

Occupational Health & Safety

Understanding the Latest Developments to Ensure a Safe and Compliant Workplace

Our Faculty

BEST PRACTICES AND LESSONS LEARNED FROM A FACULTY THAT INCLUDES:



Terry Densmore
Vice-President, Special Projects
FLINT ENERGY SERVICES LIMITED



Ross Arrowsmith
Senior Security Advisor
WORKERS' COMPENSATION BOARD



Jean-Pierre (JP) Mainville
Director Safety/Security
MORNINGSTAR AIR EXPRESS, INC.



Dr. Douglas Gross
Associate Professor, Department of Physical Therapy
UNIVERSITY OF ALBERTA



Dr. Charles Els
Psychiatrist and Addiction Specialist
UNIVERSITY OF ALBERTA



Bruce Skeaff
Social Media Planner
ONTARIO MINISTRY OF LABOUR



Roger Sloan
Manager, Environment, Health & Safety
MEDICINE HAT COLLEGE



Daniel C. P. Stachnik, QC
Partner
MILLER THOMSON LLP

**February 28 – 29, 2012
CALGARY, ALBERTA**

Get expert advice on developing effective safety programs that meet and exceed your compliance objectives

- ✓ Learn about the latest changes to the Certificate of Recognition (COR) program awarded through Partnerships in Injury Reduction
- ✓ Get tips for success from a case study of the winner of Alberta's Best Workplace for Health and Safety Award 2011 — Flint Energy Services
- ✓ Examine Bill C-45 reporting requirements and learn how to demonstrate due diligence and compliance
- ✓ Learn how to define and verify worker safety competence and how to mitigate risk
- ✓ Understand substance abuse in the workplace and its implications for employers
- ✓ Get strategies for assessing and managing the hazards of employee fatigue and shift work vulnerabilities
- ✓ Explore the latest information on musculoskeletal injury prevention: learn how to improve work ability and prevent injury in healthy workers
- ✓ Learn how social media can be used for internal communications and promoting your OHS program
- ✓ Examine crisis communication strategies: responding to unusual events and using mass notification systems effectively
- ✓ Take home lessons learned and proven techniques from Calgary Airport Authority's customer safety model

Presented in association with:



Presented by:



8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:10

Welcome and Opening Remarks from the Chair

Jean-Pierre (JP) Mainville, Director Safety/Security, Morningstar Air Express, Inc.

9:10 – 10:10

Achieving Excellence in Health and Safety: Lessons from the 2011 Winner of Alberta's Best Workplace for Health and Safety Award

Terry Densmore, Vice-President, Special Projects, Flint Energy Services

- Leveraging senior management engagement with grassroots results: enabling the Internal Responsibility System
- Flint Energy's unique, hands-on approach: keeping it simple
- Developing a leading safety management system: model for leveraging industry best practice

OPENING KEYNOTE

10:10 – 10:30

Networking Break



10:30 – 12:30

Clarifying Critical Legal Issues in OHS

Loretta M. Bouwmeester, Partner, Miller Thomson LLP

Bill C-45 - Criminalization of OHS Offences

- How to protect senior officers and organizations
- New sentencing and probationary powers of courts
- Who may be charged with OHS criminal negligence?
- Who is responsible for enforcing this Criminal Code?
- Does Bill C-45 impact on other legislation?
- Liabilities and duty
- Review of resolved and pending Bill C-45 prosecutions
- New sentencing powers for corporations
- *R. v. Fantini*, first individual charged reviewed
- *R v. Transpave*, first organization charged analyzed
- Review pending Bill C-45 charges
- Reasonable steps to ensure legal compliance

Investigating OHS Incidents

- Defining an "incident": accident, or near misses
- When to invoke legal privilege
- Differentiating between internal and external investigations
- Main purposes of an investigation
- Authority of government investigators
 - jurisdiction
 - provincial OHS Investigators
 - powers of inspection
 - powers of investigation
 - duty to notify government
 - obligation to co-operate with OHS officers
 - the duty to not disturb the scene of the incident
- Roles and responsibilities: OHS Officers, owners and prime contractors, witnesses and suppliers
- Best practices for coordinating and communicating with OHS officers: site contact person, witness management, documenting the scene, seizure of samples, document information
- Sequential steps for incident response: emergency response, secure and preserve the scene, reporting to authorities, preliminary activities, OHS outcomes
- Looking at examples and complex scenarios to analyze and identifying best practices

EXTENDED SESSION

12:30 – 1:45

Luncheon

1:45 – 2:45

Social Media's New Role in Workplace Health and Safety

Bruce Skeaff, Social Media Planner, Ontario Ministry of Labour

- Is social media right for you?
- How to integrate social media into your communications activities
- The Ontario Ministry of Labour's mix of news and information, discussion, and education
- It's OK *not* to control the message
- What to do should the worst happen

2:45 – 3:00

Networking Break



3:00 – 4:00

Crisis Communications in Large Workplaces: Who Controls the Message?

Rodger Sloan, Manager, Environment, Health and Safety, Medicine Hat College

- A bomb threat as impetus for change
- Changing the culture of how unusual events are managed
- How to maintain control of the message
- Mass notification systems, capabilities to consider
- Roll-out challenges and successes

CASE STUDY

4:00 – 5:00

Proven Model for Reducing Customer Safety Claims

Cameron Nicolson, Director Safety Management Systems, Calgary Airport Authority

- OHS perspective on customer needs and expectations
- Airport safety vulnerabilities: fatigued travelers, unfamiliarity with local practices (escalators, left-side driving, etc.)
- Maturity of model, background, history
- Dealing with issues head on: avoiding legal intervention
- Success rates
- Other organizations that have incorporated it: WestJet
- How you can develop the model

CASE STUDY

5:00

End of Day One

SPONSORSHIP AND EXHIBITION OPPORTUNITIES

If you would like to increase your visibility with health and safety professionals and HR executives, you need to be at *Occupational Health and Safety*. A limited number of sponsorship options are available.

- Exhibit Space
- Cocktail Reception
- Luncheon Breakfast
- Conference Documentation

For more information or to check availability, contact our sponsorship department by telephone at 1.800.474.4829, ext. 285, or by email at sponsorship@infonex.ca. Choose to participate at this event and ensure your brand is front and centre at this great marketing opportunity.

DAY TWO PROGRAM AGENDA: WEDNESDAY, FEBRUARY 29, 2012

8:00 – 9:00

Continental Breakfast

9:00 – 9:10

Opening Remarks from the Chair

Jean-Pierre (JP) Mainville, Director Safety/Security, Morningstar Air Express, Inc.

9:10 – 10:10

CASE STUDY

Managing the Hazards of Employee Fatigue and Shift Work

Jean-Pierre Mainville, Director Safety/Security, Morningstar Air Express, Inc.

- Unique considerations for airlines: shift work, "resting" away from home
- Assessing the hazards of fatigue and shift work
- Confronting the challenge of profitability imperatives
- Background to our fatigue management program
- Components of the program
- Applicable lessons for all industries with worker fatigue vulnerabilities

10:10 – 10:30

Networking Break



10:30 – 11:30

Musculoskeletal Injury: Targeting the Right Intervention for the Right Time

Dr. Douglas Gross, Associate Professor, Department of Physical Therapy, University of Alberta

- Latest research evidence related to the prevention and management of work-related musculoskeletal injuries
- Examining the "work ability" prevention model that is guiding several intervention studies to improve work ability and prevent injury in healthy workers
- Alberta's continuum of care approach for the rehabilitation of workers with musculoskeletal injuries and what employers can do
- Cost-effectiveness of "integrated care" that includes the workplace and an early, appropriate return to work as key components
- Ongoing Alberta research to develop decision-support software to help target the right rehabilitation at the right time for injured workers

11:30 – 12:30

Making Workplace Violence a Watercooler Conversation

Ross Arrowsmith, Senior Security Advisor, Workers Compensation Board – Alberta

- Tabling the topic of workplace violence at your next team meeting
- The convergence of workplace violence and workplace bullying
- Violence, bullying and domestic abuse — Welcome to work!
- Identifying inappropriate workplace behaviours
- When good people resort to bad behaviour
- Coaching your employees on how to respond to aggressive behaviour
- Pre-employment screening to identify past-employment screaming

12:30 – 1:30

Luncheon

1:30 – 2:30

Waking Employers Up to Substance Abuse

Dr. Charles Els, Psychiatrist and Addiction Specialist; Associate Professor, School of Public Health and Department of Psychiatry, University of Alberta

Dr. Harold E. Hoffman, Occupation Medicine Specialist, Harold Hoffman Professional Corporation; Adjunct Professor, Occupational Health Program, University of Alberta

Clinical Update on Substance Abuse

- New evidence
- Common myths of addiction
- Lifetime prevalence rates

- How does Alberta compare with other provinces
- Why do people take drugs
- Predictors of substance abuse
- General principles of psychiatric management and treatments
- Screening for substance abuse
- What is effective treatment
- Challenges

Implications for the Employer: OH&S Update on Substance Abuse

- What is being seen in the field: mining industry and health care industry
- A *big* problem: substance abuse impacts 40% of certain industries' employee populations
- Substance abuse as workplace hazard
- How and why supervisors are enablers: the personal relationship
- How and why employers are enablers: the positive productivity impacts
- Daunting problem: what can employers do?

2:30 – 2:45

Networking Break



2:45 – 3:30

Stakeholders, Case Management, and Return to Work: A Clinical Perspective

Dr. Harold E. Hoffman, Occupation Medicine Specialist, Harold Hoffman Professional Corporation; Adjunct Professor, Occupational Health Program, University of Alberta

- Questions that physicians are asked in disability claims
- What employers can ascertain by looking in the physician's report
- Case management: duration of disability, recovery patterns, SPICE model for prevention
- Assessment, investigation, diagnosis, treatments, and administration
- Dealing with chronic pain
- Dealing with absenteeism
- Fitness to work evidence in the eyes of the doctor
- Rehabilitation and return to work: challenges, coordination of stakeholders, early planning, disability prevention

3:30 – 4:30

Understanding Disability Management and Employer Obligations

Daniel C. P. Stachnik, Partner, Miller Thomson LLP

- What is reasonable accommodation?
- What can you ask your physicians?
- How do you manage absenteeism: recognizing innocence versus performance
- What to do when an employee reports or exhibits mental health concerns
- Approaches to short- and long-term disability

4:30 – 5:00

OPEN DISCUSSION

Leverage Clinical and Legal Perspectives for Your OHS Challenges

Dr. Harold E. Hoffman, Occupation Medicine Specialist, Harold Hoffman Professional Corporation; Adjunct Professor, Occupational Health Program, University of Alberta

Daniel C. P. Stachnik, Partner, Miller Thomson LLP

Come prepared with your specific questions and get answers to your most pressing OHS questions.

5:00

End of Day Two

FEATURING A DIVERSE FACULTY INCLUDING THESE AND OTHER EXPERTS:

Terry P. Densmore, Vice-President, Special Projects, Flint Energy Services Limited



Before his current role, **Terry Densmore** spent the last 11 years as the Vice-President for Environment, Health and Safety at Flint Energy Services Ltd. He has similar responsibilities previously at Reid's Construction Group of Companies, Imperial Oil Resources, and Royal Canadian Mounted Police. He is the founding member of Alberta Injury Control Alliance (AICA), a member of Construction Owners Association of Alberta (COAA) Safety Committee, and a past member of Alberta Construction Safety Association Board of Directors. He has been the recipient of many awards for his contribution to construction health and safety.

Rodger Sloan, Manager Environment, Health & Safety, Medicine Hat College



Rodger Sloan was the Director of the Counter-Terrorism Technology Centre, an organization specializing in Chemical, Biological and Radiological testing and training for NATO Forces. He has worked as an Occupational Hygienist with the Canadian Forces on operations in Haiti and Afghanistan. He also worked as a Biological Weapons inspector with the UN in Iraq. As with many post-secondary training institutions, training and preparing for emergencies was not at the top of the agenda at Medicine Hat College. Rodger will discuss the challenges of selling senior management on the need for mass notification capabilities and then the decisions made to tailor it to the needs of this regional college.

Ross Arrowsmith, Senior Security Advisor, Workers Compensation Board Alberta



Ross Arrowsmith was involved in the development of the WCB's workplace violence strategies which was the model for the Preventing Violence at Work program now being promoted throughout Alberta. With over 20 years of service in security and investigations, Mr. Arrowsmith has extensive experience in high-risk situations and has personally assessed and managed thousands of cases of threatening, aggressive and inappropriate behaviour. Based in Calgary, he spends much of his time delivering the Preventing Violence at Work program to companies throughout Southern Alberta.

Dr. Douglas Gross, Associate Professor, Department of Physical Therapy, University of Alberta



In addition to his role at the University of Alberta, **Dr. Douglas Gross**, PhD is a research affiliate with Millard Health, the WCB-Alberta's rehabilitation facility. His research focuses on injured workers with musculoskeletal conditions, including prediction of recovery and return to work, clinical triage, as well as investigating the effectiveness of various interventions and mass media prevention campaigns. He has given numerous national and international presentations, with invitations for keynote presentations at conferences in Canada, the United States, Hong Kong, and Australia. His professional experience includes clinical work as a physical therapist in both private practice and occupational rehabilitation centers.

Jean-Pierre (JP) Mainville, Director Safety/Security, Morningstar Air Express, Inc



Jean-Pierre (JP) Mainville has been working in the aviation industry since 1980 and has been actively involved in Occupational Health and Safety in this industry since 1991. In 2004, he was appointed as the Aviation Safety Officer for Morningstar Air Express Inc. At this time he started working with the airline to implement Safety Management Systems in the airline. Today, JP is the Director of Safety and Security for the airline.

Bruce Skeaff, Social Media Planner, Ontario Ministry of Labour



Bruce Skeaff is a communicator of 20 years' experience in the Ontario Public Service. Before that, he was a news reporter for 13 years. He has worked for a variety of Ontario newspapers including The Toronto Star. While in British Columbia, he was a member of the BC Legislative Press Gallery for the Victoria Times-Colonist, and has freelanced in the UK and Europe for the Canadian Press. In the Ontario Public Service, Mr. Skeaff has been the spokesperson for Ontario's Information and Privacy Commissioner and has worked in the Ministries of Health and Long-Term Care, Education, Training Colleges and Universities, Municipal Affairs, and Housing, Citizenship, and most recently the Ministry of Labour where he has been for most of the last 10 years.

Dr. Charles Els, Psychiatrist and Addiction Specialist; Associate Professor, School of Public Health and Department of Psychiatry, University of Alberta



Dr. Charles Els is a psychiatrist, addiction specialist, and a medical review officer (MRO). He qualified as a physician and completed post-graduate training in psychiatry in South Africa, and completed two fellowships in Addiction Medicine and Addiction Psychiatry at the University of Toronto and the Centre for Addiction and Mental Health. He is a Diplomate of the American Board of Addiction Medicine and a consultant at the LifeMark Health Institute in Edmonton. Since 1999, he has regularly acted in the capacity of clinical service delivery, research, teaching, policy work, volunteering and has provided testimony before the Court of Queen's Bench (for both the Crown and for defendants), the College of Physicians and Surgeons of Alberta, Alberta Justice, the Canadian Medical Protective Association, as well as Human Rights Tribunals.

Dr. Harold E. Hoffman, Occupation Medicine Specialist, Harold Hoffman Professional Corporation; Adjunct Professor, Occupational Health Program, University of Alberta

Dr. Harold E. Hoffman has extensive clinical experience with industry, workers' compensation, insurance companies, medical-legal assessments, and physician-referred consultations. He has been a practicing physician since 1976. Prior to his current role, he was previously Medical Advisor for Alberta Workers' Compensation Board, Occupational Physician for Dow Chemical Company, and Occupational Physician for the Gross Rehabilitation Center.

Daniel CP Stachnik, Partner, Miller Thomson LLP



Daniel CP Stachnik, QC, has been practicing law for over 30 years and has been with Miller Thomson throughout his legal career. He practices in the areas of law relating to civil litigation in commercial, construction, occupational health and safety, personal injury and employer-employee matters including human rights. He is retained to assist in OH&S matters relating to all aspects of the investigation and defense of charges under the relevant legislation.

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Great content — very applicable to my workplace. A great deal of info to take back to apply — improvements will follow.

— **Environment Safety Manager, LABATT BREWERIES OF CANADA**

Good info, absolutely real [and] fabulously pertinent!

— **Manager, Disability Management, PWGSC**

The expert presenters were very knowledgeable and informative; the information was very useful and can be implemented right away.

— **Resource Team Leader, URBAN SYSTEMS LTD**

Join Your Peers **WHO SHOULD ATTEND**

- Safety Officers and OHS Inspectors
- Disability Management Coordinators
- Occupational Health & Safety Coordinators
- Directors and Managers of OHS
- Labour Relations Managers
- Training, Learning, and Development Managers
- Legal Counsel
- Employee Relations Specialists

Occupational Health & Safety

February 28 – 29, 2012 • Calgary, Alberta

FOUR KEY BENEFITS OF ATTENDING THIS EVENT

- 1) Get comprehensive, and robust coverage of all your OHS challenges
- 2) Stay current on new rules and regulations and ensure compliance
- 3) Hear from a cross section of expert opinions: practitioners, physicians, lawyers
- 4) Walk away with a clear picture of what OHS excellence looks like and how you can get there

LOCATION: Occupational Health & Safety will be held at the **Ramada Hotel Downtown Calgary** 708 - 8th Ave SW, Calgary, Alberta T2P 1H2
 Telephone: 403-263-7600
 Website: www.ramadacalgary.com

YOUR REGISTRATION INCLUDES: Registration fees include all course materials, continental breakfast, lunch, and refreshments. Parking and accommodation are not included.

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Registrants who cancel after **February 14, 2012**, will not be eligible to receive any credits or refunds and are liable for the entire registration fee.

Confirmed registrants who do not cancel **by February 14, 2012**, and fail to attend will be liable for the entire registration fee.