



EDMONTON POLICE SERVICE

REPORT TO THE EDMONTON POLICE COMMISSION

DATE: 2017 July 27

SUBJECT: Occupational Health and Safety Audit Results

RECOMMENDATION(S):

That this report be received for information.

INTRODUCTION:

This report will provide information on the completed Edmonton Police Service Internal Occupational Health and Safety Audit. The EPS passed the occupational health and safety audit, scoring 90% overall.

The EPS participates in the Partners in Injury Reduction program, which includes annual audits of the safety program. In accordance with these requirements, the EPS OHS Safety Management system must be audited annually to evaluate the program to determine the effectiveness and implementation. This information ultimately assists the EPS to ensure members work in a safe environment. This audit helps the Service maintain its Certificate of Recognition and receive a rebate from WCB.

BACKGROUND:

The Edmonton Police Service obtained its Certificate of Recognition from Partnerships in Injury Reduction and AMHSA in 2007. Each year, in compliance with the Alberta Government Partners in Injury Reduction program requirements, the EPS conducts a workplace safety audit. Information gathered during the audit helps measure the progress of the EPS safety program.

The internal occupational health and safety audit onsite activities were completed on June 2nd, 2017. During the audit, three auditors conducted 132 interviews, 14 site observation tours and extensive document reviews.

COMMENTS/DISCUSSION:

All eight elements of the EPS OHS Program were measured and the results and scores are documented in the AMHSA Audit Tool. The audit has successfully passed the AMHSA Quality Assurance/Quality Control process.

The audit score for 2017 was 90%. A minimum of 80% is required to pass, and all elements must be above 50%. Please see table below:

	Element	Total Points Possible	Points Awarded	Min. Points Required	%
1.	Organizational Commitment	130	116	65	89%
2.	Hazard Identification and Assessment	190	175	95	92%
3.	Hazard Control	150	146	75	97%
4.	Formal Workplace Inspections	130	102	65	78%
5.	Orientation and Training	120	103	60	86%
6.	Emergency Response Planning	85	76	43	89%
7.	Incident Investigation	115	102	58	89%
8.	Program Administration	80	77	40	96%
	TOTAL	1000	897	800	90%

Final Score: $TOTAL/1000 \times 100\% =$ **90%**

Did the municipality achieve:

At least 80% overall? **Yes**

A minimum score of at least 50% in each element? **Yes**

CONCLUSION:

There is a strong OHS Program implemented within EPS and employees understand the significance of occupational health and safety and the connection to their work.

Senior management provides great support for OHS initiatives and remains actively involved in OHS system development.

Based on the recommendations and information provided in the audit, the EPS OHS Section will develop and implement an Audit Action Plan. The purpose of the audit action plan is to close any gaps identified in the audit and strengthen the overall Edmonton Police Service occupational health and safety system.

ADDITIONAL INFORMATION ATTACHED:

- Attachment 1 –2017 EPS Internal Occupational Health and Safety Audit Executive Report

Written by: Penny Shepard, Human Resources Division

Reviewed By: Andy Simpson, Human Resources Division


Reviewed By: Donna Munro, Human Resources Division

Reviewed By: Superintendent Denis Jubinville, Human Resources Division

Approved by: Linda Revell, CAO, i/c Corporate Services Bureau

- Noted - 2017 July 27 AS
- Noted 2017 July 27 DM
2017 July 27
Linda Revell 2 Aug 2017

Chief of Police: _____



Date: _____

AUG 11 2017

Health and Safety Audit – Executive Report

BACKGROUND INFORMATION

Audit Type:

- External COR Certification/Recertification
- Internal COR Maintenance Year 1
- Internal COR Maintenance Year 2
- Auditor Qualification
- Auditor Qualification and Internal COR Maintenance Year 1
- Auditor Qualification and Internal COR Maintenance Year 2
- Departmental / Baseline (Municipal Internal Use)

Municipality Audited:

Name	Edmonton Police Service
Address	9620-103A Avenue, Edmonton, AB T5H 0H7
WCB Account Number	5637929
Industry Code	95104 Cities
Contact Person	Penny Shepard
Telephone	(780) 421-2050
Email	penny.shepard@edmontonpolice.ca

Lead Auditor: Penny Shepard

Onsite Dates:

Start	May 25, 2017
End	June 9, 2017

Operations Active at Time of Audit? x Yes

Overall Score Achieved: 90%

PURPOSE

An audit is an opportunity to identify the strengths of the existing health and safety management system, and to make recommendations so the program can continue to develop and improve.

SCOPE

Brief Description of Operations:

Provide policing services to the citizens of Edmonton on a 24/7 basis, in conjunction with community partners to prevent crime and disorder.

* Brief Description of Organizational Structure:

The Edmonton Police Service is comprised of the Office of the Chief, Community Policing Bureau, Corporate Services Bureau, Investigative Support Bureau, and the

newly formed Intel & Investigations Bureau. Each bureau is directed by a Deputy Chief or Chief Administrative Officer.

**An organizational chart is attached.*

Work Sites Sampled:

Bureau	Work Site Sampled	Site/Location	Included in Audit?
CPB	West Division	16505-100 Ave	NO
CPB	Sherbrooke/Westmount Beat	11847 St. Albert Trail	NO
CPB	Summerlea/WEM CPS	#1035, 8882-170 Str	NO
CPB	Canora Beat/NET office	15620- Stony Plain Rd	NO
CPB	Northeast Division	14203- 50 Street	YES
CPB	Beverly CPS	3339-118 Ave	YES
CPB	Belvedere/Balwin NET/Beat	12835- 66 Street	NO
CPB	Northwest Division	14315-118 Ave.	NO
CPB	Calder CPS	12540-132 Ave	NO
CPB	Southwest Division	1351 Windermere Way SW	YES
CPB	Old Strathcona CPS	7903-104 Str	YES
CPB	Southeast Division	#104 Youville Drive East NW	NO
CPB	Ottewell CPS	9807-71Str	NO
CPB	Downtown Division	9620-103 A Ave	YES
CPB	City Center Beat Office	10088- 102 Avenue	NO
CPB	Coordinated Policing	9620-103 A Ave (PHQ)	
CPB	Eastwood	11845-81 Str	NO
CPB	McDougall	10620-107 Ave.	NO
ISB	Investigative Services Branch NEXUS	#112 - 14315-118 Ave.	YES
Support Facilities			
OOO CSB ISB CPB	Police Headquarters	9620-103 A Ave	YES
CSB	Tow Lot	12310-124 Ave	YES
ISB	Vallevand Kennels	12211- 124 Ave.	YES
CSB	William Nixon	12950- 09 Street NE	NO
OOO	Professional Standards	6th floor- 10004-104 Ave	NO
ISB	Economic Crime	12304- 111 Ave.	NO
CSB	Property and Exhibit	13030- Yellowhead Trail	NO
ISB	Child Protection Centre	7th, 10909 Jasper Ave.	YES
CSB	Recruiting	10177- 97 Street	NO
CSB	Griesbach Recruit Training	14310- 109 Street	YES
ISB	STAT Building	9710-51 Ave	NO
CSB	Data Retention	17416- 116 Ave.	NO
ISB	Integrated Operational Facility	8825- 51 Avenue	NO
CSB	In House Training Facility	10173- 97 Street	NO
ISB	ALERT Building	18807 Stony Plain Road	YES
ISB	Flight Operations (Rotary)	Villeneuve Airport	NO
ISB	Villeneuve Hanger #8 (Fixed Wing)	Villeneuve Airport	NO
CPB	Gateway Park Building	2402 Gateway Blvd.	YES
ISB	Police Information Check (PICs)	#108 14315-118 Ave.	YES
Total Number of Buildings			37
Minimum required Tours			12
Tours Identified			14

Site Sampling Justification:

37 Sites: 1/3 of the 37 EPS Sites is 12. 14 sites, including Police Headquarters, were visited during the audit.

Interview Sample:

Total # of permanent, part-time, casual and temporary employees at time of audit: 2626

Minimum number of interviews from Table 1: 125

Number of interviews conducted: 134

AUDITORS

Lead Auditor:

Name	Penny Shepard
Municipality	Edmonton Police Service
Address	9620-103A Avenue, Edmonton, AB
Certification Number and Expiry	16-35 May 23, 2019
Telephone Number	780-421-2050
Email Address	penny.shepard@edmontonpolice.ca

Team Auditors:

(Describe each auditor's role in the audit process – must be involved in all aspects for credit towards auditor certification maintenance.)

Name	Andy Simpson
Municipality	Edmonton Police Service
Certification Number and Expiry	17-24 March 21, 2020
Telephone Number	780-421-2078
Email Address	andy.simpson@edmontonpolice.ca
Role	Participated in all aspects of the audit process—documentation review, interviews, observation tour and report writing

Name	Mark Parr
Municipality	Edmonton Police Service
Certification Number and Expiry	17-31 May 24, 2020
Telephone Number	780-421-3441
Email Address	mark.parr@edmontonpolice.ca
Role	Participated in all aspects of the audit process—documentation review, interviews, observation tour and report writing

ELEMENT SUMMARY

Score, strengths, and recommendations follow for each element.

1. Organizational Commitment **Score: 116/130** **(89%)**

Organizational Commitment addresses the overall system within which a municipality's health and safety management system must operate. Management must be committed to creating a healthy and safe environment for the municipality's workforce, must demonstrate its support by actively promoting the values it has developed, and be actively involved.

Program Strengths:

- EPS has a current health and safety policy signed by the chief displayed at all EPS facilities and on the EPS intranet (EPSnet).
- Strong commitment to health and safety was noted at all levels within EPS

Suggestions for Improvement:

- Develop an OHS legislation course through LMS to further understand how the Occupational Health and Safety Act, Regulation and Code applies to their work.
- Increase senior management attendance at civilian meetings to continue to promote health and safety initiatives.

2. Hazard Identification and Assessment Score: 175/190 (92%)

Hazard Identification and Assessment is a formal approach to proactively recognizing and ranking (assessing) all hazards faced by municipal employees. This intensive process is crucial to ensuring workers are protected.

Program Strengths:

- A complete inventory of hazard assessments have been compiled within the organization identifying hazards associated with the positions.
- These hazard assessments are reviewed annually through the chain of command, annually at minimum, as required in Element 2 of the EPS OHS Program manual.

Suggestions for Improvement:

- Review the hazard assessment process, including the hazard assessment form and communication, to improve the understanding of hazard identification as it relates to the work they do.

3. Hazard Control

Score: 146/150 (97%)

Hazard Control is a systematic approach to determine how to eliminate or the best way to control the hazards identified in Element 2. This includes making recommendations; identifying who is responsible for implementation; setting target dates; and follow-up.

Program Strengths:

- New hazard assessment and control training required for all EPS members was completed through LMS.
- Controls identified on the forms were relevant to the hazards identified and hazard controls were observed to be implemented in work areas during the audit tours.
- Members are familiar with the personal protective equipment required for their jobs, and maintain this equipment in accordance with OHS legislation and manufacturer's specifications.

Suggestions for Improvement:

- EPS members are not entirely familiar with the disciplinary process relating to health and safety infractions. Recommend including health and safety in the new HR competency model.

4. Formal Workplace Inspections

Score: 102/130

(78%)

The Formal Workplace Inspections process ensures that the hazard controls from Element 3 are adequate, and to identify any new hazards. Inspections are a great opportunity for management to speak with staff about their health and safety-related concerns.

Program Strengths:

- Newly scheduled worksite inspection process developed for senior management.
- Improved OHS Facility Inspection Checklists developed.
- When issues are identified, recommendations are provided to address these concerns as per the EPS OHS program requirements.

Suggestions for Improvement:

- Ensure work areas are performing facility inspections as outlined in the EPS OHS Program manual.
- Completed facility inspection reports containing action items need to identify individuals responsible for follow up.
- Increase senior management participation and worker involvement in the OHS formal facility inspection process

5. Orientation and Training

Score: 103/120 (86%)

Orientation and Training includes the identification of competency and training needs based on the hazards of the work, and that workers have the needed competence to do the work safely.

Program Strengths:

- Comprehensive orientation program implemented for new employees through Human Resources Division
- Extensive training program exists for all EPS sworn members, including on-going refresher training as it relates to their position.

Suggestions for Improvement:

- Development of a Contractor OHS program to ensure that contractor orientations are completed
- Include specific OHS Act, Regulation and Code requirements in the orientation, including the right to refuse unsafe work.
- Ensure orientations for newly transferred employees are completed within the first week within their new work area.

6. Emergency Response Planning

Score: 76/85 (89%)

Emergency Response Planning establishes procedures related to on-the-job emergencies. This is different from the municipality's system for large-scale municipal disasters involving the general public.

Program Strengths:

- There is a well-developed emergency response program for EPS facilities.
- Employees are familiar with their roles in the event of an emergency at EPS.

Suggestions for Improvement:

- Ensure that all facilities within EPS (including leased facilities) participate in an emergency response drill annually, at minimum.
- Inspect emergency equipment to ensure it is current (not expired) and in good working order.

7. Incident Investigation

Score: 102/115 (89%)

An Incident Investigation system must be developed for the reporting and investigation of occupational health and safety incidents and near-misses. It is critical to analyze incidents and near-misses, so that the direct and indirect causes can be found.

Program Strengths:

- New on-line incident reporting has been implemented using Medgate.
- The quality of incident investigative reports improving due to increased training available.

Suggestions for Improvement:

- Improve communication relating to incident outcomes and the preventative actions taken to prevent further injury.
- Encourage better reporting for minor incidents.
- Ensure that preventative actions identified address the root cause identified in the incident investigation.

8. Program Administration

Score: 77/80 (96%)

Program Administration addresses three critical components: record keeping, communication, and worker participation.

Program Strengths:

- Systematic evaluation occurs on a regular scheduled basis that includes recommendations for improvement based on identified OHS trends.
- OHS audit action plan developed based off of 2016 audit recommendations.
- OHS included throughout organization on meeting agendas and minutes maintained.

Suggestions for Improvement:

- Review the EPS OHS program manual to ensure it is current with EPS organization changes.
- Improve communication related to OHS topics into EPS administrative work-areas.

NEXT STEPS

The municipality should develop an action plan based on the recommendations provided in this report. This helps improve the program in an orderly way, with emphasis placed on priority items.

CONCLUSION

There is a strong OHS Program implemented within EPS. Members understand the significance of occupational health and safety and the connection to their work.

Senior management provides great support for OHS initiatives and remains actively involved in OHS system development.

The audit team acknowledges and is grateful for the support received during the audit by all EPS employees.

Please contact the auditors if you require more information or have any questions.

Signed,

Penny Shepard, CRSP, NCSO
Lead Auditor

Date