OHS Committee and who the OHS Committee representatives are.

The Town of Deer Lake Council, Management and Staff are all committed to ensure that our worker returns home safely at the end of every work day – the key to this goal is communication, education and awareness.

Town of Deer Lake
Workplace Violence Prevention Plan
OH&S Program

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Town of Deer Lake
Workplace Violence Prevention Plan
OH&S Program

General Information

What is Violence?

The violence in the workplace regulations define “violence” as any of the following:

- i. Threats, including a threatening statement or threatening behavior that gives an employee reasonable cause to believe that the employee is at risk of physical injury
- ii. Conduct or attempted conduct of a person that endangers the physical health or physical safety of an employee.

Violence can be directed at an employee by clients, visitors or other employees (co-workers). Personal relationships of an employee such as a parent, brother, sister, spouse, boyfriend, girlfriend, acquaintance, etc. are included in the classification of a visitor. If the personal relationship is also an employee, this will be treated as staff on staff behavior (bullying or harassment) and could include violence.

Definitions

Employee: refers to any supervisor, manager, volunteer, student, contractor, associate or council member of The Town of Deer Lake.

Disrespectful Behavior: behavior towards others that is undesirable, unsuitable or improper. This behavior may be written, verbal, electronic or behavioral. It may also include bullying which usually involves repeated incidents or a pattern of behavior that is intended to intimidate, offend, degrade or humiliate a particular person or group of people. It has also been described as the assertion of power through aggression.

Visitor: refers to any individual who is not an employee, who is on Town of Deer Lake property or is contacting an employee in their work capacity. Visitors include: employees family members, employees friends, visitors, trespassers and personal relationships of staff members.

Workplace: means any place where an employee is or is likely to be engaged in any occupation and includes any vehicle or mobile equipment used or likely to be used by an employee in an occupation.

Why is violence prevention an important issue?

Violence is an issue that affects the safety and security of employees and council members at The Town of Deer Lake. Violence claims a high personal cost from emotional trauma and physical injury experienced by victims, their families and co-workers. Violence also brings high costs to the employer, including increased absenteeism, lost productivity and high employee turn-over.

Responsibilities

Councilors and Mayor

- Ensure the establishment of a Workplace Violence Prevention Program
- Ensure the continued support of the Workplace Violence Prevention Program.

Town of Deer Lake

Workplace Violence Prevention Plan

OH&S Program

Managers and Supervisors

- Ensure that risk assessments are conducted and appropriate controls are identified and implemented in their area(s) of responsibility to eliminate or reduce risks

- Ensure Violence Prevention Plans have been developed and implemented in their area(s) of responsibility
- Ensure all employees who are exposed to a significant risk of violence in the workplace are informed of the results of the risk assessments
- Ensure required information and training is provided
- Ensure The Town of Deer Lake policies and procedures for reporting, documenting and investigating incidents of violence are implemented and performed
- Provide copies of the complete Risk Assessments and the Prevention Plan to the applicable OH&S coordinator
- Review the Risk Assessments and Prevention Plan as required

Employees

- Report all incidents of violent behavior to Manager/Supervisor
- Report any deficiencies, hazards or concerns to Manager/Supervisor
- Attend training sessions as required
- Co-operate in an investigation of Workplace Violence
- Participate in risk assessments and violence plans
- Follow procedures established for the prevention of violence
- Consider accessing post incident counseling services when offered by the employer

Occupational Health and Safety Committee/OH&S Coordinator

- Assist in the risk assessment process as required
- Monitor and follow-up actions to the Risk Assessments
- Provide input into the Violence Prevention Program
- Review violent incident investigations and make suggestions/recommendations, as necessary

A risk assessment has been conducted for The Town of Deer Lake to identify and document the risks associated with the hazard of violence; and the current and potential prevention measures that are or will be implemented to eliminate, reduce or minimize these risks. The risk assessment is included in the Plan.

The Town of Deer Lake Violence Prevention Statement will be posted in the office, depot, pool, stadium, and bowling alley. Refer to Section 3(iii) for a copy of the Violence Prevention Statement.

Training and education for employees on The Town of Deer Lake Workplace Violence Prevention Plan will be provided as follows:

- All staff will review the Workplace Violence Risk Assessment and Violence Prevention Plan
- Safety talks discussing components of the plan will be scheduled.

Town of Deer Lake

Workplace Violence Prevention Plan

OH&S Program

Upon receiving a report of a violent incident, based on the severity, an investigation of the incident will be conducted by the supervisor, manager and OH&S coordinator. This will include:

- A debriefing with the affected employees
- Identification and implementation of prevention measures (controls) to further reduce or minimize the risk
- Completing the incident investigation report form and forwarding a copy to the OH&S coordinator

- Employees will be informed of the actions taken to minimize and reduce the risk
- Review and update the Risk Assessment and Workplace Violence Prevention Plan as required

Staff who identifies deficiencies in this plan or any physical conditions that may affect the effectiveness of this plan will report to the supervisor or manager. Staff have the right to participate in health and safety initiatives and can exercise this right by providing any suggestions on how to improve safety from violence by speaking with their supervisor or manager.

Town of Deer Lake

Workplace Violence Prevention Plan

OH&S Program

This questionnaire has been designed to assist departments in conducting a Workplace Violence Risk Assessment to determine Violence Prevention Program requirements. Please fill in the information where applicable.

Name of Workplace: _____

Assessment Date: _____

Assessor: _____

-
- | | | |
|--|------------|-----------|
| 1. When you are open to the public, are there times when only one employee is present? | Yes | No |
| 2. Do your employees handle cash or our valuables? | Yes | No |
| 3. Do your employees provide a service where they may deal with troubled persons? | Yes | No |
| 4. Do your employees care for others? (i.e. community workers) | Yes | No |
| 5. Are your employees involved with disciplining others? | Yes | No |
| 6. Do your employees deliver or collect items of value? | Yes | No |
| 7. Do your employees exercise control over others? (i.e. enforcement) | Yes | No |
| 8. Do your employees inspect other people's properties?
(i.e. planning inspectors, assessment officers) | Yes | No |
| 9. Do your employees exercise security functions? | Yes | No |
| 10. Do your employees sell or expense drugs or alcohol? | Yes | No |
| 11. Has this workplace experienced violence in the past? | Yes | No |

Other than the factors listed below, are there other you know of that may increase the potential for violence?

- Late hours of the night or early hours of the morning
- Tax return season
- Christmas
- Pay days
- Performance appraisals
- Being located near to buildings or businesses that are at risk of violent crime
- Being located in areas isolated from other buildings or structure

If there is the potential for violence at the workplace, describe the violence:

What activity at the workplace may trigger violence?

Describe the predicted type of violence: (i.e. assault, robbery, threats, etc)

What are some ways you feel can help decrease violence in the workplace?

Thank you for your feedback!

**Remember: All safety issues are to be reported to your OH&S Committee and Coordinator.*

Town of Deer Lake

Workplace Violence Prevention Plan

OH&S Program

This questionnaire has been designed to assist departments in conducting a Workplace Violence Risk Assessment to determine Violence Prevention Program requirements. All information provided on this form is anonymous and the employees are not required to provide their names. Please fill in the information where applicable.

Name of Workplace: _____

Assessment Date: _____

-
1. Have you experienced verbal abuse (swearing, teasing, or bullying) while an employee of the Town?

Yes No

If yes, did you report the incident(s)

Yes No

If yes, did you report the incident(s) __orally? __in writing?

What was the relationship of the abuser to you? (e.g., co-worker, client etc)

2. Have you experienced verbal or written threats (e.g., "If you don't get off my back, you'll regret it.") while an employee of the Town?

Yes No

If yes, did you report the incident(s)?

Yes No

If yes, did you report the incident(s) __orally? __in writing?

What was the relationship of the abuser to you? (e.g., co-worker, client etc)

3. Have you been threatened with physical harm (e.g., someone shaking a fist, throwing objects, committing vandalism) while an employee of the Town?

Yes No

4. Have you experienced a physical attack while an employee with the Town?

	Yes	No
If yes, did you report the incident(s)	Yes	No
If yes, did you report the incident(s) __orally? __in writing?		
What was the relationship of the abuser to you? (e.g., co-worker, client etc)		

5. Do you ever:		
a. Work alone?	Yes	No
b. Work in a community base setting?	Yes	No
c. Work late at night or early in the morning?	Yes	No

6. Are you concerned about work rage on the job?	Yes	No
--	-----	----

If so, what are your concerns?

7. Do you believe that workplace rage in your workplace is a:

__high risk __medium risk __low risk

Thank you for your feedback!

**Remember: All safety issues are to be reported to your Supervisor. If your Supervisor does not adequately address the issue, you should report the issue to your OH&S Committee or Coordinator.*

Town of Deer Lake

Workplace Violence Policy

OH&S Program

The management and council of The Town of Deer Lake is committed to the prevention of workplace violence and is ultimately responsible for the worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources.

Violent behavior in the workplace is unacceptable from anyone. This policy applies to management, council, employees, visitors, clients, delivery persons, and volunteers. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. The Town of Deer Lake, as the employer, will ensure this policy and the supporting programs are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by the workers and that workers have information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any incidents or threats.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

The workplace harassment policy should be consulted whenever there are concerns about harassment in the workplace.

Mayor Dean Ball

Date

Occupational Health and Safety Co-Chair

Occupational Health and Safety Co-Chair

Town of Deer Lake

Workplace Violence Policy for Employees

OH&S Program

Policy

The management and council of The Town of Deer Lake are committed to providing a safe work environment and recognize that workplace violence is a health and safety issue. All incidents and alleged incidents of workplace violence, no matter of what magnitude or whom it may involve, must be treated seriously and handled in a manner which includes immediate reporting to the supervisor/manager and when require, the police. Whatever the cause or whoever the perpetrator, workplace violence is not to be accepted or tolerated. Sanctions will include immediate dismissal for perpetrators and criminal charges.

Scope

This policy applies to all employees of The Town of Deer Lake and covers incidents of violence, as defined below.

Definitions

Workplace Violence: Workplace violence includes acts of physical violence, abuse (verbal or physical), bullying, intimidation or other threatening behavior that occurs in the workplace.

Workplace: For the purposes of this policy, workplace includes any location in which employees are engaged in Town business activities necessary to perform their assignments. This includes, but is not limited to, Town buildings, employee's parking lots; employee organized social events, field locations, client's homes, and during business related travel.

Bullying: Bullying is an offensive, cruel, intimidating, insulting or humiliating behavior that includes, physical violence or the threat of physical violence. It can be physical or verbal, direct or indirect such as gossip. Bullying is considered harassment in general, unless there is physical contact or a threat or violence, where it is considered violence. Bullying is ill treatment that is not addressed under human rights legislation or criminal codes.

Policy Application: If you witness an act of workplace violence in progress or if an individual becomes violent and your safety is at risk, leave the area immediately and call 911. First aid and/or medical attention shall be provided as required through a designated First Aid Attendant, local medical care facility or the individual's attending physician. Ensure to inform your supervisor/manager and OH&S Coordinator.

A number of different actions in the work environment can trigger or cause workplace violence. It may even be the result of non-work related situations such as family crisis, alcohol or drug abuse, financial pressures or legal difficulties. Workplace violence can be inflicted by and abusive employee, supervisor, manager, co-worker, client, family member or even a stranger. However, there is no sure way to predict human behavior and while there may be warning signs there is no specific profile of a potentially dangerous individual. The best prevention comes from identifying problems early and dealing with them.

Prevention: Prevention of workplace violence is the most important part of any plan. At its core, it involves awareness by management, employees and volunteers on the potential of violence and steps that can be taken too lessen the possibilities of an incident.

Employees and volunteers need to be aware of the fact that interpersonal behaviors can dramatically affect the possibility of a violent incident. Relations among all employees and clients should include respect for one another and an awareness of the importance of human dignity. Furthermore, willingness to listen to and assist fellow staff member can go a long way towards mitigating feelings of depression and helplessness that can lead to violent behavior.

Rights: Everyone has the right to an environment that is free from violence and the threat of violence, and to file a complaint when the environment is not free from violence.

Responsibilities: Employees are responsible for:

- Reporting any threats, physical or verbal, and/or any disruptive behavior of any individual to the appropriate supervisor/manager
- Being familiar with any local procedures for dealing with workplace threats and emergencies
- Taking all threats seriously
- In the event of an incident of violence, reporting it immediate to his/her supervisor/manager or police, as the case may necessitate.

Process: Where an act of violence has occurred, workplace injury protocols are to be followed, the perpetrator removed (by police where there is an ongoing threat) and the site secured. Authorities are to be notified, if they have not been already, as well as management personnel and Human Resources. An investigation will then be conducted. Where a threat of violence has occurred, management personnel are to be notified. If the person who is uttering the threat is at the worksite, she/he shall be removed prior to any further investigation. An investigation will then be conducted.

If there has not been a threat or an act of violence, the act may be considered harassment. No investigation information is to be kept on the employee personnel file with exception of official disciplinary/termination papers. Similar to problem resolution cases, investigation information should be kept indefinitely in a separate file. Proven allegations of violence, including disciplinary action taken shall be documented and form part of the employee permanent record.

Disciplinary Action: An act of violence, committed or threatened, by an employee is a serious offence. If the act or threat of violence is substantiated, the violent employee will be subject to immediate disciplinary action, up to and including dismissal. The Management and Council of the Town of Deer Lake reserve the right to discipline those whose complaints are frivolous or vexatious.

Any interference with the conduct of an investigation, or retaliation against a complainant, respondent or witness, may itself result in disciplinary action.

Criteria in determining level of disciplinary action shall be based on fact scenario and will take into account harm to the individual, harm to the Management and Council of The Town of Deer Lake and its reputation, and whether or not there was unequal power relationship.

Where conduct involves or may involve criminal activity, The Town of Deer Lake reserves the right to invoke criminal charges.

Employees have a duty to disclose criminal activity.

Legal Parameters – Nothing in this policy shall be deemed to limit the right of an employee to proceed with criminal charges.

Employee

Date

OH&S Coordinator

Manager/Site Supervisor

Town of Deer Lake

Workplace Violence Prevention Program Policy Statement

OH&S Program

All employees are entitled to pursue their duties in a respectful workplace. The employer will foster a respectful workplace through the prevention and prompt resolution of harassment and discrimination. The employer will provide a forum for resolving harassment and discrimination early and make available a means through which employees can seek resolution options to address harassing and/or discriminatory behavior.

Harassment and discrimination are unacceptable and will not be tolerated. When harassment or discrimination has been determined to have occurred, disciplinary action, up to and including dismissal, may be taken.

A copy of this Policy Statement and our Workplace Violence Prevention Program is readily available to all employees from the Town Office and/or Department Supervisor.

Our program ensures that all employees, including Elected Officials, Department Heads and Supervisors, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions, which create a security hazard for others in the workplace.

All employees, including Elected Officials, Department Heads and Supervisors, are responsible for ensuring that all health and safety policies and procedures involving workplace security are clearly communicated and understood by all employees. Department Heads and Supervisors are expected to enforce the rules fairly and uniformly.

Our Program will be reviewed and updated annually.

Town of Deer Lake

Workplace Violence Prevention Plan

OH&S Program

OH&S Act Rights and Regulations

The Town of Deer Lake must comply with all aspects of the Act. The legislation is based on the Internal Responsibility System and ensures three fundamental rights to all Newfoundland employees.

The ***Right to Know*** what hazards you are expected to work with and what preventative measures are in place to protect your health and safety. You are entitled to training and information to allow you to work with the hazards safely. You may also have a right to information on issues that may affect your health and safety or the health and safety of other persons in your workplace.

The ***Right to Participate*** in the decisions regarding health and safety in your workplace, by voicing your concerns or opinions on any issues affecting health and safety at the workplace and by reporting unsafe conditions. As well, you can participate in safety initiatives such as: inspections, the hazard assessment process and/or the development of safe work procedures.

The **Right to Refuse** work that you believe will endanger the health and safety of yourself or others. If you choose to exercise this right, advise your immediate Manager or Supervisor. They will guide you through the specific process.

KNOW YOUR RIGHTS – EXERCISE YOUR RIGHTS!

The Internal Responsibility System means that every employee with The Town of Deer Lake, from front-line workers to the senior executive is responsible for workplace safety. Your responsibilities include:

- Ensure your work activity and behavior does not, through act or omission, place at risk your own health and safety or the health and safety of others
- Report any and all workplace hazards and incidents, with or without injury/illness, to the supervisor/OH&S coordinator in a timely manner and document these events/situations
- Follow established safe work procedures and use/wear personal protective equipment as required and instructed
- Use machinery, equipment and materials only as authorized and trained
- Participate in defining safe job procedures and in opportunities to protect and promote health and safety on the job
- Co-operate with the employer, The Town of Deer Lake Occupational Health and Safety Committee, Emergency response and Fire Department.

Town of Deer Lake

Workplace Violence Prevention Plan

OH&S Program

Recognizing a Potentially Violent Person, How to Respond and How to Obtain Assistance

The following information can be used to help in recognizing a person who is in crisis or could be potentially aggressive or violent and how to respond appropriately.

Signs of a potentially Violent Person

Use caution if someone exhibits one or more of the following sign and contact someone if assistance is needed:

- Flushed or pale face
- Sweating
- Pacing, restless and/or repetitive movements
- Signs of extreme fatigue
- Trembling or shaking
- Clenched jaws and fists
- Facial grimacing
- Exaggerated or violent gestures
- Change in voice
- Loud talking or chanting
- Shallow, rapid breathing
- Scowling, sneering or use of abusive language
- Glaring or avoiding eye contact
- Violating your personal space
- Destroying property

Any combination of the above behaviors increases the risk for physical violence.

Recognizing a Person in Crisis

Non-Physical/Non-Verbal: These are typical signs of anxiety or the beginning stages of a crisis individual and a supportive approach from staff may help de-escalate the situation.

- Flushed or pale face
- Sweating
- Facial grimacing
- Sighing
- Signs of extreme fatigue
- Trembling or shaking
- Clenched jaws or fists
- Finger tapping
- Pacing, restlessness and/or repetitive movements
- Shallow, rapid breathing
- Avoiding eye contact
- Glaring
- Frustration
- Low mumbling under breath

Town of Deer Lake

Workplace Violence Prevention Plan

OH&S Program

Verbal: A potentially escalating crisis individual. If staff do not recognize the beginning stages of a crisis or they are unable to support/assist the crisis individual, their behavior will continue to escalate. The following are signs of an individual who is continuing to escalate or is at a heightened crisis level. Continue a supportive approach, avoid power struggles, set limits keeping them simple and clear. Be prepared to enforce limits, terminate interaction and if necessary request assistance from co-workers or the police.

- Questioning that can be in the form of information seeking or challenging
- Confrontational or argumentative
- Loud talking, chanting or screaming
- Scowling, sneering or use of abusive language
- Change in voice
- Verbal threats – all threats, especially threats of physical harm or death, are to be taken seriously, seek assistance immediately.

Physical: If any individual continues to escalate in their crisis they will proceed to the physically acting out level. This could include:

- Exaggerated or violent gestures
- Destroying property
- Hitting
- Punching
- Throwing objects
- Biting
- Kicking
- Grabbing

Threats Against Employees

Threats can be defined as any conduct or behavior directed towards an employee or The Town of Deer Lake property. Threats include a threatening statement or gesture that gives a person reasonable grounds to believe they are at risk for physical violence. Incidents of stalking are included as a threat. Current or former employees, employees family member, visitors, trespassers, the public, co-workers or personal relationships of employees such as an acquaintance, friend, boyfriend/girlfriend, spouse or relative of an employee can make threats. Bullying and harassment (employee to employee) can also increase the risk for physical violence.

Threats can be made in person, on the phone and via email or other social media. The different levels of threats are:

- Direct threats – clear statement of what will happen
- Conditional threats – if a particular condition is or is not met, there will be consequences
- Veiled threats – a statement or body language or behavior which shows an intent to harm

Town of Deer Lake

Workplace Violence Prevention Plan

OH&S Program

Take all threats seriously. If a threat has been received, immediately inform the targeted employee and your supervisor/manager about the threat. If the threat is received after hours, notify the Site supervisor or manager on call who will contact the OH&S coordinator as necessary.

The supervisor or manager must complete an immediate investigation to determine the legitimacy of the threat. If during the investigation by the supervisor, manager or OH&S coordinator the threat is assessed and there is a potential for the threat to be acted on:

- Contact the police to investigate the allegation
- If the threat is made by The Town of Deer Lake staff member, place the staff member on administrative leave pending an investigation.

Depending on the circumstances, some or all of the following procedures may be implemented to prevent a possible incident arising from the threat:

- Remind all employees not to give out personal information about other staff
- Screen in-coming phone calls for the threatened employee
- Make sure all staff in the office or area are aware of the threats so team supports can be put in place
- Provide a description of the person who issued the threat
- Support the employee if he/she is laying police charges and/or applying for a restraining order

Terminating a Potentially Violent Interaction or Negative Interaction

While working at The Town of Deer Lake, you may encounter situations where using your best judgment you must terminate a negative interaction with a visitor or co-worker. Based on the situation, the following guidelines can be used:

- Interrupt the conversation firmly but politely. Advise the person that you do not like the tone of the conversation and you will end the conversation, if necessary. Be specific about the behavior.
- Tell the person that you will ask them to leave the building, or that you will leave.
- If the behavior persists, end the conversation.

- Ask the person to leave the building. If the person does not agree to leave, seek assistance from your co-workers or supervisor. Remove yourself and others from the scene, if necessary. Advise other staff and have them leave the immediate area.
- If you are working off of The Town of Deer Lake property or in the community, leave yourself.
- Do not return to the person if you believe they pose a physical threat.
- Report any incidents by advising your manager/supervisor.

Responding to an Abusive Telephone Call

There may be occasions when a Town of Deer Lake staff member receives an abusive telephone call, respond by doing the following:

- Interrupt the conversation firmly, but politely.
- Remind the caller that you will not accept abusive treatment or language.

Town of Deer Lake

Workplace Violence Prevention Plan

OH&S Program

- Advise the caller that you will end the call if the caller does not stop using the abusive language. Be clear about the behavior that must be stopped.
- Record the call or use a speaker phone, so that others can hear and help identify the caller.
- If you have call display, note the number and/or person identified.
- If the abusive call is left in the form of a voice message, save the voice message and advise manager.
- If the caller calls back, interrupt the conversation firmly, but politely. Advise the caller that you will transfer the call to your manager/supervisor.
- Put the caller on hold and contact your manager or supervisor and transfer the call to them. The manager or supervisor should take appropriate action to resolve any misunderstanding and reinforce with the caller that abusive language or behavior toward employees will not be tolerated and consequences could occur.
- Report any incidents to your manager or supervisor.

If you receive an abusive or threatening communication via email or social media save and print the email or message and provide a copy of the email or report the incident to your supervisor/manager.

Intoxicated Persons

Intoxicated is defined as the state of being poisoned by a drug or other toxic substance or the state of being inebriated as a result of an excessive consumption of alcohol. All reports of intoxication by staff members will be addressed through The Town of Deer Lake's Drug and Alcohol Policy.

Workplace Violence, Bullying or Harassing by The Town of Deer Lake Employees Against Employees

Although this program deals with physical violence, workplace harassment, bullying and disrespectful behaviors cannot be excluded as a contributing factor that could increase the risk of physical violence between employees.

Common characteristics of violent incidents between employees:

- Violence usually begins as a verbal dispute and almost always involves people who know each other
- Disputes often appear to have relatively trivial causes
- The dispute pattern is usually not random and unique; rather, it builds, intensifies and continues

- Victims may behave in an irritating manner prior to violent incident. Frequently they misjudge their own ability to arouse hostility in others, and are unaware that they are provoking a serious response to their behavior.

Harassment and bullying (staff against staff) can be a contributing factor that could increase the risk of physical violence between co-workers. All of The Town of Deer Lake employees have a responsibility to report incidents of harassment and bullying. Warning signs of harassment and bullying can include but are not limited to:

- Unjust criticism and trivial fault-finding
- Belittling a person's opinions

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- Intimidation
- Any form of communication that embarrasses or humiliates the person privately or publicly
- Unpredictable , explosive outbursts that threaten or intimidate
- Rude, abusive and/or sexist language
- Fostering rumors, gossip and innuendos about an individual
- Practical jokes which repeatedly target a single person
- Tampering with someone's personal belongings or work equipment
- Intentionally and repeatedly isolating someone
- Making jokes that are obviously offensive
- Taking credit for another's ideas or successes
- Undermining or deliberately impeding a person's work

If you are a victim or recognize a potential situation of harassment or bullying:

- Discuss concern directly with person believed to be engaging in the inappropriate behavior by telling him/her to stop unwelcome behavior or conduct. Be specific about the exact behavior to be stopped as this ensure the aggressor knows what conduct is unacceptable
- If uncomfortable or unwilling to address the issue with the alleged harasser directly or if the behavior continues after discussing the matter report the problem by "Filing a complaint"
- If at any time The Town of Deer Lake employee's behavior becomes physical make someone aware immediately.

To report Workplace Violence, bullying or harassing by The Town of Deer Lake employees advise immediate manager/supervisor and ensure to submit a report in writing to you manager or OH&S coordinator.

Town of Deer Lake

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OH&S Program

How to Respond to Workplace Violence and How to Obtain Assistance

Where involved in or encountering aggressive or violent behavior:

- Assess the safety of yourself and others in the area of the incident

- If no immediate danger exists, notify the aggressor that his/her behavior is unacceptable and unwelcome. Be specific about the exact behavior to be stopped as this ensure the aggressor knows what conduct is unacceptable
- Avoid being placed in a position of unnecessary physical risk
- Remain calm and in a non-confrontational, non-threatening manner and try to de-escalate the situation by being supportive
- Based on the assessment of the situation engage the help of co-workers where possible.

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Safety Tips

Tips for verbal communication:

- Focus your attention on the person to let them know you are interested in what they are saying
- Remain calm and try to calm the other person
- Do not allow the other person's anger to become your anger. Remain professional
- Remain conscious of how you are delivering your words
- Listen carefully, do not interrupt or offer unsolicited advice or criticism
- Encourage the person to talk
- Do not tell the person to relax or calm down
- Remain open-minded, objective and non-judgmental
- Use silence as a calming tool
- Acknowledge the person's feelings, indicate that you can see he/she is upset

Tips for non-verbal behavior and communication:

- As soon as you know or recognize you are dealing with a person who is in crisis or a potentially violent person, you should prepare yourself and adopt non-threatening, non-challenging, safe stance. Position yourself at a right angle rather than directly in front of the other person which could be seen as challenging or threatening. Weight bear on both feet in case you have to move away quickly
- Give the person enough physical space
- Use calm body language
- Do not glare or stare
- Arrange yourself so that your exit is not blocked
- Get on the other person's physical level
- Do not pose a challenging stance such as putting your hands on your hips, pointing your finger, waving your arms, crossing your arms or hiding your hands.
- Do not make sudden movements that can be seen as threatening
- Do not fight, just leave

Tips for problem solving:

- Try to put yourself in the person's shoes, so that you can better understand how to solve the problem
- Ask for his/her recommendations
- Repeat back to the person what you feel he/she is asking of you, to clarify what you are hearing

- Accept criticism in a positive way
- Be honest
- Be familiar with your organization's complaint procedures and apply them fairly
- If a patient has an issue that you are unable to assist with direct them to your supervisor/manager
- Remain professional
- Be respectful

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- Break the problem or issue down
- Be reassuring
- State positive choices before negative
- Try to keep the person's attention on the issue at hand
- Try to avoid escalating the situations
- Establish ground rules
- Calmly describe the consequences of violent or aggressive behavior
- Suggest alternative to violent behavior

Emergency preparedness:

- Know your emergency exits and procedures, including safe areas of refuge
- Know where your telephone are located
- Know your emergency phone number
- Imagine appropriate responses to various situations you may find yourself in
- Decide ahead of time how you will respond to various situations

Trusting your instincts:

- Keep personal information to a minimum
- Be aware of your surroundings
- Do not engage in conversation that makes you feel uncomfortable, excuse yourself, walk away, and find another employee
- Be firm and confident
- Be alert for signs of anxiety, anger or hostility

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How to report and Document Workplace Violence

Reporting all potential acts and acts of violent behavior (verbal, physical, threats or conduct or behavior to give staff reason to believe they are at risk for physical violence) is the responsibility of all employees. As soon as possible after the event:

- Seek first aid or medical attention if required
- Contact manager/supervisor to report incident or harassment
- Contact OH&S coordinator to document

If your manager/supervisor/OH&S coordinator is not available leave a message indicating your name, contact number and a brief description of the event.

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OH&S Program

The Workplace Violence Prevention Program will be reviewed by the OH&S coordinator in consultations with the Occupational Health and Safety Committee. Managers/supervisors/OH&S coordinator will review and update their area Risk Assessments accordingly in any of the following circumstances:

- You become aware of a type of violence occurring in similar workplaces that was not taken into consideration when the previous violence risk assessment was conducted
- There is a significant change in any of the following:
 - Circumstances in which work takes place
 - In the interactions that occur in the course of performing work
 - The physical location or layout of the workplace
 - Construction of a new facility or renovation
- An investigation identifies deficiencies in the assessment or plan
- An employee reports deficiencies or offers input for improvement of the assessment or plan
- The employer is ordered to do so by an officer of the Department of Labor and Workforce
- At least every three years

Manager/OH&S coordinator will review and update their Workplace Violence Prevention Plan if review of the Violence Risk Assessment identifies a need.

(f) Superintendent Report



Report From:	Public Works Superintendent David Thomas
Prepared For:	Council & Management Team
Date Prepared:	October 11, 2016
Timeframe:	September 26, 2016 – October 11, 2016

Road:

- Patching Main Street, High Street, Lush's Lane, Goose Arm road Reginald Drive and Queen Street
- Installed culvert on Oakes Road, Garden Road, Grace Ave
- Installed catch basin Garden Road
- Installed street signs
- Shouldering on Mayor Ave and second Ave
- Prepared and poured new sidewalk on Wight's Road and Church Street
- Graded Roads

Water:

- Clean filters
- Daily inspection of Chlorination and Filtration Plants
- Water hookup on Cross's Heights

Sewer:

- Checked all lift stations and various man holes in town for Friday maintenance checks
- Repaired lift station pumps at Riverbank Road
- Sewer hookup on Cross's Heights

Building Maintenance:

- Electrical work at liftstations, depot and SAR building
-

Misc :

- Built parking lot for walking trail by airport
- 2 employees on half day safety course

(g) Town Manager Report

Town Manager Action Report for
Meeting No.1323
October 14, 2016

No	Item	Dept.	Person responsible	Task/request
1	Firemen's Ball	Admin	TM	Let them know how many people will attend
2	Western Star	Admin	TM	Placed Ad for fire Prevention Week
3	Chamber	Admin	TM	Notified will not be registering for Dale Carnegie course.
4	Tax Adjustments	Admin	TM/Christa	Passed onto Christa for adjustments.

5	Temporary Workers	Admin	TMPW	Temporary workers laid off They were hired May 25, 2016. We budgeted for 3 workers for 17 weeks. Advised Dave on Sept. 13 they were at 15 weeks and should be given their notice.
6	Chapman	Admin	TM/PW	Mr. Chapman and Val u have both been advised that work will be done.
7	Kruger	Admin	TM	Mr. Tull is out of province until end of month will let me know when he gets back.

(h) Action Report

Action Report						
#	From Meeting	Item	Depart	Individual to Complete Task	Task	Date Completed or Follow Up
1	2-May	Fire/Oxygen Fee Structure	Policy	TM/Fire	Recommended that commercial inspections be charged by an hourly rate instead of a flat fee	Going to policy
2	22-Aug	Ladder Truck	Admin	TM	Set up meeting with MA and other communities regarding ladder truck	Waiting on information
3	22-Aug	Fences	Admin	EDO/MEO	Staff to develop a process for follow up on fences that are not conforming	In progress
4	22-Aug	Water and Sewer Connection Fee	Admin	EDO	Staff to develop a standard service contract to cover work that is more involved or costly than usual	In progress
5	22-Aug	Reginald Drive Turn Around	PW	TM/PWS	Set up meeting with David Butt regarding turn around at the end of Reginald Drive	In progress

6	22-Aug	Warf at Tailraces	Admin	TM	Meet with Kruger regarding this, need it fixed up or removed.	In progress - looking at dates
7	26-Sep	Western Star Ad	Admin	TM	Western Star Ad fire Prevention Week Oct 9-15 ad 3x25 \$67.25 plus HST Waste Reduction Week Oct 17-23 ad 3x25 \$67.25 plus HST	Done
8	26-Sep	Grant	Admin	TC	Humber Valley Heritage Society annual grant	Done
9	26-Sep	Drainage Jeddore's Lane	PW	PWS	Public works will install catch basins	On work schedule
10	26-Sep	Signs on Poles	E & H	MEO	Keith to continue to keep a watch for signs	Done
11	26-Sep	17 Lush's Lane Fence	E & H	EDO	Ensure that it follows regulations	MEO and EDO has visited this site
12	26-Sep	Agricultural land near Trans-Canada Highway	E & H	EDO	Mobile home in place with electricity connected, MEO to investigate	No electricity connected to the trailer
13	26-Sep	36 Humberview Drive Regarding garage	E & H	EDO	Town to write letter	Done - resident is moving and attaching fence
14	26-Sep	76 Wight's Road - regarding fence	E & H	EDO	Town to write letter	Done
15	26-Sep	8 Fourth Avenue - regarding Fence	E & H	EDO	Town to write letter	Done

Adjournment

2016-1017-08 Adjournment

Deputy Mayor Sandra Pinksen

Resolved that since there is no further business that the meeting adjourns at 8:25pm with the next regularly scheduled meeting set for November 7, 2016 at 7:30 pm.

In Favor: Mayor Dean Ball
Deputy Mayor Sandra Pinksen
Councillor Elmo Bingle

Councillor Kerry Jones
Councillor Amanda Freake
Councillor Jean Young

In favor 6; opposed 0; abstained 0. Carried

A handwritten signature in cursive script, reading "Dean Ball". The signature is written in dark ink and is positioned above a horizontal line.

Mayor, Dean Ball

A handwritten signature in cursive script, reading "Lori Humphrey". The signature is written in dark ink and is positioned above a horizontal line.

Town Clerk, Lori Humphrey