

Chapter 12 - Promoting Safety and Health

1. On average, about how many work-related deaths are there in Canada every working day?
 - a. 2
 - b. 4
 - c. 5
 - d. 10

ANSWER: b

2. Not so long ago, many workers suffered work-related health issues through contact with asbestos in workplaces. What is this an example of?
 - a. industrial illnesses
 - b. occupational injuries
 - c. occupational illnesses
 - d. industrial diseases

ANSWER: c

3. In British Columbia (BC), which of the following bodies regulate occupational health and safety?
 - a. the BC provincial government only
 - b. the federal government only
 - c. the federal and BC governments
 - d. the governments of Canada and all the provinces, including BC

ANSWER: c

4. Tom Jones was recently injured on the job at ABC Steel Factory. Whose responsibility is it to report the accident to the Workers' Compensation Board?
 - a. Tom Jones himself
 - b. Tom Jones's coworkers
 - c. the government's safety officer
 - d. ABC Steel Factory

ANSWER: d

5. Which of the following is a common requirement for employers in all jurisdictions in Canada?
 - a. They have to employ a Safety Officer.
 - b. They must store all the relevant data in files located in the human resource management departments.
 - c. They have to devote at least 1% of their budgets to health-related prevention measures.
 - d. They have to report all accidents that cause injuries and diseases to the Worker Compensation Boards.

ANSWER: d

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6. With respect to the Joint Health and Safety Committees in organizations, which of the following is applicable?
- One member sits on the Board of Directors.
 - There must be both union and employee representation.
 - These committees can discipline the employer and employees.
 - They are financially supported by the government.

ANSWER: b

7. What do joint health and safety committees consist of?
- management and government representatives
 - employee (union) representatives
 - health and safety officers
 - both employee (union) and management representatives

ANSWER: d

8. What is the key goal of workers' compensation?
- to return the employee to the workplace as soon as possible
 - to remind employers and employees about the need for a safe and healthy workplace
 - to ensure employers do not suffer significant financial losses
 - to ensure that health care costs are kept at a minimum.

ANSWER: a

9. Most jurisdictions require the establishment of health and safety committees with both union and management representation. Which of the following is one of the expectations of this approach?
- It will educate the union about the problems their membership cause.
 - It will show the union how tough management can be.
 - It will help to develop a nonadversarial union–management climate.
 - It will force the union not to strike.

ANSWER: c

10. When is the ideal time for employee safety training to commence?
- before returning to work after an accident or injury
 - immediately after an accident or injury
 - with new employee orientation
 - after receiving the first paycheck

ANSWER: c

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11. Who has the primary responsibility to inform employees about the health and safety requirements in the workplace?
- the employees themselves
 - the employer
 - the health and safety committee
 - the safety officer

ANSWER: b

12. Which of the following workers has only a limited right to refuse to do unsafe work?
- a firefighter
 - a human resource management generalist
 - a factory worker at an assembly plant
 - a customer service representative at a bank

ANSWER: a

13. What is the key role for the supervisor with respect to safety?
- to administer employee disciplinary procedures
 - to monitor actions of co-supervisors
 - to inform management about workers who are doing unsafe work
 - to communicate to an employee the need to work safely

ANSWER: d

14. Harry Davis has been found guilty of smoking around a volatile substance in his workplace. It is his first offence after 25 years. The employer, ABC Inc., has a progressive disciplinary system where employees are first given a written warning, then suspended for repeated violations, and dismissed as a last resort. What action should ABC Inc. take?
- ABC Inc. must follow the progressive disciplinary system in punishing Harry.
 - ABC Inc. may choose to terminate Harry, even though it is his first offence.
 - ABC Inc. must involve the courts before making a decision.
 - ABC Inc. must involve the government before making a decision.

ANSWER: b

15. Which of the following has a direct correlation with a decrease in workplace accidents?
- joint safety committees
 - ISO certification
 - safety notices in the workplace
 - management's commitment to safety

ANSWER: d

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16. Which of the following work schedules/arrangements results in the most fatigue for workers?

- a. job rotation
- b. night shifts
- c. regular day shifts
- d. job sharing

ANSWER: b

17. What do we call the number of injuries and illnesses per 100 full-time employees during a given year?

- a. the incidence rate
- b. the accident rate
- c. the injury and illnesses rate
- d. the safety rate

ANSWER: a

18. What is the leading cause of worker fatalities each year?

- a. falls from buildings
- b. fire
- c. attacks by coworkers
- d. motor vehicle crashes

ANSWER: d

19. Which of the following is NOT a high-risk work circumstance associated with workplace violence?

- a. working with information technology
- b. working alone
- c. interacting with the public
- d. dealing with the exchange of money

ANSWER: a

20. Which category of service workers experiences the highest rate of violence against them?

- a. firefighters
- b. police
- c. nurses
- d. bankers

ANSWER: c

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21. Jack Spratt, the HR manager at Risky Bank Inc., has been working on a plan to prevent workplace violence. He has so far redesigned the workplace to include electronic surveillance and implemented new administrative practices, such as background checks. Which of the following would NOT be a good additional measure?
- keeping cash register funds to a minimum
 - keeping track of immigrants in the workplace
 - having a violence prevention policy in place
 - forming crisis management teams

ANSWER: b

22. Which category of employees is at the lowest risk of workplace violence?
- insurance agents who visit clients' homes
 - postal workers
 - nurses
 - bankers who work in offices

ANSWER: d

23. What is the best way to proactively manage workplace violence?
- develop a zero-tolerance policy for violence
 - implement a strenuous disciplinary policy
 - report violence to the police as soon as it happens
 - hire armed guards to oversee workplace activities

ANSWER: a

24. Assume that you are a new manager at a manufacturing plant. On your first day, you are on the factory floor and notice one employee verbally abusing another; a fight was imminent. Which of the following would NOT be a wise strategy for you to follow?
- try to separate the individuals and ask them to see you individually in private
 - remain calm
 - publicly ask the aggressor to back down, as this would help with developing your authority in the workplace
 - listen and be nonjudgmental

ANSWER: c

25. Samantha works as a secretary at Bingo Bank and spends a significant period of her work day in front of a computer. She is at risk of experiencing various problems associated with video display terminal use. Which of the following is Samantha NOT at risk of experiencing?
- disorientation
 - muscle ache
 - job stress
 - visual difficulty

ANSWER: a

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26. Jenny Jones has been working at the same job—typing almost all day—for the past five years. She has now damaged her wrist as a result of the work. What is her problem most likely a form of?
- ambidextrosis
 - muscular dysfunctions
 - cumulative trauma disorder
 - systematic trauma

ANSWER: c

27. Who is the most likely perpetrator of workplace bullying?
- traumatized employees
 - abused employees
 - authority figures
 - junior employees

ANSWER: c

28. What is the best method to capitalize on the benefits of video display terminals while safeguarding employee health?
- placing the computer monitor to the side of the desk
 - placing the computer screen 10 to 25 cm (4 to 9 inches) below eye level
 - placing the computer screen 30 cm (12 inches) above eye level
 - adjusting the brightness and contrast controls on the screen to be as high as possible

ANSWER: b

29. Which of the following best describes employees who smoke versus those who are non-smokers?
- Health care costs are lower for employees who smoke than for non-smokers.
 - Employees who smoke and non-smokers have similar levels of absenteeism and productivity.
 - Non-smoking employees have lower levels of absenteeism than employees who smoke.
 - Employees who smoke are typically more productive and have less absenteeism than non-smokers.

ANSWER: c

30. Which of the following is LEAST likely to be promoted through company programs and services?
- increased efficiency
 - reduced absenteeism
 - better morale
 - exemption from safety inspection

ANSWER: d

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31. Which of the following is NOT usually considered an element of the Workplace Hazardous Materials Information System (WHMIS)?
- labels
 - material safety data sheets
 - training
 - compensation

ANSWER: d

32. What program aims to help employees with nutrition, weight control, and avoidance of substances harmful to health?
- a fitness program
 - an employee assistance program
 - a health service program
 - a wellness program

ANSWER: d

33. An employee has been diagnosed with depression and possible mental illness. Her manager has organized professional counselling for her as part of the organizational response to her problems. This counselling is most likely a form of which of the following?
- an employee assistance program
 - a depression diagnostic service
 - a crisis prevention program
 - a mental preparedness program

ANSWER: a

34. An employee is showing signs of depression, including decreased energy, irritability, and hostility, in the workplace. What should the HR manager do?
- suggest professional help
 - diagnose the problem and urgently try to remedy it
 - do nothing, as the problem will most likely go away
 - suspend the employee so as to prevent workplace violence

ANSWER: a

35. If an employee is experiencing personal problems, who is the individual most likely to refer the worker to the company's employee assistance program?
- the employee himself or herself
 - his or her spouse or significant other
 - the CEO or president
 - the employee's supervisor

ANSWER: d

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36. Which of the following statements best describes drug testing in the workplace?
- Managers are exempt from drug testing.
 - Employees may use or abuse legal prescription drugs that affect their behaviour.
 - Managers have a right to test employees for any substance at any time.
 - Human rights legislation encourages drug testing.

ANSWER: b

37. Managerial, technical, or public contact jobs may all experience a kind of stress that usually energizes them. What is this positive stress called?
- eustress
 - pos-stress
 - distress
 - fight-or-flight stress

ANSWER: a

38. Mary is beginning to sense a loss of security and adequacy in her work at ABC Inc. What is it that she is beginning to experience?
- cumulative trauma disorders
 - distress
 - eustress
 - dysfunctional adaptation

ANSWER: b

39. What's a key issue in the debate on drug testing in Canadian workplaces?
- rewards for testing
 - what types of drugs to test for
 - who manages the testing
 - potential for privacy violations

ANSWER: d

40. What is burnout?
- a severe stage of eustress
 - a mild stage of eustress
 - a severe stage of distress
 - a mild stage of distress

ANSWER: c

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41. Cathy has been experiencing severe stress on the job, including depression, frustration, and a loss of productivity. What is she most likely experiencing?
- burnout
 - an alarm reaction
 - eustress
 - severe eustress

ANSWER: a

42. When are overachievers most likely to experience burnout?
- when rewards are low
 - when the work is not sufficiently challenging
 - when unrealistic goals are unattainable
 - when work-life balance is achieved

ANSWER: c

43. Which of the following statements best describes job-related stress?
- Burnout is the first stage of distress.
 - Stress that is harmful to some employees may be healthy for others and improve their performance.
 - Providing music of any kind will help relieve stress.
 - Setting ever higher performance goals relieves employee stress by giving them self-esteem about their ability to achieve goals.

ANSWER: b

44. Kent Factory Inc. is a sausage plant that has been receiving bad reports in the press related to its health and safety problems. The reports are causing a loss in profits. Assume that you are the new HR manager. Which of the following would be one of your first initiatives to deal with the problems?
- fire the HR staff because they have been ineffective in dealing with the problems
 - alert the CEO that you are not a trained psychologist or a safety officer, so another department should handle the issue
 - invite the press for a tour of the facilities
 - diagnose the cause of the problems and formulate a plan to deal with them

ANSWER: d

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Scenario 12.1

Safe Haven is a daycare facility that caters to teenagers and adults with severe disabilities. Employees with Safe Haven get extensive training on how to keep their clients relaxed, stress free, and happy, but the training does not take into consideration how stressful the job is on employees. Recently, there has been an increase in turnover, and employees who do stay for some time tend to take more time off than normal. Even when they return to work, they seem uptight and stressed out. The HR manager wants to design some programs that can assist these employees in dealing with the stress that is inherent with this type of work.

45. Refer to Scenario 12.1. If Safe Haven wants to design workshops to help its employees deal with the negative effect of job-related stress, it could include instructions in all of the following EXCEPT which one?
- relaxation techniques
 - coping skills
 - off-the-job-training
 - listening skills

ANSWER: c

46. Refer to Scenario 12.1. Which of the following is a step in the right direction if Safe Haven wants to help its employees better deal with job-related stress?
- redesigning and enriching jobs as much as possible
 - focusing on less important items and making them important
 - recognizing that change is not always good, thus making no changes in the physical factors in the environment
 - making employees' work roles very defined

ANSWER: a

47. Refer to Scenario 12.1. Which of the following is NOT a useful tip in helping to reduce job-related stress at Safe Haven?
- set realistic deadlines and negotiate reasonable deadlines with managers
 - build rewarding relationships with coworkers
 - talk openly with managers and employees about job or personal concerns
 - wait to act on problems or concerns of importance

ANSWER: d

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Scenario 12.2

Boat Xpress is a shipping firm in a small rural area in Northern Ontario. The company hires mainly part-time workers, but has them work full-time hours. This way, the firm does not have to pay employees benefits or provide them with more than 4 percent vacation pay. The working conditions at Boat Xpress are very bleak, and health and safety standards are nonexistent. If an employee is injured on the job, he or she goes home without pay until well enough to resume working. Several employees have tried to organize but they end up getting fired, and the firm threatens to shut down if they continue trying or report incidents. Because employees need these jobs to survive and take care of their families, they believe they have no other choice but to continue working.

48. Refer to Scenario 12.2. Boat Xpress, like any other Canadian firm, has certain duties. Which of the following is NOT a duty of Boat Xpress?
- report all accidents that cause injuries to the Workers' Compensation Board
 - provide safety training to all employees
 - reward employees for safe work practices
 - prove due diligence has been carried out

ANSWER: c

49. Refer to Scenario 12.2. Which of the following is a duty of supervisors at Boat Xpress?
- requesting and receiving information about safety and health conditions
 - advising employees of potential workplace hazards
 - exercising the right to refuse unsafe work without fear of reprisal
 - reporting concerns of hazardous working conditions to supervisors, which will trigger investigations

ANSWER: b

50. Refer to Scenario 12.2. Boat Xpress is violating the occupational health and safety regulations. Which of the following is accurate about the penalties for employer noncompliance?
- fines up to \$500 000 and offenders can be sent to jail
 - fines up to \$1 000 000 but jail time is not part of any penalty
 - only a warning for first-time offenders
 - no criminal charges against coworkers, supervisors, or executives

ANSWER: a

51. In 2012, there were more than 950 Canadian workplace-related deaths.
- True
 - False

ANSWER: True

52. Occupational health and safety are regulated solely by the federal government.
- True
 - False

ANSWER: False

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

- a. True
- b. False

ANSWER: True

54. There is legislation pertaining to occupational health and safety in every province and territory in Canada.

- a. True
- b. False

ANSWER: True

55. Employers have many responsibilities in providing safe workplaces for employees.

- a. True
- b. False

ANSWER: True

56. Employees do not have any specific duties related to their safety.

- a. True
- b. False

ANSWER: False

57. Once informed by the employer of safety hazards or health regulations, it is the employee's responsibility to comply with occupational health and safety legislation.

- a. True
- b. False

ANSWER: False

58. Health and safety committees in the workplace are comprised only of management representatives.

- a. True
- b. False

ANSWER: False

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

- a. True
- b. False

ANSWER: True

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60. Under workers' compensation, injured workers are entitled to a cash payout in the case of permanent disability.
- True
 - False

ANSWER: True

61. The goal of workers' compensation is to return the employee to work as soon as possible.
- True
 - False

ANSWER: True

62. If an injured employee has been off work for six months, that person has only a 20 percent chance of returning.
- True
 - False

ANSWER: False

63. The definitions of accidents and injuries have expanded to include stress.
- True
 - False

ANSWER: True

64. The emphasis in workers' compensation has been shifting to creating safer workplaces.
- True
 - False

ANSWER: True

65. An individual who suffers clinical depression after a serious accident is eligible for workers' compensation while receiving treatment for the accident.
- True
 - False

ANSWER: True

66. Very few Canadian employers have a formal safety program.
- True
 - False

ANSWER: False

67. The success of a safety program depends largely on the HR department.
- True
 - False

ANSWER: False

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68. Health and safety procedures should be an important part of new employee orientation.

- a. True
- b. False

ANSWER: True

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

- a. True
- b. False

ANSWER: True

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

- a. True
- b. False

ANSWER: True

71. A supervisor's primary obligation to employee safety is to communicate safety standards and train employees in safe practices.

- a. True
- b. False

ANSWER: False

72. The Internet and other forms of information technology can play a key role in health and safety programs.

- a. True
- b. False

ANSWER: True

73. Safety incentive programs are only effective when they are based on monetary rewards.

- a. True
- b. False

ANSWER: False

74. In addition to rewards for safe behaviour, it is equally important that organizations enforce safety rules through penalties such as discipline.

- a. True
- b. False

ANSWER: True

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75. A serious violation of a safety rule may be grounds for employee termination, even for a first offence.

- a. True
- b. False

ANSWER: True

76. The members of the safety committee should investigate only accidents resulting in serious injuries.

- a. True
- b. False

ANSWER: False

77. Nurses are victims of violence at a rate that is 16 times higher than other service workers.

- a. True
- b. False

ANSWER: True

78. Employees who work alone are at a lower risk of encountering workplace assaults.

- a. True
- b. False

ANSWER: False

79. Crisis management teams are composed of both hourly and managerial employees who develop action plans to respond to violent situations.

- a. True
- b. False

ANSWER: True

80. Crisis management teams should also concern themselves with the aftermath of violence, such as the guilt and fear employees may have.

- a. True
- b. False

ANSWER: True

81. The rising use of video display terminals at work has led to the proliferation of visual difficulties, radiation hazards, muscular aches and pains, and increased job stress for employees using personal computers or network workstations on the job.

- a. True
- b. False

ANSWER: True

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82. It is generally recognized that there is little that management can do to prevent cumulative trauma disorders (repetitive motion injuries).

- a. True
- b. False

ANSWER: False

83. Video display terminals (VDTs) have become a major safety concern within the office environment.

- a. True
- b. False

ANSWER: True

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

- a. True
- b. False

ANSWER: True

85. Although there are over 65 000 chemicals used in the workplace, nearly all of these chemicals are safe and do not pose any concerns to workers.

- a. True
- b. False

ANSWER: False

86. To capitalize on the benefits of video display terminals while safeguarding employee health, employers should make sure that employees sit in a stable chair with the computer screen 10 to 25 cm (4 to 9 inches) above eye level.

- a. True
- b. False

ANSWER: False

87. To minimize the negative effects of computer use, the monitor should be placed at an angle view, above the user's line of sight.

- a. True
- b. False

ANSWER: False

88. The Workplace Hazardous Materials Information System (WHMIS) was developed to provide a common information system for labelling dangerous work activities.

- a. True
- b. False

ANSWER: False

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89. Employee morale can be affected by accidents and illnesses attributed to the workplace.

- a. True
- b. False

ANSWER: True

90. Improved employee health is associated with lower levels of absenteeism and increased efficiency.

- a. True
- b. False

ANSWER: True

91. Personal crises involving marital, family, financial, or legal matters are the most prevalent employee problems.

- a. True
- b. False

ANSWER: True

92. Workplace signs of depression include decreased energy, irritability, and memory problems.

- a. True
- b. False

ANSWER: True

93. Alcoholism primarily affects blue-collar workers.

- a. True
- b. False

ANSWER: False

94. Most employers are implementing extensive drug testing and immediately terminating employees that are found to be using illegal drugs.

- a. True
- b. False

ANSWER: False

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

- a. True
- b. False

ANSWER: False

96. Stress is any demand on the individual that requires coping behaviour.

- a. True
- b. False

ANSWER: True

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97. Eustress is the feeling of euphoria one gets after a strenuous workout.
- a. True
 - b. False

ANSWER: False

98. Inadequate recognition for a job well done can be a major stressor.
- a. True
 - b. False

ANSWER: True

99. Burnout is an early stage of distress.
- a. True
 - b. False

ANSWER: False

100. Stress that is harmful to some employees may be healthy for others.
- a. True
 - b. False

ANSWER: True

101. Briefly describe the duties of employers, supervisors, and workers with respect to health and safety legislation.

ANSWER: 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.

Workers 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.

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102. Compare and contrast the two general types of stress. Include an example of each.

ANSWER: Distress is a negative type of stress characterized by feelings of inadequacy, overwork, desperation, lack of control, fear, depression, and so forth. If left unchecked, distress may eventually result in fatigue, exhaustion, or burnout. Example: John Jones has been working overtime on a major project for his boss. He learns that the due date for his project has been changed from next Friday to tomorrow. Because John has strong doubts that he will be able to complete his assignment on time, he feels his annual raise may be in jeopardy. John is likely experiencing distress at this time.

Eustress is a situation where an individual feels challenged and energized by the environment. Eustress is characterized by feelings of achievement, accomplishment, and/or exhilaration. Without a minimal level of eustress, life would likely be considered boring. Too much eustress, however, may develop into the more destructive distress. Example: Sue Smith just received a major promotion. While the new job will require a much longer workweek as well as a higher level of professional risk, Sue feels “charged up” to assume her new responsibilities.

103. 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?

ANSWER: To develop a policy on violence prevention, it would be wise to draw upon the Canadian Centre for Occupational Health and Safety prevention measures. These guidelines include holding managers responsible for commitment to and employee involvement in preventing acts of violence, analyzing the workplace to uncover areas of potential violence, preventing violence by designing safe workplaces and work practices, providing violence prevention training, and conducting evaluations of violence program effectiveness. Managers must effectively communicate a zero-tolerance policy for violence and encourage employees to report any possible or observed incidents. Finally, there is a need to ensure a meaningful reporting procedure with clear lines of responsibility is implemented to ensure that management is promptly notified of potential security risks in order to take immediate steps to resolve issues that may arise.

104. List and describe techniques for coping with stress.

ANSWER: In recognizing the need for reducing stress, employers can develop stress management programs that assist employees in acquiring techniques for coping with stress. In addition, organizations need to take action to redesign and enrich jobs, to clarify the employee’s work role, to correct physical factors in the environment, and other actions to reduce stress on the job.

Helpful tips for reducing stress include:

- Build rewarding relationships with coworkers.
- Prepare for changes in job demands by keeping up-to-date on new information.
- Do not exceed your skill level.
- Set realistic goals and deadlines.
- Do not put off work, problems, or concerns.
- Reduce or eliminate interruptions.
- Take breaks and practise relaxation techniques.