

Chapter 8 (part 2) Creating a Safe and Healthy Work Environment

TRUE/FALSE

1. Occupational accidents are both numerous and costly to employers.

ANS: T PTS: 1 REF: 268 OBJ:
1

2. An occupational illness is any abnormal condition or disorder caused by exposure to environmental factors associated with employment.

ANS: T PTS: 1 REF: 269 OBJ:
1

3. The fundamental duty of every employer is to take every reasonable measure to ensure their employees follow prescribed safety rules.

ANS: F PTS: 1 REF: 270 OBJ:
1

4. Occupational health and safety is regulated by individual companies in the jurisdiction in which they operate.

ANS: F PTS: 1 REF: 269 OBJ:
1

5. The fundamental duty of every employer is to take every reasonable precaution to ensure employee safety.

ANS: T PTS: 1 REF: 269 OBJ:
1

6. Employees don't have to be informed about health and safety requirements.

ANS: F PTS: 1 REF: 270 OBJ:

1

7. In most firms today, there is a full-time health and safety officer.

ANS: F PTS: 1 REF: 273 OBJ:
1

8. Under health and safety legislation, it is the employee's responsibility to comply with all applicable acts and regulations.

ANS: T PTS: 1 REF: 270 OBJ:
1

9. In a work-refusal situation, it is illegal for an employer to request another employee to replace the worker who exercised his or her work-refusal rights.

ANS: F PTS: 1 REF: 270 OBJ:
1

10. It is the supervisor's duty to ensure that workers use or wear safety equipment, devices, or clothing.

ANS: T PTS: 1 REF: 271 OBJ:
1

11. Penalties for violations of health and safety regulations include substantial fines, as well as jail terms.

ANS: T PTS: 1 REF: 273 OBJ:
1

12. The criminal code has been changed to make it easier to bring criminal charges against employers when a worker is injured or killed on the job.

ANS: T PTS: 1 REF: 275 OBJ:
1

13. Under Workers' Compensation, injured workers are entitled to a cash payout in the case of permanent disability.

ANS: T PTS: 1 REF: 274 OBJ:
1

14. According to statistics, after an injured worker has been off work for 12 months, there is less than a 20 percent chance they will return to work.

ANS: T PTS: 1 REF: 274 OBJ:
1

15. To encourage employers to introduce better prevention and claims-management practices, the emphasis on Workers' Compensation has been shifting from assessments and payments to creation of a safety-conscious environment.

ANS: T PTS: 1 REF: 274 OBJ:
1

16. Very few Canadian employers have a formal safety program.

ANS: F PTS: 1 REF: 276 OBJ:
2

17. The success of a safety program depends largely on the HR department.

ANS: F PTS: 1 REF: 277 OBJ:
2

18. An organization with a formal safety program generally has an employee management safety committee.

ANS: T PTS: 1 REF: 273 OBJ:
2

19. Probably the most important role of a safety program is motivating managers, supervisors, and subordinates to be aware of safety considerations.

ANS: T PTS: 1 REF: 276 OBJ:
2

20. Most organizations have safety awareness programs that entail the use of several different media.

ANS: T PTS: 1 REF: 276 OBJ:
2

21. An employee's supervisor is the primary source of safety-related information.

ANS: T PTS: 1 REF: 277 OBJ:
2

22. The use of posters in safety awareness programs has proven to be NOT effective because employees simply don't pay attention to them.

ANS: F PTS: 1 REF: 277 OBJ:
2

23. Safety training programs include first aid, accident prevention, and hazardous materials.

ANS: T PTS: 1 REF: 278 OBJ:
2

24. Injuries to employees are more likely to occur away from the workplace than on the job.

ANS: T PTS: 1 REF: 278 OBJ:
2

25. The IAPA promotes health and safety by offering six diploma programs for workers and managers.

ANS: T PTS: 1 REF: 278 OBJ:
2

26. Employers who do not enforce safety rules could find themselves charged with a criminal offence under the criminal code.

ANS: T PTS: 1 REF: 280 OBJ:
2

27. Employers are required by law to keep certain records and to compile and post an annual summary of work-related injuries and illnesses.

ANS: T PTS: 1 REF: 280 OBJ:
2

28. Incidence rates are useful for making comparisons between work groups within an organization.

ANS: T PTS: 1 REF: 280 OBJ:
2

29. Because of the small number of job-related injuries, little effort has been made to understand the safety risks inherent within white-collar work environments, such as offices.

ANS: F PTS: 1 REF: 282 OBJ:
3

30. In recent years, hazards in jobs outside the plant, such as offices and airports, have been recognized and preventive methods have been adopted.

ANS: T PTS: 1 REF: 282 OBJ:
3

31. Workers must be trained in Workplace Hazardous Materials Information System (WHMIS).

ANS: T PTS: 1 REF: 282 OBJ:
3

32. A Material Safety Data Sheet is designed to alert the worker that the container holds a potentially hazardous substance.

ANS: F PTS: 1 REF: 282 OBJ:
3

33. A consequence of sealing windows, reducing outside air, and “buttoning up” buildings is the “sick building syndrome”.

ANS: T PTS: 1 REF: 283 OBJ:
3

34. Because of documented higher health care costs for smokers, most employers pay the cost of smoking cessation programs.

ANS: F PTS: 1 REF: 284 OBJ:
3

35. Employees who perform manual tasks on a continual basis are strong candidates for carpal tunnel syndrome.

ANS: F PTS: 1 REF: 285 OBJ:
3

36. It is generally recognized that there is little that management can do to prevent repetitive-strain injuries.

ANS: F PTS: 1 REF: 285 OBJ:
3

37. Diffusing employee concerns about working with an employee with AIDS is a greater concern than preventing the workplace transmission of the HIV virus.

ANS: T PTS: 1 DIF: Application
REF: 286
OBJ: 3

38. Communicable diseases are covered in occupational health and safety legislation.

ANS: T PTS: 1 REF: 286 OBJ:
3

39. Workplace security is an issue that is of increasing concern to both employers and employees.

ANS: T PTS: 1 REF: 286 OBJ:
3

40. The requirements for risk assessment, procedures and policies, the duty to respond to incidents and to instruct workers are based on the recognition of violence in the workplace as an occupational hazard.

ANS: T PTS: 1 REF: 286 OBJ:
3

41. Although workplace violence is a serious concern, there are no regulations dealing with the issue in any Occupational Health and Safety regulations in Canada.

ANS: F PTS: 1 REF: 286 OBJ:
3

42. Some organizations have created formal crisis management teams to respond to violent situations.

ANS: T PTS: 1 REF: 291 OBJ:
3

43. The demand on the physical or emotional self that requires you to cope with that demand is called stress.

ANS: T PTS: 1 REF: 287 OBJ:
3

44. A review of research on work-site stress reveals that organizational stressors are receiving the attention they should.

ANS: F PTS: 1 DIF: Key Terms
REF: 289
OBJ: 3

45. If at all possible, one should avoid stress.

ANS: F PTS: 1 REF: 289 OBJ:
3

46. Physical and/or emotional exhaustion and a loss of job productivity are major symptoms of burnout.

ANS: T PTS: 1 REF: 290 OBJ:
3

47. The first step of coping with stress is to recognize the universal symptoms of stress as well as identifying the sources of stress.

ANS: T PTS: 1 REF: 291 OBJ:
3

48. There is a positive correlation between good physical health and the ability to cope with stressors.

ANS: T PTS: 1 REF: 291 OBJ:
3

49. Improved employee health is associated with lower levels of absenteeism, increased efficiency, and better morale.

ANS: T PTS: 1 REF: 291 OBJ:
4

50. Most of the larger companies have found that it does NOT pay to operate their own diagnostic, treatment, and emergency medical services.

ANS: F PTS: 1 REF: 292 OBJ:
4

51. Alternative health approaches are less effective and require the patient to participate in health care decisions.

ANS: F PTS: 1 REF: 293 OBJ:
4

52. Wellness programs are particularly effective when organizations offer cash incentives and allow employees to select the wellness options of their choice.

ANS: F PTS: 1 DIF: Application
REF: 293
OBJ: 4

53. Emotional problems, personal crises, and substance abuse become organizational problems when they affect attendance, behaviour, and performance at work.

ANS: T PTS: 1 REF: 295 OBJ:
5

54. Research findings indicate that employee assistance programs do NOT result in a substantial increase in productivity.

ANS: F PTS: 1 REF: 294 OBJ:
5

55. The most prevalent problems among employees are personal crises involving marriage, family, financial, and legal matters.

ANS: T PTS: 1 REF: 295 OBJ:
5

56. There is general agreement that emotional disturbances are a primary or secondary factor in a large proportion of industrial accidents.

ANS: T PTS: 1 REF: 295 OBJ:

57. Alcoholism is a problem that primarily affects blue-collar workers.

ANS: F PTS: 1 REF: 295 OBJ:
5

58. If one is to help an alcoholic, it is necessary to awaken the individual to the reality of the condition.

ANS: T PTS: 1 REF: 296 OBJ:
5

59. A supervisor cannot discipline a person who is drug or alcohol dependent because substance dependency is considered an illness.

ANS: F PTS: 1 REF: 296 OBJ:
5

ESSAY

1. Briefly describe the duties of employers, supervisors and workers under the health and safety legislation.

ANS:

The fundamental duty of every employer is to take every reasonable precaution to ensure employee safety. In addition to providing a hazard-free workplace and complying with the applicable statutes and regulations, employers must inform their employees about safety and health requirements. Employers are also required to keep certain records, compile an annual summary of work-related injuries and illnesses, and ensure that supervisors are familiar with the work and its associated hazards. Employers in all jurisdictions are required to report accidents that cause injuries and diseases to the Workers' Compensation Board. Accidents resulting in death or critical injuries must be reported immediately; the accident must then be investigated and a written report submitted. Finally, employers must provide safety training and be prepared to discipline employees for failing to comply with safety rules. Supervisors are required to advise employees of potential workplace hazards; ensure that workers use or wear safety equipment, devices, or clothing; provide written instructions where applicable; and take every reasonable precaution to guarantee the safety of workers.

Employees are required to comply with all applicable acts and regulations, report hazardous conditions or defective equipment; and follow all employer safety and health rules and regulations, including those prescribing the use of protective equipment.

PTS: 1 REF: 269 OBJ: 1

2. Explain the role of the supervisor in creating a safe work environment.

ANS:

Broadly, the supervisor has two safety functions. First, the supervisor is probably the most important disseminator of safety information within an organization. It is the supervisor's job to make sure that his or her subordinates are familiar with all safety procedures inherent in their jobs. Second, the supervisor is also responsible for ensuring that subordinates actually comply with the safety rules and regulations. Even the best safety training programs will fail if there is a lack of adequate control at the employee level. In short, the supervisor serves both as an educator and as a guardian of the safety program.

PTS: 1 REF: 271|277 OBJ: 2

3. You have just been asked by your department manager to write a violence prevention policy for your department. What areas should be covered in the policy? Include a statement of how a threat to another employee should be handled.

ANS:

To develop a policy on violence prevention, it would be wise to draw upon the warning signs regarding workplace violence. These signs will enable managers to detect behaviours which are indicators of violence. Managers are responsible for preventing acts of violence, analyzing the workplace to uncover areas of potential violence, preventing violence by designing safe workplace and work practices, and providing violence-prevention training. In addition, an organization can make a concerted effort to screen job applicants for histories showing a propensity to violence and managers can be trained to recognize violence indicators. Also, mention can be made of the fact that some organizations have created formal crisis management teams to investigate threats, analyze risks and develop action plans to respond to violent situations

PTS: 1 REF: 287 OBJ: 3

4. The employees at ABC have had heavy workloads over the past year, due to downsizing. The ABC CEO wants to introduce a stress management program that would control the consequences of this stress. Describe types of stress management programs that would help employees cope more effectively with the physiological and/or psychological consequences of stress.

ANS:

Relaxation and meditation programs. Relaxation and meditation programs help employees adjust their physiological response to the stressor and stress perception. In relaxation, breathing exercises, and visualization, the objective is to achieve a relaxation response in which heart rate, blood pressure, muscle tension, and breathing rate decrease. Meditation is a variation of relaxation involving a specific sitting position, and sometimes, a special repetitive chant. Relaxation and meditation programs are effective in reducing blood pressure levels and muscle tension.

Fitness and lifestyle programs. Corporate fitness programs include aerobics classes, team sports, swimming, weight lifting, and other activities found at private fitness centres. These programs help employees lower their respiration, muscle tension, heartbeat, and stomach acidity, thereby reducing the physiological consequences of stress. Lifestyle programs train employees and reinforce their behaviour in better nutrition and fitness, regular sleep, and other good health habits. A typical lifestyle program might help employees stop smoking and offer seminars about alcohol abuse. Fitness and lifestyle programs are known to reduce employee absenteeism, stress anxiety, and the risk of cardiovascular disease. Employees also reduce their smoking habits and develop better health attitudes.

Employee counseling. Many organizations have introduced employee assistance programs (EAPs) to help employees with stressful life experiences and to overcome ineffective coping mechanisms such as alcoholism. Broad-brush programs counsel employees on most work or personal problems. They often help employees overcome dysfunctional stress-coping strategies, such as alcoholism.

Social support. Social support helps employees cope with the consequences of stress by building their self-esteem and perceived ability to cope with the stressor, and by feeling comfort by being with others in trying times.

Other programs may include coping skills, listening skills, methods of dealing with difficult people, time management, and assertiveness.

PTS: 1 REF: 293 OBJ: 5
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