IHSA SAFETY Podcast

transcription

Episode 146: Understanding the Health and Safety Representative's Role Part 1: Legal Responsibilities

Host: Holly Baril

Guest: Tige Collins



Holly Baril:

Health and safety is everyone's responsibility, but health and safety representatives play a unique and essential role in helping create safer workplaces. They serve as a vital link between workers and employers, identifying hazards, participating in workplace inspections, promoting open communication, and helping ensure health and safety remains a daily priority.

Announcer:

It's time for the *IHSA Safety Podcast*.

Holly Baril:

Welcome to Understanding the Health and Safety Representative's Role and Legal Responsibilities. In this episode, we're exploring the important responsibilities of a health and safety representative with a focus on Ontario's *Occupational Health and Safety Act* and the principles of the internal responsibility system. We'll discuss what the role involves, the rights and responsibilities that come with it, and how effective health and safety representatives contribute to stronger safety cultures and better workplace outcomes. My guest today is Tige Collins, who is the Health and Safety Coordinator for E&R Jewel Construction Limited, and the Member Onboarding Volunteer Lead for the Health and Safety Professionals of Canada, Canada's largest professional health and safety organization. He is a seasoned safety professional with over 25 years of experience spanning health care, emergency response, construction, and mine safety. Having worked in diverse industries, including municipal services, hospitality, and open-pit and underground mining sites across Ontario, Newfoundland, and Nunavut.

Well, thank you very much for joining me today and to discuss something probably most people know about, but a lot of people still struggle with, and that is the legal responsibilities or requirements of a health and safety rep. So once again, thanks for joining me.

Tige Collins:

Thanks for having me this morning.

Holly Baril:

Let's just start off with what is a health and safety rep and why is that role so important to the whole workplace?

Tige Collins:

Well the health and safety representative, they're a regular worker that's chosen by their peers, and their role is to essentially represent their safety interests. This is important because they are a bridge between the employees and management at the workplace. It’s essential for culture building as well.

Holly Baril:

Okay. So you said that they are chosen amongst their peers. So what happens if the peers can't choose or what if management decides they want to pick someone? How do we go about that?

Tige Collins:

Typically it is a chosen or a volunteer position. You typically don't want to have anybody in a management role that's appointed. However, if it's agreed upon by the individuals at the workplace as well for their representation, I think there's consensus or agreement that can come between the two parties.

Holly Baril:

Okay. And when, when is a rep required?

Tige Collins:

A rep is required when there is more than five workers and less than 20 regular employees. So they follow that role that's very similar to the joint health and safety committee just in a lesser capacity with numbers.

Holly Baril:

Okay. So if you have five or more workers regularly employed at the workplace, then the law requires us to have a health and safety worker representative. And like you said, that person represents the workers and the interest of the workers, correct?

Tige Collins:

Correct. Yep.

Holly Baril:

Okay. So how does that role differ from that of a supervisor or employer?

Tige Collins:

Well, they're neither. They're not a supervisor. They're not in charge of directing workers at the workplace. Their role is to inspect the workplace, identify hazards within the workplace and, facilitate between management on how to correct those hazards for the benefit of the workers and essentially the employers at large. But they don't hold a management position at all.

Holly Baril:

Okay. Now getting to their responsibilities, you mentioned identifying hazards. So what are the different rights and responsibilities that a health and safety rep would have under the Ontario legislation?

Tige Collins:

Section 8 outlines all of this in the *Occupational Health and Safety Act*. So their responsibilities include inspecting the workplace regularly, identifying actual and potential workplace hazards, making recommendations to the employer about the health and safety in the workplace, being consulted about and being present at the beginning of any health and safety related testing that's happening in the workplace, participating in the investigation of any work refusals, inspecting the site of a critical injury or a fatality at a workplace, and obtaining health and safety related information from the employer. So again, those are all outlined in the *Occupational Health and Safety Act* in Section 8.

Holly Baril:

Okay. I'm just curious in your role or the roles that you've had, have you ever had to make recommendations to your employer about improving some health and safety in the workplace?

Tige Collins:

Oh, absolutely. , when you're out doing any sort of inspection and you see anything that is deficient in the workplace, naturally there comes a time for communication, where you're either writing to your employer or having a meeting about the hazards that you've discovered. And it's a series of, presenting the facts of the issue at hand and providing some correction action, some suggestions there, and then working with the employer for, finding a way to fix it that works to everybody's benefit.

Holly Baril:

And did you find that to be a positive experience?

Tige Collins:

Absolutely. It is part of the building program. I like to kind of think of that in the workplace where you are a part of solutions, right? You are key at finding and making suggestions or taking other people's suggestions and kind of facilitating that change in the workplace. It's very rewarding.

Holly Baril:

Okay. So that's good because I'm, I'm curious to know what does the law require employers to do to support their health and safety reps?

Tige Collins:

Well, the employer needs to provide health and safety information to the rep. And they need to make sure that they are responding to the rep in writing because if it's not documented, it's not done. I like that wording. It more or less makes sure that everybody is on par, so there isn't any deviations from the

corrections. They're also going to supply the rep with any sort of written orders that are issued by the ministry for their inspections. And they're going to report any illnesses, injuries, or unfortunately, any sort of workplace deaths directly to the HSR as well. And then during all this portion, they're still an employee, so they're going to pay the rep for performing these duties for the employer and for the employees at the work site.

Holly Baril:

Okay. Just curious to know, have you ever been on a site where an inspector has showed up and perhaps has asked who the rep was and then maybe taken you out on a little inspection?

Tige Collins:

Absolutely. I've been in many situations where, as a ministry, as you all know, they can show up at your workplace at any time unannounced. They have that right. Then our employer at that time contacted myself, who was the rep. I met up with the inspector and we toured the worksite. Those have always been positive experiences because the ministry is out there to help us, to point out any sort of, issues and look at it as they are experts in their fields and they will work with you and take your input as well when it comes to issues. But at the end of the day, we still have to all provide a healthy and safe workplace, and they're here to help us.

Holly Baril:

Yeah, right on. Good. How often should workplace inspections be conducted by that health and safety rep?

Tige Collins:

According to the act, it's at least once a month. You think about that as your bare minim and that’s acceptable where you're out inspecting your workplace at least once a month. And then of course you're also having opportunities to contact and communicate with your peers as well in the workplace, on a regular basis. So, it’s once a month.

Holly Baril:

So in, in your experience, is it once a month? Or what is it?

Tige Collins:

Oh, no, it's, it's practically every day, right? When you are in health safety, you're out all the time, your eyes are always turned on. And some employers, require you or want you to go out multiple times in a day, or they set a minimum of so many inspections for a month. So your employer can also suggest a certain amount of inspections for the year as well, or the month or the day.

Holly Baril:

Okay. And when you're doing your inspections, do you record anything? What's important for a health and safety representative to record?

Tige Collins:

Well, there are lots of formats that you can use. You can use checklists, if you're familiar with the work area. And these checklists essentially, will cover off all the, the basics or the obvious issues. It's always good to keep a notebook with you, so that you can take notes, your phone or a camera, so that you can take pictures. That's kind of the combination of what I do when I'm out, I'm looking at things, taking pictures of things. I talk to the supervisors or the workers where, when I'm on the site as well, just so that we're having that communication of are they aware of any hazards that I'm not seeing? Because they're the ones working in the area, are there any things out there that haven't been corrected or are outstanding?

I get that feedback from both the supervisors, the workers, and then that kind of completes my inspections for the area.

Holly Baril:

Yeah. So you're saying that it's very important to make sure you have those conversations with workers and supervisors?

Tige Collins:

Yeah, absolutely. Otherwise, you're just kind of on the outskirts. It is a culture related career where you're out, not only looking for the physicals, but you're also looking for the cultural safety hazards out there as well.

Holly Baril:

Oh, good. Okay. So what records should you keep then as a rep?

Tige Collins:

You maintain any sort of record that helps with any sort of legal requirements, due diligence. So, if you have inspection records, like I mentioned, the various forms, walkthroughs, checklists, all that, those are great for showing due diligence for being out in the field because they're literally dated and completed. Any incident investigations as well need to be maintained for records any complaints from the workers, so you need to document those witness statements that sort of thing. If you have regular meetings with your management team, meeting minutes. You have to get used to taking those minutes and keeping them on record as well. And then it's always good to keep training and certifications for your employees as well, because those come in handy when you're proving due diligence and proving that your individuals are trained for the jobs that they're doing.

Holly Baril:

Okay. See, it sounds like a health and safety rep does have a lot of responsibilities, like maintaining all of those records obviously is important, and keeping things written is very important. Why is it some people don't want to be a health and safety rep, do you think?

Tige Collins:

I think there's a bad rap when it comes to safety. It's kind of, to use some slang terms, they're “ratting” people out and people really don't want to have things, that they've done wrong pointed out. So there's a little bit of that unfortunate culture out there. But in my opinion, that's not our role. Our role is to be out and helping the workers and the employers to provide a safe workplace, and that's required by law. So we're out there just trying to really help. And if we have that sort of relationship between both our coworkers and our employers and the supervisors out there, everything does get better on a culture side and people kind of deviate away from that, "Oh, you're just pointing out the faults and pointing the finger and saying that “we're just ratting people out," to use some slang terms.

Holly Baril:

Yeah. No, no, you're right. I hear that a lot, and I think we have to change that mindset of it's not us against them, it's working together for the benefit of the entire workplace. So, how can a health and safety rep effectively communicate their recommendations to the employer?

Tige Collins:

The key thing is to put the recommendations in writing. It could be an email. If you're using digital, make sure that you have files that are kept protected. Make sure that you're maintaining your files and keeping them. If you have paper documents, you could keep files for that or keep a folder for that as well. But keeping a paper trail is essential, right? And that protects the rep as well as the company, right? Again, I mentioned earlier, if it's not documented, it's not done. We always want to make sure that there's some sort of formal documentation in that, when you are doing your documentation as well, it's all about the facts, right? So, that actually has a lot more weight than opinionated or hearsay sort of conversations. Just keep it to the facts, you point out a hazard and, of course, provide a solution with that. Everybody likes that where you come up and say, "We have an issue, here's a solution." And then there's essentially a choice to be made at that point, instead of just coming up and say, "We have a problem, you figure it out." That sort of approach. So the role can be very helpful with guiding the company and guiding the people to the right choices.

Holly Baril:

I like the state the facts or stick to the facts, no opinions. That, that's a good one because a lot of times I think that's what ends up happening, right? We, we think we know what's going on or what happened, but we really are kind of losing focus of the real reasons behind something. So I like that. What should you be looking for in a workplace inspection? Like, I know you said earlier, okay, we might have a checklist, we might have this and that, but is there something specific or that might stand out that you think we should be looking for?

Tige Collins:

Well, it kind of comes down to, like, a personal hazard assessment. That ability to look at something and say, "That's not right." Because that is the, the key of any sort of workplace finding for any sort of hazards is, if your natural instinct tells you that there's something wrong here, that's a really good start because then you can ask questions. You ask questions to the workers in the area, "How do you feel

about this? Is this correct?" Because your workers are the experts in the area for the workplace, and, and in a case of a representative, they might actually be a worker as well. So they might have actually even heard from other people, during a lunch or whatnot where they've mentioned, "Gee, that doesn't look right," and it might lead them to, to investigate a little bit further on some hazards in the area.

But then the key thing is, you're looking for physical dangers, and you're talking to people, you're trying to also watch the people as well, because part of that role is to identify any unsafe work habits, and that goes for the workers, that goes for the supervisors, the management, anybody who's in that area, because you're trying to protect everybody, right? 'Cause you're trying to control anything that's uncontrolled.

Holly Baril:

When you find different hazards, how do you prioritize them? How do you, how do you say, this is wow, bad, and this one can be dealt with later?

Tige Collins:

I find instead of just saying, "Gee, that's bad," and being more of a subjective sort of approach, use a system like a matrix. And a lot of companies have risk matrixes, and there's plenty that are available online that you can find. A lot of them use a system that either uses categorization like ABC or a numbering system or high, medium, and low. And that really aids in bringing that hazard to light when you're just saying, "Gee, we have a little bit of a problem," versus, "I've classified this as a B-level hazard." It does bring that contrast in and shows the employer, shows the supervisors that this is something that we need to prioritize. And you can use that ranking system to help you with prioritization as well.

Holly Baril:

Okay. Yeah, that makes sense. Now, I might be jumping around a little bit here, but okay, we talked about inspections and we talked about finding hazards, and then we talked about making those recommendations to the employer. But now, the important part in closing that loop is how do you follow up to ensure that corrective action has been taken or completed after you put in that recommendation?

Tige Collins:

It’s a great, great question because one of the key things that I think some people do forget about is you need to keep a corrective action log, right? If there's no one out there kind of keeping track of timelines and you don't have a system that helps support, making sure that things are checked, they'll go unnoticed or priorities will shift, and that issue that was supposed to be taken care of in two weeks, now leads to four weeks and so on and so on, right? That's just kind of the, the nature of things. So if you have a corrective action log that lists the recommendations, the agreed upon recommendations, and then it has the timelines with the person that's responsible for that, or the department, depending on how big your company is, it aids in that because you can just put little notices in your phone or on your

email calendar that says, "You know what? Follow up with Bob on so-and-so," right? And that's just one of those invaluable tools that you should have.

Holly Baril:

That's a good tip for sure, because again, it's great to do all the work that we do as reps and committee members and everything else, and writing those recommendations takes time, and you've got to do it properly. Like you said, you don't just come with problems, you bring solutions, and now we're giving this to the employer, and they agree, hopefully, and now we're going to make those changes, but they have to happen, and if nobody's paying attention or has the responsibility, like you said, you know as well as I do, it's probably not going to happen or it takes longer, and that's what we don't want. We want that circle to be closed, and we want to put that aside, move on to the next thing. So I like that a good corrective action log helps keep the accountability to everybody.

Now, I want to get into something that hopefully a health and safety rep never has to deal with, but, you know investigations and workplace injuries or incidents or fatalities, so what role do they, does a rep play when it comes to that type of incident?

Tige Collins:

They should be a part of the investigation process. Now, every company's a little bit different. They might have their supervisors do the initial investigation, they might have their representative do the investigation but usually it is a support system there. But anytime that an individual has been advised that there is an investigation, usually is the flag that the individual, the rep, will be assisting with that investigation. The Act also kind of outlines clear areas where the rep will be helping when it comes to an incident and what they can do when it comes to an incident. So according to the Act, a rep can inspect the area where an incident occurred so in the event of a critical injury or a fatality, it also states that the health and safety rep may inspect the site of that incident. Again, I mentioned that they are going to participate in investigations. We encourage health and safety representatives to help the employer. The more eyes on an investigation, the more fruit comes from that that for the labour as they're investigating deeper and deeper and finding out the whys of the investigation. Also for any sort of testing results, the HSR can request information about the equipment or the materials that are involved in the injury. They can ask for to also be present for testing for specific equipment if that's part of the investigation findings. Then, they're also part of that whole process of trying to identify the root cause of the incident instead of like an upper level sort of description and say, "Well, this happened." a quality investigation digs deeper and asks those why questions and tries to find that quote unquote root cause, because if we find that root cause, then we have a better chance of preventing it from happening again.

And then lastly, after all the investigation findings are done and the conclusions are kind of brought up, they'll make recommendations and they'll make those recommendations to the employer, especially any sort of major corrective actions or controls of uncontrollable hazards, right? And then of course, we follow back to the corrective action log and agreements and all that stuff as well.

Holly Baril:

I think the hard part here is not assigning blame when something has gone wrong. And I think it's just human nature to say, "Oh, this happened because of that." We need to focus on learning from the incident rather than assigning blame. So how can, how can we change that focus? How can an investigation change that focus?

Tige Collins:

Yeah. Well, that's a great question, because you're talking about basic culture, where there's a theory out there called the scapegoat theory, which you just highlighted. It is that easy answer to the problem, and so you point to the smoking gun, for example, but in good investigation looks beyond that, right? There's a reason why that happened, right? So the best way to avoid a blame culture is you need to get commitment from the employer, right? The employer needs to understand the importance of a quality investigation, right? That might be a good discussion in itself, but once the employer kind of gets on board to that, they need to educate not only the health and safety rep in in the case of an individual new into the role, but they need to educate the supervisors and the rest of their management team on investigation methods, how you're going to be approaching investigation, the importance of freezing the scene.

So of course, that also includes education of your workforce. And once everybody kind of understands the reason why you're doing an actual investigation, and that is to dig deeper rather than just blame "George", you know, you can actually start to shift the culture away from that scapegoat action to, "Hey, yeah, why is this happening? Why are we backing into things? Why are we clipping the mirror off a truck?" That sort of deal. And then you can look at your workplace under a better microscope, or you can look at your SOPs or how people are behaving on site, and then you can actually have a better change in culture in regards to all that.

And, and a lot of times it's easy to just say, "Oh, it was this that caused the incident." And we have business to run, we have work to do, we have tasks that we need to be completed, and everybody understands time is required to do a quality investigation, but just looking at the sore thumb isn't enough. We do have to look deeper, because there are a lot of reasons why that happened, and a good investigation process will help you with that.

Holly Baril:

Yeah. Okay. So then what makes an effective incident investigation?

Tige Collins:

Collaboration. I think that's the easiest answer, right? If you don't have collaboration, if you don't have assistance from your workers who are willing to come up and say, "We've had an incident," without any fear of reprisal, you've got supervisors that also support that as well, saying, "Yes, we're here to find out the root cause versus interrupt processes." And then, of course, you have a management team that also wants to know why it's happening so that they are compliant with the *Occupational Health and Safety Act*. And providing that safe workplace. So, if you've got collaboration from all three of those work parties, you've got an effective incident investigation. And then eventually, theoretically speaking, you're going to have less and less and less incidents because of that involvement of finding the issues,

correcting them appropriately, and working together to get to that health and safety that everybody wants at their place.

Holly Baril:

Okay, that's good. I'm glad you said collaboration because it kind of leads me to my next part here, and that is talking about the internal responsibility system, which is, like you said, collaboration. So I would just want to know what do you think the internal responsibility system means, and how does the internal responsibility system encourage shared accountability for health and safety?

Tige Collins:

Well, if you look up or you do a search, it'll say the IRS, the internal responsibility system, means everyone in the workplace shares the responsibility. I like to kind of go a little bit personal on that and say that we're all part of a community within our workplace. We live in communities together, but we're also in a community in our workplace. And I think that helps shares the accountability for health and safety, you know? When people get together and they become group units and they realize that they are indeed part of a community, they're going to want to be a part of that and grow that and make sure people are safe. And that goes from, again, all the lines, frontline to the supervisors, to the management use as well.

Holly Baril:

Okay. So then what role does every workplace party play in making this IRS successful?

Tige Collins:

As I mentioned, the employers need to be involved. They need to provide that safe work environment. They need to provide training, proper training. They need to follow up on that training as well. They need to provide the protective gear for the individuals to work safely. And then they need to provide supervision that's competent, right? And then the supervisors, they're on that line where they're watching the work. So they need to know the workplaces. They need to tell the workers about the hazards. They can't gloss over any things or put opinion on it. Fact is fact, right? They say, "Okay, we have these hazards. Here we're how we're going to deal with it." Work with their health and safety reps, et cetera, to help with JHAs or whatnot. They need to also enforce the safety rules.

So if they see workers that are not using a safe work procedure or are deviating from the safe operating procedure or the expectations thereof, they need to correct those individuals. And I'm not talking about discipline, but take them aside and say, "This is how we want you to do the work, right? Because it's a safety thing." And then ensure the workers are using the SOPs and using the PPE that is responsible for them, they're being responsible for the individuals on the workplace. And then the workers, they need to know and they need to understand the safety rules, right? And I, I say those are two things because, the education part comes from the employers, so the employers need to make sure that the workers know what is expected of them, and the workers need to follow those, right?

And then mentor and guide other workers, especially new workers to make sure that there's no deviation from safety because, again, as a community, we want everybody to get home safely.

Holly Baril:

Nice. Okay, good. I like that community. It makes sense, really. You spend most of your time at work anyway, so let's make it a safe, fun, productive environment where everybody can, can grow, right? So the last thing I just want to get into is maybe training and professional development for our health and safety representatives. So what training do you think every new health and safety rep should receive?

Tige Collins:

I know IHSA offers courses for health and safety representatives. There's other third-party providers as well that offer courses. Along with the health and safety representative course or a similar course, you definitely need to take the joint health and safety courses. The certification of part one and part two. That would be a great start for an individual starting out as they are growing in their health and safety career. Depending on how things are for their organization, they might want to look into other programs, even the health and safety certificate program from colleges. There's a lot of courses out there. Keeping fresh is probably one of the hardest things a safety person can do. The information is out there, but there's never really a big alert saying, "Here's the new and brightest." We do need to take control of our careers and actually guide ourselves on our continuing development.

But there are a lot of organizations out there that are offering great courses. There are safety conferences held out throughout the province throughout the year and even nationally, if you're able to go to those, they're wonderful. There's organizations like the Health and Safety Professionals Canada or the Board of Safety Professionals of Canada. We are organizations that are trying to help network health and safety people. And networking is another thing as part of our continuing development. Having an opportunity to talk to other safety peers is actually very rewarding. Not only is there a chance to talk about what we're experiencing in our related fields, but there's also a chance to talk about safety cultures and new technologies like AI, for example, or other cool databases that seem to be helping other people.

So having those opportunities available to you are just key components of continuing development once you start this career.

Holly Baril:

Yeah. And it's funny because I get that question a lot when I'm training. How do I stay in-the-know with anything new or changing? And it's like, yeah, that's the struggle. So you have to do these things. You have to join webinars. You have to go to different conferences. Or, IHSA, we have the labour-management meetings across the province of Ontario. Those are held monthly, basically. And again, you're at the one in Sudbury, and it's the networking, and it's what's going on in the province, what's going on with the Ministry. That's where we get our information from. Going on the Ministry's website, going on IHSA's website or other safety organizations and finding things out. So sometimes you could feel alone, but if you surround yourself with others, then you're not alone. You make those connections and those contacts.

Tige Collins:

Yeah, absolutely true. We are not alone. You think it; I agree with you on that. But if you even look at any sort of major organization, they've got at least two, maybe even more safety personnel right there in their folds. So there are a lot of us out there. And if you can think about how empowered we can be if we kind of come together and we have that networking opportunity, that will just expand our knowledge. It will allow for us to share ideas and we'll get all stronger in the process.

Holly Baril:

Yeah, exactly. Work together, right? So to finish this off then, what do you think are some qualities that would make someone an effective health and safety representative?

Tige Collins:

Well, you need to be knowledgeable of the workplace, right? You need to know what's going on there. Obviously I'm not going to jump into nuclear engineering. I have no idea what's all about that, right? So, yes, it's all sort of a kind of a pond mentality, but if you're in construction, that's a great place to start your career. It's like, you know the work that's being done, you know how it's being done and that will help your learning curve in health and safety as well as you enforce what you know in the workplace. Of course, knowing the people there and of course, with courses and with time, you'll learn more and more about *the Occupational Health and Safety Act*. So, knowledge is there. Personally, I think that an individual needs to be empathetic. They need to be approachable. You need to actually generally care about the people that are there. As I mentioned earlier, we're part of a community. And sometimes it also takes time to build a trusting environment. As I mentioned earlier, there's stigma with a health and safety person, and it's like your personal approach will encourage individuals to come and talk to you, you know? And that will make your day a little bit easier when you are able to talk to people because there's going to be some cross communication. Sometimes those communications are going to be a little bit harder and challenging than others. You need to have good observation skills as well, right? You need to be able to pay close attention to detail. If your brain says, "Hey, something's different here today compared to yesterday," follow that gut instinct.

You need to be able to recognize those hazards and how can they pose a risk to the workers, and that includes behaviours, of course. Be a good communicator. You need to understand your safety rules clearly, yes, but you've got a wonderful green book that you can always reference as well and say, "Hey, give me 10 minutes. I need to read up on something." So you got a great resource there. But you do need to communicate, right? You do need to talk to individuals of different ethnicities and different education levels. So you're going to be able to have a lot of good conversations by being a good communicator by saying, "Here's how we do things," right? And that will always help with a good approach as well. And I like this one the most: be patient. Rome was not built in a day. You are dealing with, again, with people. People with experiences, people with ethnic differences, people with language differences and even work experience differences. And you need to be one of those little key components in the communication between, again, the workers and the management team and vice versa, because you're all just trying to do one thing and that is to bring everybody safe and home unharmed.

Holly Baril:

Okay. That's good. I like that. The approachable piece is really important as well, and empathetic. I mean, if you don't care, then why are you in this position? But being approachable is huge, because I just was speaking to someone who recently got a new position as a health and safety, we'll call it coordinator, right, because they don't really call them reps. And the first thing he said to me was, "I have got to build a good rapport with this group of workers so they trust me, so they come to me. I don't want them to think I'm the safety police because I'll never get anything out of them." Yeah, and he's absolutely correct. That is absolutely it. You want to be approachable. The strong communicator thing, 100 per cent. And that's tough. Communication is tough. You could either be good, bad at it, you'll learn as you go, but also learning different methods of communication too, right?

Sometimes people need something to be written so they can reread it. They need to see it. Maybe it's a poster, maybe you demonstrate. So learning those communication skills is super important. And then going back to what we said about how we can continue professional development, I'm sure there's courses on these types of different topics here that could help a rep become stronger and better at their position.

Tige Collins:

Absolutely. Like the Train Trainer program typically goes through the different types of ways to educate adults, right?

Holly Baril:

Yeah.

Tige Collins:

And you touched on that.

Holly Baril:

No, that's awesome. Well, listen, that that's all the questions I have for now. I don't know if there's anything you'd like to add?

Tige Collins:

Not right at the moment, but it's been great chatting with you.

Holly Baril:

Yes. Thank you very much. That was great information. I'm positive that our listeners are going to enjoy and get some good information and tips out of this podcast. So thank you again for joining me.

Tige Collins:

Yeah, you're very welcome. It was a pleasure.

Holly Baril:

Thank you for listening to our podcast. I'm your host, Holly Baril, and be sure to subscribe and like us on your podcast channel and visit us at hsa.ca for a wealth of health and safety resources and information. And remember, your health, your safety, your future. Protect all three.

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