

WELCOME TO
DIRECT STAFFING SOLUTIONS INC.

Employment Handbook!

Please read the following several pages regarding keeping your personal safety a priority while employed by Direct ***Staffing Solutions Inc.*** at our client's sites. These are policies set in place to make sure your work with ***Direct Staffing Solutions Inc.*** is safe and profitable for you.



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HEALTH AND SAFETY POLICY

The management of Direct Staffing Solutions Inc. is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational diseases is a major continuing objective. Direct Staffing Solutions Inc. will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to continuing objective of risk of reducing risk of injury.

Direct Staffing Solutions Inc., as your employer is ultimately responsible for worker health and safety. As President of Direct Staffing Solutions Inc., I give you my personal promise that every reasonable precaution will be taken for the protection of its workers.

All supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible to ensure that all equipment is safe and that workers work in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work task to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures by this company.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the President to the workers.

John Bumpus
President

DIRECT STAFFING SOLUTIONS INC. **HEALTH AND SAFETY RULES AND RESPONSIBILITIES**

Responsibilities of DSS Inc. and Management:

- Each new client will be visited to ensure we are providing a safe work environment for our staff and temporary workers
- Post Health and Safety Policy for all workers to read
- Prevention steps are taken to reduce the possibility of injury through.
 - Applicant selection and training
 - Client selection and monitoring
 - Job selection
- Have employees watch/complete a WHMIS 2015, Health and Safety Awareness Video and complete associated quiz, so that they have general knowledge and understanding of WHMIS, Health and Safety Awareness and know its importance in the workplace. Have employees initial and endorse receipt of training as per DSS INC New Worker Orientation Form-**Revision (9)-September 28, 2020**
- Educate workers on Right to Refuse Unsafe Work
- Provide a “Return to Work Program” that returns injured workers back to roster, modified and/or full duties
- Meet all legislative requirements regarding health and safety in the work place
- Maintain a copy of the Occupational Health and Safety Act / Employment Standards Act 2000 available for all employees
- Joint Health and Safety Committee will meet once every three (3) months in accordance with DSS INC posted schedule which is to be recorded and posted for all workers to read posted. In short investigate and act on all health and safety issues.

Responsibilities of Direct Staffing Solutions Inc. Client(s):

- Introduce the worker to their supervisor
- Establish and maintain a Joint Health and Safety Committee and Health and Safety Representatives as required
- Introduce the worker to the Health and Safety Rep, and the qualified First Aider
- Train the worker on the firm’s emergency plan, and health and safety rules
- Provide equipment and devices needed to protect the worker
- Advise Assignment Employee(s) about actual or potential workplace hazards, and provide information on and instructions in safe workplace practices, necessary protective devices, measures, and procedures prior to assigning work, including the location of the specific WHMIS and hazardous reporting procedures
- Provide training to the worker on their specific task
- Provide competent supervision
- Provide a safe and healthy workplace (temperature, air quality, lighting, housekeeping, noise level, etc.)

Responsibilities of the Joint Health and Safety Committee:

- Perform an audit of the workplace at least once every month
- Investigate all injuries/ accidents/ work refusals at the client sites
- Interview workers randomly to get input of any unsafe conditions
- Report all unsafe or potentially unsafe conditions to management Make recommendations to DSS Inc. management on continuous improvement areas, which will be reviewed with our clients

Responsibilities of the Worker: (Workplace Hazards, Hazardous Material, Right to Know, Participate, Pay, Refuse Unsafe Work, In case of Injury, Return to Work, Emergency Response, First Aid, Discipline, Health and Safety Practices/Procedures, WHMIS, Fit For Work, Holiday Entitlement, Submission of Timesheets, Confirming Availability, Use of Electronic Devices)

- As your employer, Direct Staffing Solutions Inc, and its Client(s), share responsibility/diligence for your health and safety in the workplace, but you share a major part in this responsibility. You also share the responsibility for the health and safety of your co-workers. Your duties as a worker include, **but not limited to:**
- Reporting to your employer or supervisor any missing, broken or defective equipment or other hazards, unsafe conditions in the workplace, or any violation of health and safety law that you know about: and not working or operating equipment in a way that could be dangerous to yourself or anyone else in the workplace and not taking part in pranks or horseplay.
- If you are unable to attend your scheduled shift, for medical or personal reasons, it is mandatory to notify DSS Inc. This will insure DSS Inc. notifying our clients so that certain production demands can be met and insuring your job placement and employment agreement compliance.
- Report to DSS Inc. if the work is different than that originally assigned by DSS Inc.
- Maintain “Good Housekeeping” (clean and tidy work area) within your work area
- Report unsafe conditions to your employer (DSS Inc.) and your immediate supervisor
- Report incidents, injuries, accidents and near accidents to DSS Inc. and your immediate supervisor
- Promptly obtain medical attention for all work-related injuries and report this treatment to DSS Inc. and your immediate supervisor
- Act in a professional/safe manner while on any work site related to your day to day responsibilities
- Use or wear any equipment, protective devices or clothing required by your job assignment supervisor and DSS Inc.
- Comply with Direct Staffing Solutions Inc **Alcohol and Drug Policy** and abide by the Occupational Health and Safety Act reporting to work fit for duty. Fit for duty is not being under the influence of alcohol, cannabis or other illegal drugs, (**Fit for Duty at all times**) [Fit to Work : OSH Answers \(ccohs.ca\)](#)
- Receive on site job training from your supervisor prior to performing any work assignment. If you feel that you have not been trained appropriately or the job description is different from original assigned by the agency, refrain from working and contact DSS Inc. immediately.
- Electronic Devices such as Cellular Phone(s), I-Pad/Tablets, Earphones/Muffs/Plugs and not to be used during work hours and may only be used in designated areas.
- Confidentiality-All details of your job assignments are to be kept confidential and not disclosed to third parties unless permitted by law. Breaches of confidentiality may have serious consequences including up to but not limited to dismissal.
- Any onsite work-related matters or questions pertaining to work refusal/unsafe work should also be first directed to your workplace supervisor. In the event the matter is not corrected, employees should notify the onsite workplace Joint Health and Safety Committee and/or a Health and Safety representative then DSS Inc.
- Utilize all health and safety policies, procedures, and training while on any work site related to your day to day responsibilities- Comply with all sections of the Occupational Health and Safety Act, and Ontario Employment Standards Act 2000. These are located at the DSS Inc. office and or can be viewed at <http://www.ontario.ca/laws/statute/00e41> <http://www.labour.gov.on.ca/>

Pay:

- You are paid by Direct Deposit on a weekly basis. Friday is your pay day for the previous week of work: Pay period is Sunday to Saturday.
- First pay will not be issued without the agency viewing a social insurance number, valid government photo ID and/or completion of DSS INC-Direct Deposit Form
- Deduction from your weekly pay cheque are EI; CPP; and Income Tax
- Vacation pay (4%) will be paid on each cheque as it accrues (accumulates)
- All Assignment Employees must comply with the standards set within DSS INC-Direct Deposit Agreement Form.

Submission of Timesheets:

- Employees that are provided with a DSS Inc. timesheet are due weekly. This timesheet is your responsibility and must be authorized by your workplace supervisor/client. If you cannot return the timesheet by 11:30am, Tuesday of the following week hours worked, please contact our office, and speak to a staffing coordinator.

Confirming Availability:

- Employees have responsibility of contacting DSS Inc. if you are not on an assignment as it is part of the employment agreement to inform DSS Inc. of your availability at the beginning of each work week by Monday 5:00pm. Employees have the option(s) of calling (416)759-1500 and speaking directly to a DSS Inc. Staffing Coordinator who are available to confirm your availability from the hours from 9:00am to 5:00pm, or by leaving a voice mail message on our 24 hour answering machine. If a voice mail message is left you must clearly indicate **your full name, phone number and availability**.
- Employees that prefer to email your availability to DSS Inc. should by email at recruiters@directstaffingsolutions.com please include in the subject line **your full name, phone number and availability**.
- If you are emailing to report an absence, please include **your full name, phone number and reason for unavailability**. (Example: Sickness, self-obtained employment, holidays, but not limited to.)

Shift Cancellation:

- In the event of a shift cancellation, DSS Inc. will contact you by via telephone and/or by email with cancellation details.
- It is the workers responsibility to check the form(s) of contact (phone #, e-mail) provided by you the worker to the agency prior to reporting to your assigned shift.
- It is mandatory for you to contact DSS Inc. to confirm receipt of cancellations
- If the contact information is invalid and your shift is cancelled, you will not be paid for arriving at the cancelled shift.

Direct Staffing Solutions Inc. Employees Should Know

Reporting Workplace Hazards

If you believe there is a hazard in the workplace, you have a duty to report it to your employer (Direct Staffing Solutions Inc.) and your workplace location supervisor. If you believe the problem is not being dealt with adequately, you should advise Direct Staffing Solutions Inc. and the Health and Safety representative in the workplace.

Hazardous Materials

All controlled products (i.e.: flammable or poisonous materials) must be labeled or identified. Material Safety Data Sheets (MSDS), which give information about handling these products safely, must also be available in the workplace. The Company you are assigned to holds responsibility to train you and label, store such products.

DO NOT HANDLE PRODUCTS THAT ARE NOT LABELLED OR THAT YOU HAVE NOT BEEN TRAINED TO USE

Right to Know

You have the right to know about existing hazards and potential hazards in the workplace. Hazards in the workplace can be toxic chemicals in the cleaning products used by janitors and by workers who clean the workplace at the end of a shift. Harassment and violent crime are hazards to workers in retail and sales. Poor lighting in offices, cold weather for workers working outside, and tools and machines in construction work are also examples of hazards in the workplace. Knowing about hazards and training to avoid hazards let workers work more safely.

Provincial law states that employers must tell workers about workplace hazards. Employers must make sure workers are trained in the workplace health and safety, too.

Workplace hazards are not only chemical, like the ones classified under WHMIS. There are many types of workplace hazards. **Safety hazards** are present in work with machines and equipment, like chainsaws, forklift trucks, ladders and wood working machines. **Physical hazards**, for example, are cold, humidity, heat, noise, and vibration. **Ergonomics hazards** can cause injuries like carpal tunnel syndrome or tennis elbow, and are found in work that uses hand tools, involves pushing and pulling, lifting, shoveling, working while seated and working while standing. **Stress and violence in the workplace** result from bullying, threatening behavior, verbal threats, harassment, and verbal abuse.

Workers can get information on workplace hazards by asking on site supervisor/manager. By knowing about workplace hazards workers can make sure employers make the tasks as safe as possible, provide protection to workers, and give training so that workers can minimize the potential of injury or illness.

Direct Staffing Solutions Inc. Employees Should Know (Con't)

Your Right to Participate

You have the right to be part of the process of identifying and resolving workplace concerns. This is expressed through membership on the Joint Health and Safety Committee.

Your Right to Refuse Unsafe Work

Any onsite work-related matters or questions pertaining to work refusal/unsafe work should also be first directed to your workplace supervisor. In the event the matter is not corrected, employees should notify the onsite workplace Joint Health and Safety Committee and/or a Health and Safety representative then DSS Inc.

First Aid

While on assignment at a client site you will be covered under the client's first aid program. It is important to ask on your first day who the First Aiders are and how to contact them if needed. Ask where the first stations are and what is expected of you should you come across a first aid situation.

If you have concerns about your first aid at your worksite you should contact Direct Staffing Solutions Inc.

Emergency Response

While on assignment at a client site you will be covered under the client's Emergency Response Plan. These plans cover circumstances such as natural disasters (earthquakes, tornados, etc), power outages, terrorism, etc. We ask you to comply with their instructions to the best of your ability and to notify Direct Staffing Solutions Inc. as soon as it is safe to do so.

In Case of an Injury

If you are injured or ill because of work, your priority is to seek medical attention. You must also inform Direct Staffing Solutions Inc. and your workplace supervisor, so that they can give you assistance and fulfill their responsibilities regarding the incident.

In Case of Injury or Illness You Should.

1. Get proper medical treatment

- Go to the nearest first aid station immediately and notify a staff member trained in first aid. An accurate record should be kept of the treatment you received.
- If your injury or illness is serious (or you are not sure how serious it is) go to a doctor or hospital. Your workplace supervisor is responsible for providing transportation to medical treatment and may have to call an ambulance or assign someone to accompany you.

Direct Staffing Solutions Inc. Employees Should Know (Con't)

2. Report the incident to your employer

- Direct Staffing Solutions Inc. and the workplace supervisor needs to know about your injury or illness to provide help, fulfill their employer responsibilities under the Workplace Safety and Insurance Act, <https://www.wsib.ca/en/businesses/claims/report-injury-or-illness> and take measures to prevent further incidents. Report the incident to your supervisor immediately

Return to Work

Direct Staffing Solutions Inc. has a return to Work Program for you if you are injured while on assignment with us. The goal of this program is to match your physical abilities with either a shorter workday, less strenuous work or both until you have recuperated sufficiently to resume normal duties. In some cases alternative work may be available as well until recuperated.

Our Return to Work Program allows for the gradual improvement of your physical condition and return to work. Returning to work for a shorter workday or lighter day will mean that you are back to work sooner.

While we strive to include all workers in this program sometimes due to client limitations we cannot offer alternative or light duties. In these cases we work with the WSIB to bring your condition back to pre-injury as soon as possible. If you do remain off work it is important to keep in contact with Direct Staffing Solutions Inc.

Discipline

Direct Staffing Solutions Inc. believes in progressive discipline and as such our Discipline Policy provides for progressive action to correct unacceptable behavior. Refer to “Responsibilities of the Worker” in the “Health and Safety Roles and Responsibilities” Safety infringements and violations are considered severe actions and are covered by this policy. The disciplinary process is designed to support associates in changing their behavior so that they can continue to be a valued part of our organization.

Disciplinary Actions in order of severity are:

1. Verbal Warning (recorded to file)
2. Letter of Reprimand (copy to file)
3. 2nd Letter of Reprimand (copy to file)
4. Optional Suspension (where warranted, recorded to file)
5. Termination

The preceding Disciplinary Actions are only in order and numbered to indicate the options available to Management when unacceptable behavior is at issue. The list in no way represents a progression that will be followed in all cases. Certain behavior will result in immediate dismissal. An Assignment Employee(s) warned of behavior which is of a grossly serious nature with verbal corrective counseling may, on the second occasion, be suspended or terminated.

The disciplinary actions taken vary with the severity of the offense, Assignment Employee(s), attitude, and other factors. Disciplinary Actions taken are at the sole discretion of Direct Staffing Solutions Inc. and are done in the interest of both the Assignment Employee(s) and the company.

ADDITIONAL HEALTH AND SAFETY PRACTICES and PROCEDURES

Activities of your job including should properly match your Human Capabilities to prevent injury. DSS Inc. is committed to your health and safety at the workplace. This can be achieved by fitting the job requirement to your physical capabilities. DSS Inc. encourages workers to provide input on your job assignment as you know your own comfort and stress levels best.

You should know:

- Understand that proper lifting is part of your job requirement.
- Mechanical handling devices such as hoists pump trucks and forklifts should be used only by authorized and trained persons.
- Ensure you know the approximate weight of any item that you are lifting to prevent yourself from injury.
- Use authorized Personal Protective Equipment such as safety shoes, gloves, protective clothing etc, to protect yourself against potential injury.

Safe Lifting and Moving Procedure:

- Stand close to the load/object to be lifted, stand over the object and bend your knees (See figure A)
- Place your feet shoulder-width apart, with one foot slightly forward and your head up.
- Squat down to the level of the object and test the weight of the load. (See figure A)
- Use the strength of your leg and arm muscles to lift the load smoothly and slowly. (See figure A)
- Keep your back straight with your feet and body pointing in the same direction. (See figure B)
- Keep the load close to your body. (See figure-B & C)
- Avoid twisting your body while carrying the load; use your feet/legs when turning.
- Turn to face the intended direction of travel and proceed with short steps with the load. (See figure B & C)
- When putting object down, bend your knees and slowly lower the load to its intended place. (See figure A)
- When placing a load/object on a shelf above your waist, place load on shelf by extending your arms and keep your back straight. (See figure D)
- **Never attempt to lift a load that is heavy for you.... GET HELP.**

Correct Procedure (Marked “✓”) and Wrong Procedure (Marked “X”) for lifting loads

Figure A

Step-1
At the time of lifting load, keep your back straight, bend from your knees.



Figure B

Step-2
Grip with your whole hands NOT just your fingers

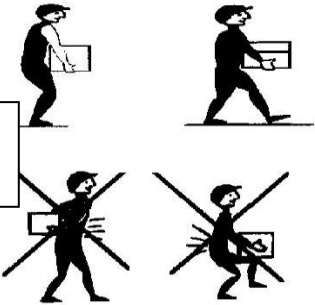


Figure C

Step-3
Face in the directions of travel, grip under the object

Do not lift/carry behind back

Do not balance on knee

Grasp under (see A)

Correct Procedure to place a load/object on shelf/table above waist height.

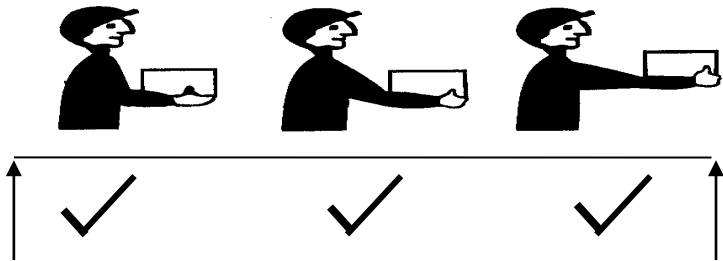


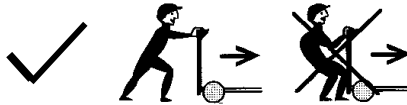
Figure D

Pushing and Pulling of Pump Trucks:

- Use Pump Truck for moving objects that involves distance, only if you are authorized to do so.
- If you must **move heavy or unstable materials on pump truck.** Ensure that materials on pump truck **are properly secured.**

Correct procedures (Marked “✓”) - Wrong procedure (Marked “X”) to use Pump Trucks.

- Prefer to push rather than pull the Pump Truck.



- Keep your back straight all the times when you are pulling /pushing the Pump Truck



- Always face the directions of travel when pushing or pulling the Pump Truck.



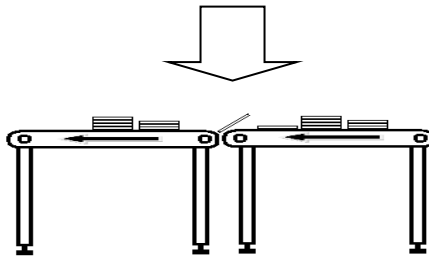
Pinch Point Conveyor/Rollers/Machinery

Mandatory:

Any **Assignment Employee** that has been assigned to perform General Labor be requested, instructed or put on a piece of equipment to assist, feed or run not equipment originally identified either verbally or written as originally assigned by DSS INC, you **MUST call DSS INC** at 416-759-1500 during business hours and after hours at 905-424-3404/905-424-3449 prior to performing any work activity.

Any **Assignment Employee** that has been assigned as a Machine Helper, MUST prior to any clearing of a jam, cleaning, adjusting, oiling, maintaining or over hauling equipment acknowledges that the equipment must be locked out first with each person having a lock on the lock out control switch/panel. Where a switch or control cannot accommodate more than one lock the use of HASP is required with each person placing the lock supplied put on the HASP.

A pinch point is a point at which it is possible for a part of the body (**hand, finger, hair, clothes etc**) can be caught between moving parts and/or stationary parts of equipment/machines which can causes serious injury.



When working near any Conveyor/Rollers/Machinery:

- Properly tie up/back hair that is shoulder length or longer. (**Hair Nets, Clips, Elastics etc**), your hair must not be able to come in contact or have any chance of entering a pinch point, conveyor or any type of machinery while working.
- **Know the location of the emergency "shut-off" devices and how to use them.**
- No wearing of loose clothing or jewellery which can trap in moving parts.
- Do not climb/walk on moving or non-moving conveyor belts.
- Do not pass underneath the moving belt/conveyor, for any reason.
- **Do not attempt** to take out items trapped in moving parts.
- Wear authorized Personal Protective Equipment's (Safety Shoes, Eye Protection, etc.)

Working Safely with Utility Knives:

Utility Knives, corners of metal sheet are examples of sharp edges, you must be carefully. Sharp edges are one of the safety hazards while working and using them. Improper use of sharp edge tools can cause injuries such as cut, scratch etc.



To avoid any injury hold knife properly and firmly.

Ensure the edge of the knife touches the surface of the object for safe cutting.

Hold utility knife properly and firmly in such a way that the blade will not touch your fingers (See photo above)

Procedure for safe use of utility knives: · set the material to be cut on a flat, steady surface.













- Examine the material to be cut to determine its thickness. Adjust adequate length of blade from holder.
- Place one hand on the material, away from cutting path. Use the other hand to firmly hold the utility knife.
- Begin cutting holding the handle of the knife firmly and angled slightly upward.
- Always pull/cut in the direction towards you, **ensure that your body does not come in contact with blade**. Make several passes when cutting thicker materials.
- With each cut, be sure that your body, clothing/others are not in the path of the knife:
- To prevent slippage, make sure blades are secured properly before use/get assistance.

- Always wear safety glasses when using utility knives. Blades can snap off unexpectedly which can enter your eye and cause severe damage.
- Always use sharp blades. Dull blades are a safety hazard; excessive force can lead to knife slippage.
- Never leave a utility knife unattended, especially with the blade exposed.

Do not try to touch the sharp edge of blade with your fingers.

WHMIS SYMBOLS

All workers must complete **W.H.M.I.S**-Workplace Material Information System and have refresher training on an annual basis.

	Exploding bomb (for explosion or reactivity hazards)		Flame (for fire hazards)		Flame over circle (for oxidizing hazards)
	Gas cylinder (for gases under pressure)		Corrosion (for corrosive damage to metals, as well as skin, eyes)		Skull and Crossbones (can cause death or toxicity with short exposure to small amounts)
	Health hazard (may cause or suspected of causing serious health effects)		Exclamation mark (may cause less serious health effects or damage the ozone layer*)		Environment* (may cause damage to the aquatic environment)
	Biohazardous Infectious Materials (for organisms or toxins that can cause diseases in people or animals)				

* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

DSS INC Alcohol and Drug Policy

Direct Staffing Solutions has a zero-tolerance policy for the use of alcohol and cannabis. All employees are to abide by the Occupational Health and Safety Act reporting to work fit for duty.

All employees must report fit, ready, and capable to perform their work duties free from any mind-altering substance. Direct Staffing Solutions is concerned for the safety of our workers. This policy applies to all individuals who work at and for our company regardless of location. There will be no exception in our policy. Any employee, supervisor, manager, or contractor is to use alcohol or cannabis at or before work activities will be subject to discipline. Should an employee approach the company and identify a substance abuse problem, we will make every effort at assisting with the Employee Assistance Program (EAP). Reports, complaints, concerns of substance abuse will be investigated, such as declining performance, attendance, erratic behavior, safety incidents and arrest while on/in at client(s)location(s)company/premises/vehicle and other indications.

All employees must report fit, ready, and capable to perform their work duties free from any mind-altering substance. Workers found to be unfit will be subject to discipline up to and including termination. We trust you will ensure we maintain a safe and healthy workplace with employee participation.

Fit for Duty.

Fit for Duty is not being under the influence of alcohol, cannabis, or other illegal drugs, always fit for duty.

Qualifying for Public Holiday Entitlements while employed through DSS Inc.

Direct Staffing Solutions Inc. Assignment Employee(s) are paid in accordance to the provisions set out in the Employment Standards Act 2000. The following are provisions from the Employment Standards Act 2000 and are for your review and understanding. Compliance is required to qualify for Public Holiday Entitlement; not complying may result in non qualification of entitlement.

Qualifying for Public Holiday Entitlements

Generally, employees qualify for the public holiday entitlement unless they:

- fail without reasonable cause **to work all their last regularly scheduled day of work before the public holiday or all their first regularly scheduled day of work after the public holiday** (this is called the "Last and First Rule");
or
- fail without reasonable cause **to work their entire shift** on the public holiday if they agreed to or were required to work that day.

Definition of Reasonable Cause

An employee is generally considered to have "**reasonable cause**" for missing work when something beyond his or her control prevents the employee from working. Examples include, but are not limited to: absences related to personal emergency leave (i.e. personal illness, injury or medical emergency, and the death, illness, injury, medical emergency or urgent matter relating to certain family members and dependent relatives) as well as absences for family medical leave.

Employees are responsible for showing that they had reasonable cause for staying away from work. If they can do so, they still qualify for public holiday entitlements. **It is mandatory to inform DSS Inc. immediately by phone or email** in the event you have "**reasonable cause**", for missing work. Failing to follow these procedures **may result in non entitlement.**

If you require further understand in relation to **Public Holiday Pay** under the provisions of The Employment Standards Act 2000, ask a staffing coordinator at the office of DSS Inc., or further information can be found in/under the Ontario Employment Standards Act 2000 and/or <https://www.ontario.ca/laws/statute/00e41#BK47>

PUBLIC HOLIDAY PAY

Ontario has 9 Public Holidays:

- New Year's Day
- Victoria Day
- Thanksgiving Day
- Family Day
- Canada Day
- Christmas Day
- Good Friday
- Labour Day
- Boxing Day

DSS INC-Workplace Violence, Workplace Harassment and Sexual Harassment Prevention Policy

Direct Staffing Solutions Inc is committed to maintaining a safe and healthy work environment. Managers, Supervisors, Visitors, and all Workers, including Temporary Workers, all persons conducting business with this company, are expected to uphold this policy. We will always take appropriate and reasonable steps to protect our workers from potential risks associated with violence and harassment in the workplace. We will not tolerate behavior from anyone that intimidates, threatens, harasses, abuses, injures, or otherwise victimizes our employees. Everyone is expected to uphold this policy and to work together to prevent workplace violence and harassment. Where violent or harassing behavior is substantiated in the workplace, the employee(s) will be subject to appropriate corrective actions and/or disciplinary up to and including termination.

“Workplace Violence” means, (a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. (b) an attempt to exercise physical force against a worker, in the workplace, that could cause physical injury to the worker. (c) a statement or behavior that is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a workplace, that could cause physical injury to the worker.

“Workplace Harassment” means, (1) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably known to be unwelcome or **“Workplace Sexual Harassment”** means (a) engaging in a course of vexatious comment or conduct against a worker because of sex, sexual orientation gender/identity or gender expression where the course of comment or conduct is known or ought to be known to be unwelcome, or (b) making a sexual solicitation or advance where the person making the solicitation or Advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

“Vexatious Comment” means causing annoyance or worry, disturbing, provoking, irritating, troublesome, or bothersome.

This policy conforms with the Statutes of Ontario, 2009, amendments to the Occupational Health and Safety Act. Direct Staffing Solutions Inc has developed a workplace and harassment program that implements this policy. It includes measures and procedures to protect workers from workplace violence and harassment, a means of summoning immediate assistance and a process for workers to report incidents that raise concern.

Examples of workplace violence include: Verbally threatening to attack a worker; leaving threatening notes at or sending threatening e-mails to a workplace; shaking a fist in a worker's face; wielding a weapon at work; hitting or trying to hit a worker; throwing an object at a worker; sexual violence against a worker; kicking an object the worker is standing on such as a ladder; trying to run down a worker using a vehicle or equipment such as a forklift; (cont.)

Employer Commitment

This policy is endorsed by the Senior Management of Direct Staffing Solutions Inc, ensuring that procedures are in place, employees are informed, appropriate resources are available, regular risk assessments are conducted and program modifications are performed annually. Senior Management will take all reasonable precautions to protect employees from workplace violence and harassment and to ensure that employees are aware of their rights and responsibilities. All complaints will be investigated in a confidential, fair, and timely manner unless disclosure is required by law, or necessary for investigation and/or discipline.

Employee Commitment

It is the responsibility of each employee to be aware of and follow procedures that are in place to protect themselves and others from workplace violence and harassment. Employees are encouraged and required to immediately report all incidents to management. Employees will not be penalized, reprimanded or in any way criticized when acting in good faith bringing forward a complaint or providing information regarding a complaint or incident of workplace violence or harassment.

If any employee becomes aware of any actual or imminent threat of violence, obtaining emergency assistance should be priority, and law enforcement authorities should be contacted immediately by dialing **911**. Immediately after contacting law enforcement authorities, the employee must report the incident to Direct Staffing Solutions Inc. Staffing Coordinator/Management (416-759-1500) between the hours of Monday to Wednesday 9:00am-5:30pm, **after business hours and weekends** (905)424-3403 or (905)424-3449).

Acts of harassment or discrimination are not acceptable and will not be tolerated. Employees whenever he/she feels that they have been a victim of harassment or discrimination. A complaint must be made to Management on site and to Direct Staffing Solutions Inc Coordinator/Management (416-759-1500) between the hours of Monday to Friday 900am-5:00pm, **after business hours 6:00pm and weekends**. (905)424 3403-(905)424-3449

John Bumpus
President
September 28, 2020

DSS INC-Workplace Violence, Workplace Harassment and Sexual Harassment Prevention Program

PURPOSE and SCOPE

DSS Inc recognizes the rights, dignity and worth of every employee. Wherever people interact at work there is a potential for violence and harassment regardless of the job. This Work Place Violence and Harassment Prevention Program sets out detailed steps that will be taken to ensure that DSS Inc employees are protected from violence in the workplace hazards and protected from the effects of harassment and discrimination in the workplace, which ultimately has been designed to implement our Violence and Harassment Prevention Policy and to meet the provisions of Occupational Health and Safety Legislation and Human Rights Legislation, which require measures and procedures to prevent violence in the workplace and to protect workers.(cont.)

Program parameters include, but are not limited to:

- Creating and fostering a work environment free from workplace violence, harassment, and discrimination.
- Providing a definition of workplace violence and harassment and discrimination; (Con't)
- Establishing and detailing the responsibilities of all persons in DSS Inc workplaces to maintain a workplace free of harassment and discrimination; free of actual, attempted or threatened violence.
- Ensuring that a process for problem resolution in relation to matters of discrimination or harassment are in place.
- Ensuring that incidents of workplace violence are reported to Company Management and/or law enforcement as appropriate.
- Ensuring that complaints of workplace violence, harassment and discrimination are handled in a timely and equitable manner by the Company.

This Program applies to all DSS Inc employees regardless of position or classification. These standards and steps also apply to all persons who attend a Company workplace including, but not limited to all temporary employee(s), visitors, contractors, vendors, and delivery persons. For the purposes of this Program, a Company workplace includes all places where DSS Inc business occurs and includes all:

- Company buildings (whether owned or leased) and surrounding perimeter including parking lots, sidewalks, and driveways (“Company Grounds”).
- Company vehicles.
- Off-site locations where Company business occurs.
- Company-sponsored functions and recreational or social events, whether taking place on Company Grounds or elsewhere.
- Travel for Company business.

This policy also extends to any circumstances where DSS Inc becomes aware of any domestic violence that has the potential to cause physical injury to workers in a DSS Inc workplace or business occurs.

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PROGRAM

1.0 Definitions

DSS INC Workplace Violence, Workplace Harassment and Sexual Harassment Prevention Policy states that DSS Inc is committed to maintaining a safe and healthy work environment. Free of workplace violence, harassment and discrimination in the workplace. Any conduct that creates an intimidating, hostile, offensive or threatening work environment through words, actions, attempted or actual use of physical force against or by an employee will not be tolerated. For the safety and well being of everyone at DSS Inc and includes all places where DSS Inc business occurs, no one may:

- Carry/Bring a weapon onto DSS Inc property which includes any place where business occurs including buildings, parking lots, walkways and any other owned or leased by DSS Inc. (Law Enforcement officers are exempt from this requirement);
- Physically harm another person. This includes, but not limited to, physical acts such as punching, hitting, kicking, pushing, damaging property or throwing objects;
- Make threatening remarks, statements(or a series of actions or statements) that would be reasonably be thought to be a threat of physical harm, or to safety or security;
- Act with hostility or aggression toward another person;
- Intentionally or carelessly damage DSS Inc property or where DSS Inc business occurs or another employee(s) property;
- Stalk or intimidate an employee of DSS Inc or where DSS Inc business occurs. i.e. DSS Inc Clients, Supervisors

DSS Inc believe that every employee has a right to freedom from unlawful harassment and discrimination under human rights legislation, which prevents harassment and discrimination based on Ancestry sex/pregnancy, creed, color,

sexual orientation, place of origin/citizenship, ethnic origin, family, or marital status, physical or mental disability, age, Record of Offense, or any other characteristics protected by law. We also believe that every employee has a right to freedom from harassment as defined by health and safety legislation, Human Rights Code which includes a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. A course of vexatious comment may include remarks, innuendoes, repeated offensive or intimidating comments, phone calls or emails, amongst other matters.

Discrimination includes the differential treatment of an individual or group based on actual or presumed membership in or assumed association with some class or group of persons, rather than on the basis of personal merit, or based on one or more of the prohibited grounds, or the failure to make reasonable accommodation for the special needs of any individual or group if those special needs are based on the prohibited grounds.

Harassment means any vexatious(*vexatious-causing annoyance or worry, disturbing, provoking, irritating, troublesome, bothersome*), abusive, intimidating or unwelcome act, behavior, omission, comment or gesture that is known, or ought reasonably to be known to be vexatious, abusive, intimidating or unwelcome, including that with the purpose or effect of:

- i. Creating an intimidating or hostile work environment.
- ii. Affecting an employee's dignity or psychological or physical integrity.
- iii. Unreasonably interfering with or otherwise adversely affecting an individual's work performance.
- iv. Creating a risk to the health or safety of an employee.
- v. Adversely affecting an individual's employment and/or advancement opportunities.

2.0 Compliance with DSS INC Workplace Violence, Workplace Harassment and Sexual Harassment Prevention Policy/Program

DSS Inc values the health and safety and wellbeing of its employees and expects that its workplaces will be free of workplace violence, harassment, and discrimination. DSS Inc will not tolerate incidents of workplace violence, harassment and discrimination perpetrated against or by any employee, customer, vendor, contractor, visitor, or any other person at a Company workplace where DSS Inc business occurs. Every person at a Company workplace is responsible for acting in compliance with our Workplace Violence and Harassment Prevention Program. Where workplace violence occurs, DSS Inc or where Company Business occurs may, where appropriate:

- Remove the perpetrator from a Company workplace by Security or the Police.

- Discipline an employee, up to and including dismissal, and/or report the conduct to the police.
- Report the conduct of any other person to their employer, supervisor, and/or to the police.

All physical assaults involving an employee or occurring at a Company workplace will be reported to Police. Threats of physical violence will be reported to the police as appropriated.

3.0 Roles and Responsibilities

It is the responsibility of:

3.1 Senior Management of DSS Inc

- To take reasonable preventative measures, provide the support and resources necessary to ensure this standard will be complied and to ensure that Company workplaces are free from workplace violence and harassment and discrimination free.
- To ensure that all employees are trained in the Policy and this Program.
- To establish a process for reporting and responding to incidents of workplace violence.
- To ensure the process for reporting and responding to incidents of workplace violence is communicated, maintained, and followed.
- To post the Violence and Harassment Prevention Policy in a conspicuous place in the workplace(s).
- To ensure that the Violence and Harassment Prevention Policy is communicated to Companies where DSS Inc business occurs and ensure that any required workplace violence prevention actions are taken by Managers/Supervisors as required for those persons who attend workplaces for DSS Inc or business occurs;
- To establish a process for problem resolution, and for reporting and responding to complaints and any incidents of harassment or discrimination in the workplace.
- To ensure the process for problem resolution, reporting and responding to any incidents of harassment or discrimination in the workplace is communicated, maintained, and followed.
- To ensure that the Violence and Harassment Prevention Policy and this Program are reviewed at least annually and conducted and reviewed as often as necessary to ensure that this program continues to protect workers.
- To develop procedures to address the workplace violence risks identified in the violence assessment.
- To ensure that employees are made aware of any tasks, positions, assignments that may have associated workplace violence hazards/risks and methods to be utilized to reduce or eliminate the risks of workplace violence.

- Ensure that all worksites complete a “Risk Assessment for Workplace Violence Form” in accordance to this standard.
- To ensure, in conjunction with Joint Health and Safety Committee, or companies where business occurs, that information relating to persons with a history of violent behaviour is provided or disclosed where required under the Occupational Health and Safety legislative provisions, and that no more information than reasonably necessary to protect workers from physical injury is disclosed to such companies where business occurs.
- Maintain on a confidential basis, all files, and documents of complaints of harassment and discrimination and subsequent action unless legally permitted.

3.2 Managers/Supervisors/Staffing Coordinators/DSS INC JHSC Rep(s).

- To participate in training, understand, ensure compliance, provide support and resources necessary with the Violence and Harassment Prevention Policy Program and relevant human rights and health and safety legislation.
- To communicate and review the Violence and Harassment Prevention Policy and this Program with the employees they supervise or manager.
- Ensure that all employees sign the Acknowledgement of Receipt of the DSS Inc Harassment Prevention Policy and Program and receive training in the Policy and Program.
- To adequately train employee(s) on Company procedures that addresses the workplace violence risk(s) applicable to the employee(s).
- Actively promote and maintain a violent-harassment-discrimination-free workplace.
- To verify that all Companies where DSS Inc business occurs and employees who attend those workplaces are aware of the Violence and Harassment Prevention Policies.
- To encourage employees to engage in problem resolution and to report, as necessary, complaints or incidents of violence, harassment, or discrimination.
- To promptly report, take immediate action of all complaints or incidents of violence, harassment, or discrimination they become aware of, receive or witness through the reporting processes set out this Program.
- To respond to all complaints or incidents of violence and harassment or discrimination in a professional manner appropriate for the circumstances of the complaint or incident. Ensure that no reprisal is initiated if a complaint is brought forward.
- Ensure discretion and confidentiality of a complaint, investigation and remedy is maintained.
- Participate in the investigation, as required, and provide relevant information related to the investigation.
- Ensure, participate in/ that the “Risk Assessment for Workplace Violence Prevention Form” has been completed in accordance to this standard.

3.3 Temporary Employees

- To understand and always follow Violence and Harassment Prevention Policies of DSS Inc to protect themselves and others in the workplace from workplace violence and harassment.
- To immediately notify their supervisor and/or other designated person at the work site, i.e. Client JHSC Member then DSS Inc Staffing Coordinator, President of any incident of violence, harassment, or discrimination. (Con't)
- To immediately notify Management of any incident of workplace violence whether the notifying worker is the victim or not. In the case of an extreme or imminent threat of physical harm to themselves or any person from the workplace violence, the worker should contact the police, dial 911.
- To participate in training regarding the Violence and Harassment Prevention Policy and this Program and Company procedures directed at ensuring a workplace free of harassment and discrimination and procedures directed at workplace violent risks.
- Endorse DSS Inc Acknowledgement of Receipt and Understanding of Violence and Harassment Prevention Policy and Program and acknowledgment of training in the Policy and Program and/or such policy where business occurs.
- Participate in/if required in the "Risk Assessment for Workplace Violence Prevention Form" which is a requirement and part of DSS Inc policy and program.

3.4 Joint Health and Safety Committee/Representatives

- Provide, review, assist with completion of Workplace Assessments and be able to recognize risks of workplace violence hazards in the course of employment carrying out regular functions as inspecting workplaces where DSS Inc business occurs.

4.0 Domestic Violence

Any employee experiencing violence outside of the workplace (i.e. domestic violence) that may create a risk of danger to themselves or others in the workplace is encouraged to report such violence so that the Company can take reasonable preventive steps.

5.0 Workplace Violence Risk Assessment

DSS Inc is committed to a process of assessing workplaces for risks of workplace violence that may arise from the nature of the workplace, the type or work or the conditions of work. Existing/New workplace risk assessments will be updated

annually, but not limited to upon review of the Workplace Violence and Harassment Prevention Policy and Program.

Completed risk assessment documents will be provided to the DSS Inc Joint Health and Safety Committee.

Information from Workplace Violence Risk Assessments shall be utilized to establish policies and procedures to control the risks, including measures for summoning immediate assistance; parking lot safety and security; lighting of buildings, access and egress area in parking lots; entry and security; measures for workers who may be working alone, amongst other matters.

6.0 Reporting, Problem Resolution, and Investigation Processes- Harassment and/or Discrimination

Incidents and complaints of harassment or discrimination are serious matters that will be investigated by DSS Inc which favors resolving any situation or conflict promptly, in a manner that is fair to and respectful of all parties involved. If it is possible to resolve a situation involving harassment or discrimination by coaching, counseling, or facilitation to resolve an issue and prevent a situation from escalating to a formal complaint, this is desirable. Assistance is always available from the DSS INC Staffing Coordinators/JHSC Member of DSS Inc (416-759-1500) or from John Bumpus, President of DSS Inc for advice and for ensuring it is made known immediately to an alleged harasser that his or her behavior is unwelcome, offensive, and contrary to DSS Inc Policy and Program.

For clarity, harassment or discrimination under the DSS Inc Harassment Policy and Program does not include reasonable action or conduct that is part of the day to day work function (i.e. changes in work assignments, scheduling, job assessment and evaluation, workplace inspections, implementation of dress codes and disciplinary action) by DSS Inc Staffing Coordinators, Management or Supervisors where DSS Inc business occurs in managing the workplace, or differences of opinion or minor disagreements. (Con't)

An incident or complaint that cannot be resolved as above shall be reported to John Bumpus- President of Direct Staffing Solutions, Inc or the designated JHSC (Joint Health and Safety Worker Member)416-759-1500. The incident or complaint will be recorded in writing.

If an employee is involved in a complaint of harassment or discrimination, the investigation will be conducted as quickly and as confidentially as possible. Complete confidentiality is not possible in all circumstances and cannot be guaranteed.

If an incident of harassment or discrimination involves a person who is not an employee of DSS Inc, DSS Inc Management or designated JHSC Member will report

the incident to that person's employer and/or such other person(s) as DSS Inc determines is appropriate in the circumstances.

At the conclusion of the investigation into the incident or complaint, DSS Inc Management or JHSC Member will prepare a report of the findings and make any suggestions to prevent a reoccurrence. Where a DSS Inc employee is involved, disciplinary action may occur. The severity of any disciplinary action, which may include dismissal from employment, will be consistent with the seriousness of the conduct.

7.0 Reporting, Problem Resolution, and Investigation Processes- Violence in the Workplace

Incidents and complaints of workplace violence are serious matters that will be investigated by DSS Inc. All employees subjected to or who witness an incident of workplace violence should follow this process for reporting workplace violence.

- All incidents of workplace or reprisal must be immediately reported to the designated workplace Supervisor or Management and to John Bumpus, President of DSS Inc. 416-759-1500 during hours of 9:00am-5:00pm Mon to Friday. During non-working hours or to DSS Inc JHSC Worker Member. 905-424-3403
- All complaints and incidents are to be recorded in writing by the reporting person/employee and provided to John Bumpus President of DSS Inc, include the date, time, location, potential witnesses, and nature of the incident in the report.
- If the police have not previously being summoned, the Manager or DSS Inc Management will report all incidents of workplace violence to police.
- If an incident of workplace violence involves a person who is not an employee of DSS Inc, DSS Inc Management or designated JHSC Member will report the incident to that person's employer and/or such other person as the Company determines is appropriate in the circumstances.

If an employee is involved in an incident of workplace violence, the investigation will be conducted as quickly and as confidential as possible. Complete confidentiality is not possible in all circumstances and cannot be guaranteed.

If a complaint against a DSS Inc employee is substantiated, DSS Inc Management will take necessary disciplinary actions. The severity of any disciplinary action, which may include dismissal from employment, will be consistent with the seriousness of the conduct at issue, such that more significant discipline will follow more serious conduct or repeated violence of this policy.

Conclusion of the investigation into the incident or complaint, Management of DSS Inc will prepare a report to the findings and make any suggestions to prevent a reoccurrence.

8.0 Assistance to Victim(s)

DSS Inc will ensure that employee(s) affected by an incident of workplace violence is advised to and supported in consulting health professionals if an injury or adverse symptom is experienced by the employee.

9.0 Reports to Health and Safety Authorities

Management shall notify a **Ministry of Labour** Inspector, the **JHSC** (Joint Health and Safety Committee) within four (4) days, and shall notify the Workplace Safety and Insurance Board within three (3) days, after learning of an accident to an employee arising from workplace violence, if the accident necessitates healthcare or results in the employee not being able to earn full wages. In the event of an incident of workplace violence resulting in fatal or critical injury, the Ministry of Labour, the JHSC will be notified immediately and will receive a report required by law within two (2) days.

“AODA”-**Accessibility for Ontarians Disabilities Act** and the **Ontario Human Rights Code** are laws in Ontario that allow government to develop specific standards surrounding accessibility that relates to disability and the duty to accommodate. The purpose is to benefit people in Ontario by developing, implementing, and enforcing these standards to ensure accessibility for everyone with a disability in the areas of goods and services, facilities, employment, buildings, and structures.

1. Accessibility Standard for Customer Service:

DSS INC is committed to providing customer service to all our customers and to the people we do business with.

These standards which include *Customer Service, Transportation, Employment, Information and Communication* and *Design of Public Spaces*. These standards have been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. The following policies apply to all **Assignment Employees, Staffing Coordinators** and **Clients of Direct Staffing Solutions Inc** including **individuals who apply for employment** and applies to all aspects of the employment relationship. **Direct Staffing Solutions Inc** will update/review on an annual basis.

Direct Staffing Solutions Inc is governed by these policies and will ensure to provide services and accessibility to persons with disabilities the same services that others receive without discrimination based on the grounds set out in the **Human Rights Code**: race, ancestry, place of origin, color, ethnic origin, religion, citizenship, creed, sex, sexual orientation, political belief, age, marital status, family status and disability.

2. Requirements of the Customer Service Standard:

- ***Policies, procedures, and practices***: create policies, procedures, and practices on providing goods and services to people with disabilities.
- ***Independence, dignity integration and equality***: ensure policies, procedures and practices are consistent and include the key principle of independence, dignity, integration, and equality of opportunities.
- ***Personal Assisting Devices***: allow people with disabilities to use assistive devices to access goods and services.
- ***Communicate***: be prepared to communicate with a person with a disability in a manner that considers their disability.
- ***Service Animal***: allow people with a disability to bring their service animals into the public part of the premises except where excluded by law.
- ***Support Persons***: allow people with disabilities be accompanied by their support person while accessing goods or service.
- ***Training***: train employees and who maybe acting on behalf of with serving people with disabilities.

- **Notice of service Interruption:** Inform people when facilities or services extensively used by people with disabilities are temporary unavailable.
- **Feedback:** create a process to receive and respond to feedback on services to people with disabilities. Inform people about the feedback process.
- **Documentation:** write and publish information on policies, procedures and practices related to all services making information available in formats that consider the needs of people with disabilities.

3. Accessibility Standard for Employment:

DSS INC is expected to:

- Let job applicants know that accommodation for disabilities will be provided during the recruitment process and inform the job applicants of the company's accommodation policies in the event they are hired for the job.
- Inform existing employees of their policies for supporting employees with disabilities.

DSS INC will review options with an employee with a disability so that employees can be given the support they need to do their jobs. DSS INC will make sure there are written individual accommodation plans for employees with disabilities, as well as a process for supporting employees who return to work after being away for reasons related to their disability.

4. Accessibility Standard for Information and Communication:

This standard requires companies such as DSS INC to make information about their goods and service as well as ways for providing feedback accessible to the public when possible, or otherwise upon request. This information must be provided in a manner and a cost that is no more than the regular price to charge others. Large companies will also have to make their website and web content meet certain guidelines under the World Wide Web Content Accessibility Guidelines. **Direct Staffing Solutions Inc** will ensure that new Internet Websites and new web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines.

What you need to know about: Disability and the Human Rights Code:

The Human Rights Code (the “Code”) says that everyone in Ontario must be able to live, work and play with dignity, to contribute to society and have equal access to opportunities, without discrimination. Behavior that is not permitted under the “Code” includes treating someone unfairly by either imposing a burden on them, or denying them a privilege, benefit, or opportunity simply because of their race, citizenship, family status, disability, sex, or other personal characteristics. Harassment is also not permitted, which is defined as engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.

Under the “Code” and AODA, Disability has the same definition defined as:

- Any degree of physical disability, infirmity, malfunction, or disfigurement that is caused by bodily injury, birth, or illness.
- A condition of mental impairment or a development disability.
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.
-

The chart below indicates **Prohibited Grounds of Discrimination** under the “Code”

Citizenship	Race	Age
Ancestry	Creed	Record of Offense
Sex/Pregnancy	Gender Identity or Gender Expression	Ethnic Origin
Color	Sexual Orientation	Place of Origin
Disability	Family or Marital Status	Receipt of Public Assistance

Under the “Code” and AODA, Disability has the same definition defined as:

- Any degree of physical disability, infirmity, malfunction, or disfigurement that is caused by bodily injury, birth, or illness.
- A condition of mental impairment or a development disability.
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

Duty to Accommodate:

Employers and service providers have the duty to accommodate people and their disabilities based on the grounds of the “Code”. DSS Inc. **offers accommodations through each stage of the recruitment process**, including job postings, interviewing/testing and offer of employment. When making a request for accommodation, an employee should explain what is needed and why, provide necessary information on restrictions and limitations discuss possible solutions, agree to meet work standards, and continue working with the employer to manage the accommodation process. The employer is responsible for reviewing the request in good faith while looking at the needs of both employee and the business. An employer may also consider undue hardship in terms of accommodation options and whether a request can be met. Undue hardship factors may include cost, funding and health and safety requirements. In summary, the “Code” and “AODA” accessibility standards are laws that work together to promote equality and accessibility in Ontario. Organizations should follow human rights principles and “Code” obligations when implementing the AODA standards, as both are key parts in removing discrimination and barriers of employment.

Customer service guidelines to assist with any people with disabilities with whom you may interact with while on an assignment for DSS INC but not limited to:

- **NOTE: Some disabilities are not visible or obvious** and people **do not have** to provide information about their specific disability.

Physical disabilities, there are many and **not all require a wheelchair**. These include physical, vision, hearing, speech, mental health, learning and intellectual (*reasoning, learning, problem solving*), as well as other conditions such as diabetes, asthma, cancer, and temporary disabilities (e.g. requiring a cast or crutches or someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances)

Examples of excellent customer service would be to:

- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.
- Do not touch items or equipment, such as canes or wheelchairs, without permission.
- If you have permission to move a person's wheelchair, do not leave them in an awkward, dangerous, or undignified position, such as facing a wall or in the path of opening doors.
- You can offer your assistance to guide your customer if they need it. A customer may also require assistance from an elevator, walker, cane or crutches or they may have a support person or animal.

Mental Health disabilities are **not as visible** as many other types of disabilities. Treat a customer with a mental disability with the same respect as everyone else. Mental health issues can affect a person's ability to think clearly, concentrate or remember things. Mental health disability is a broad term for many disorders that can range in severity.

Example, some customers may experience anxiety due to hallucinations, mood swings, phobias, or panic disorder.

- If you sense or know that a customer has a mental health disability be sure to treat them with the same respect and consideration you have for everyone else.
- Be confident, calm, and reassuring.
- If a customer appears to be in crisis, ask them to tell you the best way to help.
- Be patient, flexible and open to suggestions. Do not assume what someone can or cannot do. People have their own specific needs and preferences. Ask if another way of communication would be easier. Example: Use a pen and paper to write something down or read a document out loud. Good customer service can be achieved in a simple and effective ways.

How to Communicate with People with Different Types of Disabilities:

- There are many types and degrees of disability. Openly communicating and responding to your customers' needs is the key to excellent customer service for all. If you are not sure about the best approach, just ask a person with a disability how you can best communicate with them. Do not ask the person about the nature of their disability – **doing so is a violation of privacy law.**

People with vision loss:

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

- When you know someone has vision loss, do not assume the individual cannot see you. Many people who have low vision still have some sight.
- Identify yourself when you approach and speak directly to the customer.
- Ask if they would like you to read any printed material out loud to them (for example, a menu or schedule of fees).
- When providing directions or instructions, be precise and descriptive.
- Offer your elbow to guide them if needed.

People who have hearing loss:

People who have hearing loss **may be deaf, deafened, or hard of hearing**. They may also be oral deaf – unable to hear but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing and/or the way a person's hearing was diminished or lost.

- Once a customer has identified themselves as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips.
- As needed, attract the customer's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- If your customer uses a hearing aid, reduce background noise, or move to a quieter area.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).

People who are deaf blind:

A person who is deaf blind may have some degree of both hearing and vision loss. Many people who are deaf blind will be accompanied by an intervener, a professional support person who helps with communication.

- A customer who is deaf blind is likely to explain how to communicate with them, perhaps with an assistance card or a note.
- Speak directly to your customer, not to the intervener.

People with speech or language impairments:

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties

may use a communication board or other assistive devices (*a tool, technology, or other mechanism*).

- Do not assume that a person with speech impairment also has another disability.
- Whenever possible, ask questions that can be answered with “yes” or a “no”.
- Be patient. Do not interrupt or finish your customer’s sentences.

People who have learning disabilities:

The term “**learning disabilities**” refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

- Be patient – people with some learning disabilities may take a little longer to process information, to understand and to respond.
- Try to provide information in a way that considers the customer’s disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.

People who have intellectual developmental disabilities:

Developmental or intellectual disabilities, such as Down syndrome, can limit a person’s ability to learn, communicate, do everyday physical activities and live independently. You may not know that someone has this disability unless you are told.

- Do not make assumptions about what a person can do.
- Use plain language.
- Provide one piece of information at a time.

How to interact with people who use assistive devices

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities, such as moving, communicating, or lifting. Personal assistive devices can include things like wheelchairs, hearing aids, white canes, or speech amplification devices.

- Do not touch or handle any assistive device without permission.
- Do not move assistive devices or equipment, such as canes and walkers, out of reach of your customer.
- Let your customers know about accessible features in the immediate environment that are appropriate to their needs (e.g. public phones with TTY service, accessible washrooms, etc.).

If the site offers any equipment or devices for customers with disabilities, make sure you know how to use them.

It could be helpful to have instruction manuals handy or an instruction sheet posted where the device is located or stored. This might include:

- Lifts, which raises or lowers people who use mobility devices
- Accessible interactive kiosk, which might offer information or services in Braille or through audio headsets
- Wheelchairs, Crutches

How to interact with a person who has a service animal - a guide dog or other service animal:

People with vision loss may use a guide dog, but there are other types of service animals as well. Hearing alert animals help people who are deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

- Remember that a service animal is not a pet. Avoid touching or addressing them
- If you are not sure if the animal is a pet or a service animal, ask your customer.
- In the event the service animal is not easily identified, the person with the disability may be requested to provide a letter from a physician or nurse confirming that the service animal is required because of his or her disability.

How to serve a person accompanied by a support person:

Some people with disabilities may be accompanied by a support person, such as an intervener. A support person can be a personal support worker, a volunteer, a family member, or a friend. A support person might help your customer with a variety of things from communicating, to helping with mobility, personal care, or medical needs. Support people are permitted in any part of our premises that is open to the public. DSS INC may request intervener/support person to sign a confidentiality agreement. If DSS INC deems that a person with a disability requires a support person for health and safety reasons, **DSS INC** will consult with the person to understand their needs, consider health or safety reasons based on available evidence, and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

- If you are not sure which person is the customer, take your lead from the person using or requesting your goods or services, or simply ask.
- Speak directly to your customer, not to their intervener/support person.

How to assist people with disabilities who need help accessing your services:

If you notice that your customer is having difficulty accessing your goods or services, a good starting point is to simply ask “**How can I help you?**” “Your customers are your best source for information about their needs. A solution can be simple, and they will likely appreciate your attention and consideration.

Need more information? You can get more information on anything related to accessibility at <https://www.ontario.ca/page/accessibility-laws>. *This guide adapted from: <https://www.aoda.ca/customer-care-guide/>*

Or contact Direct Staffing Solutions INC by phone, in person or email.

Personnel Practices for Food Processors

Food processors have the responsibility of making food safe and suitable for people to eat. Good personal hygiene practices and cleanliness of personnel are two of the most important links in preventing food borne illness. Personnel may be involved in different activities including cooking, packaging, processing, producing, or transporting. To minimize the risk of food contamination personnel, need to follow adequate personal hygiene practices.

Personal Hygiene

- Personnel should maintain an adequate degree of personal cleanliness, such as showering or bathing before work.
- Employees may only smoke, drink, eat or chew gum in designated areas to prevent contamination of food processing areas.
- Avoid sneezing, spitting, or coughing over unprotected food or food contact surfaces. Cough or sneeze into the fold of your arm, not your hands.

Cuts, Wounds and Sores

- Open cuts or wounds on hands, wrists or arms must be reported to a supervisor.
- Any cuts, wounds, or open sores on the hands, wrists and arms must be completely covered by a waterproof bandage or dressings.
- Wear gloves or finger cots over any bandages on the hands.

Fingernails

- Keep finger nails trimmed and unpolished to aid in cleaning and glove fitting. Do not use artificial nails.

Jewelry

- Food handlers may not wear jewelry in food processing or storage areas (necklaces, bracelets, earrings, etc.). Remove jewelry prior reporting to work.

Sick Food Handlers

- Food handlers showing symptoms like fever, persistent sneezing or coughing, diarrhea, vomiting, jaundice, or sore throat with fever, must notify their supervisor.
- Sick food handlers must be excluded from work or restricted from working with exposed food, food contact surfaces, equipment, or utensils.

Hair Restraints

- Wear hairnets or beard nets to effectively cover the hair.
- Avoid touching the hair to prevent the spreading of germs.

Proper Work Clothing

- Wear clean outer clothes: aprons, chef jackets or smocks over street clothing.

Hand Washing-Food handlers are expected to wash their hands whenever their hands are likely to contaminate food. Hands need to be washed and dried in the following situations:

- before starting work and in between tasks
- before working with ready-to-eat food/ food ingredients after handling raw food
- after using the toilet
- after touching the hair, scalp, or a body part
- after eating, drinking, or smoking
- after coughing, blowing nose, sneezing, or using a disposable tissue

Adequate Steps in Hand Washing

- Use soap and warm water.
- Wash hands for at least 20 seconds.
- Effective hand washing includes the back of hands, palms, exposed portions of the arms, between fingers and around nails.
- Thoroughly dry hands with a single use towel or hot air blower.

Hand Washing Steps



1. Wet Hands



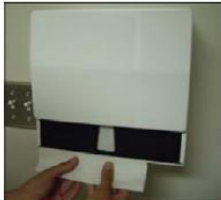
2. Add soap



3. Scrub backs of hands, wrists, between fingers, under fingernails for 20 sec.



4. Rinse



5. Towel dry



6. Turn off taps with towel

To time yourself, try singing Happy Birthday twice. It should take approximately 20 seconds to complete.

Employment Standards in Ontario

The *Employment Standards Act, 2000* (ESA) protects employees and sets minimum standards for most workplaces in Ontario. **Employers are prohibited from penalizing employees in any way for exercising their rights under the ESA.**

What you need to know

Public holidays

Ontario has a number of public holidays each year. Most employees are entitled to take these days off work and be paid public holiday pay. Visit [Ontario.ca/publicholidays](https://www.ontario.ca/publicholidays).

Hours of work and overtime

There are daily and weekly limits on hours of work. There are also rules around meal breaks, rest periods and overtime. Visit [Ontario.ca/hoursofwork](https://www.ontario.ca/hoursofwork) and [Ontario.ca/overtime](https://www.ontario.ca/overtime).

Termination notice and pay

In most cases when terminating employment, employers must give employees advance written notice of termination or termination pay instead of notice. Visit [Ontario.ca/terminationofemployment](https://www.ontario.ca/terminationofemployment).

Vacation time and pay

There are rules around the amount of vacation time and pay employees earn. Most employees can take vacation time after every 12 months of work. Visit [Ontario.ca/vacation](https://www.ontario.ca/vacation).

Leaves of absence

There are a number of job-protected leaves of absence in Ontario. Examples include sick leave, pregnancy leave, parental leave and family caregiver leave. Visit [Ontario.ca/ESAGuide](https://www.ontario.ca/ESAGuide).

Minimum wage

Most employees are entitled to be paid at least the minimum wage. For current rates visit [Ontario.ca/minimumwage](https://www.ontario.ca/minimumwage).

Other employment rights, exemptions and special rules

There are other rights, exemptions and special rules not listed on this poster, including rights to severance pay and special rules for assignment employees of temporary help agencies.

Subscribe to our newsletter and stay up to date on the latest news that can affect you and your workplace. Visit [Ontario.ca/labournews](https://www.ontario.ca/labournews).

Learn more about your rights at:

[Ontario.ca/employmentstandards](https://www.ontario.ca/employmentstandards)
1-800-531-5551 or TTY 1-866-567-8893

[@ONTatwork](https://twitter.com/ONTatwork) [@OntarioAtWork](https://www.facebook.com/OntarioAtWork) [@Ontarioatwork](https://www.instagram.com/Ontarioatwork)

Your Employment Standards Rights: Temporary Help Agency Assignment Employees

Assignment employees of a temporary help agency

You are an assignment employee of a temporary help agency if you and the agency have agreed that it will place or try to place you on temporary work assignments with a client (or clients) of the agency. You have an employment relationship with the agency even when you do not have an assignment and are not actually working at a client.

When you are on an assignment the agency is still your employer; the client is not your employer.

You stop being an assignment employee if you quit the agency or if the agency terminates your employment relationship.

This information sheet gives a summary of your new Employment Standards Act, 2000 (ESA) rights that became law in 2009. You also have rights under the ESA to things such as the minimum wage, limits on hours of work, overtime pay, vacations, and unpaid leaves from work for certain reasons. (Some exemptions may apply depending on what kind of work you do.)

Right to public holidays and public holiday pay

Ontario has nine public holidays. Generally, if you are on an assignment and the public holiday falls on a day when you would ordinarily be working, you have a right to take the public holiday off work and to be paid public holiday pay for that day. To calculate the amount of your holiday pay please see our Public Holiday Pay Calculator, available at Ontario.ca/ESAtools.

If you agree in writing to work on the holiday, you then have the right to:

- public holiday pay plus premium pay (at least one and one-half times your regular rate of pay); or
- your regular rate of pay plus a substitute day off with public holiday pay.

If a public holiday falls on a day when you are on an assignment but would not ordinarily be working (or are on vacation), you have a right to a substitute day off with public holiday pay, or you may agree (in writing) to public holiday pay only. If the public holiday falls on a day that you are not on an assignment, you may be entitled to public holiday pay.

Legal Disclaimer

Note: This document is provided for your information and convenience only. It is not legal advice. For complete information, please refer to the Employment Standards Act (ESA) and its regulations. Ontario.ca/laws/statute/00e41

Right to notice of termination and severance pay

If you have been employed by a temporary help agency for at least three months, you generally have a right to receive notice of termination, if the agency ends (terminates) your employment relationship. You may get notice while you are working, or pay instead of working notice, or a combination of both. Generally, the minimum notice you must get ranges from one week (if you have been employed for at least three months but less than one year) to eight weeks (if you have been employed for eight years or more). How long you are employed by the agency determines how many weeks of notice you must get, not the length of time you have been working on assignments at the agency's client(s).

You may also have a right to mass notice of termination. For further information on your entitlement to mass notice, please visit [Ontario.ca/terminationofemployment](https://www.ontario.ca/terminationofemployment).

If you have been an employee of an agency for five or more years, you may also have a right to severance pay if the agency ends (severs) your employment.

An agency cannot charge you certain fees

An agency cannot charge you a fee for being its employee or for helping you to find work. It cannot charge you a fee for giving you information or advice on how to write a resume or prepare for an interview. It cannot charge you even if you can choose whether or not to get this information or advice from the agency.

If a client of an agency wants to give you a job reference

An agency cannot prevent a client from giving you a job reference.

If a client of an agency wants to hire you to be its employee

An agency cannot prevent its client from hiring you directly if the client wants to do so. If the agency places you on an assignment with a client, it can charge the client a fee for hiring you, but only in the six-month period beginning on the day you first started working for the client.

If a client of an agency wants to hire you to be its employee, an agency cannot tell you that you cannot take the job. An agency cannot charge you a fee if a client wants to hire you.

Information you must get from the agency

Information about the agency

If you become an assignment employee of an agency, the agency must give you information about the agency, including the agency's legal name and contact information. This information must be provided, in writing, as soon as possible after you become an assignment employee.

Information about assignments

When the agency offers you an assignment with one of its clients, it must give you certain information, including the client's legal name and contact information; the wage rate and benefits (if any); the hours of work; a general description of the work; the estimated term of the assignment (if known); and, the pay period and pay day. If the agency gives you this information, but does not provide it in writing when the offer is made, it must be provided in writing as soon as possible.

Information about the ESA

As soon as possible after you become an assignment employee, the agency is required to provide you with a copy of this information sheet. Changes in the law that came into force on May 20, 2015 also required temporary help agencies to provide all of their current employees with copy of the Employment Standards Poster published by the Ministry of Labour by June 19, 2015. If you were hired after May 20, 2015, the agency must provide you with a copy of the poster within 30 days of the date you are hired.

If you request a copy of the poster in a language other than English and the ministry has published a version in that language, the agency must provide the translated version in addition to the English copy.

English and French versions of the poster are available at Ontario.ca/ESAposter and multilingual versions are available at Ontario.ca/employmentrights.

An agency client cannot punish you for asking about or asserting your ESA rights

If you ask about your employment standards rights or ask that you be given your rights, the client cannot punish you in any way, including by ending your assignment. (You also continue to have the right not to be punished by your agency for asking about or asserting your ESA rights.)

If you have a question or want to file a claim

If you have questions about the ESA, call the Ministry of Labour's Employment Standards Information Centre at 416-326-7160, toll free at 1-800-531-5551, or TTY 1-866-567-8893. Information is available in multiple languages.

Information on the ESA can also be found at the Employment Standards section of the Ministry of Labour's website at Ontario.ca/employmentstandards.

To file a claim, you can access the Employment Standards Claim Form online at Ontario.ca/ESAforms. Claim Forms are available in hardcopy format at select ServiceOntario Centres. You may also order a copy through ServiceOntario Publications online, or by calling 1-800-668-9938; Hearing Impaired TTY 1-800-268-7095.

To access the Employment Standards Act, 2000 visit the Ontario government e-Laws website at Ontario.ca/laws/statute/00e41.



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