



Occupational Health & Safety Program

SECTION 8

INSTRUCTION OF WORKERS

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INSTRUCTION OF WORKERS

8.1 INTRODUCTION

Purpose

The intent of this element is to identify two key issues related to training. First, there is training that is required by law. Second, there is training that, if given, will promote the desire to work in a safe manner while achieving a desired level of quality and productivity.

Scope

The provision of instruction and training:

1. Managers shall ensure that appropriate health and safety instruction or training is provided for all employees where it is required by WorksafeBC Regulation or BC Legislation and when necessary to ensure employees can perform their work safely. Subject(s) selected for instruction or training shall be identified by the Chain of Command with consultation, if required, by the Joint Safety Committee for the annual training plan. Participants should be selected based on their individual need for instruction or training in each subject.
2. Employees assigned specific health and safety roles shall be provided with instruction and training that provides knowledge of the District's Health and Safety Program, responsibilities and tasks they are assigned and the practical means of performing them. Staff requiring this education include:
 - The Supervisor or Principal responsible for the health and safety of staff within their department,
 - Members of the Joint Safety Committee, and
 - Employees who perform health and safety inspections and incident investigations.
3. All new employees shall be provided with induction instruction and their Chain of Command shall ensure they are competent to perform their work safely and know what action to take in emergencies.
4. Up-to-date training records shall be maintained by the Principal or Operation's Supervisor(s) for each employee, identifying the safety and health instruction or training received and the date it was provided (see **APPENDIX 3**).

8.2 TRAINING BENEFITS AND STANDARDS

Benefits of Training and Education

The benefit of training is twofold; the first benefit is that if training is successful, we achieve a desired action. For example, we have an employee who performs an equipment inspection. Secondly, we have a safer piece of equipment. There are also several other benefits:

1. Training reduces the number of incidents, which in turn prevents vehicle and equipment damage and down time. Incidence of injuries will also decrease, thereby reducing the costs of lost time and compensation.
2. Can improve morale by building the confidence of employees and thus, their job satisfaction. This may also reduce the amount of employee turnover.
3. Work quality is improved by having staff that is aware of the standards that need to be met.

4. Reducing the amount of time wasted and damage caused by avoidable errors increases productivity.
5. Through training and education, our District develops a more flexible, productive staff. A staff that is capable of doing a variety of jobs, should the need arise, ultimately leads to a more successful organization.

Educational Standards

Health and safety instruction and training programs must maintain a level of quality to ensure that a high standard of field education is being maintained. When users are reviewing the quality of a program, the following must be considered:

- Quality of the lesson plans, teaching techniques (including “situational” training) and teaching aids selected,
- Appropriate use of written tests and/or demonstrations of competency,
- Use of course evaluations to obtain participants’ comments, and
- Use of records of completion, certificates of competency or other education tracking systems.

Educators selected to deliver instruction and training shall be able to:

- Demonstrate a depth of knowledge in the material to be presented,
- Explain confusing or technically complex course material, and
- Relate the educational material to practical applications familiar to the participants.

Required Learning

All staff will receive instruction regarding The Right to Refuse Unsafe Work, The Right to Training, and The Right to Know (known or foreseeable hazards). Each school will have required learning depending upon the tasks and hazards that an employee is subjected to. Your Principal will outline the required learning at time of hire. If your task or job position changes, training will be provided as required.

8.3 Worker Orientation

Staff orientation is the most important tool that the District has to introduce a new or transferred employee to the organization’s Health and Safety Program. Through the indoctrination, new staff and management will have an understanding of their commitment of health and safety.

A member of the management team should always conduct the new hire safety orientation. The manager may find it beneficial to meet the new employee at the orientation and discuss their commitment to health and safety with them.

The orientation should be conducted in an unhurried fashion and in a location where there will be no interruptions. The person conducting the orientation should work from a plan and document the proceeding on the checklist form.

Each employee and the instructor should sign and complete this checklist. This copy should then be retained as part of the employee’s file. Worker Orientation must occur on first day on the job.

8.4 New Worker (Young) Orientation

A young or new worker is defined as any worker who is:

- (a) new to the workplace,
- (b) returning to a workplace where the hazards in that workplace have changed during the worker’s absence,

(c) affected by a change in the hazards of a workplace, or (d) relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker's previous workplace;

(d) "young worker" means any worker who is under 25 years of age.

The District shall ensure that every young or new worker is given health and safety orientation and training specific to that young or new worker's workplace. Before a young or new worker begins work in a workplace, the young or new worker must receive orientation and training respecting the following topics:

- (a) the name and contact information for the young or new worker's supervisor;
- (b) the employer's and young or new worker's rights and responsibilities under the *Workers Compensation Act* and this Regulation including the reporting of unsafe conditions and right to refuse to perform unsafe work;
- (c) workplace health and safety rules;
- (d) hazards to which the young or new worker may be exposed, including risks from robbery, assault or confrontation;
- (e) working alone or in isolation;
- (f) violence in the workplace;
- (g) personal protective equipment;
- (h) location of first aid facilities and means of summoning first aid and reporting illnesses and injuries;
- (i) emergency procedures;
- (j) instruction and demonstration of the young or new worker's work task or work process.

Within two weeks or as soon as practicable after a young or new worker begins work in the District, the young or new worker must receive orientation and training respecting the following topics:

- (a) the District's Health and Safety Program;
- (b) the District's WHMIS information system (SDS);
- (c) contact information for the occupational health and safety committee.

Assessing Work Performance

As soon as practicable after providing orientation and training to a young or new worker, the Supervisor/Coordinator must assess the young or new worker's performance to determine if the young or new worker has received sufficient orientation and training to perform the worker's work tasks or work processes safely.

Every two months of the first six months of a young worker's employment with us, the employer must assess and document the young worker's performance to determine if the young worker is performing work tasks or work processes safely.

Additional Orientation and Training

The District will provide a young or new worker with additional orientation and training if an assessment under the *WorksafeBC Regulation Section 3.25* (or workplace observation) reveals that the young or new worker is not able to perform work tasks or work processes safely, or is requested by the young or new worker.

8.5 Record Keeping

All records of training shall be kept on site with a copy going to the District Health and Safety Manager. The records shall be organized in such a fashion that they are easily accessible and easily used.

SUPERVISOR SAFETY TRAINING – DUE DILIGENCE

Directors will provide Supervisor(s) with orientation and training that is specific to their assigned duties. This shall include:

- their responsibilities with respect to safety and health in the workplace
- how and when to conduct effective instruction, training and crew talks
- how to conduct workplace inspections (formal and informal)
- how and what accidents to investigate
- how and when to develop and implement safe work procedures
- how to take corrective action for workers who do not follow safe work rules and procedures
- their responsibilities with respect to disability management.

The **Supervisor** shall inform all workers for whom they are responsible that they, the worker, have the right to refuse unsafe work or operate any equipment when they have reasonable cause to believe that to do so would create undue hazard to the safety or health of any person. Training will be provided for those employees who participate in specific Safety and Health activities, for example:

- those employees who conduct risk analysis
- joint committee members
- those employees who conduct workplace inspections and accident investigations
- those employees who participate in disability prevention activities
- those employees who participate in Safety Program Evaluations

SUPERVISION OF WORKERS

The **Supervisor** shall be responsible to instruct workers under their direction and control, to ensure that work is carried out in accordance with safe work procedures and that their work is performed without undue risk.

Supervisor:

1. Conduct orientation of new or transferred employees for whom you are responsible. Use the orientation check-list.
2. Conduct workplace and task specific worker training, refer to safe work procedures where they apply, e.g. lockout procedures, emergency procedures, etc.
3. Conduct crew talks when required. Record and date this activity.
4. Follow-up on worker training to ensure worker comprehension and consistency.
5. Participate in formal workplace inspections in conjunction with safety committee members. Note on the inspection form.
6. Conduct daily informal workplace inspections, and take immediate action to correct any unsafe condition or work practice that you observe.
7. Initiate a workplace accident investigation when any worker suffers a medical treatment or time loss injury. Record on investigation report.
8. Maintain training records for each worker, signed and dated by the trainer and the trainee.
9. Perform planned job observations to:
 - ✓ confirm that workers use safe work procedures

- ✓ determine that the safe work procedures remain valid
10. Maintain accurate records of all worker instruction, training and correcting workers on the job (discipline) for breaches of safety rules and procedures.

<u>Topic</u>	Yes	No	Date
A. Supervisor's safety responsibilities explained (list attached)			
B. Supervisor's disability management responsibilities explained			
C. Company safety and health rules reviewed (list attached)			
D. Reporting of unsafe conditions explained			
E. Right for workers to refuse unsafe work explained and procedures reviewed			
F. WHMIS requirements reviewed			
G. Use of personal protective equipment reviewed			
H. How to take corrective action for workers who do not follow safe work rules and procedures explained			
I. How and when to conduct workplace inspections:			
➤ Daily			
➤ Monthly			
➤ New equipment			
➤ Change of work process			
J. How and what accidents to investigate			
K. How and when to develop and implement safe work procedures			
L. How to conduct effective instruction and training			
M. When to conduct worker:			
➤ Orientation			
➤ Instruction and training			
➤ Crew talks			
N. Following emergency procedures reviewed:			
O.			
P.			
Q.			
R. The following written work procedures read and understood (areas where Supervisor is responsible):			
S.			
T.			
U.			
V.			

Other topics covered:

Comment:

Annual review date:

Supervisor:

Management representative:
