



Corporate Policy

Policy #:	HUM-002-001
Division:	Corporate Services
Effective Date:	July 28, 2026
Review Period:	Annual

Policy Title: Occupational Health and Safety – Regulatory Service Policy

Purpose & Scope

The purpose of this policy is to establish the Town of Creston's commitment to meeting its legislated occupational health and safety responsibilities as an employer and to maintaining a safe, healthy, and productive workplace for all employees. Through compliance with applicable occupational health and safety legislation and the implementation of effective health and safety practices, the Town seeks to prevent workplace injuries and illnesses, promote employee well-being, and support the reliable delivery of municipal services to the community.

This policy applies to all Town employees, supervisors, managers, Joint Occupational Health and Safety Committee members, contractors, and volunteers. It establishes service expectations, performance measures, and accountability mechanisms related to workplace safety, hazard identification, incident management, employee participation, and return-to-work processes in accordance with the requirements of the *Workers Compensation Act* and *Occupational Health and Safety Regulation*.

Definitions:

Hazard: Any condition, practice, or activity that has the potential to cause injury, illness, property damage, or disruption to municipal services.

Incident: An event or occurrence that resulted in, or had the potential to result in, injury, illness, damage, or loss.

Joint Occupational Health and Safety Committee (JOHS): A committee established in accordance with WorkSafeBC legislation to support worker participation in identifying and resolving workplace health and safety matters.

Return-to-Work (RTW): A collaborative process that supports an employee's safe and timely return to productive work following a workplace injury or illness, including modified or alternate duties where appropriate.

Safety Concern: A workplace hazard, risk, unsafe condition, or safety-related issue identified by an employee, supervisor, contractor, volunteer, or the JOHSC.

Workplace Inspection: A planned review of a workplace, worksite, equipment, or work process undertaken to identify hazards and ensure compliance with health and safety requirements.

Workers Compensation Act: The provincial legislation governing workplace health and safety, workers' compensation, and employer responsibilities in British Columbia.

Service Statement (what residents receive, in plain language)

The Town of Creston is required under WorkSafeBC legislation and the Occupational Health and Safety Regulation to establish and maintain an Occupational Health and Safety (OH&S) Program. The OH&S Program, approved by the Chief Administrative Officer and amended from time to time, outlines the Town's approach to fulfilling its health and safety responsibilities as an employer and supporting a safe workplace for all employees.

For residents, a strong health and safety program helps ensure municipal services are delivered safely, consistently, and efficiently. Effective workplace safety reduces service disruptions, supports employee well-being, and demonstrates the Town's commitment to responsible stewardship of public resources and legislative compliance.

Performance Targets (3–7 KPIs; with exact definitions)

KPIs follow the CSEI standard: clear, measurable, and resident-understandable.

KPI 1 — Compliance with Monthly Joint Occupational Health and Safety Committee Meetings Requirements

Target: 100 %

KPI 2 – Compliance with 21-Day Response Requirements for Health & Safety Committee Concerns and Recommendations

Target: 100 %

KPI 3 – Compliance with Mandatory Orientation, Hazard Awareness, and Position-Specific Safety Training Requirements

Target: 100 %

KPI 4 – Compliance with WorkSafeBC Incident Investigation and Corrective Action Requirements

Target: 100 %

KPI 5 – Compliance with Return-to-Work Planning Requirements for WorkSafeBC Injury Claims

Target: 100 %

KPI 6 – Compliance with Scheduled Workplace Inspection Requirements

Target: 100 %

Measurement & Data Sources (systems, owners, frequency)

KPI	Data Source	System / Owner	Frequency
Compliance with Monthly Joint Health & Safety Committee Meeting Requirements	Agendas and Minutes of JOHS Committee	Corporate Services	Monthly
Compliance with 21-Day Response Requirements for Health & Safety Committee Concerns and Recommendations	OH&S Issue Tracker, corrective action log	Corporate Services	Monthly
Compliance with Mandatory Orientation, Hazard Awareness, and Position-Specific Safety Training Requirement	Training records, orientation checklists, safety training certificates, attendance records	Corporate Services	Monthly
Compliance with WorkSafeBC Incident Investigation and Corrective Action Requirements	Incident investigation reports, corrective action tracker	Corporate Services	Monthly
Compliance with Return-to-Work Planning Requirements for WorkSafeBC Injury Claims	Return-to-work files and WorkSafeBC claim documentation	Corporate Services	Monthly
Compliance with Scheduled Workplace Inspection Requirements	Workplace inspection reports, hazard assessment records, inspection schedules and corrective action logs	Corporate Services	Monthly

Variance & Risk Tolerance (how/when LOS flexes; escalation & comms)

The Town recognizes that achieving 100% compliance with Occupational Health and Safety performance targets may be affected by operational, staffing, and external factors. While the Town maintains a low tolerance for non-compliance with WorkSafeBC legislative requirements, temporary variances may occur due to:

- Employee absences, vacancies, or turnover affecting training, inspections, or committee participation.
- Operational emergencies, natural disasters, severe weather events, or other priority incidents requiring immediate resource redeployment.
- Delays in obtaining information, specialized training, equipment, contractor services, or external resources.

- Extended employee absences related to injury, illness, or return-to-work processes.
- Unforeseen circumstances outside the Town's direct control.

The Town **has zero tolerance** for knowingly failing to meet legislative obligations under the Workers Compensation Act or Occupational Health and Safety Regulation. Any identified non-compliance shall be addressed as a priority through corrective action and management oversight.

Variance Management Protocol:

Where a performance target is not achieved, a legislative compliance issue is identified, or a significant workplace health and safety risk arises:

1. The responsible supervisor or manager shall document the issue, assess any risks, and implement immediate controls where necessary.
2. A corrective action plan shall be developed to address the issue, identify responsibilities, and establish timelines for resolution.
3. Significant risks, legislative non-compliance, unresolved safety concerns, or overdue corrective actions shall be escalated to the Director of Corporate Services.
4. Issues presenting significant organizational, legal, financial, operational, or reputational risk shall be escalated to the Chief Administrative Officer.
5. Material compliance issues, WorkSafeBC orders, significant incidents, or recurring variances may be reported to Council through regular service reporting or a separate report, as appropriate.
6. Lessons learned shall be incorporated into future training, procedures, inspections, and continuous improvement efforts.

Roles & Responsibilities (Council/CAO/Director/Managers)

Council

- Approves and reviews this policy.
- Receives quarterly and annual reports on OH&S performance, legislative compliance, emerging risks, and significant incidents.
- Provides strategic direction regarding workplace health and safety.

Chief Administrative Officer

- Responsible for the approval, organizational leadership, and oversight of the Occupational Health and Safety Program.
- Ensures the Town meets its obligations under the Workers Compensation Act and Occupational Health and Safety Regulation.
- Reviews significant safety risks, WorkSafeBC orders, compliance issues, and major incidents requiring corporate response.
- Communicates significant risks, compliance issues, and service impacts to Council as appropriate.

Director of Corporate Services

- Serves as the policy owner and oversees the Town's Occupational Health and Safety Program.
- Monitors compliance with legislative requirements and established service levels.

- Provides guidance and support to managers, supervisors, and the Joint Occupational Health and Safety Committee (JOHSC).
- Oversees return-to-work processes, training records, incident reporting, compliance monitoring, and program reporting.
- Escalates significant risks and compliance issues to the CAO.
- Coordinates communication with WorkSafeBC, where required.

Managers and Supervisors

- Maintain safe workplaces and work practices within their areas of responsibility.
- Ensure employees receive required safety training, supervision, and information.
- Conduct and document workplace inspections, investigations, and corrective actions.
- Respond to identified hazards and safety concerns in a timely manner.
- Communicate safety issues, risks, and corrective actions to affected employees and the JOHSC.
- Escalate unresolved or significant safety concerns to the Director of Corporate Services.

Joint Occupational Health and Safety Committee (JOHSC)

- Participates in the identification, evaluation, and resolution of workplace health and safety concerns.
- Reviews incidents, inspections, and workplace hazards and makes recommendations for improvement.
- Facilitates communication and consultation between workers and management regarding workplace safety matters.
- Monitors the effectiveness of the Occupational Health and Safety Program.
- Reports recommendations and concerns to management in accordance with legislative requirements.

Employees

- Work safely and comply with all applicable policies, procedures, and safe work practices.
- Participate in required safety training and workplace safety initiatives.
- Report hazards, incidents, injuries, near misses, and safety concerns to their supervisor as soon as practicable.
- Cooperate in workplace inspections, investigations, and return-to-work processes.
- Contribute to maintaining a safe and healthy workplace for themselves, their coworkers, and the public.

Contractors and Volunteers

- Comply with applicable Town safety requirements, safe work procedures, and legislative obligations while conducting work on behalf of the Town.
- Report hazards, incidents, and safety concerns to their Town representative.
- Participate in safety orientations and training as required for the work being performed.

Reporting (monthly internal; quarterly Council; annual public)

Monthly (Internal Ops Dashboard)

- KPI performance
- Notable variances & causes

Quarterly (Council)

- LOS scorecard indicating KPI status
- Trends in interment activity
- Regulatory compliance updates

Annual (Public, Council)

- Summary OH & S KPI's in Annual Report
- Improvement initiatives

Continuous Improvement (how targets evolve; lessons learned)

- Annual completion of the Joint Health and Safety Committee Evaluation Tool.

Appendices (maps, standards, priority routes, regulatory references)

Workers Compensation Act, RSBC 2019, c. 1. (2019). Province of British Columbia.

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/19001_00_multi

WorkSafeBC. (1997). *Occupational Health and Safety Regulation* (B.C. Reg. 296/97). WorkSafeBC.

<https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation>