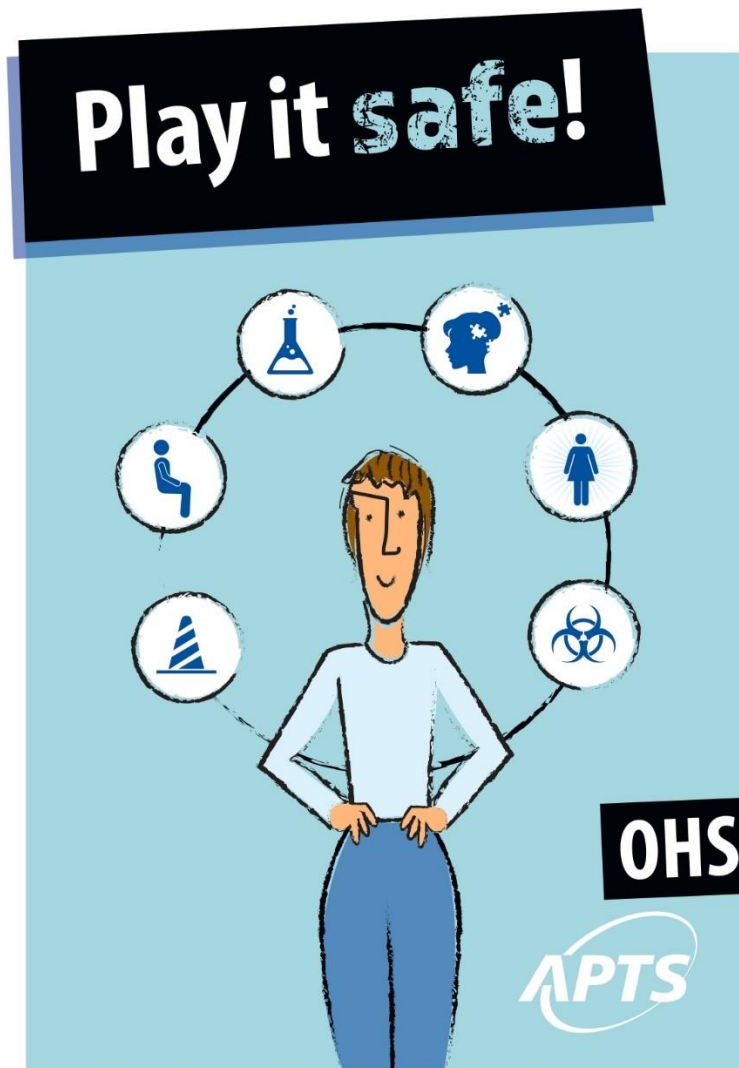




Declaration toolkit

*Bring about a culture change focused on
prevention*

OHS local committee

APTS West-Central Montreal

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Special thanks to Amina Imène Damouche, Ana Sofia Lopes Mota, Cindy Potechin and Mika Takada-Leduc, members of the local OHS committee (APTS West-Central Montreal) without whom this toolkit would not have been possible.

Context

While the promotion of the reporting of incidents, accidents and any risky or dangerous situations has long been considered essential – under-reporting has major impacts on employees – this declaration toolkit aims in particular to address the **reporting of risky or dangerous situations as a preferred tool for preventive action in our workplaces**. The toolkit was developed by the local occupational health and safety (OHS) committee APTS West-Central Montreal, made up of workers who are familiar with our workplaces. In this sense, we hope that the examples provided will resonate with your own reality in the field and encourage you to more easily report risky or dangerous situations that you and your colleagues face daily.

With the changes brought about by the *Act modernizing the occupational health and safety regime* (LMRSST), new prevention and participation mechanisms specific to each establishment are planned. Health and safety committees (CSS) are being set up to this end. These committees will include workers' representatives (RT) and health and safety representatives (RSS), whose role will be to help identify and analyze risks to workers' health and safety. In this context, the reporting of risky and dangerous situations will become even more important in facilitating the work of these representatives and ensuring local monitoring of risky or dangerous situations. We are therefore offering you this practical toolkit to prepare the ground, but also to get the ball rolling, in the hope that you in turn can positively “infect” your colleagues and that reporting risky or dangerous situations becomes second nature.

Ultimately, the form for reporting a risky or dangerous situation can be used as proof to demonstrate that the work stoppage is related to an occupational injury. In doing so, the employee could claim the **income replacement benefit** rather than the employer's **wage insurance benefits**. Wage insurance benefits are less advantageous than income replacement benefits. Furthermore, after 104 weeks of wage-loss replacement benefits, long-term health insurance takes over according to the clauses of the collective wage-loss insurance plan. This can have an impact on the group insurance premiums of all those participating in the group insurance plan (APTS, 2025).

Income replacement indemnity (CNESST, 2025e)

Corresponds to 90% of net income.

Wage-loss replacement benefits (CCOMTL, 2022)

Corresponds to 80% of regular salary.

Reporting process

CAUTION!

The process presented here could change soon with the appointment of worker representatives (RT) and health and safety representatives (RSS). The toolkit is available online and will be updated as these changes are made.

Pre-stage (optional): Inform in writing (email) – to leave a written record, which can become evidence – your immediate manager of a risky or dangerous situation you are facing in your workplace. The employer – your manager by extension – is obliged to provide you with possible solutions within a reasonable period. The manager may very well ask the establishment's prevention service to support him or her in this process.

However, there are several reasons why this type of declaration may not be properly handled: new manager, little or no knowledge of the employer's obligation in terms of prevention, no idea where to turn for help with such a procedure, etc. In this context, it is more advisable to complete a declaration form for a risky or dangerous situation, since the prevention service will be directly involved.

First step: Complete a declaration form for a risky or dangerous situation. The form must be completed individually, then sent to prevention.sst.ccomtl@ssss.gouv.qc.ca and to your immediate manager in CC. Feel free to put your union in CC as well: ccomtl@aptsq.com.

The declaration form reporting a risky or dangerous situation is available on the intranet of the CIUSSS West-Central Montreal or on the local page of your APTS West-Central Montreal union under PRACTICAL DOCUMENTS\ Occupational Health and Safety\ [Annex 3 Declaration of a dangerous or at-risk situation Form](#). A copy of the form is also available in the annex of this toolkit.

Tip

Within a team experiencing a common risky or dangerous situation, it may be useful to duplicate the same form several times, then sign it and send it individually to the prevention service. This avoids the isolation of an employee and sends a clear message to the prevention service.

Second step: The occupational health, safety and well-being team (SSMET) / the establishment's prevention service is responsible for following up on these forms and must take the necessary measures, in collaboration with your manager, to ensure that the situation is resolved within a reasonable period. Normally, the process could end at this stage if the employer resolves the situation adequately.

However, if you feel that the reasonable time limit has not been respected before adequate solutions are applied or if you consider the proposed solutions to be inadequate, please notify your local union team at ccomtl@aptsq.com.

Step in case of non-resolution of the situation: Following exchange with you, your union will take steps with the prevention service in relation to the risky or dangerous situation. A phone call to the head of prevention of the CIUSSS sometimes helps to unblock stagnating situations.

Ultimately, if the situation is still not resolved within a reasonable period, we may suggest that you go ahead and file a complaint with the CNESST. You are not obliged to join forces with your union to file such a complaint, but we strongly recommend it. Visit the *CNESST website \ Customer Services \ Complaints and Appeals* for more details.

Six types of risk

It is not mandatory to identify the specific type of risk when completing a form to report a risky or dangerous situation, but it can be useful to understand the different types of risk that exist to better identify and recognize them.

For each type of risk, an explanation and examples are given. In addition, a form for reporting a dangerous or at-risk situation has been completed for each risk as an indication.

Hazard or risk?

“A danger or hazardous phenomenon can be described as a potential source of harm to [the worker]. When the worker may come into contact with the danger, there is a risk.

Preventionists will say that a hazard is identified, and a risk analyzed. In the same way, a hazard is eliminated while a risk is reduced and controlled. To simplify the process, the term “risk” will be used mainly in all stages of the process, without distinction.” (CNESST, 2022)



1. Chemical risks

What is a chemical risk?

Chemical risks exist when the worker is in contact with raw materials and/or by-products of a process. These materials can result from:

- Mechanical action.
- Evaporation.
- Combustion.
- Decomposition.
- Chemical reaction.

Working in the presence of hazardous gases, such as carbon monoxide or fire smoke, is part of the chemical risks (CNESST, 2025a). In 2006, Health Canada implemented the *Chemicals Management Plan* (CMP) to protect Canadians and the environment from the harmful effects of chemicals.

How can I be exposed to chemicals and pollutants? (Santé Canada, 2023)

Exposure to chemicals and pollutants can occur in 3 ways:

1. Inhalation.
2. Absorption.
3. Ingestion.

Inhalation (breathed in)

You are exposed to chemicals and pollutants when you breathe in. You take more than 20,000 breaths a day. The chemicals and pollutants that you inhale can end up in your lungs and blood. Sometimes you can smell or taste harmful chemicals, but it is not always so easy to identify them.

Some chemicals, such as radon or carbon monoxide, are odorless, tasteless and invisible.

Absorption (products in contact with the skin and eyes)

You can be exposed to chemicals and pollutants by encountering them through the skin and eyes. These organs can be more sensitive to chemicals and react more quickly than the rest of the body.



Ingestion (products eaten or drunk)

You are exposed to chemicals and pollutants when you eat and drink. Chemicals and pollutants are found in our food and water sources.

What are the possible effects on my health?

The effects can be directly on our physical health or indirectly on our safety, they can manifest themselves:

- Immediately (acute), such as irritation of the skin or eyes, burns or poisoning.
- In the long term (chronic), repeated contact with certain chemical agents, even in small doses, can damage the lungs, nerves, brain, kidneys, etc. In this case, the effects depend on the chemical to which one has been exposed. The long-term effects on health can be as follows:
 - Cancer.
 - Organ damage.
 - A weakened immune system.
 - The onset of allergies or asthma.
 - Reproductive problems and birth defects.
- On our safety: Chemicals can also cause fires and explosions and can have indirect effects on our health, particularly in the event of malfunctions (accidental spillage or spill, breach of containment, leaks, etc.).

How is the risk to my health assessed?

The health risks of chemicals and pollutants depend on several factors, including:

- The amount to which you are exposed.
- The type of chemical or pollutant.
- The time and duration of exposure.
- Your age and general state of health.
- The way in which you are exposed (through the air, products, food, water and soil).

The people most vulnerable to exposure to chemicals and pollutants are:

- The elderly.
- Pregnant women.
- People with chronic illnesses.

What should be remembered? (INRS, 2023a)

Omnipresent in the workplace, chemical products sometimes still go unnoticed. Identifying dangerous chemical products, mixtures or processes and knowing their effects is the first step before implementing suitable means of prevention.



Example of a declaration of a dangerous or at-risk situation Form – Chemical risk

RISQUE CHIMIQUE

Formulaire de déclaration d'une situation à risque ou dangereuse

Identification du travailleur	
Nom, prénom : Joe Bleau	N° employé(e): XXXXX
Titre d'emploi : Travailleur social	N° téléphone : XXX-XXX-XXXX
Établissement, service et site : CIUSSS Centre-Ouest de Montréal, Service X, Site X	
Date de la déclaration : 2025-03-25	
Description de la situation à risque ou dangereuse (à compléter par le travailleur)	
Site et numéro du local : Depuis quelques semaines, moi et mes collègues de bureau on sent une odeur comme celle de pneu brûlé ou de plastique brûlé. Cette odeur dure toute la matinée et parfois toute la journée. Cependant, on ne la sent pas tous les jours, c'est plutôt 2 à 3 fois par semaine. Le problème est que tout le monde ressent des brûlures au niveau des yeux et de la gorge. En fin de journée, certaines personnes commencent à tousser. C'est vraiment très désagréable et pas très propice au travail. Le soir j'ai des maux de tête importants et mal de gorge et les brûlures des yeux persistent. Mes collègues sont dans la même situation, surtout ceux près de la bouche d'aération. À noter que nos bureaux ne sont pas munis de fenêtres et que l'aération artificielle est le seul moyen d'aération.	
Mesures correctives suggérées par le travailleur	
Mesures temporaires (si nécessaire) : Télétravail jusqu'à ce que la situation soit résolue.	
Mesures permanentes : Détection et résolution de la problématique à la source.	
Signature du travailleur:	
Action(s) prise(s) par le service de santé, sécurité et mieux-être au travail	
Description :	
Suivi par le service de santé, sécurité et mieux-être au travail	
Suivi à faire :	
☐ Corrigé en date du :	
Signature de l'intervenant du service SSMET :	

SVP, expédiez ce formulaire au service de santé, sécurité et mieux-être au travail dans les plus brefs délais
CLSC de Côte-des-Neiges, 5700 ch. de la Côte-des-Neiges (5ème étage), Montréal (QC), H3T 2A8
Télécopieur : 514-731-4290 Courriel : prevention.sst.ccomtl@ssss.gouv.qc.ca



2. Biological risks

What is a biological risk? (CCHST, 2024)

Biological hazards exist when workers are exposed to materials in which microorganisms or allergens are detected.

These materials may be in the form of dust, mist, decomposition, growth in a humid environment, deposits on surfaces or biological degradation.

Microorganisms are also called biological agents or infectious agents, examples being viruses, parasites, fungi, bacteria, etc.

Allergenic agents include pollen, insect venom, mites, animal hair, saliva, animal dander, plant or animal dust, etc.

Biological risks affect many sectors of activity: healthcare, personal services, agriculture, the food industry, the environment, etc.

What is a biological agent?

Most biological agents are microscopic living beings, invisible to the naked eye. They are present everywhere, in living beings, in the environment and in the workplace.

They are classified into broad categories: bacteria, microscopic fungi, viruses, parasites and prions.

They are identified by their Latin genus and species names. For example, in *Legionella pneumophila*, *Legionella* is the genus and *pneumophila* the species. When a biological agent is designated by its Latin name, it is written in italics, which is not the case for the French name (*légionelle* for example).

Where are biological agents found?

Any environment or life in which a biological agent naturally develops and multiplies is called a reservoir. A biological agent can survive outside its reservoir for varying periods of time depending on the conditions conducive to its survival, such as temperature and humidity.

- In living beings: humans, animals, plants.
- Biological fluids: saliva, urine, blood, etc.
- In the environment: contaminated water, soil, surfaces, areas and objects.

How are biological agents transmitted?

1. By inhalation of contaminated particles or droplets.
2. By ingestion when dirty hands or a soiled object are brought to the mouth.
3. By inoculation through a wound, animal bite or insect sting.



4. Through contact with the skin or mucous membranes (eyes, nose, mouth) with dirty hands or contaminated surfaces.

There is a risk if the worker's exposure corresponds to the transmission route of the biological agent.

Example of contamination

The bacterium *Legionella pneumophila* can cause a lung infection called legionellosis in people who inhale aerosols of contaminated water. If the water system is contaminated with legionella and a worker is exposed to aerosols of this water, they run the risk of developing legionellosis. On the other hand, if the worker dips their hands in this water, they do not run the risk of developing legionellosis.

What are the possible consequences for my health? (INRS, 2023b)

While most biological agents are harmless to humans, some can nevertheless cause illnesses of varying severity in humans:

Infections

Infections are caused by the penetration and multiplication of a biological agent in the body. Depending on the biological agent involved, infectious diseases are characterized by:

- Their location (skin lesion, pneumonia, hepatitis, etc.).
- Their severity (simple fever, cardiac or pulmonary complications, etc.).
- The time it takes for symptoms to appear (a few hours, days or months).

We are not all equal when it comes to infectious risks. Individual factors can influence the risk of developing an infection.

Some employees may have acquired immunity to a pathogenic biological agent after contact with it, whether or not they have been ill. However, not all infections provide immunity.

Immune defenses can also be stimulated by vaccination, but the number of infectious agents for which a vaccine is available is very limited.

Conversely, the immune defenses can be weakened (convalescence after an infection, long-term treatment with certain drugs, AIDS, etc.). This can lead to increased susceptibility or severity of infections.

Allergies

Allergies are hypersensitivity reactions resulting from an inappropriate immune response. The manifestations (rhinitis, asthma, pneumopathies, etc.) are related to the presence of in the body of an allergen that may come from a biological agent (mainly mold, actinomycetes bacteria).

The threshold for triggering these effects varies greatly from one individual to another and, for the same individual, this threshold can vary over time.



Toxins effects

Some biological agents release toxins that can have an impact on health:

Exotoxins are secreted by certain bacteria, with various health effects such as intestinal or neurological disorders.

Endotoxins are secreted by bacteria that can proliferate in certain favorable environments (wastewater, compost, household waste, etc.). Endotoxins persist in the environment long after the bacteria die. In a professional context, exposure to endotoxins through the respiratory tract can cause various effects:

- Organic dust toxic syndrome, or ODTS: “simple” temporary fever, accompanied by body aches resembling the onset of flu, significant respiratory symptoms, but reversible without after-effects, with a feeling of suffocation/chest tightness, occurring after massive exposure to contaminated dust.
- Bronchopulmonary damage that can become chronic (possible progression to respiratory failure).

Some biological agents and mycotoxins are classified by the International Agency for Research on Cancer (IARC). However, the conditions for contamination by these agents are rarely met in a work situation.

How can I assess the biological risks to my health?

In practice, the approach consists of:

- Locate the reservoirs where dangerous biological agents are likely to develop.
- Identify the activities that may expose the worker to the reservoir.
- Check whether the identified exposure is compatible with the mode of transmission of the reservoir's biological agents.

Risk assessment is carried out by following the chain of transmission from the “reservoir” of biological agents to the exposed worker.

Risk prevention consists of breaking this chain as far upstream as possible. This prevention involves measures for the organization of work, collective and individual protection, as well as information and training of personnel.

Preventive measures must be adapted to the professional activity in question.



To be differentiated: occupational accidents and occupational illnesses!

Occupational accidents

In terms of biological risks, some accidents can lead to the penetration of pathogenic biological agents or promote the secondary infection of existing wounds (bites, stings, cuts, accidental inhalation or ingestion, etc.). Prevention measures and procedures for caring for victims must be put in place as soon as the risk of accidents is identified (accidents involving exposure to blood in particular).

Occupational diseases

Apart from cases of occupational accidents, an infection, allergy or toxic pathology is said to be “occupational” if it is the consequence of a worker's exposure to a biological agent or its products (endotoxins, mycotoxins, etc.) in the course of his or her usual occupational activity and if it appears in one of the occupational disease tables of the general or agricultural scheme.

[illegible]



Exemple of a declaration of a dangerous or at-risk situation Form – Biological risk

Formulaire de déclaration d'une situation à risque ou dangereuse

Identification du travailleur	
Nom, prénom : X,Y	N° employé(e): 0000
Titre d'emploi : Technologue en imagerie médicale	N° téléphone : 555-555-5555
Établissement, service et site : CIUSSS Centre-Ouest de Montréal, Service X, Site X	
Date de la déclaration : 2024-03-27	
Description de la situation à risque ou dangereuse (à compléter par le travailleur)	
Site et numéro du local : Site X et no. local XXX Depuis quelques semaines, je présente une toux et des difficultés à respirer à chaque fois que je suis au bureau et surtout vers la fin de la journée. Mes collègues ressentent les mêmes symptômes que moi, mais à un degré moindre. Certains ont seulement des rhinites ou des éternuements. J'ai consulté plusieurs fois, mais le traitement ne marche pas. Dès que je retourne au travail, ça recommence. Cette situation dure depuis que des travaux ont été entrepris dans l'unité au-dessus durant l'hiver. Je porte à votre connaissance que j'étais asthmatique durant ma jeunesse et je présente une sensibilité accrue aux allergènes.	
Mesures correctives suggérées par le travailleur	
Mesures temporaires (si nécessaire) :	
Télétravail jusqu'à la fin des travaux.	
Mesures permanentes :	
Signature du travailleur: X,Y	
Action(s) prise(s) par le service de santé, sécurité et mieux-être au travail	
Description :	
Suivi par le service de santé, sécurité et mieux-être au travail	
Suivi à faire :	
☐ Corrigé en date du :	
Signature de l'intervenant du service SSMET :	

SVP, expédiez ce formulaire au service de santé, sécurité et mieux-être au travail dans les plus brefs délais
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Télécopieur : 514-731-4290 Courriel : prevention.sst.ccomtl@ssss.gouv.qc.ca



3. Physical risks

What is a physical risk?

According to the CNESST (2025a), physical risks take the form of energy or forces that enter our body through our ears, skin or eyes, such as:

- **Noise:** Prolonged exposure can have negative impacts on health such as occupational deafness, tinnitus, fatigue, stress, and burnout (APTS, 2023).
 - Examples: machinery, music, shouting, etc.
 - **Example of a situation:** Open room, on the phone with a hearing-impaired patient, meetings at the same time, decreased concentration, fatigue, etc.
Possible solution: Ask for a meeting room, or even additional soundproof screens, encourage teleworking when there are many meetings in a day, earplugs, etc.
 - **Vibrations:** Prolonged exposure can lead to musculoskeletal injuries such as stress fractures.
 - Example: machinery, etc.
 - **Electricity:** prolonged exposure can cause burns or electroshock.
 - Examples: electric shock, etc.
 - **Temperature:** prolonged exposure can cause heatstroke or, conversely, hypothermia.
 - Examples: heat, cold, draughts, etc.
 - **Example of a situation:** It is winter, and the heating system is no longer working, and the temperature is below the recommended threshold (20 degrees).
Solution: notify your manager and the facilities department (via Auxilium) to repair the heating system. Contact your union if things do not change on the same day.
 - **Example of a situation:** We are in the middle of a heatwave and the temperature in the offices has risen to 36 degrees. **Solution:** make sure you stay hydrated, add a fan to the equipment, access frozen options in the freezer.
 - **Pressure:** prolonged exposure can have an impact on physical comfort and thus on health.
 - Examples: high- or low-pressure environment, etc.
 - **Radiation:** prolonged exposure can increase the risk of cancer.
 - Examples: radiological device, sunlight, lighting, etc.
 - Example: See the example of a risk or dangerous situation declaration form.
-
-



Example of a declaration of a dangerous or at-risk situation Form – Physical risk

RISQUE PHYSIQUE

Centre intégré
universitaire de santé
et de services sociaux
du Centre-Ouest-
de-l'Île-de-Montréal

Québec

Formulaire de déclaration d'une situation à risque ou dangereuse

Identification du travailleur	
Nom, prénom : XXXXX	N° employé(e) : XXXXX
Titre d'emploi : technologue en imagerie médical	N° téléphone : 555-555-5555
Établissement, service et site : hôpital	
Date de la déclaration : XXXXX	
Description de la situation à risque ou dangereuse (à compléter par le travailleur)	
Site et numéro du local :	
Je ne sais pas à quand remonte la dernière vérification des appareils et personne ne le sait. La personne responsable est en arrêt de travail et je ne sais pas qui a repris la tâche de faire les demandes de vérification.	
Ceci implique un risque physique-- rayonnement	
Mesures correctives suggérées par le travailleur	
Mesures temporaires (si nécessaire) :	
Faire une demande de vérifications	
Éviter l'utilisation des appareils non vérifiés	
Mesures permanentes :	
Nommer plus d'une personne responsable des vérifications et avoir un document central accessible à tous pour garder un suivi	
Signature du travailleur:	
Action(s) prise(s) par le service de santé, sécurité et mieux-être au travail	
Description :	
Suivi par le service de santé, sécurité et mieux-être au travail	
Suivi à faire :	
☐ Corrigé en date du :	
Signature de l'intervenant du service SSMT :	

SVP, expédiez ce formulaire au service de santé, sécurité et mieux-être au travail dans les plus brefs délais

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4. Ergonomic risks

What is an ergonomic risk?

According to the Larousse dictionary, ergonomics can be defined as “the quantitative and qualitative study of work in a company, aimed at improving working conditions and increasing productivity”. Thus, the aim of ergonomics at work is to prevent musculoskeletal disorders (MSDs).

There are various ergonomic risks to which workers may be exposed. These risks rarely appear alone. Exposure to a combination of these factors increases the risk of injury and the development of musculoskeletal disorders.

Predominant risks according to frequency, duration and intensity

Restrictive postures (CNESST, 2025b)

A restrictive posture is a position that forces a joint to go to its maximum range of motion and puts a lot of pressure on the ligaments, cartilage and tendons.

For example: A physiotherapist who must install a heavy full-leg brace for 30 minutes at a patient's home several times a week in a crouched position with the back bent forward. Risk of injury to the shoulders, knees and back.

Excessive physical exertion (CNESST, 2025c)

Physical exertion is part of everyday activities. The effort becomes excessive when it exceeds the physical capacities of the body.

For example, a medical imaging technologist who moves an overweight patient who cannot stand up alone from their chair to their bed requires an effort of more than 15 kg (according to PDSP standards).

Other risks related to ergonomics at work (CNESST, 2025d)

In addition to awkward postures and excessive physical exertion, workers may be exposed to other ergonomic risks. In addition to awkward postures and excessive physical exertion, workers may be exposed to other ergonomic risks.

Examples of other risks related to workplace ergonomics include:

- Repetitive movements.
- Exposure to vibrations, shocks or impacts (jackhammer tools, etc.).
- Compression of a region of the body (use of equipment).
- Insufficient recovery period (rest between tasks).



- Working in the cold (frostbite, etc.).
- Exposure to noise (hearing loss).
- Psychosocial risks can lead to muscle tension, altered posture, longer recovery time, etc.

The stages of musculoskeletal disorders

The first symptoms of musculoskeletal disorders

The initial stage is characterized by pain and functional discomfort (loss of mobility or strength) that appear during the activity being performed. They disappear in the evening, at rest, and do not reduce the ability to work.

The intermediate stage of musculoskeletal disorders

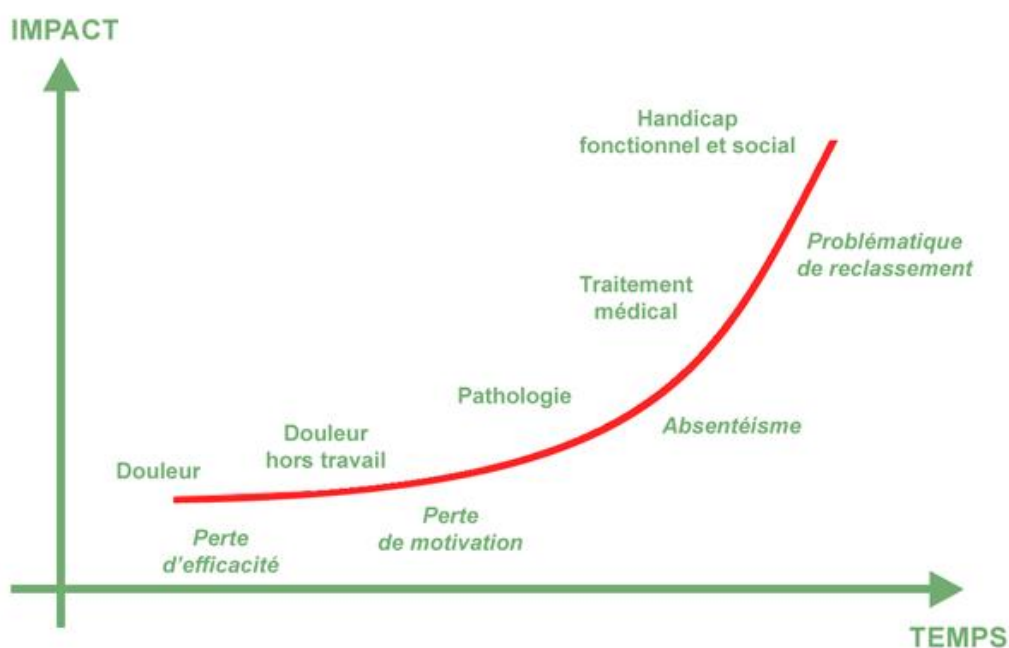
The pain and functional discomfort begin earlier and earlier in the day and persist in the evening or at rest. They reduce the ability to work.

The stage of proven musculoskeletal disorders

At this stage, the symptoms are more specific, depending on the nature of the condition: signs of inflammation, a loss of joint mobility or strength, and muscle wasting set in.

They are accompanied by an inability to perform one's work.

Table 1 The symptoms of MSDs (ameli, 2025)





Example of a declaration of a dangerous or at-risk situation Form – Ergonomic risk

Formulaire de déclaration d'une situation à risque ou dangereuse

Identification du travailleur	
Nom, prénom : X, Y	N° employé(e): XXXXX
Titre d'emploi : Physiothérapeute	N° téléphone : 555-555-5555
Établissement, service et site : CIUSSS Centre-Ouest, Service X, CLSC Y	
Date de la déclaration : 2025-01-01	
Description de la situation à risque ou dangereuse (à compléter par le travailleur)	
Site et numéro du local : CLSC Y, au domicile du patient Y	
Manipulation au domicile du patient à tous les jours qui prennent 1 heure. Je suis accroupie et penchée vers l'avant, la patiente n'ayant pas de lit d'hôpital et restant assise sur le sofa où elle dort. J'ai mal au dos et aux genoux + je ressens une fatigue aux épaules après avoir dispensé le soin.	
Mesures correctives suggérées par le travailleur	
Mesures temporaires (si nécessaire) :	
Ne pas voir ce patient à tous les jours, donc de le partager avec une collègue	
Recevoir des conseils pour protéger mon dos, épaules et genoux pour des trucs ou équipements légers.	
Mesures permanentes :	
Avoir un lit d'hôpital au domicile pour donner les soins dans une position ergonomique.	
Recevoir une formation sur les méthodes de PDSP (principes pour le déplacement sécuritaire des personnes).	
Signature du travailleur: X Y	
Action(s) prise(s) par le service de santé, sécurité et mieux-être au travail	
Description :	
EXEMPLE DE RÉPONSE Demander au supérieur d'organiser une rencontre avec l'ergothérapeute ou le moniteur PDSP du secteur et l'employée à risque de blessures et suivre leurs recommandations au plus vite (ASAP)	
Conseiller à l'employée de voir le médecin ou un physiothérapeute si les inconforts ou douleurs demeurent après le soin donné	
Suivi par le service de santé, sécurité et mieux-être au travail	
Suivi à faire : Communiquer avec le supérieur et l'employée après 1-2 semaines (date indiquée) pour s'assurer que les actions sont faites.	
☒ Corrigé en date du : 2025-01-10	
Signature de l'intervenant du service SSMET : X Y	

SVP, expédiez ce formulaire au service de santé, sécurité et mieux-être au travail dans les plus brefs délais
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5. Psychosocial risks

What is psychosocial risk? (INSPQ, 2025b)

Psychosocial risks at work are defined as: “Factors related to work organization, management practices, employment conditions and social relationships that increase the likelihood of adverse effects on the physical and psychological health of exposed persons”. (INSPQ, 2016)

Since 2021, employers have been obliged to protect their employees from psychosocial risks under the LMRSST. Due to its nature and the fact that it is relatively new, it can be more difficult to have an occupational injury related to one or more psychosocial risks recognized. This makes it even more important to keep a record of the psychosocial risks experienced at work. The forms for declaring risky and dangerous situations are the tool to be favored.

Five work-related psychosocial risk factors (CNESST, 2025f)

Some psychosocial risk factors, separately or in combination, can influence physical and psychological health. They must be considered in a comprehensive manner, since they interact with each other.

Each factor has two facets: when all is well, it can be perceived as an aspect of job retention (for example: “My team is great!” - Support at work); conversely, it can be perceived as a harmful aspect (for example: “I have very little control over my work” - Lack of decision-making autonomy).

Table 2 Work-related psychosocial risk factors (ASSTSAS, 2024)



Decision-making autonomy

Decision-making autonomy refers to the possibility for the worker to make decisions about his or her work. It encourages initiative, the use of creativity and the development of skills. Low decision-making autonomy can have negative effects. This work-related psychosocial risk factor can be present in all workplaces.



The components of decision-making autonomy

Decision-making autonomy is divided into two components, namely:

1. Decision-making, i.e.:
 - Freedom to organize one's work
 - Choice of working methods
 - Control over the pace of work
 - Self-management
2. Self-fulfillment, i.e. the possibility of:
 - Demonstrating creativity
 - Varying tasks
 - Learning
 - Taking the initiative
 - Developing skills

Autonomy in decision-making is a mark of respect and trust towards workers. It contributes to increased job satisfaction and influences staff participation in the innovation and development of the company.

Risk factors for low autonomy in decision-making

- Too frequent unpredictable demands
- Lack of work planning
- No leeway to adapt objectives and working methods
- Decisions on daily tasks taken without the participation of workers
- Prohibition of initiative by the worker
- Lack of staff participation before, during and after a major organizational change
- Abusive and unjustified control measures
- Excessive orders from the manager, without the possibility of discussion
- Management of working hours without leeway
- Constant use of an authoritarian tone of voice by the manager

Workload

The workload is related to the tasks requested and the time allocated. It has a subjective dimension, since each worker may perceive and feel the workload differently.

An adequate workload is a balance between all the elements that make up this workload.

A high workload is a risk factor that can be present in all workplaces. An imbalance in the workload can have negative consequences for workers. The employer must therefore take this into account in his prevention program.



Risk factors for high workload

Workload is the quantity and complexity of the tasks to be performed in a given context. The risk factor of high workload is influenced by:

- High physical, intellectual or emotional demands:
 - Quantity or complexity of responsibilities
 - Unrealistic objectives
 - Excessive amount of work or meetings
 - Frequent interruptions
 - Imprecise or contradictory requests
 - Urgent or unexpected work to be carried out
 - Complex decision-making process
 - Lack of support
- Lack of resources:
 - Insufficient personnel
 - Time to carry out tasks
 - Recognition
 - Support from colleagues and managers
 - Priority management
 - Knowledge and information
 - Communication

A balanced workload management helps to preserve the physical and psychological health of workers.

Organizational justice

Organizational justice concerns the workers' assessment of the fairness of the policies, procedures and decisions that affect them in their workplace. It also refers to fairness in relationships, procedures and the distribution of resources at work.

Deficient organizational justice can have negative effects. This work-related psychosocial risk factor can be present in all work environments. The employer must therefore take it into account in his prevention program.

The types of organizational justice

Organizational justice is mainly divided into 2 types:

- Procedural justice
 - The decision-making methods in the organization and their application.
 - The degree of fairness, transparency and impartiality with which organizational processes and management practices (schedules, vacations, promotions) are applied.
- Relational justice



- The degree of dignity, courtesy and respect with which workers are treated.

Risk factors of deficient organizational justice

- Unfair, biased or non-neutral decision-making processes
- Failure to respect workers' rights
- Decisions marked by strong prejudices
- Unequal treatment of workers
- Inequality in the distribution of recognition and the application of decisions
- Differences in the information communicated from one person to another
- Inaccurate or incomplete information communicated or information that does not reflect the reality of the situation

Recognition at work

Recognition at work is important. Being recognized in one's work has beneficial effects for workers. Low recognition or lack of recognition can have negative effects. This work-related psychosocial risk factor can be present in all workplaces. The employer must therefore take it into account in his prevention program.

Forms of recognition at work

Recognition at work can come from colleagues and managers. It is an important mobilization tool for employers. It allows for the fair and equitable recognition of the efforts and achievements of staff.

Recognition at work can take three forms:

- Social
 - Signs of respect and esteem
 - Positive feedback
 - Consideration of the efforts invested
 - Appreciation of the results obtained
- Organizational
 - Job security
 - Promotion prospects
 - Assignment of new responsibilities
- Economic
 - Fair salary based on skills, experience and effort made
 - Bonuses and gratuities
 - Salary increases
 - New employment-related benefits

Risk factors for low recognition at work

- Lack of meetings with managers



- Limited opportunities for career advancement
- Lack of recognition of skills and qualifications
- Unequal pay between colleagues
- Major imbalance between effort and recognition (financial and non-financial)
- Only negative evaluation interview
- Strong disapproval of the work carried out
- Removal of the worker's name from the work carried out
- Public criticism of the work carried out by the worker

Support at work

Support at work means team spirit, group cohesion and collaboration from colleagues and managers in the performance of tasks. Support at work helps to establish healthy relationships in the workplace.

Low support from colleagues and managers can have negative effects. This work-related psychosocial risk factor can be present in all workplaces. The employer must therefore take this into account in its prevention program.

Support from colleagues

Support from colleagues can be:

- Operational
 - Providing or receiving help
 - Exchanging ideas
 - Giving or listening to advice
- Emotional
 - Building trust between colleagues
 - Forging good relationships
 - Ensuring the integration of workers into the group

Support from managers

Support from managers can be:

- Operational
 - Facilitating the completion of a task
 - Providing tools
 - Allocating resources
 - Allocating time
- Informational
 - Clarifying roles and responsibilities
 - Clearly communicating objectives and expectations
- Emotional
 - Listening when staff members are experiencing difficulties



- Lack of support during work-related difficulties
- Lack of listening on the part of the manager when support is requested
- Lack of material resources to do the job
- Accusing workers of problems
- Failure to take the worker's interests into account when making decisions
- Lack of clarity in the tasks to be performed or the manager's expectations
- Deliberate withholding of information required to do the job
- No attention paid to the well-being of staff members
- Hostile or unpleasant behavior on the part of colleagues or the manager
- Isolation of the worker experiencing difficulties

[illegible]



Example of a declaration of a dangerous or at-risk situation Form – Psychosocial risk

Formulaire de déclaration d'une situation à risque ou dangereuse

Identification du travailleur	
Nom, prénom : X, Y	N° employé(e): 00000
Titre d'emploi : Travailleuse sociale	N° téléphone : 555-555-5555
Établissement, service et site : CIUSSS Centre-Ouest de Montréal, Service X, Site X	
Date de la déclaration : 2025-03-27	
Description de la situation à risque ou dangereuse (à compléter par le travailleur)	
Site et numéro du local : Site X, local 000	
Je travaille dans une nouvelle équipe qui prend en charge des patients avec des dossiers particulièrement lourds. On me demande d'avoir le même rendement que dans mon ancienne équipe, au sein de laquelle je gérais des dossiers beaucoup moins complexes. J'ai l'impression que la charge de travail au sein de cette nouvelle équipe est mal évaluée. Je n'y arrive pas et mes collègues semblent être dans la même situation. On a déjà tenté d'en parler à notre gestionnaire, mais elle dit qu'elle n'a aucun contrôle sur les quotas. Je traîne de plus en plus de fatigue et cela m'inquiète.	
Mesures correctives suggérées par le travailleur	
Mesures temporaires (si nécessaire) : Que mon gestionnaire priorise mes dossiers les plus urgents et que cela respecte mon horaire de travail fixé à 35 heures/semaine.	
Mesures permanentes :	
Réviser le quota pour ce nouveau programme en fonction de critères qualitatifs du travail.	
Signature du travailleur: X, Y	
Action(s) prise(s) par le service de santé, sécurité et mieux-être au travail	
Description :	
Suivi par le service de santé, sécurité et mieux-être au travail	
Suivi à faire :	
☐ Corrigé en date du :	
Signature de l'intervenant du service SSMET :	

SVP, expédiez ce formulaire au service de santé, sécurité et mieux-être au travail dans les plus brefs délais
CLSC de Côte-des-Neiges, 5700 ch. de la Côte-des-Neiges (5ème étage), Montréal (QC), H3T 2A8
Télécopieur : 514-731-4290 Courriel : prevention.sst.ccomtl@ssss.gouv.qc.ca



6. Safety risks

What is a safety risk?

According to the CNESST (2025a), safety risks include:

- General mechanical: moving parts of equipment that can cause injury.
 - Among others, fixed and semi-fixed equipment (e.g. grinding wheel, pillar drill, punch press, plastic injection press, conveyor).
 - Mobile equipment (e.g. ice resurfacers, forklift, loader, tractor).
 - Portable power tools (e.g. electric drill, angle grinder, circular saw).
- Explosions or fires caused by uncontrolled energy sources (mechanical, electrical, thermal, etc.).
- Enclosed spaces: Enclosed or partially enclosed spaces in which the main dangers that may be present are:
 - Oxygen deficiency.
 - The presence of toxic or flammable gases, vapors or dust.
 - The presence of free-flowing materials, whether solid or liquid.
- Moving parts, tools or vehicles: The movement of a forklift, lifting device or handling device that may cause a possible collision.
- Falls, whether they are same-level falls resulting from slipping, tripping, stumbling, or even loss of balance
 - Example: Wet or icy surface or falls from height. Ladder, stepladder or stairs
 - ...
- Violence and assaults
 - Example: See the example of a form for declaring a risky or dangerous situation.



Example of a declaration of a dangerous or at-risk situation Form – Safety hazard

RISQUE LIÉ À LA SÉCURITÉ

Formulaire de déclaration d'une situation à risque ou dangereuse

Identification du travailleur	
Nom, prénom : XXX	N° employé(e): XXXXX
Titre d'emploi : Travailleur social	N° téléphone : 555-555-5555
Établissement, service et site : CLSC XXX	
Date de la déclaration : 2025-02-21	
Description de la situation à risque ou dangereuse (à compléter par le travailleur)	
Site et numéro du local : CLSC XXX, local XXX	
Je crois que je fais face à un risque lié à la sécurité (violence) dans l'exercice de mon travail. Voici les détails :	
Un de mes clients exprime beaucoup de mécontentement envers le système de santé et services sociaux. Il lui arrive de s'emporter lorsqu'il en parle et peut monter le ton et devenir agressif dans son non-verbal. Il a même frappé sur la table lors de notre dernière rencontre.	
Cette situation me fait peur parce que je sais que l'aide financière lui a été refusée et je n'ai pas d'autres ressources à lui proposer.	
À l'heure où M. se présente il y a moins de collègues autour du bureau de consultation.	
Mesures correctives suggérées par le travailleur	
Mesures temporaires (si nécessaire) :	
Je vais interpellier les collègues présents avant ma rencontre et leur demander de demeurer vigilants.	
Je vais me positionner près de la porte afin de pouvoir sortir rapidement.	
Je vais tenter de déplacer l'heure de rencontre à un moment plus acheminé dans le centre.	
Mesures permanentes :	
Installer des boutons d'urgence dans les salles de rencontre.	
Signature du travailleur: <i>[Signature]</i>	
Action(s) prise(s) par le service de santé, sécurité et mieux-être au travail	
Description :	
Suivi par le service de santé, sécurité et mieux-être au travail	
Suivi à faire :	
☐ Corrigé en date du :	
Signature de l'intervenant du service SSMET :	

SVP, expédiez ce formulaire au service de santé, sécurité et mieux-être au travail dans les plus brefs délais
CLSC de Côte-des-Neiges, 5700 ch. de la Côte-des-Neiges (5ème étage), Montréal (QC), H3T 2A8
Télécopieur : 514-731-4290 Courriel : prevention.sst.ccomtl@ssss.gouv.qc.ca

Conclusion

In conclusion, we hope that this declaration toolkit has helped you to better understand the reporting of risky and dangerous situations. The aim is to enable you to better identify whether you are in a risky or dangerous situation and to act accordingly. The more risks are addressed through prevention, the fewer occupational injuries there will be and the better the health and social services network teams will be able to do their job.

Now it's your turn to report it and encourage others to do the same!

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Annex 1 Declaration of a dangerous or at-risk situation Form



Declaration of a dangerous or at risk situation

Identification of the employee	
Last name, First name :	Employee number:
Job title :	Telephone number:
Establishment, department and location :	
Date of declaration :	
Employee's description of the dangerous or at risk situation (to be completed by the employee)	
Location and room number :	
Corrective measure suggested by the employee	
Temporary measure (if required) :	
Corrective measure :	
Worker's signature:	
Measures undertaken by the Workplace Health, Safety and Well-Being Office	
Description :	
Follow-up by the Workplace Health, Safety and Well-Being Office	
Follow-up to do :	
☐ Corrected date :	
Signature from the WHSW :	

Please send this form to the Workplace Health, Safety and Well-Being Directorate as soon as possible
CLSC de Côte-des-Neiges, 5700 ch. de la Côte-des-Neiges (5ème étage), Montréal (QC), H3T 2A8
Fax : 514-731-4290 E-mail : prevention.sst.ccomtl@ssss.gouv.qc.ca