Cellphone safe work practices

Cellphone use while on the road:

- Do not use hand-held cellphones while driving (Alberta Distracted Driving Legislation)
- If using hands free devices, the phone must be activated by voice or a single touch to the device.
- Avoid unnecessary calls.
- Keep conversations brief.
- Suspend conversations when driving conditions become hazardous.
- Let voicemail pick up your calls when it is unsafe to answer the phone or driving conditions become hazardous.
- Do not engage in stressful or emotional conversations, either on your phone or with a passenger, that may divert your attention from the road.
- Never take notes while driving. Pull off the road to a safe location if you need to write something down.
- Always buckle up, keep your hands on the wheel and your eyes on the road.
Working together, staff and external partners will significantly and measurably reduce the impact of injury and illness in an effort to continuously enhance a safe, healthy and caring work environment.

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**Safety** ... an integral part of our **Corporate Values**

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### Our **Corporate Values**

**Integrity**
- Be honest and transparent
- Demonstrate ethical standards and behaviours
- Display courage of convictions

**Respect**
- Build an environment of trust
- Value other peoples’ strengths and ideas
- Treat others with care and dignity

**Safety**
- Follow safe standards of practice
- Maintain our safety conscious workplace for ourselves and each other
- Ensure a safe community environment for our residents

**Fairness**
- Create equal opportunities to learn and grow for all employees
- Demonstrate approachable leadership
- Strive to communicate with purpose and clarity

**Cooperation**
- Encourage collaborative relationships and unique partnerships
- Strive for innovation and efficiency by being open-minded
- Freely share information and ideas to contribute to Strathcona County’s ongoing excellence
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Health and Safety at Strathcona County
At Strathcona County we take pride in having a safe workplace for employees, contractors, volunteers and visitors. Every activity we do can be done safely. No worker will carry out any work if there is imminent danger to anyone. If a job is unsafe or conditions change and the work becomes unsafe, stop work and contact your supervisor.

It’s important to take time to organize a job and get the proper equipment. It’s acceptable to use more time than planned to do the job safely; if this prevents an injury or damage to equipment then it’s time well spent.

All Strathcona County employees are expected to do their work in a professional manner; this includes keeping their worksites clean and complying with health and safety guidelines. It’s important to stay focused on the task you’re performing; this will help prevent incidents.

As municipal employees, contractors, or volunteers, we must ensure that we are conducting hazard assessments, following safe work practices, and wearing appropriate personal protective equipment. This is not only for our own protection, but also to set an example for the community that safety is important.

Before conducting a task, “take five” (5 minutes) and ask yourself: “What are the possible hazards? What steps will I follow to do the job safely?”
Occupational Health and Safety — Our policy

Strathcona County recognizes the value of employees and is committed to the provision of safe and healthy working conditions to contribute to the health, safety and general well-being of each employee, contractor and visitor. This will occur by way of the County undertaking the following to the extent that is reasonable in the specific circumstances:

- ensuring the assessment, identification and control of work site hazards
- providing equipment, materials and procedures designed to control injury and illness
- providing appropriate training to enhance the skills and performance of each individual
- ensuring reasonable participation in the recovery and rehabilitation of the ill or injured with their full cooperation
- providing appropriate first aid and/or medical services
- providing an atmosphere that fosters the interchange of information at all levels
- encouraging participation in personal well-being activities
- ensuring compliance with Occupational Health and Safety Legislation, the Partners in Injury Reduction (PIR) program, and other relevant legislation and bylaws

Employees also have a responsibility to both Strathcona County and their co-workers in the provision of safe and healthy working conditions in the workplace in this policy. Department-specific information can be found in the Occupational Health and Safety manual.
Responsibilities

A safe workplace is both an expectation and a legal right at all Alberta work sites. The provincial legislation for health and safety is found in the Alberta Occupational Health and Safety Act, Regulations and Code. Copies of this legislation can be found in each department.

As a director, management, supervisor and employee, each of us have responsibilities to work in a safe manner, follow the legislation, and keep ourselves and others free from risk. Each of us is accountable for our own actions. Hazard assessments and safe work procedures must be in place and followed for all our work activities.

Supervisors and those who direct the activities of others must ensure that staff under their supervision clearly understands the job scope and are adequately trained to perform their work in a safe manner. At Strathcona County, it’s our practice to recognize those employees who work in a safe manner and to encourage safe work behaviours. It’s also our responsibility to correct unsafe work behaviours and respect employees who bring concerns forward.

Not following policies, guidelines and safe work practices may result in disciplinary action. This is addressed in the Policy HUM-001-021 Classified Staff Suspension, Termination, Demotion, Reassignment and collective agreements.
Our program

Strathcona County’s Occupational Health and Safety Program consist of these components:

- hazard assessments
- safe work practices and procedures
- inspections
- incident reporting
- orientation
- training
- emergency response

These elements are the building blocks of our health and safety program. It’s necessary for us to know what we need to do for each element. During health and safety audits, you may be asked how each of these elements applies to your work.

Hazard assessments: what they are and why they’re important

Hazard assessments are essential for working safely. A hazard assessment is a conscious effort to identify potential hazards for a position, job task or work area. Every task we do needs to have a hazard assessment completed. They help us understand what hazards are present for the task or work area and what we need to ensure we don’t get injured.

There are two common types of hazard assessments used at Strathcona County. The first are formal hazard assessments that are completed for general work tasks or areas. These are found on The Insider (forms/Human Resources) or in your department’s safety program or binder.
The second kind is a field level hazard assessment (FLHA) that is department-specific for field activities. Both types consider hazards associated with the people performing or affected by the task, job tasks that may require a worker to work alone, the environment they work in and the materials and tools required for the task.

Hazard assessments are constantly improved as new ideas, tools or equipment become available. They must be reviewed at least every two years or when work processes and equipment changes.

*For further information see the Hazard Assessment Guideline in the OHS Manual or on The Insider*

**Safe work practices and procedures**

Safe work practices and procedures are tools that we use to do our work safely. Just like using the correct hammer, screwdriver or computer program, we need safe work practices and procedures to do the job right.

Safe work practices provide us with information on hazards, control measures, tool and equipment requirements and appropriate personal protective equipment. Safe work procedures are step by step instructions on how to do the job right. Both safe work practices and safe work procedures have been developed by staff using their experience, industry standards and applicable health and safety legislation.

Safe work practices and procedures are reviewed and updated as new ideas, tools or equipment become available or at least every two years.

County wide safe work practices can be found in the OHS Manual or on The Insider. Department-specific safe work practices and procedures can be found in your department’s manual.

*For further information see the Safe Work Practices in the OHS Manual or on The Insider*
**Controlled Products**

Chemicals and hazardous products must be labelled and have a material safety data sheet (MSDS) available. All staff that work near or handle chemicals or hazards products requires WHMIS training. Any container, spray bottle, jug, jerry-can or other container that holds a chemical or hazardous product must be labelled. A MSDS is required for all chemicals or hazardous products and should be kept at the worksite or field location as a reference.

*For further information see the Chemical Hazard Awareness Guideline in the OHS Manual or on The Insider*

**WHMIS symbols**

- **Class A** compressed gas
- **Class B** flammable and combustible material
- **Class C** oxidizer
- **Class D1** Immediately toxic
- **Class D2** Other toxic effects (carcinogens, etc)
- **Class D3** Biohazardous
- **Class E** Corrosive
- **Class F** Dangerously Reactive
Transportation of dangerous goods
Shipping, transporting, handling or receiving dangerous goods or waste requires special training, certification and documentation. You must not transport dangerous goods or waste without training. Your supervisor must provide you with appropriate guidance and information if the Transportation of Dangerous Goods (TDG) Act applies to your work activities. If you ship, transport, handle or receive chemicals or products and are unsure if the TDG Act applies to you, ask your supervisor.

Working alone
Working alone legislation applies when a worker is working alone and assistance is not readily available if there is an emergency or the worker is injured or ill. When this applies, we must have effective radio, telephone or other communication between a worker who works alone and persons capable of assisting the worker in an emergency or if the worker is injured or ill. If electronic communication is not practicable or readily available then another competent worker must visit or contact the worker at intervals appropriate to the nature of the hazards associated with the worker’s activities and work area.

Tools and equipment
Our tools and equipment allow us to do our job more efficiently and safely. We must ensure that all equipment used at a work site is maintained in a condition that will not compromise the health or safety of workers using or transporting it. The tools and equipment must safely perform the function for which they are intended or designed, are of adequate strength for their purpose and are free from obvious defects. A worker must immediately report to their direct supervisor any equipment that does not meet these criteria.
Driving

Driving vehicles and operating mobile equipment are some of the most dangerous workplace activities at Strathcona County. When you’re driving it’s important to focus on the most important task – the act of driving itself.

Respect and follow the speed limits, traffic signals, stop signs, school zones and traffic laws. Defensive driving is promoted to staff and awareness of your driving environment is important in collision prevention. Distracted driving (cell phones, texting, etc) is not allowed at the County.

Driver’s abstracts are required for operators of County vehicles and equipment and those who drive as part of their job. For more information on driver’s abstract requirements, see the Vehicle and Equipment Manual.

Drivers who have more than seven demerits may have their driving privileges suspended. The department manager will review each case. All infractions, photo radar and red light tickets incurred by an operator will be the sole responsibility of that person.

For further information see the Vehicle and Equipment Manual or on The Insider
Alcohol and Drug Program
The purpose of the Alcohol and Drug Program is to provide a safe workplace by reducing the risks associated with the use of alcohol and drugs.

The safety of our employees and the public is a core value for Strathcona County. Employees will be treated fairly and with respect.

The program establishes the expectations for appropriate conduct of employees. It provides consistent guidelines, support and resources for employees and their families who have an emerging or existing addiction.

We believe in a safe workplace
All employees engaged in Strathcona County business, working on County premises or worksites or operating County vehicles and equipment are responsible to:

• Report fit for work and remain fit for work
• Seek help and follow appropriate treatment for an emerging or current alcohol or drug problem
• Have an understanding of the alcohol and drug program responsibilities and prohibited activities
• Encourage a co-worker to access assistance before an alcohol or drug problem impacts safety or performance
• Cooperate with an investigation into a violation of this program, including:
  - any request to participate in the testing program
  - to provide a sample or any independent medical examinations required by Strathcona County
• Use medications responsibly. Be aware of potential side effects and notify your supervisor of any unsafe side effects where applicable.
The following are prohibited:

- Possession, use, distribution or sale of illicit drugs or illicit drug paraphernalia
- Possession of prescribed medications without a legally obtained prescription
- Distribution, offering or sale of prescription medication
- Reporting for work under the influence of alcohol or illicit drugs
- Reporting to work when you are not fit for work due to the use of a prescription or non-prescription drug
- Presence in the body of illicit drugs as determined through the testing program
- Use of alcohol during the work day including meals and breaks
- Possession, distribution, offering or sale of alcohol unless required to do so as a part of job duties.

*For clarification of alcohol on County premises see municipal policy SER-004-001 Consumption and/or Storage of Alcoholic Beverages.*

Failure to meet these responsibilities could lead to discipline up to and including termination.

We have an alcohol and drug testing program in place

**Testing for alcohol and drugs is a part of our program under these situations:**

- **Reasonable grounds:** alcohol and drug testing will occur if there are reasonable grounds to believe that the actions, appearance or conduct of an employee while on duty are indicative of the use of alcohol or drugs.
- ** Significant work-related incident:** alcohol and drug testing is required for those involved in a significant incident as part of the investigation process.
- **Pre-employment:** safety sensitive: pre-employment testing will be completed for positions that have been identified as safety sensitive.
- **Site Access:** alcohol and drug testing may be required for Strathcona County employees to enter private or publically owned properties that have established site access testing requirements.

Failure to comply with testing will result in a full investigation and actions appropriate to the situation.
We have help for staff with alcohol or drug concerns

Strathcona County Employee and Family Assistance Program (EFAP) is here to help employees and members of their families get professional and confidential help in a timely way.

Services are confidential and available 24/7.

Call: Shepell-fgi Access Centre
1-800-387-4765

Visit: www.workhealthlife.com or www.shepellfgi.com

Employees who voluntarily disclose an existing or emerging addiction will be supported through our employee and family assistance and disability management programs.

For more information on the Alcohol and Drug Program and EFAP visit The Insider at https://theinsider.strathcona.ca.

Respectful workplace

As an organization committed to the delivery of high-quality public services, Strathcona County promotes and expects respectful and responsible behaviours of all its employees when interacting with each other and with customers during the course of County business. All employees of Strathcona County have the right to work in an environment based upon mutual respect, dignity and fairness and one that is free from actions and behaviours that are contrary to respectful, dignified and fair treatment of the individual.

If there’s a situation where an employee or customer acts inappropriately or is threatening violence let your supervisor, manager or Human Resources know immediately. Become familiar with your department’s plan for dealing with difficult customers.

For further information see the Respectful Workplace Policy HUM-001-032 in the OHS Manual or on The Insider
Personal protective equipment

Personal protective equipment (PPE) such as Canadian Standards Association (CSA) footwear, safety glasses, hearing protection, reflective vests and coveralls, hard hats and respirators are required for specific types of work. Personal protective equipment for specific tasks can be found in the hazard assessments and safe work practices. Personal protective equipment must be kept in good condition and be repaired or replaced when damaged.

For further information see the PPE Guideline in the OHS Manual or The Insider

Staff who work in high noise areas require audiometric testing. Typically, high noise areas are those in which you must raise your voice to carry a conversation. Sound level testing can be completed in these areas to determine the noise levels. High noise areas are identified with signs indicating the area as such. Supervisors are to schedule a hearing test with Human Resources for staff who work in high noise areas.

Certain job tasks may require the use of a respirator to protect you from airborne hazards. Proper selection, use, care, training and fit testing are required for respirators.

For further information see the Noise Management or the Respiratory Protective Equipment Code of Practice in the OHS Manual or on The Insider

Housekeeping

Work locations, offices, vehicles and buildings must be kept clean and orderly at all times. Work locations should be continually cleaned as work progresses. When leaving a worksite at the end of the day or job, the work site must be clean and organized. One of the best indicators of professional work is a clean worksite.

Vehicles should not have loose debris or equipment in the cab or passenger area. These materials can turn into virtual “missiles” in the event of a vehicular incident. There have been cases at Strathcona County where items in the cab have gone through the windshield.

Offices, aisles and buildings should be kept clean and free of tripping and slipping hazards. Materials such as boxes and binders should not be stored on top of shelves or stacked on top of each other.
Inspections

Departments are responsible to complete formal inspections of their work areas. A planned (formal) inspection is a documented inspection of a work area or facility conducted by a select group of people (i.e., employees, supervisors, Occupational Health and Safety committee members, supervisors from other workgroups). A formal inspection of a work area or job site should be completed at least once a month with all of the required documentation. Low risk or office areas must be inspected on an annual basis.

The results of a planned inspection should be reviewed during tool box talks or at safety meetings. Corrective actions should be assigned to employees and follow-up completed. This will ensure assigned actions are completed.

For our daily work, a visual or informal inspection of the work to be performed and the worksite should be done at the beginning of a shift and periodically during the job. Report any unsafe conditions to your supervisor and implement changes to correct the unsafe condition.

For further information see the Inspection Guidelines in the OHS Manual or on The Insider

Ticketable Offenses

As of January 1, 2014 the Province of Alberta has implemented ticketable offences for non-compliance to Occupational Health and Safety legislation. Tickets may be issued by Provincial OHS Officers directly to individual workers. Any ticket issued to an individual (worker) is that individual’s responsibility for payment. Tickets may also be issued to Strathcona County. A copy of a ticket received by an individual or on behalf of the County must be forwarded to Strathcona County OHS manager for investigation to determine immediate and root causes that lead to the ticketable offense.
Emergency procedures
Each facility and County vehicle is supplied with first aid supplies in accordance with the Alberta Occupational Health and Safety Code. Become familiar with who has first aid training in your area. Each building has its own emergency plan; review the plan for the building you are in. For emergency response dial 9-1-1.

For any spills or if unknown products are found that may pose a human or environmental risk contact emergency services at 9-1-1.

Incident reporting
For emergency response dial 9-1-1
Following the emergency phone call to 9-1-1, call the Strathcona County 24hr. OHS Emergency number at 780-893-5840.

When does the OHS Emergency # need to be called?

• Ambulance - if an ambulance is called for any staff member, call the number.

• If a significant / critical event occurs with a member(s) of the public. This is to help coordinate any peer support or critical incident support response for staff member(s), call the number.

• Fire – if there is an evacuation of the building or any part of the building and the Fire Department is called, call the number.

• RCMP – if there is any threat to worker safety (robbery, threats, assault etc. (staff to staff, staff to public, major public to public, motor vehicle collision, etc, call the number.

• Provincial OHS – if a provincial OHS officer arrives at the worksite, call the number.

If for some reason there is no answer, leave a message with details; your name, reason for call and a phone number you can be reached at.

All incidents and close calls must be reported to your supervisor. This includes first aid, injuries and damage to equipment or property.
For all injuries

- Get appropriate medical attention
- Let your supervisor know immediately

For first aid injuries

- If first aid only - a first aid report is required

When injuries occur that are more than first aid but do not require an ambulance, Strathcona County has arranged for our staff to go to the Capilano Medicentre. This is part of the Occupational Injury Service Program (OIS) through the WCB and allows our staff to receive medical services in an expedited manner. You will be seen within 1/2 hr of arriving at the clinic.

The Capilano Medicentre

OIS services are available from:

- 9:00 a.m. to last appointment at 4:20 p.m.
- Monday to Friday

**Capilano Medicentre**

10143 -50 Street

Edmonton, Alberta

Phone: 780-468-2911 (please phone ahead if possible)

It is important to remember that if we are transporting a person for outside medical aid that the person is accompanied by a driver of the vehicle and a person trained in first aid.

It is best to have the supervisor or department OHS representative accompany the person to the Medicentre so that modified work options can be discussed at the clinic with the nurse and physician.

When a person leaves the Medicentre they will receive a WCB Work Readiness Report. This report must be brought back to their supervisor and a copy sent to Disability Management (780-416-6786) in Human Resources.
For injuries requiring more than first aid

- Complete a WCB Worker Report
- Submit the WCB Worker Report to your supervisor
- Assist with completing the County Incident Report form

If you seek any outside medical aid (e.g., clinic, doctor, emergency services and chiropractor) as a result of a workplace injury you must advise your supervisor, even if it’s after the injury occurred (i.e. the next day or several days later). Let the health professional know that Strathcona County has a modified work program. Receipts for medical prescriptions and supplies (e.g., splint, crutches) related to the workplace injury should be submitted to WCB.

If you are unable to work due to a workplace injury, let your supervisor know, even if it’s after the injury occurred (i.e. the next day or several days later).

If you are unable to complete your regular duties and will be doing lighter work or have reduced hours related to the workplace injury, let your supervisor know.

*For further information see the Incident Reporting and Investigation Guidelines in the OHS Manual or on The Insider*

Injury reporting for the supervisor

- Ensure the worker has received appropriate first aid and/or emergency response
- Complete the Strathcona County Incident Report; if the report cannot be completed within 24 hours then email or fax the first page immediately to OHSCorporate@strathcona.ca or fax to 780-464-8521 with as much information as possible
- Email or fax the Workers Compensation Board (WCB) Workers Report to Human Resources when it is completed by the worker to OHSCorporate@strathcona.ca or 780-464-8521
If you become aware that an employee has sought outside medical aid (clinic, doctor, emergency dept.) related to any workplace injury, or you find out or suspect that a worker is unable to work due to a workplace injury advise Disability Management (780-416-6786) in Human Resources, even if it’s the next day or several days later.

If the worker is unable to complete regular duties and will be doing lighter work or have reduced hours related to the workplace injury, let Human Resources know immediately so it can be reported to WCB. Modified work is an important process in improving a worker’s recovery from an injury.

When a worker returns to normal duties or normal hours, advise Disability Management (780-416-6786) in Human Resources immediately so we can report it to WCB.

*For further information see the Incident Reporting and Investigation Guidelines in the OHS Manual or on The Insider*

### Return to work

At Strathcona County we believe it is important to provide opportunities for employees to return to work after an injury or illness.

We are committed to disability prevention, support and assisting employees returning to work as soon as possible following an occupational or non-occupational injury or illness. Employees who are unable to perform their regular duties because of an injury or illness are expected to participate actively in modified/alternate work and rehabilitation planning. Our focus is on abilities and the quality of life for employees at work and at home.

*For further information see the Policy HUM-001-005 Disability Management and Return to Work in the OHS Manual or on The Insider*
Training

Employee orientations are the responsibility of the employee’s department upon hire or transfer into the department. This training includes:

• Health and safety responsibilities
• Hazard assessments
• Safe work practices
• Safety related engineering and administrative controls
• Use, maintenance and care of personal protective equipment
• Reporting of injuries and incidents
• Hazard reporting
• Emergency procedures
• Locations of first aid rooms, stations, kits and trained personnel

Strathcona County will provide training in the safe operation of the equipment that County employees are required to operate. This will include:

• Selection of the appropriate equipment;
• Limitations of the equipment;
• Operator’s pre-use inspection;
• Use of the equipment;
• Operator skills required by the manufacturer’s specifications for the equipment;
• Basic mechanical and maintenance requirements of the equipment;
• Loading and unloading the equipment if doing so is a job requirement; and
• Hazards specific to the operation of the equipment at the work site.
If a worker may be exposed to a harmful substance at a work site, then training will include established procedures that minimize the worker’s exposure to the harmful substance. Training will ensure that a worker who may be exposed to the harmful substance is trained in the procedures, applies the training and is informed of the health hazards associated with exposure to the harmful substance. A worker must participate in the training provided and apply the training as required.

Specialized training in job specific activities such as trenching and excavation, heavy equipment, confined space, fall arrest, noise management and respiratory protection will be provided by the department to those workers with specific job function requirements.

*For further information see the Safety Training and Education Guidelines in the OHS Manual or on The Insider*

**Where to find more information**

Our Occupational Health and Safety (OHS) program is available on The Insider - Workplace Health/Occupational Health and Safety Manual.

If you have any questions, please ask you supervisor for clarification and where to find the information.
Key contacts and resources

Strathcona County, 24-hour, OHS Emergency Number
780-893-5840

Department Occupational Health and Safety
Committee Members
Each department has a representative on the committee. They can help you with questions on our safety program.

Manager, Occupational Health and Safety
780-464-8420

Employee and Family Assistance (EFAP)
Shepell-fgi Access Centre
1-800-387-4765
Visit: www.workhealthlife.com or www.shepellfgi.com

Disability Management
780-416-6786

Occupational Health Nurse
780-410-6508

Provincial Occupational Health and Safety
780-415-8690
**OHS Supervisors**

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<tr>
<th>Service</th>
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<th>Cell Phone Number</th>
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<tbody>
<tr>
<td>Fleet Services</td>
<td>780-416-7257</td>
<td>780-893-4176</td>
</tr>
<tr>
<td>Recreation, Parks and Culture</td>
<td>780-464-8054</td>
<td>780-893-5816</td>
</tr>
<tr>
<td>Strathcona County Transit</td>
<td>780-417-7191</td>
<td>780-995-7635</td>
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<tr>
<td>Transportation and Agriculture Services (TAS)</td>
<td>780-416-6732</td>
<td>780-893-0285</td>
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<tr>
<td>Utilities</td>
<td>780-417-7140</td>
<td>780-893-0282</td>
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<td>Emergency Services -</td>
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<tr>
<td>Occupational Health Safety and Training</td>
<td>780-410-6535</td>
<td>780-232-3164</td>
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**Utility Locates**

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<th>Phone Number</th>
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<tbody>
<tr>
<td>Alberta One Call - Dial before you dig</td>
<td>1-800-242-3447</td>
<td>(24-hr)</td>
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<tr>
<td>Strathcona County – Water/Wastewater</td>
<td>780-467-7785</td>
<td>(24-hr)</td>
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<tr>
<td>Shaw Cable</td>
<td>780-490-3555</td>
<td>(24-hr)</td>
</tr>
<tr>
<td>Telus – fibre optic and other lines</td>
<td>611</td>
<td>(24-hr)</td>
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<tr>
<td>Natural gas (Atco Gas)</td>
<td>780-420-5585</td>
<td>(24-hr)</td>
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<tr>
<td>Power outage (Fortis Alberta)</td>
<td>780-310-9473</td>
<td>(24-hr)</td>
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<td>Road maintenance, snow and ice control (TAS)</td>
<td>780-417-7100</td>
<td>(24-hr)</td>
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<tr>
<td>Water and sewer trouble (Utilities)</td>
<td>780-467-7785</td>
<td>(24-hr)</td>
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**Building Emergencies**

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<td></td>
<td>780-237-1420</td>
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Cellphone safe work practices

Cellphone use while on the road:

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- If using hands free devices, the phone must be activated by voice or a single touch to the device.
- Avoid unnecessary calls.
- Keep conversations brief.
- Suspend conversations when driving conditions become hazardous.
- Let voicemail pick up your calls when it is unsafe to answer the phone or driving conditions become hazardous.
- Do not engage in stressful or emotional conversations, either on your phone or with a passenger, that may divert your attention from the road.
- Never take notes while driving. Pull off the road to a safe location if you need to write something down.
- Always buckle up, keep your hands on the wheel and your eyes on the road.