



Worksite Visit & Work Observation Training



Outline

- Legislation around Supervisors
- Tools and Resources
 - What tools do we have?
 - Where do we find them?
 - Why do we need them?
- How do we use them?
 - Worksite Visits
 - Work Observations
- Exercise
- Quiz



NWT OHS Regulations

Supervisor

*An individual authorized by an employer to **oversee or direct workers.***

Who are Supervisors at NTPC?

- Directors
- Managers
- Crew Leaders
- Plant Superintendents
- Plant Operators
- Project Managers
- Worksite Monitors



NWT OHS Regulations

Supervisor responsibilities:

- *16(2): A supervisor shall ensure that workers comply with the Act and these regulations as they apply to the work site.*

Remember:

- As supervisors, we are responsible for the safety of our workers and our worksites

- How can we ensure workers comply with legislation?
 - Visit your workers!
 - Observe them at work and provide feedback!
 - Document it!



Tools & Resources

Worksite Visit

- A brief, documented assessment of hazards, controls, and safety behaviours at a worksite.

Work Observation

- A documented analysis of hazard assessment, hazard controls, and safety behaviours at a worksite with a focus on improving safety culture and providing safety coaching.

Tools & Resources



PowerLine



EMERGENCY CONTACTS | DIVISIONS | CAPITAL PROJECTS | TRAINING | NEW TO NTPC? | STAFF DIRECTORY

I'M LOOKING FOR
- Choose -

FIND
Documents
Forms
Policies & Procedures
SEARCH ALL



HOT LINKS
Health & Safety System
Tailboard Form

Latest News

WSSC HAZARD ALERT - FALL PROTECTION

Tuesday, August 2, 2016 - 13:30

The Workers' Safety & Compensation Commission recently released [this](#) Hazard Alert following a serious worker injury.

2016/17 HEALTH & SAFETY STATISTICS REPORT - Q1

Friday, July 29, 2016 - 12:00

The 2016/17 Q1 Health & Safety Statistics Report is available [here](#). The report now contains an executive summary, several graphs showing comparisons to previous years, and an improved table of contents! Let us know what you think.

COMFORT ZONE - AUGUST 2016

Search

137 DAYS SINCE LAST RECORDABLE INJURY

TODAY'S EVENTS
No events posted for today.

VIEW CALENDAR

PowerLine

Tools & Resources

The screenshot shows the Northwest Territories Power Corporation (NTPC) website. The header includes the NTPC logo and the 'PowerLine' brand name. A navigation bar contains links for Emergency Contacts, Capital Projects, About NTPC, Training, and Staff Directory. The main content area is titled 'Health & Safety Management System' and includes sections for Legislation, Safety Handbook, and Core Elements. A table lists core elements with associated documents. A right-hand sidebar features a search bar, upcoming events, and a list of related topics.

Health & Safety Management System

Legislation

- [NWT Safety Act](#)
- [NWT Occupational Health & Safety Regulations](#)

Safety Handbook

- [NTPC Safety Handbook - July 2016](#)

Core Elements

#	Element	Associated Documents
0	Health & Safety Management System Manual	Form 0.0: Document Control Register
1	Health & Safety Policy	Policy S-01: Health & Safety
2	Hazard Assessment & Control	Form 2.1: Worksite Hazard Analysis Form 2.2: Job Safety Analysis Form 2.3: Tailboard Meeting Form 2.4: Risk Matrix
3	Safe Work Practices	Click here for a list
4	Safe Job Procedures	Click here for a list

144 DAYS SINCE LAST RECORDABLE INJURY

Search

UPCOMING EVENTS

No events posted for today.

[VIEW CALENDAR](#)

HEALTH, SAFETY & ENVIRONMENT

About Health, Safety & Environment

Environment

- [ENVIRONMENTAL MANAGEMENT SYSTEM](#)
- [GREENHOUSE GAS REPORTS](#)
- [SPILL RESPONSE PLANS](#)

Health & Safety Alerts

Health & Safety Management System

- [CONTRACTOR SAFETY MANAGEMENT](#)
- [EMERGENCY RESPONSE PLANS](#)
- [PROJECT SAFETY PLANNING](#)
- [SAFE JOB PROCEDURES](#)
- [SAFE WORK PRACTICES](#)
- [WORK PROTECTION](#)

JOHSC

Last Recordable Injury by Division

Regulatory, Licencing & Permits

Safety Questions



Health & Safety Management System

Tools & Resources

Core Elements

#	Element	Associated Documents
5	Company Rules	Form 5.1: NTPC Life-Saving Rules Contract Form 5.2: Car Sign-Out Agreement Form 5.3: Truck Sign-Out Agreement Form 5.4: Van Sign-Out Agreement
6	Personal Protective Equipment	Form 6.1: Issue of Personal Protective Equipment Form 6.2: Approved HSE Equipment Purchasing List
7	Preventative Maintenance	None
8	Training and Communication	Form 8.1: Site Orientation Form 8.2: Visitor Site Orientation Safety Contract Form 8.3: Group Health & Safety Meeting Minutes Form 8.4: Daily Meeting
9	<u>Health & Safety Inspections</u>	<u>Form 9.1: Worksite Visit</u> Form 9.2: Safety Inspection Report Form 9.3: Vehicle Inspection Form 9.4: Heavy Equipment Inspection <u>Form 9.6: Work Observation</u>

**Element 09:
Health & Safety
Inspections**



Tools & Resources

 NORTHWEST TERRITORIES POWER CORPORATION <i>Empowering Communities</i>	Health & Safety Management System Element: Health & Safety Inspections	Page 5 of 8
	Monitor: Director, Health, Safety & Environment	Element #: 09

12 Worksite Visits

- 12.1 Worksite Visits are conducted to observe and document worker compliance with NTPC safety practices and procedures.
- 12.2 Worksite Visits shall be conducted by Directors, non-Operations Managers, Project Managers, Plant Superintendents/Operators, and Worksite Monitors).
- 12.3 Upon arrival at the worksite the worker conducting the Worksite Visit (i.e., the inspector) shall contact the worker in charge and conduct the inspection in their presence, encouraging discussion.
- 12.4 Worksite Visits shall be recorded on *Form 9.1: Worksite Visit*.
- 12.5 A Worksite Visit includes a review and assessment of the following categories:
- General safety.
 - Emergency preparedness
 - Tailboard meetings.
 - Chemicals.
 - Hazard identification.
 - Personal protective equipment.
 - Housekeeping.
 - Electrical.
 - Lighting.
 - Tools & equipment.

Section 12

Tools & Resources

 NORTHWEST TERRITORIES POWER CORPORATION <i>Empowering Communities</i>	Health & Safety Management System Element: Health & Safety Inspections	Page 5 of 8
	Monitor: Director, Health, Safety & Environment	Element #: 09

13 Work Observations

- 13.1 Work Observations are similar to Worksite Visits, but involve more time, discussion, and interaction with a focus on hazard assessment, hazard control, and safety coaching.
- 13.2 Work Observations shall be conducted by Operations Managers and Health & Safety Coordinators.
- 13.3 Upon arrival at the worksite the worker conducting the Work Observation (i.e., the inspector) shall contact the worker in charge and conduct the inspection in their presence, and in the presence of the crew where feasible, asking questions and encouraging discussion. Work Observations are an opportunity to attend a worksite, meet with the worker in charge and crew, discuss safety, increase safety awareness and culture, and improve relationships.
- 13.4 Work Observations shall be recorded on *Form 9.6: Work Observation*.
- 13.5 The *Checklist* section of the form shall be completed similar to a Worksite Visit, but with the opportunity to record specific comments next to each item. All applicable items shall be discussed to the satisfaction of the worker in charge, the crew, and the inspector.
- 13.6 Completion of the *Hazard Control Analysis* section shall involve questions to the worker in charge and crew about:
- What major hazards are present (review the Tailboard Meeting form);
 - How they are controlled;
 - How those controls were selected (e.g., selected by crew during Tailboard Meeting; or selected as per Job Safety Analysis, Safe Work Practice, or Safe Job Procedure);

Section 13

Tools & Resources

Form 9.1: Worksite Visit

Form 9.6: Work Observation

- Work Observations are similar to Worksite Visits, but involve:
 - More time
 - More discussion
 - More interaction with the crew
 - Focus on hazard assessment
 - Focus on hazard control
 - Focus on safety coaching

The image shows two overlapping forms from the Health & Safety Management System. The left form is 'Form 9.1: Worksite Visit' and the right form is 'Form 9.6: Work Observation'. Both forms include sections for 'Worksite Details', 'Hazards', 'Energy Requirements', 'Fall Protection', 'Personal Protective Equipment', 'Tools & Equipment', and 'Emergency Preparedness'. The forms are designed to be filled out by a supervisor or safety officer to document safety observations and hazards at a worksite.

Worksite Visits & Work Observations

Why do we do them? To observe and document worker compliance with NTPC safety practices and procedures.

Why else do we do Worksite Visits and Work Observations?

- Great opportunity for a safety conversation
- Ensure hazards are identified and controlled
- Note items that need to be improved
- Provide coaching to workers
- Show an interest in worker safety
- Show safety leadership

It's due diligence and good safety practice!

Worksite Visits & Work Observations

VIDEO – THE COACHING CONTINUUM



Worksite Visits & Work Observations

Starting the conversation – ARE YOU ASKING OR TELLING?

- Remember that you don't need to be the Manager for worksite visits and observations
- Be aware of your demeanor, get ready to have a conversation
- Facilitate by asking questions, hold observations until the end and stick to maximum three critical ones to document
- Avoid directive comments, this will stifle the conversation and workers may become uncomfortable participating
- Let the worker teach you a thing or two about what they do

Worksite Visits & Work Observations

How do we do them?

Upon arrival at the worksite:

- Contact the worker in charge, do the inspection with them
- For Work Observations, include the crew where possible
- Ask questions, encourage discussion



Tips:

- Let people know why you're there
- Go through the checklist together – two heads are better than one!
- Build relationships
- Find ways to make the workplace, and the worker, safer

Form 9.1: Worksite Visit

How do we do the Worksite Visit Checklist?

Checklist		
<i>Instructions: Mark items with a "✓" if satisfactory or an "x" if unsatisfactory. Leave blank if not applicable.</i>		
General <ul style="list-style-type: none"><input type="checkbox"/> SWPs & SJPs on hand<input type="checkbox"/> Heavy equipment inspection<input type="checkbox"/> Vehicle inspection complete<input type="checkbox"/> Work Protection in place<input type="checkbox"/> Traffic control Emergency Preparedness <ul style="list-style-type: none"><input type="checkbox"/> Emergency contacts displayed<input type="checkbox"/> Evacuation procedure in place<input type="checkbox"/> Extinguisher available	Hazard Identification <ul style="list-style-type: none"><input type="checkbox"/> Biological<input type="checkbox"/> Chemical<input type="checkbox"/> Energy<ul style="list-style-type: none">• Electricity, pneumatic pressure, hydraulic pressure, steam, heat, stored energy, arc flash<input type="checkbox"/> Environmental<input type="checkbox"/> Ergonomic<input type="checkbox"/> Manual handling	Housekeeping <ul style="list-style-type: none"><input type="checkbox"/> Materials neatly stored<input type="checkbox"/> Organized work area<input type="checkbox"/> Spills cleaned up<input type="checkbox"/> Walkways, stairs clear<input type="checkbox"/> Work area clean Electrical <ul style="list-style-type: none"><input type="checkbox"/> Cords good condition<input type="checkbox"/> Plugs/switches good condition<input type="checkbox"/> Power tools good condition

Form 9.6: Work Observation

How do we do the Work Observation Checklist?

- Use the comments box – write lots of notes. Be diligent!
 - What was done well? Opportunities for improvement?
 - Hot topics of discussion?

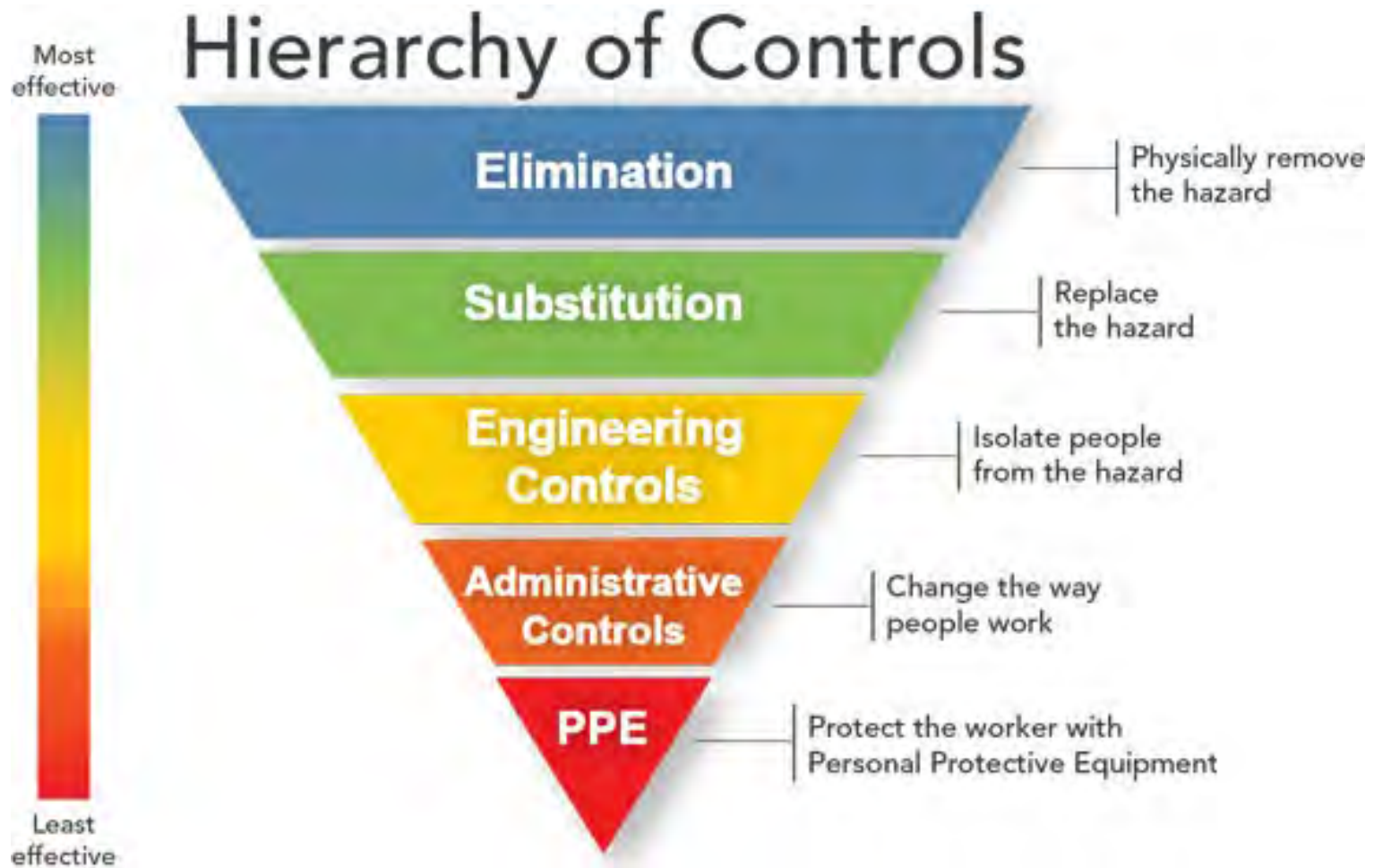
Checklist	
<i>Instructions: Mark items with a “✓” if satisfactory or an “x” if unsatisfactory. Leave blank if not applicable.</i>	
Category	Comments
General <ul style="list-style-type: none"><input type="checkbox"/> JSAs, SWPs, SJPs on hand, followed<input type="checkbox"/> Vehicle inspection complete<input type="checkbox"/> Heavy equipment inspection complete<input type="checkbox"/> Work Protection in place<input type="checkbox"/> Dedicated observer in place<input type="checkbox"/> Traffic control	

Worksite Visits & Work Observations

VIDEO – CONVERSATIONS BEAT STATEMENTS



Form 9.6: Work Observation



Form 9.6: Work Observation

How do we do the Hazard Control Analysis?

- Part 2 of the Work Observation is the Hazard Control Analysis

Hazard Control Analysis

Instructions: Review Tailboard, list identified hazards & controls, then rank effectiveness. Were any missed?

- *Hazard categories: biological, chemical, energy (electricity, pneumatic/hydraulic pressure, steam, heat, stored energy, arc flash), environmental, ergonomic, manual handling, mechanical, physical (moving equipment, noise, vibration, temperature extremes, work at heights, slip/trip hazards), psychological.*
- *Rank control effectiveness as per the Hierarchy of Controls (HOC): **Elimination (1), Substitution (2), Engineering (3), Administrative (e.g., training, procedures) (4), PPE (5).***

Hazard 1:		HOC
Controls:		

Worksite Visits & Work Observations

How do we do Corrective Actions?

- The last page of each form is for corrective actions.
- Identify at least one action for each checklist item marked with an “x”
- Make them clear and specific
- Assign accountability for each one (name and due date)

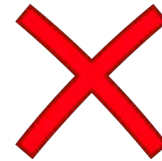
Corrective Actions				
#	Action	Responsible Party	Due Date	Completed
1				

Worksite Visits & Work Observations

How do we do Corrective Actions?

- Example of a poor corrective action:

- Corrective Action: Remove all hazards, train staff
- Responsible party: Operations
- Due date: ASAP



- Example of a good corrective action:

- Corrective Action: Remove extension cord from service, tag it out, replace cord
- Responsible party: P. Hartley
- Due date: Oct. 15, 2018



Worksite Visits & Work Observations

VIDEO – OPEN AND CLOSED QUESTIONS



Worksite Visits & Work Observations

VIDEO – OPEN AND CLOSED QUESTIONS



Worksite Visits & Work Observations

WHAT ARE SOME EXAMPLES OF OPEN-ENDED QUESTIONS YOU COULD ASK IN A Worksite Visit OR Work Observation

- Can you explain to me what you are working on?
- What are the hazards you are facing today in your work?
- Can you name three controls that you have applied to your work today?
- If we think long and hard together can we identify anymore hazards?
- What would you recommend for controlling them?

Worksite Visits & Work Observations

How many of these do I need to do?

Completion requirements – Worksite Visits (WV) & Work Observations (WO)

Position	#/Year
<ul style="list-style-type: none">• Operations Manager (Hydro, Thermal, T&D)• Health & Safety Coordinator	12 WO
<ul style="list-style-type: none">• Crew Leaders	12 WV
<ul style="list-style-type: none">• Plant Operator• Plant Superintendent• Operations Director (Hydro, Thermal, T&D)	6 WV
<ul style="list-style-type: none">• Administrative Director (CS, Finance, HR, HSE, IT, NTE, P&E)• Administrative Manager with employees	4 WV
<ul style="list-style-type: none">• Project Manager/Worksite Monitor (as per Project Safety Plan)	# WV

Worksite Visits & Work Observations

What happens after the inspection?

- Completed Worksite Visits and Work Observations shall be:
 - Kept on file by the inspector
 - Provided to the Worker in Charge
 - Submitted to the Health & Safety Department for filing (hse@ntpc.com)
- It is the responsibility of the inspector to follow up and ensure all action items are completed as assigned
 - This is part of your due diligence
- When all corrective actions are complete, mark the completed date and send it to the H&S Dept. for filing

FOLLOW UP



Worksite Visit Dashboard

WORKSITE VISITS

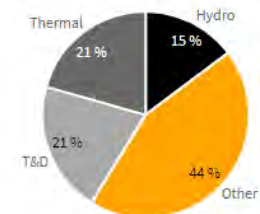
Management Worksite Visits & Work Observations Completion Stats

Inspector			Target			Completed						
Division	Name	Position	Type	Year	Quarter	Q1	Q2	Q3	Q4	YTD	% Complete	
Customer Service	E. Ladouceur	Director, Customer Service	WV	4	1					0	0%	
Customer Service	S. Harrison	Manager, Customer Service	WV	4	1					0	0%	
Customer Service	T. Roche	Manager, Customer Service	WV	4	1					0	0%	
Finance	C. Myles	Director Finance/Controller	WV	4	1					0	0%	
Finance	D. Farmer	Manager, Strategic Operations	WV	4	1					0	0%	
Finance	P. Grant	Chief Financial Officer	WV	4	1					0	0%	
Finance	T. Evans	Manager, Financial Planning & Analysis	WV	4	1					0	0%	
Finance	Vacant	Manager, Financial Reporting	WV	4	1					0	0%	
Finance	Vacant	Manager, Supply Chain Management	WV	4	1					0	0%	
HR	E. Dean	Director, HR	WV	4	1					0	0%	
HR	S. Horton	Manager, HR Services	WV	4	1					0	0%	
HR	Vacant	Manager, HR Programs	WV	4	1					0	0%	
HSE	D. Dewar	Director, HSE	WV	4	1		1	4		5	125%	
HSE	M. Lefebvre	Health & Safety Coordinator, Thermal	WO	12	3					0	0%	
HSE	S. Falshaw	Health & Safety Coordinator, Hydro	WO	12	3	2	3	4		9	75%	
Hydro	A. Spink	Crew Leader, Operator/Trade - Hydro	WV	12	6					0	0%	
Hydro	A. Upton	Manager, Substations and Electrical Services	WO	12	3					0	0%	
Hydro	D. Hazenberg	Crew Leader, Powerline Technician - Yellowknife	WV	12	6					0	0%	
Hydro	D. Hendrickson	Manager, Plant Operations	WO	12	3	1				1	8%	
Hydro	E. Hendry	Manager, System Control	WO	12	3					0	0%	
Hydro	J. Landry	Crew Leader, Mechanical - Hydro	WV	12	6					0	0%	
Hydro	L. Millar	Crew Leader, Powerline Technician - Fort Smith	WV	12	6					0	0%	
Hydro	R. Scott	Crew Leader, Supply Chain Logistics - Hydro	WV	12	6					0	0%	

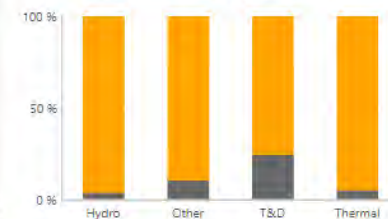
Current Performance Ratio for D. Dewar



Completed Worksite Visits by Division as a Percent of Total Worksite Visits Completed



Percentage of Completed Required Worksite Visits by Division



Worksite Visits & Work Observations

LEARNING OBJECTIVES – WHAT HAVE YOU LEARNED TODAY?

- Coaching Continuum
- Legislation
- Questions vs. Statements
- Open vs. Closed Questioning
- Facilitating a comfortable conversational environment
WO
- WO and WV Forms and the differences

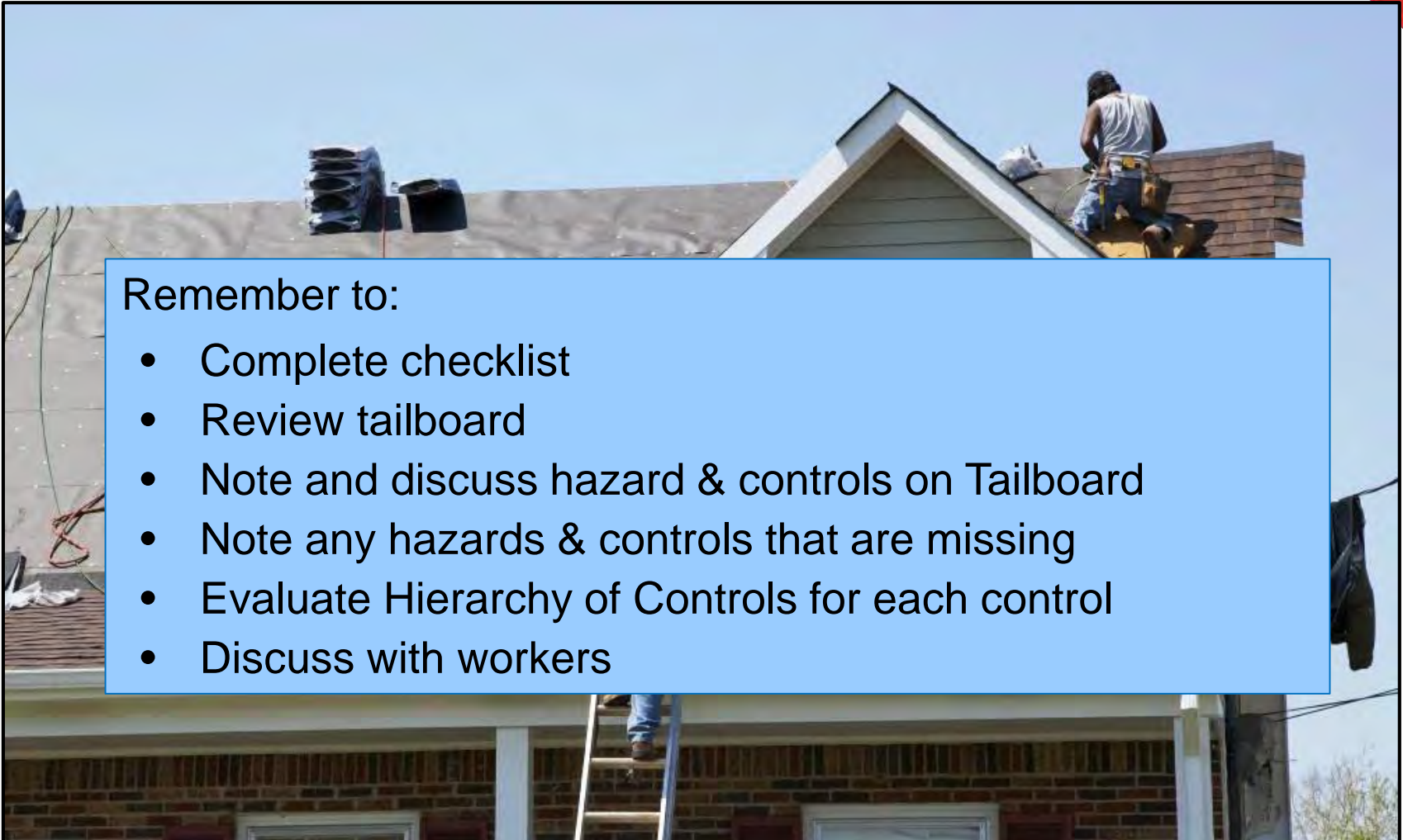
FOLLOW UP



Worksite Visit Exercise



Work Observation Exercise



Remember to:

- Complete checklist
- Review tailboard
- Note and discuss hazard & controls on Tailboard
- Note any hazards & controls that are missing
- Evaluate Hierarchy of Controls for each control
- Discuss with workers

Quiz

- Hand out quiz
- 10 minutes to complete
- Review answers as a group

