

Communicating and Training

Occupational safety and health education and training is critical to a safe and healthy workplace. Decide what orientation and training you will provide to your employees and when. For example, employees and supervisors need to know what you expect of them and what their legal safety and health responsibilities are.

Start new employees, as well as employees transferred from other work areas, with a solid orientation. Cover information relevant to their safety and health, including: emergency procedures, first aid facilities, any restricted areas, precautions required to protect employees from hazards and any other safety and health procedures, plans, policies and programs applying to the employees.

Training is also needed when new equipment, processes, or procedures are introduced into the workplace or when there are instances of unacceptable safety and health performance.

What to include in your employee training:

- Education about workplace hazards and training on safe work practices and procedures.
- Specific matters in the workplace safety and health regulation applying to the employee's work (e.g. safe listing procedures, WHMIS, the use of personal protective equipment, etc.).
- Safety and health plans, policies, and programs required by law, including plans for handling infectious material and working alone situations.
- Legislative safety and health requirements that apply to the employee's job, including information on employees' rights and responsibilities under the Act.

What to include in supervisor training:

- Applicable sections of the Act and Regulations, including their roles, duties and responsibilities for workplace safety and health.
- Safe handling, use, storage, production and disposal of chemical/biological substances.
- The need for personal protective equipment, how to use it safely and its limitations.
- Emergency procedures.
- Coaching and motivation.
- Any other matters pertaining to the safety and health of employees under their direction.

Orientation Training

Statistics show that, in the first three months of employment, employees suffer a disproportionate number of work-related injuries. This underscores the need for safety and health orientation of new employees.

New employees (including transferred, re-hired and seasonal/temporary employees) have special training needs. These should be identified for individuals and for groups. The type of training for occupational health and safety depends on:

- The nature of the job.
- Previous work or job experience.
- Age (for example, the training needs of young workers entering the workforce for the first time will be different from those of an older person re-entering the workforce).
- Previous training within the company (in the case of transferred employees).
- English as a second language.

Orientation training provides many benefits. For example, orientation training:

- Makes the employee aware of the health and safety hazards of the job, how these are controlled, and how they affect his or her safety and that of others.
- Helps to reduce the high risk potential of injuries to young employees, new/transferred or re-hired employees and seasonal or temporary employees.
- Helps to meet legal requirements.
- Helps to balance the company's need for productivity with the worker's needs for self esteem and security.
- Helps to make the introduction of new, transferred or re-hired employees more efficient.

Orientation Training

Allocation of Responsibilities

In small firms, the responsibility for carrying out orientation training may rest with one person. In large firms, this responsibility may be shared between the manager, supervisors, the personnel department, the health and safety representative or joint health and safety committee and others. In either case, the employer or his/her delegate (senior manager) should provide the policy direction with respect to occupational health and safety orientation training. Some examples of responsibilities are:

Personnel Manager:

- Ensure policy is communicated and implemented.
- Prepare orientation checklist and update this as necessary.
- Plan and administer the formal program.
- Assist and advise staff having orientation responsibilities.

Manager/Supervisor

- Ensure that the program is followed.
- Review checklist in advance, update as necessary, establish priorities and schedule time for required training.
- Ensure on-the-job training is provided.
- Keep records of orientation training provided.

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- Review program and recommend changes.
- Must be consulted in the development and review of the hazardous materials training program.
- May be required to assist in development and delivery of orientation training.

Measurement and Evaluation

Set standards against which to monitor compliance with the orientation program. Keep records of all health and safety orientation provided, including on-the-job training. This is useful for monitoring compliance.

The orientation program should be evaluated periodically to assess its effectiveness in protecting employee health and safety. Identify the information needed to carry out this evaluation, collect and analyze it at regular intervals. Some examples of data that may be collected are:

- Number of new employees in relation to the number trained.
- Number of new employees injured on the job.
- Number of new employees reporting hazards.
- Number of infringement of safety rules by new employees.

Such evaluations will help identify the strengths and weaknesses in the program so that appropriate action can be taken.

New Worker Orientation Guidelines

All staff must be trained on the following topics before starting their first shift:

- Recognize who supervisors and managers are, ensure all staff is aware who is on duty at the start of each shift.
- A worker shall not perform any task until they have been trained how to do it safely.
- Employees shall read and understand all safe work procedures for all tasks.
- Employees shall be informed of their responsibilities to work safely.
- Encourage workers to ask questions whenever they are unsure of something.
- Introduce employees to the health and safety committee or worker representative.
- Define the pathways of communication so all workers know where to take their questions or concerns.
- Inform employees about their rights as workers and how to exercise them (example: refusal of unsafe work).
- Trained in Workplace Hazardous Materials Information System (WHMIS), how to read the Material Safety Data Sheets (MSDS) and how it applies to their tasks.
- Aware of location of material safety data sheets for all chemicals on the property.
- Informed about equipment hazards, shown how to properly use, clean and store equipment.
- Informed of possible hazards and how to prevent incidences (slippery floors, use of ladders etc).
- Be informed about the elements of the written safety program.
- Advised to report all incidences (including close calls) and shown proper documentation procedures.
- Advised of location of first aid kit, and which staffs are trained in First Aid.
- Shown locations and proper use of fire extinguishers.
- Informed of the emergency plan and what their role is (e.g. fire, chemical spill).
- Informed of company policy for workplace violence.
- Informed of company policy for responsible service of alcohol.
- Informed of company policy for working alone plan.

Protecting Young and New Employees

Statistics show that almost 50 percent of injuries occur in the first year of a new job. For this reason, young employees aged 15 - 24, as well as new employees, are more likely to be hurt in their first year of employment than more experienced employees. You can reduce the risks to young and new employees by providing them with appropriate orientation and showing them safe work procedures.

1.) Tell young or new employees about:

- Anything that could affect their safety and health at your workplace
- Their rights and responsibilities under the legislation (WSH Act)
- How they will be involved in safety and health activities in your business (identify the worker safety and health representative)
- Workplace requirements, including any safety and health procedures, plans, policies and programs

2.) Train them on:

- Safe work procedures, including the use and limitations of any personal protective equipment (PPE) they must use
- What to do if there is a fire or other emergency
- What to do (who to see and where to go) if they need first aid
- Any prohibited or restricted areas, tools, equipment, and machinery
- What hazards exist in the workplace and their jobs
- How to protect themselves from those hazards
- What to do and who to talk to if they have a safety and health concern (identify the worker safety and health representative)

3.) Make sure they:

- Have competent supervision to ensure they work safely
- Follow your requirements (e.g. work rules and safe work procedures)
- Comply with legislation
- Ask when in doubt about anything to do with their job/task

Training Policy Sample

Purpose

It is essential that all employees within this organization are provided training in order to perform their jobs safely and competently. All staff members; management, supervisors and employees shall be taught safety rules related to their daily tasks, as well as how and when to apply these rules. Training will be through formal and informal seminars, orientations, on-line information bulletins and on the job training by supervisors.

Our goal is to have each person in this organization understand that safety is a culture within the workplace.

Managers will ensure that the employees under his/her supervision are scheduled and will attend training as required. Training may be offered by outside agencies, the cost of training will be covered by the company. The following is a list (but not limited to) of the seminars, orientations and on the job training provided by this organization.

- Workplace Safety and Health Act and Regulations
- Job specific orientation
- Violence prevention
- Working alone procedures
- Safe Work Procedures (SWP)
- Incident/Hazard reporting
- Workplace Hazardous Material Information System (WHMIS)
- Emergency responses to fire and chemical spills
- Lockout procedures
- Reporting
- Inspections
- Recognition and control of job hazards and job hazard analysis (JHA)
- Workplace ergonomics
- Other

Employee Orientation

- The employer shall provide orientations.



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Training Policy Sample Continued

New Employees

- The employer shall ensure new employees attend an orientation before performing a work activity.
- The orientation will consist of the company's health and safety policy, rules, SWP and legislation.
- The supervisor is responsible to ensure new employees understand the training and information provided to him/her before allowing the new employee to perform a work activity.
- New employees must pass a job specific competency test for each orientation.

Current employees

- The employer shall ensure all employees changing job tasks attend an orientation specific to their new position.
- The supervisor shall ensure they lead by example by maintaining his/her training regarding health and safety issues in the workplace.
- The supervisor is responsible to ensure the employee understands the training and information provided to him/her before allowing the employee to commence the new task.
- The supervisor is responsible to ensure employees under his/her supervision attend orientations upon change to any existing policy, rules, SWP or legislation.

Frequency of Orientations

- Orientations shall be offered at least 2 days before a new employee commences work.
- Orientations shall be offered when;
 - o new chemical substances are introduced,
 - o new equipment has been added,
 - o new hazards have been identified,
 - o employees change job tasks,
 - o new procedures are to be implemented.

Safe Work Procedures (SWP)

- The employer is responsible for assessing the SWP within the company.
- The employer shall have knowledge of all SWP and perform orientations relating to the procedures.
- The supervisor must have knowledge of the SWP and perform on the job training relating to the procedures.
- The SWP training shall include PPE's related to a specific work activity; this should be viewed as a last resort for protection.
- The employer and supervisor are responsible to update the SWP as required, subsequent training will be provided upon updates.
- All employees are required to sign off on SWP training to verify attendance.



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Training Policy Sample Continued

Record Keeping

- The supervisor is responsible to update records of all orientation and training sessions for employees under his/her supervision.
- Administrative support shall keep and maintain records of all orientation and training offered and attendees.
- Records of orientation and training shall consist of;
 - o name of attendee and their job title,
 - o type of orientation/training such as WHMIS or SWP,
 - o original date orientation/training was taken,
 - o date and reason orientation/training was updated,
 - o expiry date of training certification.

Owner/Senior Management signature

Date

SAMPLE



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Training Policy Sample #2

Purpose

The purpose of this policy is to provide for general and specialized training throughout all levels of the organization.

Policy

The Owner/Senior Management will provide all workers safety and environment training that is necessary to minimize losses of human and physical resources of the company, as well as protect the environment.

This training will include, but not be limited to:

- New hire or transferred worker orientations,
- Job-specific training,
- Safety and environmental training for workers, supervisors and managers,
- Task and trade-specific training and certification,
- Specialized safety and related training, and
- Refresher and update training.

“Learning continues for the duration of a Lifetime”

Signature: _____

Date: _____

(Owner/Senior Management)



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Employee Orientation Checklist

Employee Name: _____ Position: _____

Date Hired: _____ Date of Orientation: _____

Person providing orientation (Name & Position): _____

Company Name: _____

| Topic | Trainer's Initials | Employee's Initials | Comments |
|---|--------------------|---------------------|----------|
| Supervisor's Name and Phone Number | | | |
| Rights & Responsibilities | | | |
| General duties of employers, workers and supervisors | | | |
| Worker's right to know, participate and refuse unsafe work and procedures for doing so | | | |
| Worker's responsibility to report hazards and procedures for doing so | | | |
| Workplace Health and Safety Rules (your own rules) | | | |
| | | | |
| | | | |
| | | | |
| Known Hazards and How to Deal with Them (workplace specific) | | | |
| | | | |
| | | | |
| | | | |
| Safe Work Procedures for Carrying Out Tasks (job/task specific) | | | |
| | | | |
| | | | |
| Measures to reduce the risk of violence in the workplace and procedures for dealing with violent situations | | | |

Employee Orientation Checklist

| Topic | Trainer's Initials | Employee's Initials | Comments |
|---|--------------------|---------------------|----------|
| First Aid | | | |
| First aid attendant name and contact information | | | |
| Locations of first aid kits and eye wash facilities | | | |
| How to report an illness, injury, or other accident (including near miss) | | | |
| Other: | | | |
| Other: | | | |
| Emergency Procedures | | | |
| Locations of emergency exits and meeting points | | | |
| Locations of fire extinguishers and fire alarms | | | |
| How to use an extinguisher | | | |
| What to do in an emergency situation | | | |
| Emergency contact numbers | | | |
| Procedures for working alone or in isolation (if applicable) | | | |
| Basic contents of the occupational health and safety program (where applicable) | | | |
| Other: | | | |
| Other: | | | |
| Hazardous materials and WHMIS training (workplace specific) | | | |
| Purpose and significance of hazard information on product labels | | | |
| Location, purpose and significance of material safety data sheets (MSDS) | | | |
| How to handle, use, store and dispose of hazardous materials safely | | | |
| Procedures for an emergency involving hazardous materials including clean-up spills | | | |
| Contact information for the occupational health and safety committee or the worker health and safety representative | | | |

Employee Sign Off Orientation Checklist

| | |
|-------------------------|---|
| Company Name: | |
| Employee Name and Date: | |
| Supervisor's Name: | |
| Initials | Please initial beside each element to verify orientation and documentation |
| | I know my legal workplace health and safety rights |
| | I know my legal role and responsibilities and those of my supervisor. I am committed to doing my part to ensure my workplace is safe and healthy. |
| | I received information on hazards specific to my job |
| | I am familiar with the Manitoba Workplace Health and Safety Act, where it is located and how it applies to me |
| | My workplace has a joint health and safety committee or a health and safety representative. I know who the committee members are or who the representative is. If no committee or representative is required, I know who to report to with safety issues and concerns |
| | I received training on safe work procedures and how to perform my job and tasks safely |
| | I received training on specific equipment and the materials I use as well as the work processes in my workplace |
| | I will look out for hazards and know who and who to report them to |
| | I work with a WHMIS controlled substance and received WHMIS training |
| | I know where to find MSDS sheets and have or will review them when handling a WHMIS controlled substance |
| | I received training on the personal protective equipment I need to wear and how to use it properly |
| | I received training on emergency procedures and know where to find fire extinguishers and exits. I also know where first aid stations are located |
| | If I am to work alone, I am familiar with the policy and procedures |

Date:

Employee Signature:

Date:

Oriantator's Signature:
