

Chapter 8 (part 1) Creating a Safe and Healthy Work Environment

MULTIPLE CHOICE

1. Why does health and safety concern managers and supervisors?
- a. because customer service as well as safety is extremely important
 - b. because of global competition
 - c. because cutting costs is essential
 - d. because occupational health and safety accidents are numerous and costly

ANS: D PTS: 1 REF: 269 OBJ: 1

BLM: R

2. Which of the following is a factor that causes an occupational illness?
- a. stove burns
 - b. fracture (workplace accident)
 - c. inhalation of fumes
 - d. back injury

ANS: C PTS: 1 REF: 269 OBJ: 1

BLM: R

3. Which of the following is a factor that causes an occupational injury?
- a. chemical exposure
 - b. fracture (workplace accident)
 - c. inhalation of fumes
 - d. stress

ANS: B PTS: 1 REF: 269 OBJ: 1

BLM: R

4. Which of the following is an occupational injury?
- a. chemical exposure
 - b. fracture (workplace accident)
 - c. inhalation of fumes

d. stress

ANS: B PTS: 1 REF: 269 OBJ:
1
BLM: R

5. Which of the following is an occupational illness?

- a. chemical burns
- b. leg fracture
- c. inhalation of asbestos
- d. cumulative trauma disorders

ANS: C PTS: 1 REF: 269 OBJ:
1
BLM: R

6. In all jurisdictions, to whom are employers required to report any accidents that cause injuries or diseases?

- a. the Occupational Health and Safety officer
- b. the company doctor
- c. local health officials
- d. the Workers' Compensation Board

ANS: D PTS: 1 REF: 270|274
OBJ: 1
BLM: R

7. Which of the following is an employee responsibility for health and safety?

- a. perform all duties assigned regardless of risk of exposure to hazards
- b. implement health and safety programs
- c. follow all safety rules and regulations
- d. report all unsafe conditions to the Workers' Compensation Board

ANS: C PTS: 1 REF: 270 OBJ:
1
BLM: R

8. Which of the following is an employee responsibility for health and safety?

- a. perform all duties assigned regardless of risk of exposure to hazards
- b. implement health and safety programs

- c. develop safety rules and regulations
- d. report all unsafe conditions

ANS: D PTS: 1 REF: 270 OBJ:
1
BLM: R

9. Which of the following is an employee responsibility for health and safety?

- a. perform all duties assigned regardless of risk of exposure to hazards
- b. implement health and safety programs
- c. wear all prescribed safety equipment
- d. write up all unsafe conditions for safety committees

ANS: C PTS: 1 REF: 270 OBJ:
1
BLM: R

10. What is an employer's responsibility under health and safety legislation?

- a. providing on-the-job safety training
- b. monitoring workers' health and safety behaviours
- c. informing workers about safety and health requirements
- d. compiling an annual summary of work-related injuries and illnesses

ANS: D PTS: 1 REF: 269 OBJ:
1
BLM: R

11. What is a supervisor's duty under health and safety legislation?

- a. taking every precaution to guarantee that all company equipment works safely
- b. ensuring that workers use or wear safety equipment, devices, or clothing
- c. writing the online safety manual and reporting forms
- d. reporting a work refusal to the appropriate government agency

ANS: B PTS: 1 REF: 269 OBJ:
1
BLM: R

12. What is part of employer obligation under health and safety regulations?

- a. keep records of all work-related accidents and injuries
- b. ensuring that workers use or wear safety equipment, devices, or clothing
- c. compensate employees who have been injured or have become ill due to work-related factors
- d. question employees who have filed safety complaints with the ministry of labour

ANS: A PTS: 1 REF: 269 OBJ:
1

BLM: R

13. Which statement indicates the emphasis of Workers' Compensation?

- a. the emphasis of Workers' Compensation is on assessments and payment of claims
- b. the emphasis of Workers' Compensation is on unlimited medical aid
- c. the emphasis of Workers' Compensation is to return the employee to his or her job (or some modification thereof) as soon as possible
- d. the emphasis of Workers' Compensation is to deal with industrial disease and illnesses

ANS: C PTS: 1 REF: 274 OBJ:
1

BLM: R

14. Frequently, employers will create a group consisting of representatives of various segments of the organization to work on safety-related issues. What are these groups commonly called?

- a. employee-management safety committee
- b. wellness committees
- c. human resources assistants
- d. labour-management committees

ANS: A PTS: 1 REF: 273 OBJ:
1

BLM: R

15. What best defines an organization's senior management team's legal fundamental health and safety responsibilities?

- a. to ensure day-to-day health and safety of employees

- b. to take reasonable precautions to ensure employee safety
- c. to follow on-site daily rules and expectations of the organization
- d. to follow health and safety on-site practices

ANS: B PTS: 1 REF: 269 OBJ:
1

BLM: R

16. What does the shared responsibility model of workplace safety assume about health and safety?

- a. workers share the responsibility for safety among themselves
- b. workers and line supervisors share responsibility for safety together
- c. the employer is solely responsible for safety
- d. the employees and the employer must co-operate on ensuring safety

ANS: D PTS: 1 REF: 269 OBJ:
1

BLM: R

17. What best defines an organization's CEO's legal health and safety responsibilities?

- a. to ensure day-to-day health and safety of employees
- b. to take reasonable precautions to ensure employee safety
- c. to follow onsite daily rules and expectations of their organization
- d. to follow health and safety on-site practices

ANS: B PTS: 1 REF: 269 OBJ:
1

BLM: R

18. What are the supervisor's legal responsibilities concerning employee health and safety?

- a. establish safety committees
- b. follow safe work procedures
- c. establish a health and safety program
- d. conduct workplace inspections and correct unsafe acts

ANS: D PTS: 1 REF: 271 OBJ:
1

BLM: R

19. What best defines the workers' legal fundamental health and safety responsibilities?

- a. to ensure day-to-day health and safety of rail crew practices
- b. to take reasonable precautions to ensure employee safety
- c. to follow on-site rules and expectations of their organization
- d. to ensure all employees and customers know what is expected of them regarding health and safety

ANS: C PTS: 1 REF: 270 OBJ:
1
BLM: R

20. What primary legal body regulates occupational health and safety for hospitals?

- a. provincial health and safety legislation
- b. federal health and safety legislation
- c. regional health and safety legislation
- d. national health and safety legislation

ANS: A PTS: 1 REF: 269 OBJ:
1
BLM: HO

21. What primary legal body regulates occupational health and safety for airlines?

- a. provincial health and safety legislation
- b. federal health and safety legislation
- c. regional health and safety legislation
- d. national health and safety legislation

ANS: B PTS: 1 REF: 269 OBJ:
1
BLM: HO

22. What primary legal body regulates occupational health and safety for communications companies?

- a. provincial health and safety legislation
- b. federal health and safety legislation
- c. regional health and safety legislation
- d. national health and safety legislation

ANS: B PTS: 1 REF: 269 OBJ:
1
BLM: HO

23. What primary legal body regulates occupational health and safety for companies such as Walmart and Costco?
- a. provincial health and safety legislation
 - b. federal health and safety legislation
 - c. regional health and safety legislation
 - d. national health and safety legislation

ANS: A PTS: 1 REF: 269 OBJ:
1
BLM: HO

24. What is the name of the health and safety legislation in which company owners and directors, and governments can be charged with criminal negligence?
- a. Health and Safety Code
 - b. Bill C45
 - c. Workers' Compensation Act
 - d. WorkSafe BC

ANS: B PTS: 1 REF: 275 OBJ:
1
BLM: R

25. What is the name of the primary health and safety legislation in which the company owners, directors, supervisors, and suppliers who work within the provincial jurisdiction can receive fines and penalties if they do not take every reasonable precaution to ensure employee health and safety?
- a. Bill C45
 - b. Workers' Compensation Act
 - c. Workers' Compensation Code
 - d. Labour Code

ANS: B PTS: 1 REF: 274 OBJ:
1
BLM: HO

26. What would be an indirect cost of a workplace fatality?

- a. lost wages
- b. fines
- c. lost production
- d. compensation

ANS: C PTS: 1 REF: 274 OBJ:
1
BLM: HO

27. It was found that several of an organization's workers had not been trained and did not know their three fundamental rights that underlie health and safety legislation. Which of the following is one of their three rights?

- a. the right to refuse dangerous work without penalty
- b. the right to receive job training
- c. the right to minimum employment conditions
- d. the right to a fair and equitable workplace

ANS: A PTS: 1 REF: 270 OBJ:
1
BLM: HO

28. It was found that several of an organization's workers were inexperienced and did not know their three fundamental rights that underlie health and safety legislation. Which of the following is one of their three rights?

- a. the right to know about medical benefits
- b. the right to participate in identifying and correcting health and safety problems
- c. the right to immigrant aid and support
- d. the right to information on health and safety legislation

ANS: B PTS: 1 REF: 270 OBJ:
1
BLM: HO

29. What is the key legal role of the supervisor with respect to ensuring the safety of workers?

- a. to administer employee disciplinary procedures
- b. to communicate to each of the workers how to work safely
- c. to observe the workers' job performance behaviour on-the-job
- d. establish a health and safety program

ANS: B PTS: 1 REF: 271 OBJ:

1

BLM: HO

30. What is the owners' responsibility under health and safety legislation?

- a. take every reasonable precaution to guarantee worker safety
- b. ensure that workers use or wear safety equipment, devices, or clothing
- c. discipline employees who refuse to do work they believe is unsafe
- d. regularly inform employees about health and safety requirements

ANS: A PTS: 1 REF: 269 OBJ: 1

BLM: HO

31. Employers, managers and supervisors are required by law to provide health and safety orientations to newly hired employees. What would be a critical first step to providing a new employee orientation?

- a. check the training needs of the employees
- b. deliver training to the employees
- c. use training and communication methods employees can understand
- d. ensure that the employees can transfer the training to their jobs

ANS: A PTS: 1 REF: 269|277
OBJ: 1
BLM: HO

32. The courts found that a drywall company did not display due diligence. What best defines due diligence?

- a. carry out your work and your health and safety responsibilities
- b. meet the minimum health and safety legal standards
- c. taking all reasonable care to protect the well-being of workers or co-workers
- d. meet the maximum health and safety legal requirements

ANS: A PTS: 1 REF: 269 OBJ: 1
BLM: HO

33. What legislation would be the primary legislation you would rely on in a situation that involves substance abuse?

- a. privacy
- b. health and safety

- c. human rights
- d. labour law

ANS: A PTS: 1 REF: 295 OBJ:
1
BLM: HO

34. Substance abuse among employees is one of the major societal issues of today, found in all levels of an organization. Who plays a key role in identifying potential substance abuse problems through regular employee monitoring of attendance, behaviour, and performance?

- a. supervisor
- b. co-workers
- c. senior management and owner
- d. Workers' Compensation Board

ANS: A PTS: 1 REF: 271 OBJ:
1
BLM: HO

35. An owner of an oil and gas company discovered that several employees working in safety-sensitive work environments smoked cannabis between shifts and on coffee breaks. The supervisor stated that he was not aware of cannabis use by the employees. What were the supervisor's legal responsibilities in this situation?

- a. ensure that all workers , contractors and visitors on the worksite were kept safe
- b. follow safe work procedures
- c. establish a health and safety program
- d. conduct workplace inspections and correct unsafe acts

ANS: D PTS: 1 REF: 271 OBJ:
1
BLM: HO

36. Which of the following would be an indirect cost of a workplace accident?

- a. lost wages
- b. possible fines
- c. public fears
- d. compensation

ANS: C PTS: 1 REF: 273 OBJ:

1

BLM: HO

37. An organization was charged with several safety offences as they did not take all reasonable precautions to ensure employee safety. What legal defense was required, which the organization could not prove?

- a. due process
- b. reasonable cause
- c. due diligence
- d. shared defence

ANS: C PTS: 1 REF: 269 OBJ:

1

BLM: HO

38. What primary legal body regulates violence in the workplace?

- a. health and safety
- b. security
- c. human rights
- d. labour standards

ANS: A PTS: 1 REF: 269 OBJ:

1

BLM: HO

39. What recent legislative changes have broadened the responsibility of employers to ensure the work environment is free of violence.

- a. health and safety
- b. security
- c. human rights
- d. labour standards

ANS: A PTS: 1 REF: 269 OBJ:

1

BLM: HO

40. A year after several investigations, a company was found criminally liable for several health and safety violations. What legal body regulates health and safety criminal negligence charges?

- a. provincial and regional health and safety legislation
- b. federal health and safety legislation
- c. Bill C45
- d. Workers' Compensation Act

ANS: C PTS: 1 REF: 275 OBJ:
1
BLM: HO

41. What is the primary legal responsibility of joint health and safety committees?

- a. to develop the legally required management and worker health and safety programs
- b. to develop the legally required public health and safety programs
- c. to create a non-adversarial environment between employee and management representatives where people can work together to improve the safety and health of the workplace
- d. to take steps to minimize unhealthy and unsafe situations

ANS: C PTS: 1 REF: 273 OBJ:
1
BLM: HO

42. What is a supplier's legal role in ensuring health and safety?

- a. to take steps to minimize unhealthy and unsafe situations related to the transportation of supplies
- b. to jointly create health and safety programs and policies that improve supply handling safety
- c. to ensure that any biological, chemical, or physical agent being supplied is labelled in accordance with legislation
- d. to ensure CR workers are adequately trained and are qualified to safely handle supplies

ANS: C PTS: 1 REF: 270|282
OBJ: 1|3
BLM: HO

43. What are the legal duties of suppliers under health and safety legislation?

- a. to ensure that workers follow the legal requirements of supply handling
- b. to conduct workplace inspections concerning supplies
- c. to ensure that any biological, chemical, or physical agent being supplied is labelled in accordance with legislation
- d. to investigate incidents concerning supplies

ANS: C PTS: 1 REF: 270|282

OBJ: 1|3

BLM: HO

44. What best defines young workers' (18 to 23 years of age) legal fundamental health and safety responsibilities?

- a. to ensure day-to-day health and safety of crews
- b. to take reasonable precautions to ensure crew safety
- c. to follow health and safety on-site practices
- d. to ensure all employees and customers know what is expected of them regarding health and safety

ANS: C PTS: 1 REF: 270 OBJ:

1

BLM: HO

45. It was found that a gas station worker had run after a truck driver who had left the gas station without paying for his gas. He was not aware of his three fundamental rights that underlie health and safety legislation. Which of the following is one of his three rights?

- a. the right to know about hazards in the workplace
- b. the right to work in dangerous and risky work environments
- c. the right to receive job training
- d. the right to a fair and equitable compensation when working in more dangerous work environments

ANS: A PTS: 1 REF: 270 OBJ:

1

BLM: HO

46. It was found that a fast food worker received burns to his hands on his first work shift. Which of the following is one of the three fundamental rights that the worker should have been informed of?

- a. the right to know about medical benefits
- b. the right to participate in identifying and correcting health and safety problems
- c. the right to young worker training and support
- d. the right to information on health and safety legislation

ANS: B PTS: 1 REF: 270 OBJ:
1

BLM: HO

47. It was found that a retail worker fell off a ladder on her first month of work. Which of the following is one of the three fundamental rights that the she should have been informed of?

- a. the right to know about medical benefits
- b. the right to participate in identifying and correcting health and safety problems
- c. the right to immigrant aid and support
- d. the right to information on health and safety legislation

ANS: B PTS: 1 REF: 270 OBJ:
1

BLM: HO

48. It was found that a worker for AJ Manufacturing received burns to his arms. He had just been employed part-time at minimum wage. He was vulnerable in that he was inexperienced and did not really understand his three fundamental rights that underlie health and safety legislation. Which of the following is one of his three rights that he needed to know before he began working?

- a. the right to minimum employment conditions
- b. the right to a fair and equitable workplace
- c. the right to refuse dangerous work without penalty
- d. the right to receive job training

ANS: C PTS: 1 REF: 270 OBJ:
1

BLM: HO

49. What primary legal body regulates Occupational Health and Safety at Bell Canada?

- a. provincial and regional health and safety legislation
- b. federal health and safety legislation
- c. Bill C45
- d. Workers' Compensation Act

ANS: B PTS: 1 REF: 270 OBJ:
1
BLM: HO

50. According to the text, what is the most important role of a safety program?

- a. to show employees that safety is a serious business and those unable to perform their jobs in a safe manner will be terminated
- b. to motivate managers, supervisors, and subordinates to be aware of safety considerations
- c. to keep injury and illness costs at a minimum
- d. to keep injury levels at a reasonable level, while maintaining high productivity

ANS: B PTS: 1 REF: 277 OBJ:
2
BLM: R

51. What would likely be the most effective means for an organization to communicate its safety rules?

- a. in a new employee orientation program
- b. by creating employee handbooks
- c. with bulletin board notices
- d. through its supervisors

ANS: D PTS: 1 REF: 277 OBJ:
2
BLM: HO

52. Where do injuries and fatalities typically occur?

- a. more frequently off the job than on the job
- b. as frequently off the job as on the job
- c. more frequently on the job than off the job
- d. more frequently on the highway than anywhere else

ANS: A PTS: 1 REF: 276 OBJ:
2
BLM: R

53. Of the following penalties, which one is least likely to be used to deal with employees who are safety risks, except for serious violations?
- a. a verbal reprimand
 - b. termination/dismissal
 - c. suspension
 - d. a written reprimand

ANS: B PTS: 1 REF: 276 OBJ:
2
BLM: R

54. What is typically NOT referred to in employer safety rules?
- a. complying with accident-and-injury reporting procedures
 - b. using proper work procedures
 - c. reporting careless or unsafe co-workers
 - d. avoiding carelessness or horseplay

ANS: C PTS: 1 REF: 280 OBJ:
2
BLM: R

55. There are a variety of ways that safety rules are enforced. What would be the most effective way to help employees understand the organization's health and safety rules?
- a. employee training manual
 - b. ensuring access the online health and safety regulations
 - c. having signs posted that state employees must follow Workers' Compensation laws
 - d. supervisor provides on-the-job coaching in health and safety

ANS: D PTS: 1 REF: 277 OBJ:
2
BLM: HO

56. What is one of the minimum legal elements of an organization's health and safety program?

- a. statement of aims and responsibilities
- b. lists of all physical hazards
- c. ensure that there are NO unsafe acts or conditions
- d. control all hazards

ANS: A PTS: 1 REF: 277 OBJ:
2
BLM: HO

57. What is one of the minimum legal elements of an organization's health and safety program?

- a. report all unsafe acts and conditions to Workers' Compensation boards
- b. inspect accidents and incidents weekly
- c. inspect of premises, equipment, and work
- d. implement employee wellness programs

ANS: C PTS: 1 REF: 277 OBJ:
2
BLM: HO

58. Several employees working for a construction company received injuries that will require them to miss time from work. What is a workplace injury called when a worker misses time from work?

- a. lost-time injury
- b. critical incident injury
- c. accident injury
- d. compensated injury

ANS: A PTS: 1 REF: 274 OBJ:
2
BLM: HO

59. A short time after a convenience store robbery, a team of professionals arrived at the store to provide counselling to employees who were experiencing shock and other emotions around the robbery. What are these intervention teams called?

- a. crisis intervention and critical incident teams
- b. trauma and recovery teams
- c. health and safety committee emergency teams
- d. risk assessment and intervention teams

ANS: A PTS: 1 REF: 288 OBJ:

3

BLM: HO

60. What are the components or elements of WHMIS?

- a. labeling of hazardous material; public information sessions; material safety data sheet (MSDS)
- b. public information sessions; training supply labels
- c. MSDS employee, customer and supplier training
- d. labeling of hazardous material; MSDS; training

ANS: D PTS: 1 REF: 282 OBJ:

3

BLM: R

61. Which statement best explains the purpose of Material Safety Data Sheets?

- a. They are designed to alert the worker that the container holds a potentially hazardous substance.
- b. They are a primary method of informing employees about health risks and handling instructions associated with chemicals and other potentially hazardous substances.
- c. They replace Hazard Communication Standards under previous safety legislation.
- d. They are meant predominantly to warn transportation workers such as truck drivers.

ANS: B PTS: 1 REF: 282 OBJ:

3

BLM: R

62. What is considered to be the most severe hazard facing office workers?

- a. noise pollution
- b. air pollution
- c. electric shocks
- d. trips and falls

ANS: B PTS: 1 REF: 283 OBJ:

3

BLM: R

63. What are employee complaints of headaches; dizziness; disorientation; fatigue; and eye, ear, and throat irritation often symptoms of?

- a. distress
- b. overexposure to a video display terminal
- c. exposure to second-hand smoke
- d. sick-building syndrome

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

BLM: R

64. Which of the following is NOT one of the basic ways of overcoming polluted buildings?

- a. eliminating tobacco smoking
- b. prohibit employees from wearing cologne and perfume in the workplace
- c. removing sources of pollution
- d. maintaining the ventilation system

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

BLM: R

65. What is the least likely problem in working with video display terminals?

- a. visual difficulties
- b. electrical shocks
- c. radiation hazards
- d. job stress

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

BLM: R

66. Which is NOT a way to prevent repetitive strain injuries?

- a. properly designed work stations
- b. changing positions
- c. mini-breaks involving exercises
- d. regular use of an anti-inflammatory

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

BLM: R

67. As far as workplace violence is concerned, which measure is NOT required under occupational health and safety regulations?

- a. Employees who witness violence must take reasonable action to stop it.
- b. The incidents must be reported.
- c. Policies and procedures must be developed.
- d. Risk management strategies must be established.

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

BLM: R

68. What is a common measure for reducing workplace violence?

- a. employment testing for all job candidates
- b. electronic entry key cards
- c. bullet-proof glass for all offices
- d. worker and supervisor training

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

BLM: R

69. What type of hazard would an electrician apprentice be exposed to when doing the electrical wiring for a high rise building?

- a. physical agents
- b. biohazards
- c. chemical hazards
- d. liquid agents

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

BLM: HO

70. Building supply companies have yard workers who are exposed to many hazards when lifting, hauling and moving building supplies. Which type of hazard is lifting and hauling building materials?

- a. physical agent
- b. technological force

- c. biohazard
- d. ergonomic

ANS: A PTS: 1 REF: 285 OBJ:
3
BLM: HO

71. Several office administration workers are experiencing pain, tingling and numbness in their fingers. What is this injury called?

- a. technological force reaction
- b. stress trauma
- c. carpal tunnel syndrome
- d. ergonomic related syndrome

ANS: C PTS: 1 REF: 285 OBJ:
3
BLM: HO

72. Second-hand smoke is an example of what type of health and safety hazard, and issue?

- a. a physical agent that can cause an injury or accident
- b. a technological force that can cause an accident
- c. a biohazard that can cause an illness
- d. chemical agent that can cause an illness

ANS: D PTS: 1 REF: 285 OBJ:
3
BLM: HO

73. What WHMIS symbol used on the supplier's products would help workers be aware of hazardous materials that could cause burns to the skin?

- a. flame in circle (flammable and combustible material)
- b. capital R in circle (dangerously reactive material)
- c. hand and stick burning in circle (corrosive material)
- d. capital T in circle (biohazardous infectious material)

ANS: C PTS: 1 REF: 284 OBJ:
3
BLM: HO

74. What WHMIS symbol used on the supplier's products would help workers be aware of hazardous compressed gas materials?

- a. flame in circle
- b. capital R in circle
- c. capital T in circle
- d. tube-shaped cylinder in circle

ANS: D PTS: 1 REF: 284 OBJ:
3
BLM: HO

75. What WHMIS symbol used on the supplier's products would help workers be aware of materials causing immediate and serious toxic effects?

- a. flame in circle (flammable and combustible material)
- b. capital R in circle (dangerously reactive material)
- c. capital T in circle (biohazardous infectious material)
- d. cross bones in circle (poisonous and infectious material)

ANS: D PTS: 1 REF: 284 OBJ:
3
BLM: HO

76. What does the federal Workplace Hazardous Material Information System (WHMIS) require of organizations?

- a. that hazardous materials they transport must be inspected and labeled by the federal government
- b. that their suppliers need to train employees on chemical products they produce
- c. that their chemicals must be transported safely
- d. that their suppliers provide a Material Safety Data Sheet (MSDS) on each hazardous product they produce

ANS: D PTS: 1 REF: 282 OBJ:
3
BLM: HO

77. WHMIS states that workers have a right to know about potential workplace hazards. What three elements are the federal Workplace Hazardous Material Information System (WHMIS) based on?

- a. class symbols, labels, and training
- b. labels, posters, and online information
- c. Material Safety Data Sheet (MSDS), WHMIS symbols, and subclass designations
- d. Material Safety Data Sheet (MSDS), training, and labels

ANS: D PTS: 1 REF: 282 OBJ:
3
BLM: HO

78. What does the federal Workplace Hazardous Material Information System (WHMIS) require?

- a. that medical product suppliers need to train employers on how to label chemical products that will be transported
- b. that medical product suppliers provide a Material Safety Data Sheet (MSDS) on each hazardous product they produce
- c. that medical suppliers need to train employees on chemical products they produce
- d. that medical chemicals must be labeled by the federal government and transported safely

ANS: B PTS: 1 REF: 282 OBJ:
3
BLM: HO

79. What is workplace stress?

- a. stress is any adjustive demand caused by physical, mental or emotional factors that require coping behaviour
- b. stress is an adjustive response to strain that require coping behaviour
- c. stress is anxiety or depression
- d. stress is an individual's response to or evaluation of stress and strain

ANS: A PTS: 1 REF: 288 OBJ:
3
BLM: HO

80. What are the new legislative requirements that owners must meet to ensure their work environment is free of violence?

- a. conduct a risk assessment
- b. development of policies and procedures to deal with security measures
- c. post the legislation where employees can read it
- d. develop an emergency response plan

ANS: A PTS: 1 REF: 289 OBJ:
3
BLM: HO

81. What major health hazard category would stress be classified under?

- a. physical agent
- b. biohazard
- c. ergonomic
- d. psychosocial

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

BLM: HO

82. What major health hazard category would C. difficile virus, hepatitis viruses, and HIV be classified under?

- a. psychosocial
- b. biohazards
- c. ergonomic
- d. chemical agents

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

BLM: HO

83. What major health hazard category would extension cords running across the floor be classified under?

- a. physical agents
- b. biohazards
- c. ergonomic
- d. electrical agents

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

BLM: HO

84. What are the working conditions that cause stress called?

- a. job responses
- b. job strain
- c. workplace or job stressors
- d. stress-causing workplace conditions

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

BLM: HO

85. Which of the following is a major cause of workplace stress?

- a. relationships at work
- b. unsafe acts
- c. job restrictions
- d. relationships outside of the job

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

BLM: HO

86. Which of the following is a major cause of workplace stress?

- a. unsafe conditions
- b. unsafe acts
- c. investigations
- d. a person's role in the organization

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

BLM: HO

87. Which of the following is a workplace stressor?

- a. chance occurrences
- b. risk assessments
- c. job content and control
- d. risky environments

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

BLM: HO

88. What are two workplace stressors?

- a. poor training and orientations
- b. inadequate orientations and socialization
- c. career development and workload
- d. relationships outside of the job

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

BLM: HO

89. What are two workplace strain reactions?

- a. psychological and physical
- b. cultural and behavioural
- c. organizational and cultural
- d. ergonomic and mental cognition

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

BLM: HO

90. An employee was not able to concentrate or remember details, and was moody. What type of strain was this employee experiencing?

- a. psychological
- b. physical
- c. cultural
- d. organizational

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

BLM: HO

91. What is a symptom of organizational work stress?

- a. poor concentration
- b. conflict resolution
- c. long hours of work
- d. unrealistic workloads

ANS: A PTS: 1 REF: 288 OBJ:
3

BLM: R

92. What is a common cause of workplace stress?

- a. excessive job pressures
- b. disagreements with customers
- c. poor engagement
- d. empowerment

ANS: A PTS: 1 REF: 288 OBJ:
3

BLM: R

93. What would be a symptom of lack of personal fulfillment in a job?
- a. a fight-or-flight response
 - b. positive stress
 - c. a workplace disability
 - d. burnout

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

BLM: R

94. Which of the following is an organizational technique for managing stressors?
- a. clarifying an employee's work role
 - b. recognizing an employee for a job well done
 - c. correcting physical factors in the work environment
 - d. instruction in relaxation techniques

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

BLM: R

95. What is one tip for reducing job-related stress?
- a. prepare for the future by keeping abreast of job demands
 - b. build rewarding relationships with co-workers
 - c. avoid stressful situations in the workplace
 - d. attend a yoga or fitness class

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

BLM: R

96. Which segment would likely be included in an employer-sponsored stress-management program?
- a. time management
 - b. safety awareness
 - c. identifying and eliminating difficult people
 - d. critical incident counselling

ANS: A PTS: 1 REF: 289 OBJ:

3

BLM: R

97. What is the type of health services that employers provide primarily related to?

- a. size of the firm and financial resources
- b. employer size and the importance of such services
- c. whether or not the employer has a full-time physician on staff
- d. degree of interest on the part of the employer

ANS: B PTS: 1 REF: 257 OBJ:

4

BLM: R

98. Company-sponsored nutrition, weight control, and smoking cessation programs are often organized under larger plans. What are these plans known as?

- a. wellness programs
- b. employee assistance programs
- c. health and fitness programs
- d. health service programs

ANS: A PTS: 1 REF: 293 OBJ:

4

BLM: R

99. What would be a major criticism by unions about wellness programs?

- a. The money spent on wellness programs could be used to pay better wages.
- b. Urging people to engage in wellness activities often borders on harassment.
- c. Identifying employees as unhealthy individuals is a violation of their right to privacy.
- d. They focus too much on a person's unhealthy lifestyle and ignore workplace issues that create unhealthy employees.

ANS: D PTS: 1 REF: 293 OBJ:

4

BLM: R

100. What would be a major focus of disability management programs?

- a. Coordinate employee physical rehabilitation.

- b. Create a work environment where employees want to return to work.
- c. Ensure employees receive disability income.
- d. Avoid Workers' Compensation claims resulting from lost time accidents.

ANS: B PTS: 1 REF: 293 OBJ: 4
BLM: R

101. What type of stress management intervention would be most effective?

- a. a primary intervention that deals with workplace stressors
- b. ergonomic intervention that deals with work design
- c. tertiary intervention that deals with strain
- d. secondary intervention that deals with stress

ANS: A PTS: 1 REF: 292 OBJ: 4
BLM: HO

102. What type of stress management intervention would be focused on dealing with workplace stressors?

- a. primary intervention
- b. ergonomic intervention
- c. tertiary intervention
- d. secondary intervention

ANS: A PTS: 1 REF: 292 OBJ: 4
BLM: HO

103. What type of stress management intervention would be focused on dealing with workplace stress?

- a. primary (i.e. clear role expectations)
- b. ergonomic (i.e. workplace accommodation)
- c. tertiary (i.e. employee assistance and counselling)
- d. secondary (i.e. yoga and fitness classes)

ANS: D PTS: 1 REF: 291|292
OBJ: 4|5
BLM: HO

104. If an employee is experiencing severe personal problems, who would be the individual most likely to refer the worker to the company-sponsored employee assistance program?

- a. the employee himself/herself
- b. his or her spouse or significant other
- c. a member of the clergy
- d. his or her supervisor

ANS: D PTS: 1 REF: 294 OBJ:
5
BLM: R

105. When do personal problems such as alcoholism, spousal abuse, and financial ruin become organizational problems?

- a. when they lead to psychological disorders
- b. when they affect the employee's ability to care for his or her family
- c. when the problems affect behaviour at work and interfere with job performance
- d. when the HR manager suspects something is wrong and offers help

ANS: C PTS: 1 REF: 295 OBJ:
5
BLM: R

106. What do most employers consider alcoholism to be?

- a. a disease that requires treatment
- b. a personal problem
- c. a disciplinary problem that may result in penalties to the worker
- d. a predominantly blue-collar problem

ANS: A PTS: 1 REF: 295 OBJ:
5
BLM: R

107. What action should be avoided if a supervisor suspects that a subordinate has a severe drinking problem?

- a. carefully documenting evidence of declining performance
- b. confronting the employee with proof that his or her performance is deficient
- c. assuring the employee that help is available without any penalty
- d. confronting the employee with his or her suspected alcoholism

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

BLM: R

108. On two recent occasions, an emergency room clerk showed up for her late night 12 hour shift under the influence of alcohol and was sent home even though a staff replacement could not be found and patients were already waiting for over three hours. What legislation would guide the manager's immediate decision on how to handle the emergency room clerk who came to work under the influence of alcohol?

- a. Human Rights
- b. Privacy
- c. Employment Standards
- d. Health and Safety

ANS: D PTS: 1 REF: 295 OBJ:

1/5

BLM: HO

109. An organization provides employees with access to trained professionals who provide short-term counselling and then refer the person on to specialists in the area of need. What is this service called?

- a. Short-term personal and family Crisis Intervention Programs (CIPs)
- b. Critical Incident Stress workshops (CISs)
- c. Employee Assistance Programs (EAPs)
- d. health and wellness programs

ANS: C PTS: 1 REF: 294 OBJ:

5

BLM: HO

110. It is generally recognized in our society that better health is beneficial to the individual and the organization. What programs could an organization offer to encourage healthier lifestyles among its employees?

- a. this is the responsibility of the employee not the employer
- b. wellness programs that encourage health through programs that emphasize exercise and nutrition
- c. WHMIS training
- d. expand programs beyond the legally required health and safety programs

ANS: B PTS: 1 REF: 293 OBJ:

5

BLM: HO

111. What program could an organization offer to encourage healthier lifestyles among its employees?

- a. proactive health and safety training
- b. health services ranging from first-aid kits to an on-site physician and nurse
- c. safety promotion programs
- d. safety awareness programs

ANS: B PTS: 1 REF: 292 OBJ: 5

BLM: HO

112. What is the problem if an organization conducts mandatory drug testing?

- a. drug testing requires organizational leadership support and safety culture
- b. drug testing is NOT legally permitted in Canada
- c. drug testing is not required if the organization has a zero tolerance drug policy
- d. it is unclear which employees use medically prescribed drugs while on the job

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

BLM: HO

Scenario 8.1: SaFE

The Safety For Everyone (SaFE) program at Canadian Rails (CR) encourages peer-on-peer safety. “SaFE observers” provide positive and constructive feedback to peers during a shift. At-risk behaviours are discussed in confidence and corrected on the spot. General observations are noted by the SaFE observer and shared with supervisors for future analysis. Several weeks ago CR experienced a train crash in which several employees were injured. Many employees are emotional and shocked that this occurred as CR has extensive health and safety policies and practices to ensure public safety of which SaFE is only one of many health and safety initiatives. There had also been a high number of injuries by employees working in the Canadian Rails shipyards.

113. Please refer to Scenario 8.1. What type of training would you provide for a new employee who will be participating in this SaFE program? New employees need to have the skills to communicate effective feedback to their peers.

- a. a communication training manual detailing effective communication techniques

- b. role play training on how to give and receive feedback
- c. off-the-job specialized training
- d. a case study and discussion on effective two-way communication

ANS: B

this question allows students to see the integration and interrelationship between the HRM functions (i.e. chapters on training, and health and safety)

PTS: 1 REF: 278|279 OBJ: 2
BLM: HO

114. Please refer to Scenario 8.1. What is a learning principle that will help in health and safety training at CR?

- a. participation
- b. instructional objectives
- c. ongoing orientations
- d. basic skills training

ANS: A

this question allows students to see the integration and interrelationship between the HRM functions (i.e. chapters on training and health and safety)

PTS: 1 REF: 278|279 OBJ: 2
BLM: HO

115. Please refer to Scenario 8.1. What primary legal body regulates occupational health and safety at CR?

- a. provincial and regional health and safety legislation
- b. federal health and safety legislation
- c. Bill C45
- d. Workers' Compensation Act

ANS: B PTS: 1 REF: 270 OBJ: 1
BLM: HO

116. Please refer to Scenario 8.1. CR follows a shared responsibility model of workplace safety. What does this model assume about health and safety?

- a. workers share the responsibility for safety among themselves
- b. workers and line supervisors share responsibility for safety together

- c. the employer is solely responsible for safety
- d. the employees and the employer must co-operate on ensuring safety

ANS: D PTS: 1 REF: 268|269
OBJ: 1
BLM: HO

117. Please refer to Scenario 8.1. Several employees with injuries from the train crash will be missing time from work. What is a workplace injury called when a worker misses time from work?

- a. lost-time injury
- b. critical incident injury
- c. accident injury
- d. compensated injury

ANS: A PTS: 1 REF: 274 OBJ: 2
BLM: HO

118. Please refer to Scenario 8.1. The investigation into the CR train crash found that one of the newly hired engineers had not completed the required safety training. When should safety training begin?

- a. with new employee orientation
- b. immediately after an accident or injury
- c. before workers return to work after an accident or injury
- d. at the discretion of the supervisor

ANS: A

*this question allows students to see the integration and interrelationship between the HRM functions (i.e. chapters on training and health and safety)

PTS: 1 REF: 276 OBJ: 2 BLM: HO

119. Please refer to Scenario 8.1. What best defines the CR senior management team's legal fundamental health and safety responsibilities?

- a. to ensure day-to-day health and safety of employees
- b. to take reasonable precautions to ensure employee safety
- c. to follow on-site rules and expectations of their organization
- d. to follow health and safety on-site practices

ANS: B PTS: 1 REF: 269 OBJ:

1

BLM: HO

120. Please refer to Scenario 8.1. Within a short time after the train crash, a team of professionals arrive to perform counselling techniques to help with employees who are experiencing shock, anxiety and other emotions around the accident. What are these intervention teams called?

- a. crisis intervention and critical incident teams
- b. trauma and recovery teams
- c. health and safety committee emergency teams risk assessment and intervention teams

ANS: C PTS: 1 REF: 288 OBJ:

3

BLM: HO

121. Please refer to Scenario 8.1. The Transportation Safety Board investigation into the CR train crash found that some rail crew members in safety-critical positions regularly smoked cannabis between shifts. During the investigation, the CEO of CR reacted emotionally, requesting publicly that he wanted the TSB to recommend mandatory drug testing of all CN employees.

What is the problem with the CEO's public statement?

- a. CR has a zero tolerance drug policy
- b. there is not a problem, public safety is at risk so drug testing is required
- c. drug testing is not prohibited in Canada
- d. random drug testing should only take place with employees in safety-sensitive positions, not all employees

ANS: C PTS: 1 REF: 295 OBJ:

5

BLM: HO

122. Please refer to Scenario 8.1. The supervisors of the rail crews stated that they were not aware of cannabis use by their rail crew members.

What were the supervisors' legal responsibilities in this situation?

- a. ensure passengers are safe
- b. follow safe work procedures
- c. establish a health and safety program
- d. conduct workplace inspections and correct unsafe acts

ANS: D PTS: 1 REF: 271 OBJ:

1

BLM: HO

123. Please refer to Scenario 8.1. What best defines CR rail crews' (employees') legal fundamental health and safety responsibilities?

- a. to ensure day-to-day health and safety of rail crew practices
- b. to take reasonable precautions to ensure employee safety
- c. to follow on-site rules and expectations of their organization
- d. to ensure all employees and customers know what is expected of them regarding health and safety.

ANS: C PTS: 1 REF: 270 OBJ:

1

BLM: HO

124. Please refer to Scenario 8.1. It was found that a rail worker had received burns to his arms from chemicals leaking from a shipment of boxes. He was not aware of his three fundamental rights that underlie health and safety legislation. Which of the following is one of his three rights?

- a. the right to minimum employment conditions
- b. the right to a fair and equitable workplace
- c. the right to refuse dangerous work without penalty
- d. the right to receive job training

ANS: C PTS: 1 REF: 270 OBJ:

1

BLM: HO

125. Please refer to Scenario 8.1. Which of the following is another one of the three fundamental rights that the burned rail worker should have been informed of?

- a. the right to know about medical benefits
- b. the right to participate in identifying and correcting health and safety problems
- c. the right to immigrant aid and support
- d. the right to information on health and safety legislation

ANS: B PTS: 1 REF: 270 OBJ:

1

BLM: HO

126. Please refer to Scenario 8.1. It was found and that the rail worker who received the burns to his arms was 18 years old and he was burned on his first work shift. Which of the following is one of the three fundamental rights that the burned rail worker should have been informed of?

- a. the right to know about medical benefits
- b. the right to participate in identifying and correcting health and safety problems
- c. the right to young worker training and support
- d. the right to information on health and safety legislation

ANS: B PTS: 1 REF: 270 OBJ:
1

BLM: HO

127. Please refer to Scenario 8.1. It was found that the rail worker whose arms were burned was working for minimum wage and had just been employed part-time. He was vulnerable in that he was inexperienced and did not really understand his three fundamental rights that underlie health and safety legislation. Which of the following is one of the three rights he needed to know before he began working in the rail yard moving boxes of hazardous materials?

- a. the right to know about hazards in the workplace
- b. the right to work in dangerous and risky work environments
- c. the right to receive job training
- d. the right to a fair and equitable compensation when working in more dangerous work environments

ANS: A PTS: 1 REF: 270 OBJ:
1|3

BLM: HO

128. Please refer to Scenario 8.1. What type of hazard was the young rail worker who was burned exposed to?

- a. physical agents
- b. biohazards
- c. chemical hazards
- d. liquid agents

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

BLM: HO

129. Please refer to Scenario 8.1. The rail yard workers are exposed to many hazards when lifting, hauling and moving freight boxes. What type of hazard is falling off a ladder?

- a. physical agent
- b. technological force
- c. biohazard
- d. ergonomic

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

BLM: HO

130. Please refer to Scenario 8.1. The rail yard workers are exposed to many hazards when repetitively lifting small freight boxes manually in the shipping areas. Several workers are experiencing pain, tingling and numbness in their fingers. What is this injury called?

- a. technological force reaction
- b. stress trauma
- c. carpal tunnel syndrome
- d. ergonomic related syndrome

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

BLM: HO

131. Please refer to Scenario 8.1. Several of the rail crew smoke on the worksite behind the trains so they are not observed. Second-hand smoke is an example of what type of health and safety hazard and issue?

- a. a physical agent that can cause an injury or accident
- b. a technological force that can cause an accident
- c. a biohazard that can cause an illness
- d. a chemical agent that can cause an illness

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

BLM: HO

132. Please refer to Scenario 8.1. There are a variety of ways that safety rules are enforced. What is the most effective way to help rail crew employees understand the organization's health and safety rules?

- a. distribute an employee training manual
- b. ensure access to the online health and safety regulations
- c. post signs that state employees must follow Workers' Compensation laws
- d. supervisor provides on-the-job coaching in health and safety

ANS: D PTS: 1 REF: 277 OBJ:
2
BLM: HO

133. Please refer to Scenario 8.1. The rail workers (employees) who work around or directly handle certain materials are required to identify these materials through the procedures outlined in WHMIS. What symbol used on the supplier's products would have made the burned worker aware of the nature of the materials leaking from the box?

- a. flame in circle (flammable and combustible material)
- b. capital R in circle (dangerously reactive material)
- c. hand and stick burning in circle (corrosive material)
- d. capital T in circle (biohazardous infectious material)

ANS: D PTS: 1 REF: 284 OBJ:
3
BLM: HO

134. Please refer to Scenario 8.1. The rail workers (employees) who work around or directly handle certain materials are required to identify these materials through the procedures outlined in WHMIS. What symbol used on the supplier's products would help workers be aware of hazardous compressed gas materials.

- a. flame in circle
- b. capital R in circle
- c. capital T in circle
- d. tube-shaped cylinder in circle

ANS: D PTS: 1 REF: 284 OBJ:
3
BLM: HO

135. Please refer to Scenario 8.1. The rail workers (employees) who work around or directly handle certain materials are required to identify these materials through the procedures outlined in WHMIS. What symbol used on the supplier's products would help workers be aware of materials causing immediate and serious toxic effects?

- a. flame in circle (flammable and combustible material)
- b. capital R in circle (dangerously reactive material)
- c. capital T in circle (biohazardous, infectious material)
- d. cross bones in circle (poisonous and infectious material)

ANS: D PTS: 1 REF: 284 OBJ:
3
BLM: HO

136. Please refer to Scenario 8.1. What does the federal Workplace Hazardous Material Information System (WHMIS) require of CR?

- a. that hazardous materials they transport must be inspected and labeled by the federal government
- b. that their suppliers need to train employees on the chemical products they produce
- c. that their chemicals must be transported safely
- d. that their suppliers provide a Material Safety Data Sheet (MSDS) on each hazardous product they produce

ANS: D PTS: 1 REF: 282 OBJ:
3
BLM: HO

137. Please refer to Scenario 8.1. WHMIS states that workers at CR have a right to know about potential workplace hazards. What three elements are the federal Workplace Hazardous Material Information System (WHMIS) based on?

- a. class symbols, labels, and training
- b. labels, posters, and online information
- c. Material Safety Data Sheet (MSDS), WHMIS symbols, and subclass designations
- d. Material Safety Data Sheet (MSDS), training, and labels

ANS: D PTS: 1 REF: 282 OBJ:
3
BLM: HO

138. Please refer to Scenario 8.1. Which of the following would be an indirect cost of this train accident?

- a. lost wages
- b. possible fines
- c. public fears concerning rail travel, resulting in reduced passenger travel
- d. compensation

ANS: C PTS: 1 REF: 273 OBJ: 1

BLM: HO

139. Please refer to Scenario 8.1. CR was charged with several safety offences, as they did not take all reasonable steps to avoid the train crash. What legal defense was required, which they could not prove?

- a. due process
- b. reasonable cause
- c. due diligence
- d. shared defence

ANS: C PTS: 1 REF: 269 OBJ: 1

BLM: HO

140. Please refer to Scenario 8.1. A year later, after several investigations, CR was found criminally liable for several health and safety violations. What legal body regulates health and safety criminal negligence charges in this situation?

- a. provincial and regional health and safety legislation
- b. federal health and safety legislation
- c. Bill C45
- d. Workers' Compensation Act

ANS: C PTS: 1 REF: 275 OBJ: 1

BLM: HO

141. Please refer to Scenario 8.1. CR has several joint health and safety committees. What is the primary legal responsibility of these committees?

- a.

- to develop the legally required management and worker health and safety programs
- b. to develop the legally required public health and safety programs
- c. to create a non-adversarial environment between employee and management representatives where people can work together to improve the safety and health of the workplace
- d. to take steps to minimize unhealthy and unsafe situations

ANS: C PTS: 1 REF: 273 OBJ: 1
BLM: HO

142. Please refer to Scenario 8.1. CR transports supplies across Canada. What is the supplier's legal role in ensuring health and safety?

- a. to take steps to minimize unhealthy and unsafe situations related to the transportation of supplies
- b. to jointly create health and safety programs and policies that improve supply handling safety
- c. to ensure that any biological, chemical, or physical agent being supplied is labelled in accordance with legislation
- d. to ensure CR workers are adequately trained and are qualified to safely handle supplies

ANS: C PTS: 1 REF: 270|282
OBJ: 1|3
BLM: HO

143. Please refer to Scenario 8.1. CR transports supplies across Canada. What is the supplier's legal role in ensuring health and safety?

- a. to ensure that workers follow the legal requirements of supply handling
- b. to conduct workplace inspections concerning supplies
- c. to ensure that any biological, chemical, or physical agent being supplied is labelled in accordance with legislation
- d. to investigate incidents concerning supplies

ANS: C PTS: 1 REF: 270|282
OBJ: 1|3
BLM: HO

144. Please refer to Scenario 8.1. What best defines CR's young workers' (18 to 23 years of age) legal fundamental health and safety responsibilities?

- a. to ensure day-to-day health and safety of crew practices
- b. to take reasonable precautions to ensure crew safety
- c. to follow health and safety on-site practices
- d. to ensure all employees and customers know what is expected of them regarding health and safety

ANS: C PTS: 1 REF: 270 OBJ: 1

BLM: HO

145. Please refer to Scenario 8.1. CN Rail provides employees with access to trained professionals who provide short-term counselling, and then refer the person on to specialists in the area of need. As a result of the accident, CN Rail is encouraging their employees and their families to access this service so as to meet both their emotional and physical needs. What is this service called?

- a. short-term personal and family Crisis Intervention Programs (CIPs)
- b. Critical Incident Stress workshops (CISs)
- c. Employee Assistance Programs (EAPs)
- d. health and wellness programs

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

BLM: HO

Scenario 8.2: Faulty Scaffolding

The owner and supervisor of a small BC construction company and a scaffold platform supplier were charged with two counts of criminal negligence causing death, in addition to 12 provincial health and safety legislation charges. Two migrant workers fell 11 storeys from a high-rise building when the faulty scaffolding broke, and they were not attached to harnesses.

146. Please refer to Scenario 8.2. What is one of the minimum legal elements of the health and safety program that this construction company was to have in place?

- a. statement of aims and responsibilities
- b. lists of all physical hazards
- c. ensure that there are NO unsafe acts or conditions

d. control all hazards

ANS: A PTS: 1 REF: 277 OBJ:
2
BLM: HO

147. Please refer to Scenario 8.2. What is another minimum legal element of the health and safety program that this construction company was to have in place?

- a. report all unsafe acts and conditions to the Workers' Compensation Board
- b. weekly inspection of accidents and incidents
- c. inspection of premises, equipment and work
- d. implement employee wellness programs

ANS: A PTS: 1 REF: 277 OBJ:
2
BLM: HO

148. Please refer to Scenario 8.2. Which health hazard category were the migrant workers not aware of?

- a. physical
- b. biological
- c. chemical
- d. ergonomic

ANS: A PTS: 1 REF: 285 OBJ:
3
BLM: HO

149. Please refer to Scenario 8.2. What is the name of the health and safety legislation in which the owner, director, and supervisor of the BC construction company, and the scaffold platform supplier, were charged with criminal negligence?

- a. Health and Safety Code
- b. Bill C45
- c. Workers Compensation Act
- d. WorkSafe BC

ANS: B PTS: 1 REF: 275 OBJ:
1
BLM: HO

150. Please refer to Scenario 8.2. What is the name of the health and safety legislation in which the owner, director, and supervisor of the BC construction company, and the scaffold platform supplier, were charged with 34 provincial health and safety legislation charges?

- a. Bill C45
- b. Workers Compensation Act
- c. Workers Compensation Code
- d. Labour Code

ANS: B PTS: 1 REF: 274 OBJ:
1

BLM: HO

151. Please refer to Scenario 8.2. Which of the following would be an indirect cost of these two fatalities?

- a. lost wages
- b. fines
- c. lost production
- d. compensation

ANS: A PTS: 1 REF: 274 OBJ:
1

BLM: HO

152. Please refer to Scenario 8.2. It was found that the migrant workers had not been trained, were inexperienced, and did not know their three fundamental rights that underlie health and safety legislation. Which of the following is one of their three rights?

- a. the right to refuse dangerous work without penalty
- b. the right to receive job training
- c. the right to minimum employment conditions
- d. the right to a fair and equitable workplace

ANS: A PTS: 1 REF: 270 OBJ:
1

BLM: HO

153. Please refer to Scenario 8.2. What is another one of the three fundamental rights that the immigrant workers should have been informed of?

- a. the right to know about medical benefits
- b. the right to participate in identifying and correcting health and safety problems
- c. the right to immigrant aid and support
- d. the right to information on health and safety legislation

ANS: B PTS: 1 REF: 270 OBJ:
1
BLM: HO

154. Please refer to Scenario 8.2. What was the key legal role for the supervisor with respect to ensuring the safety of the migrant workers?

- a. to administer employee disciplinary procedures
- b. to communicate to each of the migrant workers how to work safely
- c. to observe the migrant workers' behaviour on-the-job
- d. establish a health and safety program

ANS: B PTS: 1 REF: 271 OBJ:
1
BLM: HO

155. Please refer to Scenario 8.2. What was the owner's responsibility under health and safety legislation?

- a. take every reasonable precaution to guarantee worker safety
- b. ensure that workers use or wear safety equipment, devices, or clothing
- c. discipline employees who refuse to do work they believe is unsafe
- d. regularly inform their employees about health and safety requirements

ANS: A PTS: 1 REF: 269 OBJ:
1
BLM: HO

156. Please refer to Scenario 8.2. The owner was required by law to provide an orientation for the migrant workers which follows the systems model of training. What would have been the critical first step to a migrant worker orientation?

- a. check the training needs of the migrant workers
- b. deliver training to the migrant workers
- c. use training and communication methods that the migrant workers can understand
- d. ensure that the migrants can transfer the training to their jobs

ANS: A

*this question allows students to see the integration and interrelationship between the HRM functions (i.e. chapters on training and health and safety)

PTS: 1 REF: 269|277 OBJ: 1|2
BLM: HO

157. Please refer to Scenario 8.2. The courts found that the construction company did not display due diligence. What best defines due diligence?

- a. carrying out your work and your health and safety responsibilities
- b. meeting the minimum health and safety legal standards
- c. taking all reasonable care to protect the well-being of workers or co-workers
- d. meeting the maximum health and safety legal requirements

ANS: C PTS: 1 REF: 269 OBJ: 1
BLM: HO

158. Please refer to Scenario 8.2. In this situation, whose responsibility was it to ensure the migrant workers' workplace was safe?

- a. the construction company's safety committee, owner, and director
- b. the construction company's owner and safety officer
- c. the construction company's owner, director, supervisor, and the scaffolding supplier
- d. the scaffolding supplier, and migrant workers'

ANS: C PTS: 1 REF: 274 OBJ: 1
BLM: HO

Scenario 8.3: Emergency Room Shutdown

On Saturday, February 28, 2013, Ciara Michal, the human resource manager at Strathcona Hospital, made a decision to shut down the hospital's emergency room. A second registered nurse had refused to work a 12-hour shift due to fears concerning the spread and infection of several communicable diseases. Patients had to be directed to another hospital, 260 km away. Michal had spent the last several hours fielding questions and concerns from hospital staff, the public, and government representatives about the hospital emergency room closure. Several additional health and safety concerns were brought to her attention, pointing to a larger problem.

Emergency room doctors and nurses working at Lochview Hospital are particularly concerned about the risk of patients contracting C. difficile virus, as the incidents of infection had increased 300% in two years. There had been two recent needle-stick injuries: one involving a rushed emergency room cleaning staff person and the other, a practicum nursing student. These incidents posed both physical and emotional threats related to the hepatitis B virus, the hepatitis C virus, and HIV. All emergency room staff, as well as paramedics and emergency social services staff, are concerned about the shortage of hospital beds and the makeshift system of creating an overflow ward in the hallways and cafeteria. Hallway beds don't have the safety equipment available, leading to mistakes and poor care. Extension cords run across the floors in order to reach electrical outlets. Patients with acute problems are seen in chairs, and some are tucked way into corners where they cannot be observed. These stressful working conditions are having an adverse impact on emergency room health-care workers. Over 10% of the emergency room staff are on extended stress-related leaves.

159. Please refer to Scenario 8.3. The hospital senior management team believes these emergency room issues can be resolved through training. To what degree would training likely resolve these problems?

- a. most problems are NOT resolved through training
- b. over half of problems are resolved through training
- c. the majority of problems are resolved through training
- d. most all problems are resolved through training

ANS: A

*this question allows students to see the integration and interrelationship between the HRM functions (i.e. chapters on training, and health and safety)

PTS: 1 REF: 277|288 OBJ: 2|3
BLM: HO

160. Please refer to Scenario 8.3. A large number of emergency room staff are on extended stress-related leaves. What is stress?

- a. stress is any adjustive demand caused by physical, mental or emotional factors that require coping behaviour
- b. stress is an adjustive response to strain that require coping behaviour
- c. stress is anxiety or depression
- d. stress is an individual's response to or evaluation of stress and strain

ANS: A PTS: 1 REF: 288 OBJ: 3
BLM: HO

161. Please refer to Scenario 8.3. What major health hazard category would stress be classified under?

- a. physical agent
- b. biohazard
- c. ergonomic
- d. psychosocial

ANS: D PTS: 1 REF: 289 OBJ:
3
BLM: HO

162. Please refer to Scenario 8.3. What major health hazard category would C. difficile virus, hepatitis viruses and HIV be classified under?

- a. psychosocial
- b. biohazard
- c. ergonomic
- d. chemical agent

ANS: B PTS: 1 REF: 286 OBJ:
3
BLM: HO

163. Please refer to Scenario 8.3. What major health hazard category would the extension cords running across the floor be classified under?

- a. physical agent
- b. biohazard
- c. ergonomic
- d. electrical agent

ANS: A PTS: 1 REF: 285 OBJ:
3
BLM: HO

164. Please refer to Scenario 8.3. What are the working conditions that are causing stress called?

- a. job responses
- b. job strain
- c. workplace or job stressors
- d. stress causing workplace conditions

ANS: C PTS: 1 REF: 289 OBJ:
3
BLM: HO

165. Please refer to Scenario 8.3. Which of the following is a major category of the causes of workplace stress?

- a. relationships at work
- b. unsafe acts
- c. job restrictions
- d. relationships outside of the job

ANS: A PTS: 1 REF: 290 OBJ:
3
BLM: HO

166. Please refer to Scenario 8.3. What is another major category of the causes of workplace stress?

- a. unsafe conditions
- b. unsafe acts
- c. workplace investigations
- d. a person's role in the organization

ANS: D PTS: 1 REF: 290 OBJ:
3
BLM: HO

167. Please refer to Scenario 8.3. Which of the following is a workplace stressor?

- a. chance occurrences
- b. risk assessments
- c. job content and control
- d. risky environments

ANS: C PTS: 1 REF: 290 OBJ:
3
BLM: HO

168. Please refer to Scenario 8.3. What are two other workplace stressors?

- a. poor training and orientations

- b. inadequate orientations and socialization
- c. career development and workload
- d. relationships outside of the job

ANS: C PTS: 1 REF: 290 OBJ:
3
BLM: HO

169. Please refer to Scenario 8.3. What are two categories of workplace strain reactions?

- a. psychological and physical
- b. cultural and behavioural
- c. organizational and cultural
- d. ergonomic and mental cognition

ANS: A PTS: 1 REF: 291 OBJ:
3
BLM: HO

170. Please refer to Scenario 8.3. One of the doctors noticed that one of the nurses was not able to concentrate, or remember patient details and was moody. What type of strain was the nurse experiencing?

- a. psychological
- b. physical
- c. cultural
- d. organizational

ANS: A PTS: 1 REF: 291 OBJ:
3
BLM: HO

171. Please refer to Scenario 8.3. What type of stress management intervention would be most effective?

- a. primary intervention
- b. ergonomic intervention
- c. tertiary intervention
- d. secondary intervention

ANS: A PTS: 1 REF: 292 OBJ:
4
BLM: HO

172. Please refer to Scenario 8.3. What type of stress management intervention would be focused on dealing with workplace stressors?

- a. primary intervention
- b. ergonomic intervention
- c. tertiary intervention
- d. secondary intervention

ANS: A PTS: 1 REF: 292 OBJ: 4
BLM: HO

173. Please refer to Scenario 8.3. What type of stress management intervention would be focused on dealing with workplace stress?

- a. primary (i.e. clear role expectations)
- b. ergonomic (i.e. workplace accommodation)
- c. tertiary (i.e. employee assistance and counselling)
- d. secondary (i.e. yoga and fitness classes)

ANS: D PTS: 1 REF: 291|292
OBJ: 4|5
BLM: HO

174. Please refer to Scenario 8.3. On two recent occasions, an emergency room clerk showed up for her late night 12 hour shift under the influence of alcohol and was sent home even though a staff replacement could not be found and patients were already waiting for over three hours. What legislation would guide your immediate decision on how to handle the emergency room clerk who came to work under the influence of alcohol?

- a. Human Rights
- b. Privacy
- c. Employment Standards
- d. Health and Safety

ANS: D PTS: 1 REF: 295 OBJ: 1|5
BLM: HO

175. Please refer to Scenario 8.3. What does the federal Workplace Hazardous Material Information System (WHMIS) require of hospitals?

- a. that medical product suppliers need to train employers on how to label chemical products that will be transported

- b. that medical product suppliers provide a Material Safety Data Sheet (MSDS) on each hazardous product they produce
- c. that medical suppliers need to train employees on chemical products they produce
- d. that medical chemicals must be labeled by the federal government and transported safely

ANS: B PTS: 1 REF: 282 OBJ:
3
BLM: HO

176. Please refer to Scenario 8.3. It is generally recognized in our society that better health is beneficial to the individual and the organization. What programs can the hospital offer to encourage healthier lifestyles among its employees?

- a. this is the responsibility of the employee not the employer
- b. wellness programs that encourage health through programs that emphasize exercise and nutrition
- c. WHMIS training
- d. programs expanded beyond the legally required health and safety programs

ANS: B PTS: 1 REF: 293 OBJ:
5
BLM: HO

177. Please refer to Scenario 8.3. What would be another program the hospital could offer to encourage healthier lifestyles among its employees?

- a. proactive health and safety training
- b. health services ranging from first-aid kits to an on-site physician and nurse
- c. safety promotion programs
- d. safety awareness programs

ANS: B PTS: 1 REF: 292 OBJ:
5
BLM: HO

178. Please refer to Scenario 8.3. It is generally recognized in our society that better health is beneficial to the individual and the organization. What programs can the hospital offer to encourage healthier lifestyles among their employees?

- a. WHMIS training
- b. programs expanded beyond the legally required health and safety programs

- c. wellness programs that encourage health through programs that emphasize exercise and weight control
- d. safety awareness and promotion programs

ANS: C PTS: 1 REF: 293 OBJ: 5
BLM: HO

Scenario 8.4: BC Ferries Queen of the North Sinking

The Transportation Safety Board investigation into the sinking of the BC Ferries Inc. Queen of the North, and the fatalities of two passengers warned that some crew members in safety-critical positions regularly smoked cannabis between shifts, both on board and off the vessel on which they lived for several weeks. During the investigation, the CEO of BC Ferries reacted emotionally, requesting publicly that he wanted the TSB to recommend mandatory drug testing of all employees. The Marine Workers' Union stated that they were not aware of cannabis use by crew members, yet it seemed well-known among BC Ferries' employees and officers. The union, speaking on behalf of its members, has never supported substance abuse testing.

179. Please refer to Scenario 8.4. What is the problem with the CEO of BC ferries recommending mandatory drug testing?

- a. drug testing requires organizational leadership support and safety culture
- b. drug testing is not legally permitted in Canada
- c. drug testing is not required because BC Ferries has a zero tolerance drug policy
- d. it is unclear which employees use medically prescribed drugs while on the job

ANS: B PTS: 1 REF: 295 OBJ: 5
BLM: HO

180. Please refer to Scenario 8.4. What legislation would you rely on primarily in this situation?

- a. privacy
- b. health and safety
- c. human rights
- d. labour law

ANS: B PTS: 1 REF: 268 OBJ: 1
BLM: HO

181. Please refer to Scenario 8.4. Who is responsible for worker and passenger health and safety as it relates to substance abuse?

- a. it is a shared responsibility of all stakeholders
- b. the CEO and management of BC Ferries Inc.
- c. the ferry captains sailing the vessels
- d. the union, ship supervisors and crew

ANS: A PTS: 1 REF: 269 OBJ:
1
BLM: HO

182. Please refer to Scenario 8.4. Substance abuse among employees is one of the major societal issues of today, found in all levels of an organization. Who plays a key role in identifying potential substance abuse problems through regular employee monitoring of attendance, behaviour, and performance?

- a. supervisor
- b. co-workers
- c. senior management and owner
- d. Workers' Compensation board

ANS: A PTS: 1 REF: 271 OBJ:
1
BLM: HO

Scenario 8.5. East Coast Health Services

Kyle Jon was a Health and Safety advisor for the East Coast Health Services (ECHS). In addition to being responsible for the health, safety, and well-being of the community care facility healthcare workers, he was a member of the violence prevention steering committee responsible for the 2011 online "Violence in Healthcare" survey. A total of 11,791 healthcare workers responded, representing over two thirds of the ECHS workers and all the healthcare facilities. Results indicated that violence continues to be extremely prevalent in healthcare. Survey participants responded as outlined below:

- 74% had experienced some kind of violence in their workplace
- types of violence experienced: 64% swearing/verbal abuse, 32% threats of assault, 70% throwing/striking objects, 40% intimidating gestures, 27% spitting, 18% physical assault, 11% use of weapon
- 62% reported violence verbally, 38% reported violence in writing
- 24% accepted violence as part of the job
- 81% felt patient illness or delays in attending to patient needs contributed to violence

53% felt insufficient staffing contributed to violence

What was most bothersome to him was that the nurses, licensed practical nurses and care aides in the community care facilities reported experiencing more violence than their colleagues at the hospitals and other healthcare facilities. Over 70% of home care providers felt unsafe in their workplaces and did not perceive their workplace control measures as effective in protecting them against violence.

ECHS has over 50 community care facilities. Violence was the leading cause of injury to ECHS home care workers and had resulted in over 1,000 injuries last year. Investigations into these violent incidents frequently revealed that the patient involved had a history, or a known risk, of violent behaviour that was not communicated to workers by way of assessments, charts, and care plans.

Over the past two years, there had been two incidents of violence by patients against staff at the Northern Rim residential care facility. One psychiatric patient was involved in firing a pellet gun that hit several employees and another irritable and agitated patient had thrown a worker into a wall and then punched him repeatedly after being asked to return to his room.

183. Please refer to Scenario 8.5. What violence prevention effort should be targeted to eliminate, reduce and or control violence at ECHS community care facilities?

- a. distribute a booklet on violence prevention to all healthcare employees
- b. communicate and share patient information relating to the risks or triggers of violent behaviour
- c. remove violent patients to another more appropriate facility
- d. conduct a violence risk assessment
- e. there is not a lot that can be done as it is a part of the job of healthcare workers

ANS: B PTS: 1 REF: 288 OBJ:
3
BLM: HO

184. Please refer to Scenario 8.5. What primary legal body regulates occupational health and safety at ECHS?

- a. provincial health and safety legislation
- b. federal health and safety legislation
- c. regional health and safety legislation
- d. national health and safety legislation

ANS: A PTS: 1 REF: 269 OBJ:
1
BLM: HO

185. Please refer to Scenario 8.5. What primary legal body regulates violence in the workplace at ECHS?

- a. health and safety
- b. security
- c. human rights
- d. labour standards

ANS: A PTS: 1 REF: 269 OBJ:
1
BLM: HO

186. What recent legislative changes have broadened the responsibility of employers to ensure the work environment is free of violence.

- a. health and safety
- b. security
- c. human rights
- d. labour standards

ANS: A PTS: 1 REF: 269 OBJ:
1
BLM: HO

187. What are the new legislative requirements that owners must meet to ensure the work environment is free of violence?

- a. conduct a risk assessment
- b. development of policies and procedures to deal with security measures
- c. post the legislation where employees can read it
- d. develop an emergency response plan

ANS: A PTS: 1 REF: 289 OBJ:
3
BLM: HO

188. Please refer to Scenario 8.5. ECHS follows a shared responsibility model of workplace safety. What does this model assume about health and safety?

- a. workers share the responsibility for safety among themselves
- b. workers and line supervisors share responsibility for safety together
- c. the employer is solely responsible for safety
- d. the employees and the employer must co-operate on ensuring safety

ANS: D PTS: 1 REF: 269 OBJ:
1
BLM: HO

189. Please refer to Scenario 8.5. What best defines the healthcare senior management team's legal fundamental health and safety responsibilities?

- a. to ensure day-to-day health and safety of employees
- b. to take reasonable precautions to ensure employee safety
- c. to follow on-site daily rules and expectations of the organization
- d. to follow health and safety on-site practices

ANS: B PTS: 1 REF: 269 OBJ:
1
BLM: HO

190. Please refer to Scenario 8.5. What are the healthcare supervisor's legal responsibilities in this situation?

- a. ensure passengers are safe
- b. follow safe work procedures
- c. establish a health and safety program
- d. conduct workplace inspections and correct unsafe acts

ANS: D PTS: 1 REF: 271 OBJ:
1
BLM: HO

191. Please refer to Scenario 8.5. What best defines the care worker's legal fundamental health and safety responsibilities?

- a. to ensure day-to-day health and safety of crew practices
- b. to take reasonable precautions to ensure employee safety
- c. to follow on-site rules and expectations of their organization
- d. to ensure all employees and customers know what is expected of them regarding health and safety.

ANS: C PTS: 1 REF: 270 OBJ:
1
BLM: HO

