

## SAFER Orientation – Management Guide

### Background

Starting a first job, changing to a new job, or re-entering the workforce is both an exciting and risky period for new and young workers. The Occupational Health and Safety Regulation (the Regulation) defines a “young worker” as any worker under age 25. A “new worker” can be any age and includes those who are new to the workplace or location, or facing new hazards. Exposure to workplace hazards for possibly the first time makes this new and young worker group especially vulnerable to injury.

While a comprehensive orientation and training program is required under section 3.23 of the Regulation, it’s also essential to helping workers start their jobs off right. Investing in training your workers can result in higher productivity, raised morale, and a stronger sense of loyalty to your firm. It’s an investment that makes good business sense.

This guide is intended to help you:

- Meet the regulatory requirements for new and young worker orientation and training
- Become familiar with our many web- and technology-based tools and resources to engage new and young workers
- Provide direction on delivering the Orientation Presentation and remaining orientation training requirements.
- Make your new and young worker orientation and training programs more effective and engaging

### Where to begin

Before a new or young worker begins work, the employer must ensure that worker is given health and safety orientation and training specific to that worker's workplace and work tasks.

The training and orientation needs will vary depending on the type of work being done, but the following four-step strategy is an effective way of organizing training for most workplaces:

**Step 1** — Evaluate your workplace situation to assess area(s) new or young workers will need training in.

**Step 2** — Train the workers in those topics and procedures.

**Step 3** — Test the workers to make sure they understand what they have been taught.

**Step 4** — Document the orientation, including records of what training was provided and when.

For more detailed information on this approach, see [Support for Employers: Training and Orientation for Young and New Workers](#).

### Pre-Presentation

1. Complete company specific sections of Employee Workbook:
  - a. Introduce leadership and staff
  - b. Employee direct supervisor and contact information
  - c. History of business
  - d. What we do and how we do it
  - e. Organizational Values
  - f. Health and Safety Members
  - g. Emergency contact numbers (organizational and external)
  - h. Onboarding Schedule
2. Create Customized Orientation Schedule
  - a. Customize the Orientation Training Schedule & Outline to plan the timing for the orientation timeline.
3. Create binder for each participant containing:
  - a. Section 1: Power Point Presentation (Notes Version)
  - b. Section 2: Employee Orientation Workbook (**Completed with Company Specific Information**)
  - c. Section 3: Policies (**Company Specific**)
  - d. Section 4: Payroll/Benefit/Union Sign up Forms (**Company Specific**)
  - e. Section 5: Employee Handbook (**Company Specific**)
  - f. Section 6: Safety Management System (SMS) Documents (**Company Specific**)
  - g. Section 7: Combustible Dust Quiz (additional training)
4. Prepare room for orientation:
  - a. One binder per participant
  - b. Extra pens for notes and completing paperwork
  - c. Snacks or lunch (depending on time of orientation)
  - d. Test presentation to ensure computer, overhead and speakers are working!

### Play Presentation

1. Organization Introduction:
  - a. Once you reach the organization introduction section, pause the presentation and deliver the previously prepared company specific introduction in the Employee Orientation Workbook.
2. Incident Reporting:
  - a. During the Incident Reporting section of the presentation, pause the presentation and review with employees the company specific policies and procedures relating to reporting an incident, calling a first aid attendant, first aid locations and how to identify a first aid attendant. You may also choose to instead present this information with the remainder of the company policies following the orientation video.

3. Quizzes:
  - a. There are four quizzes throughout the presentation. When it is time to complete a quiz, pause the presentation and direct employees to the appropriate quiz in the Employee Orientation Workbook. Ensure that you have employees sign the completed quizzes and collect for employee files.

**Quiz #1 Answers:**

1. List three typical reasons new and young workers are injured.
  - Inexperience
  - Lack of training, orientation, and supervision
  - Lack of understanding of their workplace
  - Lack of preparation for the workplace
  - Exposure to more dangerous jobs
  - Hesitancy to ask questions
2. List two management responsibilities for employee Health & Safety.
  - Establish a valid occupational [health and safety program](#).
  - [Train](#) employees to do their work safely and provide proper supervision.
  - Provide [supervisors](#) with the necessary support and training to carry out health and safety responsibilities.
  - Ensure adequate [first aid](#) equipment, supplies, and trained attendants are on site to handle injuries.
  - Regularly [inspect](#) the workplace to make sure everything is working properly.
  - Fix problems reported by workers.
  - Transport injured workers to the nearest location for medical treatment.
  - Report all injuries to WorkSafeBC that required medical attention.
  - Investigate incidents where workers are injured or equipment is damaged.
  - Submit the necessary forms to WorkSafeBC.
3. True or False: minor injuries such as cuts and scrapes, do not need to be reported to first aid.
  - False
4. List two examples of safety communication.
  - Toolbox talks
  - Tailgate talks
  - Health & Safety meetings
  - Bulletin boards

**Quiz #2 Answers**

1. True or False: Mobile equipment always has the right of way.
  - True
2. Briefly describe the difference between a hard lock out and a soft lockout.
  - Soft lockout is used for plugged-in equipment where a lock may not be required and the only energy source is electrical. For example, unplugging a machine from the wall outlet. A hard lockout is used for hard-wired machinery where unplugging is not possible. An in-line switch; for example a breaker; controls the energy source to the machine and a physical lock may be required to prevent the switch from being activated.



3. What are the three steps to working safely around confined spaces?
  - Recognize confined spaces: Learn where the confined spaces are at your site. Some common confined spaces are bins, bunkers, crawl spaces, mobile equipment, pump stations, vats, water tanks and wells.
  - Know the hazards
  - Know what to do about confined spaces
4. List two possible effects of fatigue.
  - Ability to make decisions
  - Ability to do complex planning
  - Communication skills
  - Productivity and performance
  - Attention
  - Ability to handle stress
  - Reaction time
  - Ability to recall details
  - Ability to respond to changes in surrounding
  - Inability to stay awake
  - Increased forgetfulness
  - Increased errors in judgment
5. What is not considered harassment in the workplace if delivered in a respectful manner?
  - Expressing differences of opinion
  - Offering constructive feedback, guidance, or advise about work-related behaviour and performance
  - Making a legitimate complaint about someone's conduct through established procedures
  - Reasonable managerial authority

**Quiz #3 Answers**

1. True or False: Hard hats are required at all times when an overhead hazard is present.
  - True
2. Briefly describe how to correctly insert earplugs.
  - Roll earplug between fingers before insertion.
  - Straighten the ear canal before inserting earplug.
  - Insert earplug into ear canal. Hold it in place for a few seconds until it expands and blocks out noise.
3. What are the three potential effects of poor indoor air quality?
  - Headaches
  - Fatigue
  - Shortness of breath
  - Sinus congestion
  - Coughs
  - Sneezing
  - Eye, nose, and throat irritation
  - Skin irritation



- Dizziness
  - Nausea
4. What are the three levels of controls when eliminating or reducing hazards?
    - Engineering Controls
    - Administrative Controls
    - PPE

### **Quiz #4 Answers**

1. What Personal Protective Equipment (PPE) are you required to wear on the Plant Site?
  - Company Specific
2. How can you tell which employees are First Aid Attendants?
  - Company Specific
3. List the members of the Health & Safety Committee.
  - Company Specific
4. Who is your Direct Supervisor and how do you contact them?
  - Company Specific
5. List three key hazards on site and explain.
  - Company Specific
6. When are you required to do a Lock-Out?
  - All equipment must be isolated and locked out before any work is performed on or around a machine.
7. What is Combustible Dust?
  - Fine dust particles that can catch fire and burn.
8. What are the three Rights of Workers?
  - The right to know about hazards in the workplace
  - The right to participate in health and safety activities in the workplace
  - The [right to refuse unsafe work](#) without getting punished or fired
9. Where are the site Marshalling Stations?
  - Company Specific
10. What are you to do if the Emergency Warning Bell goes off?
  - Evacuate to a muster station

### **Additional Training**

1. Review company specific policies and Employee Handbook (collect signed copies). Some examples of policies required are:
  - a. Code of Conduct
  - b. Respectful Workplace
  - c. Violence in the Workplace
  - d. Drug and Alcohol
  - e. Disability Management
2. Complete payroll/benefit paperwork
3. Complete union paperwork (if applicable)



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4. Review two week training schedule
5. Hand out PPE to employees
  - a. Gloves
  - b. High vis
  - c. Safety Glasses
  - d. Ear Plugs
  - e. Locks (depending on company specific procedure)
6. Combustible Dust Hazard Mitigation Training
  - a. Additional Combustible dust training is required. You may choose to complete the approx. 2 hour training now or at the end of the presentation. Have employees watch the video link listed below from the FIPI website and complete the Combustible Dust Quiz. Collect and keep the completed/signed quizzes.  
  
<http://fipibc.ca/module1/presentation.html>
  - b. Complete Combustible Dust quiz and collect completed and signed copies of employee file.
7. WHMIS Training
  - a. Complete additional WHMIS 2015 training.  
[http://www.ccohs.ca/products/courses/whmis\\_workers/](http://www.ccohs.ca/products/courses/whmis_workers/)
8. Take employees on site tour