

WELCOME

# Promoting Health and Safety During Your Spring Ramp-Up

Thursday, April 29, 2021

TOURISM  
NOVA SCOTIA 

# HOUSEKEEPING



Post your questions using the Q&A. Our presenters or TNS staff may respond during or after the webinar.



Links and resources will be shared by email.



Webinar recording with Closed Caption available online:  
<https://tourismns.ca/webinar-series>

# JOE TREEN, SAFETY SERVICES NOVA SCOTIA

- Joe Treen is the Occupational Health and Safety Director at Safety Services Nova Scotia.
- Joe is a consultant and instructor who has worked in the safety and risk management field professionally for 22 years.
- Joe has supplied risk management and loss prevention services across Atlantic Canada.

# HEALTH AND SAFETY FOR SPRING RAMP UP

TOURISM  
NOVA SCOTIA



SAFETY  
SERVICES  
NOVA SCOTIA


tians  
The voice of tourism



# **SAFETY SERVICES NOVA SCOTIA**

***Our Vision: your trusted partner recognized for putting service into safety towards safer communities***

***Values: Client Focused, Invested in Community, Solutions Based, Innovative, Quality Services, Collaborative***

- **Established – 1958: Private, Non Profit, Non-Government**
  - **Supports:**
    - **Community Safety (i.e. School Bus Safety)**
    - **Road Safety:**
      - **New Drivers' Ed Program**
      - **Defensive Driving Training**
      - **Motorcycle & Scooter**
    - **Occupational Health & Safety**
      - **Training**
      - **Consulting**
      - **Audits**
      - **WCB Safety Certified Authorized Providers**
      - **Annual Safety Conference**
- 



# INTERNAL RESPONSIBILITY SYSTEM

Shared responsibility

- Right to Refuse
- Right to Participate
- Right to Know





# WHAT'S EXPECTED

- “...ensure the health and safety of anyone at or near the workplace”
- “...include a hazard identification system...”
- “...include a system for OHS monitoring, prompt follow-up and control of hazards”



# OHS ACT AND REGULATIONS



The screenshot shows the Nova Scotia Canada website. The top navigation bar includes links for RESIDENTS, VISITORS, BUSINESSES, GOVERNMENT, NEWS, and a SEARCH bar. Below the navigation bar, the 'Publications' section is highlighted. The left sidebar contains a 'Home' link and a 'Health and Safety' section with a list of links: Legislative Framework, Cannabis Impairment, Publications, Forms, Workplace Violence, Young Workers Resources, Training, Ergonomics, Links, and Comments. Below this are sections for 'A-Z Services', 'Non-Profit Sector', and 'Service By Subject'. A 'MAKE THE RIGHT CALL' box provides the number 1-800-9LABOUR for workplace and public space safety issues. At the bottom, there is a 'Learn more' link and a 'NOVA SCOTIA' logo. The main content area is titled 'Publications' and lists various documents: Acts and Related Materials, Regulations and Related Materials, Codes of Practice, Guidelines and other Documents, Publications from other Organizations, Videos and Graphics, Annual Reports, and Posters. Below this is a section for 'Acts and Related Materials' with links to the Occupational Health and Safety Act and the Smoke-free Places Act. A 'Top' link is provided. The next section is 'Regulations and Related Materials' with links to Administrative Penalties Regulations, Blasting Safety Regulations, Disclosure of Information Regulations, Occupational Health and Safety First Aid Regulations, Occupational Diving Regulations, Occupational Safety General Regulations, Smoke-free Places Regulations, Underground Mining Regulations, Violence in the Workplace Regulations, and Workplace Hazardous Materials Information System (WHMIS). A 'Top' link is provided. The final section is 'Workplace Health and Safety Regulations' with a link to Workplace Health and Safety Regulations.

**NOVA SCOTIA CANADA**

RESIDENTS VISITORS BUSINESSES GOVERNMENT NEWS SEARCH

Publications

Home

**Health and Safety**

- Legislative Framework
- Cannabis Impairment
- Publications
- Forms
- Workplace Violence
- Young Workers Resources
- Training
- Ergonomics
- Links
- Comments

A-Z Services

Non-Profit Sector

Service By Subject

**MAKE THE RIGHT CALL.**

Call 1-800-9LABOUR for workplace and public space safety issues, concerns and regulations.

Learn more

**NOVA SCOTIA**

**Publications**

- Acts and Related Materials
- Regulations and Related Materials
- Codes of Practice
- Guidelines and other Documents
- Publications from other Organizations
- Videos and Graphics
- Annual Reports
- Posters

**Acts and Related Materials**

- Occupational Health and Safety Act [open list ...]
- Smoke-free Places Act [open list ...]

Top

**Regulations and Related Materials**

- Administrative Penalties Regulations [open list ...]
- Blasting Safety Regulations [open list ...]
- Disclosure of Information Regulations [open list ...]
- Occupational Health and Safety First Aid Regulations [open list ...]
- Occupational Diving Regulations [open list ...]
- Occupational Safety General Regulations [open list ...]
- Smoke-free Places Regulations [open list ...]
- Underground Mining Regulations [open list ...]
- Violence in the Workplace Regulations [open list ...]
- Workplace Hazardous Materials Information System (WHMIS) [open list ...]

Top

- Workplace Health and Safety Regulations

Workplace Health and Safety Regulations

<https://novascotia.ca/lae/healthandsafety/pubs.asp>



# COMMON INQUIRIES

Safety Committee



OHS Act

Policy/Program



OHS Act

Work refusal



OHS Act

Staff threats



Violence in the  
Workplace Regulation

Working at heights



Workplace Health and  
Safety Regulation

PPE



Occupational Safety  
General Regulations

First aid training




Occupational H&S First  
Aid Regulation





# THE ELEPHANT

Covid-19

- Industry guidelines
  - Lots of signage and strict adherence to restrictions
  - Critical that ALL staff understand and know how to respond if they do not have an answer
- 

# SELF ISOLATION GUESTS

## Hotel Association of Canada Best Practices, Operating Procedures and Considerations

### Best Practices, Operating Procedures & Considerations **HOTEL GUESTS IN SELF-ISOLATION** (COVID-19)



**Inform associates** of measures to minimize associate contact with the guest and changes to that guest's services (outlined below). Remember, keep the well-being of associates top of mind.

Convey accurate information to associates about preventative measures associates should implement on their own such as social distancing strategies and good hand hygiene. Remind associates that the standard cleaning procedures align with health agency recommendations.

**Discuss with the guest** expectations related to self-isolation and limiting interactions with other individuals.

- Be empathetic to the situation the guest is in.
- Provide the guest with the mobile phone number of hotel leader(s) to contact should they have questions or need assistance.

**Specifically, inform the guest that:**


- If they start to feel ill, they should contact health authorities.
- They should also notify hotel leadership so that appropriate cleaning protocols may be implemented.
- If the guest chooses to remain at the hotel, the guest must stay in their room and not visit any public spaces including meeting rooms, fitness center, concierge lounge or restaurants.
- Requests for service or assistance should be made through AYS, mobile chat, or the hotel operator instead of doorknob menus or other in-room collateral.
- The guest may contact the hotel leaders via their mobile phones as well.
- The staff will not provide cleaning or housekeeping services during the stay.
- The guest should limit or avoid any outside visitors coming in and out of the guest room out of an abundance of caution for other customers and associates.
- The guest must contact hotel management prior to checking out / departure from the hotel to provide an update on their condition.

**Room Service**

- Pack all food deliveries using disposable paper/plastic containers.
- Leave all food and beverages ordered through hotel room service at the guest's door for pick-up by the guest.
- Provide the guest with standard complimentary amenities (e.g., water, tea, coffee, napkins, etc.) and non-perishable type food items to limit the need to make numerous daily deliveries.




# ORIENTATION

- Critical to protect employees and guests
  - Well trained and knowledgeable staff not only are safer, but provide a MUCH better experience for guests
  - What do they need to know?
  - How can we make it clear and understandable?
  - Resources available?
- 




# WHAT THEY NEED TO KNOW

This is not a comprehensive list, but a reference:

- Three rights
  - How and what to report
  - Policies and procedures
  - JOHSC
  - Emergency procedures
  - Any specific hazards for their roles and how they are controlled
  - Contact information
  - What else?
    - Empathy?
- 



# CLEAR AND UNDERSTANDABLE

- Don't make people drink from a fire hose
  - Consider how you might space out orientation and combine it with mentoring and supervision
  - Consider language, culture and learning styles of participants
  - Follow up
- 




# RESOURCES

- Consider quick and easy resources for employees
- Cheat sheets, posters, electronic FAQs





# CHECKLIST

- ☐ OHS Policy posted, dated and signed
  - ☐ Copy of Act and DOL phone posted
  - ☐ Regulations available
  - ☐ Safety program up to date
  - ☐ Emergency contacts up to date
  - ☐ Safety committee established and functioning (Rules of Procedure)
  - ☐ Minutes posted
  - ☐ Members posted
  - ☐ Violence risk assessment up to date (min 5 yrs)
  - ☐ Workplace inspection program established
  - ☐ First aid attendants up to date
  - ☐ Staff training (fall protection, etc)
  - ☐ What to do if incident occurs (reporting, responsibilities, investigation)
  - ☐ **Staff orientation** (IRS, reporting, 3 rights, etc)
  - ☐ Parking lot lighting, barriers, signage
  - ☐ Entrance lighting, floor surfaces, signage
  - ☐ Exit paths and signs
  - ☐ Fire alarms, smoke detectors, fire extinguishers
  - ☐ Emergency evacuation maps posted
  - ☐ Guest orientation
  - ☐ Covid signage – paths, cough etiquette, distancing, isolation rules, hand washing/sanitizing, etc
- 

A landscape photograph showing a dirt road winding through a field of tall, dry grass. The sun is low on the horizon, creating a warm, golden glow and long shadows. The sky is filled with soft, orange-hued clouds. In the background, there are rolling hills and a line of bare trees. A dark, semi-transparent rectangular box is centered over the middle of the image, containing the quote in white text. Below the quote, the name 'Ray Mears' is written in white text on a small red rectangular background. At the bottom center, there is a small, faint watermark that reads 'quotefancy'.

You cannot underestimate the  
importance of preparation.

Ray Mears

quotefancy

# THANK YOU!

Joe Treen

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The voice of tourism

# CLEAN IT RIGHT

For a limited time, Clean It Right is being offered at no charge to eligible businesses in Nova Scotia's tourism and hospitality industry.

- “Very eye opening, I will be more mindful of how important cleaning standards are set to save lives.” - Fisheries Museum of the Atlantic
- “I really enjoyed this. It was well presented and I really appreciated the Checklist that was provided and it could be downloaded. Thanks for a great experience and great reminders on new handling procedures.” - La Tchuisine (Restaurant)

<https://nstourismstrong.ca/clean-it-right/>

# BUSINESS AUDITS with SAFETY SERVICES NOVA SCOTIA

Safety Services Nova Scotia is offering health and safety audits of your business. To be eligible, participants must:

- Have attended today's webinar or watched the recording
- Be a tourism business currently in operation in Nova Scotia
- Contact [lynn@tourism.ca](mailto:lynn@tourism.ca) by the end of day May 7, 2021

# UPCOMING WEBINARS

## **Capturing Great Photos with a Smartphone**

- Date: Thursday, May 6, 2021
- Time: 10:00 am to 11:00 am Atlantic Time
- Delivered by: Dave Culligan, Founder & CEO, threesixfive Media Inc.
- Free for anyone to join

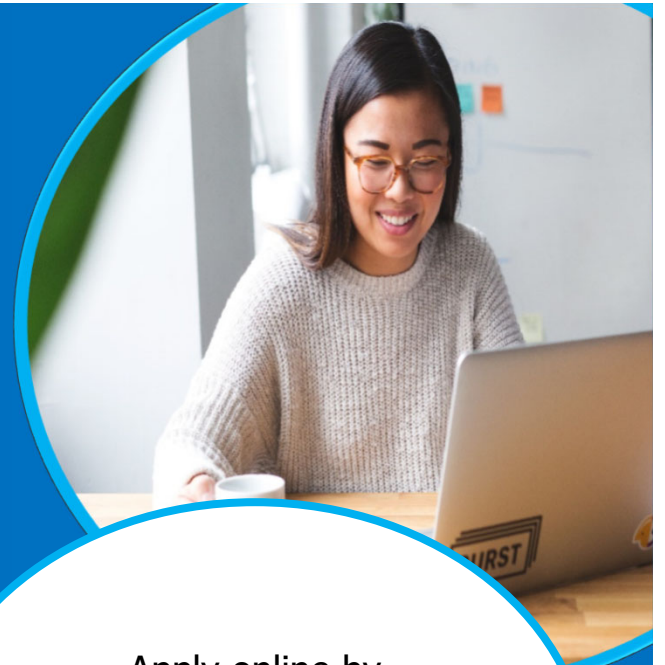
<https://tourismns.ca/webinar-series>

# TOURISM DIGITAL ASSISTANCE PROGRAM

Tourism businesses can receive up to \$5,000 in services from qualified digital consultants to help improve their online presence.

Eligible program activities include:

- Ecommerce
- Digital Marketing Strategy
- Search Engine Optimization (SEO)
- Online Bookings
- Social Media Strategy
- Website Creation
- Content Creation: Copywriting
- Content Creation: Social Media Posts



Apply online by  
Wednesday, May 5

<https://tourismns.ca/tourism-digital-assistance-program>

# STAY CONNECTED!

- **Consumer Website**  
novascotia.com
- **Contact Business Development**  
[TNSBusiness@novascotia.ca](mailto:TNSBusiness@novascotia.ca)
- **Newsletter**  
Sign-up for *inTouch*
- **Twitter**  
Follow @TourismNS
- **LinkedIn**  
Follow Tourism Nova Scotia
- **Corporate Website**  
Visit tourismns.ca
- **COVID-19 Resources**  
[tourismns.ca/coronavirus](https://tourismns.ca/coronavirus)

