
WORKERS' SAFETY AND COMPENSATION COMMISSION
NORTHWEST TERRITORIES AND NUNAVUT

SAFE ADVANTAGE MANAGEMENT PRACTICES QUESTIONNAIRE GUIDE

A Tool for Building and Maintaining an OHS
and Return to Work Program

WSSCC Workers' Safety
& Compensation Commission

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Introduction

Welcome to the Safe Advantage Management Practices Questionnaire (MPQ) Guide: A Tool for Building and Maintaining an OHS and Return to Work Program.

Safe Advantage is an employer safety incentive program administered by the Workers' Safety and Compensation Commission (WSCC). Its basic principles promote worksite safety and returning injured workers back to work as soon as they are medically fit, and as safely as possible. This program is specific to employers in the Northwest Territories (NWT) and Nunavut who pay assessments to the WSCC greater than \$40,000.

There are two main components to the Safe Advantage program. The first is Claims Experience Costs Analysis, and the other is the Management Practices Questionnaire (MPQ). This document addresses the MPQ, and provides additional information and tools to build and maintain your Occupational Health and Safety (OHS) and Return to Work (RTW) programs. Though written to coincide with the Safe Advantage program, this document is for all employers, regardless of size or inclusion in Safe Advantage, as a resource to develop their own OHS and RTW programs.

Each question from the MPQ is included in this document, followed by two possible sections: **Resource** and **Legislation**. The **Resource** section includes any relevant information that can help you answer yes to the questions. The **Legislation** section provides a better understanding of the questions and your legislated responsibilities as an employer. If the legislation is specific to the NWT or Nunavut, it is listed separately. Not all questions have both sections.

As the MPQ is updated annually, this document will also change. As resources become available, they will get added to the Guide, providing a more comprehensive tool. While the **Resources** listed are specific to the WSCC, many other websites and organizations provide great tools that can help you with your OHS and RTW programs. See our website for a list of [OHS Links](#).

If you have any questions relating to this guide, or to the Safe Advantage program, please contact the WSCC Safe Advantage Specialist toll-free at 1-800-661-0792 ext. 3868 or by email at safeadvantage@wsc.ca.

Question 1: Is there a procedure in place, and posted for all to see, to report workplace incidents of a serious nature (to the WSCC Chief Safety Officer, as per the NWT and NU Safety Acts), and/or dangerous occurrences and reportable injuries (to the WSCC Chief Inspector of Mines, as per the NWT and NU Mine Health and Safety Acts)? (N/A relates only to federally regulated employers)

Resources:

- [OHS Information - Incident Reporting Requirements and Notice Forms](#)
- [Workplace Safety Employers Accident Reporting Poster - Industrial Health and Safety](#)
- [Workplace Safety Employer Incident Reporting Poster - Mine Health and Safety](#)
- [OHS Program Guide for Small Businesses - Section 8](#)

Legislation:

Occupational Health and Safety Regulations

- Section 8(1) - Accidents Causing Serious Bodily Harm & Section 9(1) - Dangerous Occurrences

Mining Health and Safety Regulations

- Section 16 - Reportable Incidences and Dangerous Occurrences

Question 2: Is there an OHS policy that:

- i) outlines the employer’s commitment to health and safety;
- ii) outlines health and safety program objectives;
- iii) outlines employer, supervisor, and worker responsibilities;
- iv) is easily available to all workers;
- v) receives regular review and update, as required or at least every three years;
and
- vi) the highest ranking official signs?

Resources

- [Code of Practice, Occupational Health and Safety Education - Supervisors](#)
Page 17-19
- [Guide For Small Business - Section 1 and Appendix D](#)
- [Code of Practice - Occupational Health and Safety Program - Health and Safety Policy page 14](#)

Legislation

Occupational Health and Safety Regulations

- Section 21 - Occupational Health and Safety Program

Mine Health and Safety Act

- Section 10(3) f - Further Duties of a Manager

Question 3: Do you have an OHS program specific to your work site(s) that:

- I. is written and available to workers;
- II. states responsibilities of the employer, supervisors, and workers;
- III. identifies worker participation in OHS activities;
- IV. is shared with all workers (e.g., tailgate, toolbox or safety meetings); and
- V. receives update at least every three years to ensure it is effective, and recommended updates are implemented in a timely manner.

Resources

- [Code of Practice - Occupational Health and Safety Programs](#)
- [Occupational Health and Safety Education - Supervisors](#)
- [Know Your Rights](#)

Legislation

Safety Act

- Section 4 - Duty of Employer

Occupational Health and Safety Regulations

- Section 21 - Occupational Health & Safety Program

Mine Health & Safety Act

- Section 2(2) - Owner's Duties: Safe Work Practices, Worksites

Mine Health and Safety Regulations

- Section 3 - Occupational Health and Safety Committee

Question 4: As defined in legislation, is there a functional OHS Committee that: (if less than 20 people on site, please comment below)

- i) has Worker and Employer Representation; and
- ii) participates in all OHS Committee activities (e.g. meetings, inspections, work refusals, and investigations)?

Resources

- [Code of Practice, Joint Occupational Health and Safety Committees](#)
- [Safety Program Tools](#)

Legislation

Safety Act

- Section 7 - Joint Occupational Health and Safety Committee

Occupational Health and Safety Regulations

- Section 27(1)
- Section 28
- **Part 4 - Committee & Representation**
 - Section 37(a-b)
 - Section 38(a-b)
 - Section 42(1)
 - Section 43
 - Section 47(1 a-b)
 - Section 49(a-b)

Mine Health & Safety Act

- Sections 11 and 13

Mine Health and Safety Regulations

- Section 3.02 - Occupational Health and Safety Committee

Question 5: Do incident investigation procedures state how to conduct investigations and prepare a written report that:

- i) identifies unsafe conditions, acts, or procedures that contributed to the incident; and
- ii) identifies corrective actions, and states the employer's timely implementation and follow-up to ensure appropriate corrective actions are taken?

Resources

- [Code of Practice, Occupational Health and Safety Programs Pages 33-45](#)
- [Code of Practice, Joint Occupational Health and Safety Committees, Pages 30-32](#)
- [Safety Program Toolbox Joint OHS templates, Appendix D templates](#)
- [OHS Program Guide for Small Business- Section 9](#)

Legislation

Safety Act

- Section 4 - Duty of Employer

Occupational Health and Safety Regulations

- Section 12 – General Duties of Employers
- Section 28 – Investigation of Certain Accidents

Mine Health and Safety Regulations

- Section 16 – Investigations and Reports
- Section 3.27 – Co-operation with Committee

Question 6: Do you have an Emergency Response Plan and procedures to follow during the event of an emergency specific to your work site(s) that:

- i) is accessible to everyone at the worksite;
- ii) identifies responsibilities;
- iii) identifies the location of first aid facilities and emergency equipment;
- iv) lists current emergency contacts; and
- v) you review and update as required or at least every three years?

Resources

- [Code of Practice-Occupational Health and Safety Programs page 30-32](#)
- [Know Your Rights](#)
- [OHS Program Guide for Small Business Section 8](#)

Legislation

Safety Act

- Section 4 - Duty of Employer

Occupational Health and Safety Regulations

- Section 12 - General Duties of Employers
- Section 13 - General Duties of a Worker
- Section 18 - Training of Workers
- Section 21 - Occupational Health and Safety Program
- Section 56 - Provision of First Aid
- Section 60 - First Aid Station

Mine Health and Safety Regulations

- Section 8 - General

Question 7: Is there a hazard recognition program that:

- i) identifies work site hazards;
- ii) identifies corrective actions;
- iii) identifies required personal protection equipment; and;
- iv) you communicate to all workers and contractors?

Resources

- [Code of Practice, Hazard Assessment pages 11-15, 20-30](#)
- [OHS Program Small Business Guide - Section 3](#)

Legislation

Safety Act

- Section 4 - Duty of Employer

Occupational Health and Safety Regulations

- Section 12 - General Duties of Employers
- Section 21 - Occupational Health and Safety Program
- Section 27 - Inspection of Work Sites
- Section 89 - Suitable and Adequate Equipment
- Section 90 - General Responsibilities

Mine Health and Safety Regulations

- Section 8.04 - PPE
- Section 9.30-31 - Training and PPE

Question 8: Is there a preventive maintenance program at the work site(s) that addresses equipment and tools that require monitoring, periodic checks and maintenance that:

- i) meets manufacturer and regulatory standards;
- ii) includes inspection records; and
- iii) documents completion of corrective actions?

Resources

[OHS Program Small Business Guide- Section 7](#)

[Code of Practice - Occupational Health and Safety Programs, pages 23-24](#)

Legislation

Safety Act

- Section 4 - Duty of Employer

Occupational Health and Safety Regulations

- Section 23 - Identifying Mark of Approved Equipment
- Section 24 - Maintenance & Repair of Equipment
- Section 49 - Duty to Inspect Work

Mine Health & Safety Act

- Section 10(3) - Further Duties of Manager

Mine Health and Safety Regulations

- Section 10.04 - Mechanical Equipment

Question 9: Have supervisors received training that includes:

- i) OHS program applicable to the work site(s);
- ii) workers received orientation and training with safe work procedures;
- iii) safe handling, use, storage, production, and disposal of hazardous substances;
- iv) need for and safe use of personal protective equipment; and
- v) act(s) and regulations?

Resources

- [Code of Practice-Occupational Health and Safety Programs, pages 25-29](#)
- [Code of Practice, Occupational Health and Safety Education - Supervisors](#)

Legislation

Safety Act

- Section 4 - Duty of Employer
- Section 6 - Availability of Act and Regulations

Occupational Health and Safety Regulations

- Section 16 - Supervision of Work
- Section 17 - Duty to Inform Workers

Mine Health and Safety Regulations

- Section 16 - Investigations and Reports
- Section 3.27 - Co-operation with Committee

Question 10: Is there an OHS orientation for workers that covers:

- i) rights and responsibilities;
- ii) emergency response;
- iii) workplace hazards; and
- iv) first aid and injury reporting?

Resources:

- [Code of Practice-Occupational Health and Safety Programs 25-29](#)
- [Know Your Rights](#)
- [Young Workers Information Bulletin](#)
- [OHS Information – Incident Reporting Requirements](#)
- [Workplace Safety Worker Injury Reporting](#)
- [Code of Practice Hazard Assessment](#)
- [Small Business Guide Section 5](#)

Legislation

Safety Act

- Section 4 - Duty of Employer
- Section 5 - Duty of Worker
- Section 13 - Right to Refuse Work

Occupational Health and Safety Regulations

- Section 12 - General Duties of Employers
- Section 13 - General Duties of a Worker
- Section 17 - Duty to Inform Workers
- Section 18 - Training of Workers

Mine Health and Safety Act

- Section 10(3) - Further Duties of Manager

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Mine Health and Safety Regulations

- Section 6 - Training
- Section 8 - First Aid

Question 11: Is there an OHS orientation for contractors who perform work at your worksite(s) that covers: (N/A relates only to employers that have no contractors that come on worksite(s))

- i) emergency response;
- ii) workplace hazards; and
- iii) first aid and injury reporting?

Resources

- [Code of Practice – Hazard Assessment](#)
- [Incident Reporting Requirements](#)
- [Code of Practice - Occupational Health and Safety Programs, pages 16 and 26](#)
- [Workplace Safety Incident Reporting Poster](#)
- [Workplace Safety Employers Accident Reporting Poster - Industrial Health and Safety](#)
- [Workplace Safety Employer Incident Reporting Poster - Mine Health and Safety](#)

Legislation

Safety Act

- Section 4(2) - Coordination of Employers

Occupational Health and Safety Regulations

- Section 12 - General Duties of Employers
- Section 15 - Duty of Principal Contractor to Inform
- Section 18 - Training of Workers
- Section 57 - Multiple Employers

Mine Health and Safety Act

- Section 15 - Duties of Contractor

Mine Health and Safety Regulations

- Section 6 - Training

Question 12: Is there documented OHS training that:

- i) includes procedures and policies;
- ii) includes safe work procedures that control hazards (e.g. lock/tag-out, ergonomics);
- iii) all new employees prior to beginning work, re-assignment, transfer or when workers change jobs or duties; and
- iv) covers introductions to new equipment, processes and procedures?

Resources

- [OHS Program Guide Small Business Section 5](#)
- [Code of Practice-Occupational Health and Safety Programs. Page 25-29](#)
- [Code of Practice, Occupational Health and Safety Education – Supervisors, Appendix C](#)
- [Safety Bulletins](#)
- [Hazard Alerts](#)

Legislation

Safety Act

- Section 4 - Duty of Employer

Occupational Health and Safety Regulations

- Section 12 - General Duties of Employers
- Section 18 - Training of Workers
- Section 21 - Occupational Health & Safety Program

Mine Health and Safety Act

- Section 10(3) - Further Duties of Manager

Mine Health and Safety Regulations

- Section 6 - Training

Section 2: Return to Work/Claims Management

Question 1: Is there a procedure in place, and posted for all to see, to report workplace injuries to the WSCC:

- I. that meets the employer's legal requirements? (Refer to section 18 of the Northwest Territories and Nunavut Workers' Compensation Acts.)
- II. that outlines the steps a worker and employer must take for injury reporting, including completing and submitting Worker's Report of Injury and Employer's Report of Injury form?

Resources:

- [Employer's Guide to Return to Work, page 7](#)
- [Report an Injury](#)
- [Employer Report of Injury form](#)
- [Worker Report of Injury form](#)

Legislation

- Workers' Compensation Act**
- Sections 17 and 18 - Reporting by Workers and Employers

Question 2: Is there a return to work (RTW) policy that:

- i) outlines the employer’s objectives and commitment to collaborate with workers for safe, timely, and productive RTW;
- ii) is easily available to all workers;
- iii) receives regular review and update, as required or at least every three years; and
- iv) the highest current ranking official signs?

Resources:

- [Employer’s Guide to Return to Work, pages 6 and 34](#)
- [Code of Practice, Return to Work Program Development, page 16 and 28](#)

Question 3: Is there a procedure in place and posted for all to see that outlines the steps a worker and employer must take when a worker requires first aid or medical aid as a result of a workplace injury?

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Resources

[Code of Practice, Return to Work Program Development, pages 16-18](#)

Legislation

Workers' Compensation Act

- Section 32 - Medical Aid to Workers

Question 4: Is there a procedure that outlines how the employer and worker participate together to identify and document meaningful and suitable modified work that may include: functional abilities, job duties, work schedules, and skills?

Resources

- [Employer's Guide to Return to Work, pages 7-11, 35](#)
- [Code of Practice, Return to Work Program](#)
- [Code of Practice, Demand Analysis Back to work, pages 25 and 27](#)

Legislation

- [Northwest Territories Human Rights Act, Section 7](#)
- [Nunavut Human Rights Act, Section 9](#)

Question 5: Is there a procedure in place that designates a person to manage injured worker claims and maintains contact with WSCC Claims Services, while injured worker:

- i) is participating in a RTW plan;
- ii) is off work; and
- iii) is transitioning back to work?

Resources

- [Employer's Guide to Return to Work, page 9](#)
- [Code of Practice, Return to Work Program Development, page 15](#)

Legislation

- Workers' Compensation Act**
- Section 141 - Prescribed Penalties

Question 6: Is there a procedure for monitoring RTW plans that covers:

- i) regular check-ins with the worker;
- ii) Communication of any progress, and addresses concerns identified by the injured worker, employer, and the WSCC?

Resources

- [Code of Practice, Return to Work Program Development, pages 17-23](#)
- [Sample Return to Work Plan Monitoring Form](#)
- [Employer's Guide to Return to Work, pages 9-11](#)

Question 7: Is there a procedure in place that outlines how and when an employer contacts injured workers and the WSCC Claims Services:

- i) before the injured worker returns to work;
- ii) after the injured worker returns to work; and
- iii) that clearly documents all communication (e.g., method of contact, detail summary ,actions, and follow up); and
- iv) that provides updates to the WSCC on a regular basis, (i.e., every two weeks)?

Resources

- [Code of Practice, Return to Work Program Development, pages 18-19](#)
- [Sample Communications Log](#)

Legislation

- Workers' Compensation Act**
- Section 162 - Provision of Information

Question 8: Is there a documented RTW orientation for workers that covers:

- i) the benefits of RTW;
- ii) reporting workplace injuries;
- iii) who to contact for RTW information; and
- iv) roles and responsibilities?

Legislation

Resources

- [Employer's Guide to Return to Work, page 15](#)
- [Code of Practice, Return to Work Program Development, pages 11, 15](#)

Workers' Compensation Act

- Section 35 - Duty to Mitigate

Occupational Health and Safety Regulations

- Section 18 - Training of Workers

Question 9: Is there a documented RTW education program for supervisors that covers:

- i) injury reporting requirements;
- ii) identifying suitable work and developing RTW plans;
- iii) monitoring RTW plans; and
- iv) communicating with the worker and WSCC Claims Services?

Resources

- [Employer's Guide to Return to Work, Page 15](#)
- [Code of Practice, Return to Work Program Development, Page 14](#)

Legislation

- Occupational Health and Safety Regulations
- Section 16 – Supervision of Work

Question 10: Do supervisors, managers, workers, and/or RTW coordinator/committee sign off on personalized RTW plans that include:

- i) limitations and restrictions
- ii) job duties, modifications;
- iii) monitoring and follow-up schedules and
- iv) an action for addressing concerns?

Resources:

- [Code of Practice, Return to Work Program Development, pages 20-24](#)
- [Sample Return to Work Plan](#)

Question 11: Do you review your RTW program as required or at least every three years, to ensure it is effective and actions receive corrections?

Resources

- [Code of Practice, Return to Work Program Development, page 22](#)
- [Employer's Guide to Return to Work, page 16](#)

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