

## NEW WORKER ORIENTATION GUIDELINES

This guide has been developed to assist ministries with meeting the requirements of [WorkSafeBC OHSR “Young or New Workers” 3.22-3.25](#).

The regulation requires all employers to provide appropriate orientation and training to young and new workers **before** the worker begins work. In some cases, the new requirements may reflect present practice in your ministry. In other cases, new or amended worker orientation and training may be required. All ministries should review these Guidelines and the Regulation to ensure your practices meet the new requirements.

The Guide summarizes the new Regulation. More information is available on the [BCPSA OS website](#). In addition, you may contact your regional [BCPSA OS Specialist](#) for assistance.

### WorkSafeBC Definitions

**New worker is any worker who is:**

- ▶ new to the workplace;
- ▶ returning to a workplace where the hazards in that workplace have changed during the worker’s absence;
- ▶ affected by a change in the hazards of a workplace, or
- ▶ relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker’s previous workplace.

**Young worker is any worker who is under twenty-five years of age.**

***For the purposes of this Guideline, any reference to “worker” refers to both new workers and young workers.***

Ministries need to provide workers with orientation and training about safe work procedures, and how to recognize hazards on the job **before the worker begins work**.

The following sets out the most common orientation and training topics, which must be covered before a worker begins work in any ministry workplace. Other topics should be added, depending on the hazards of each workplace.

A [Sample Checklist](#), suitable for customization is included with this Guideline. The Checklist covers the following main topics.

The amount of orientation and training provided to the worker depends on the circumstances of the workplace. A new hire will require all of the information listed on the checklist. A restart after an absence from the workplace will require information pertaining to any new hazards and, where identified in discussion with the worker, an overview of other items on the checklist. In the

circumstances of a change in hazard, it will relate to each hazard and any other section that the new hazard(s) may have affected.

## **First Section**

This section involves providing information that identifies the worker, relevant start dates at the workplace, the worker's supervisor and the person providing orientation (in some cases this may be the same person). In addition, identify what initiated the orientation: new hire, restart after absence (e.g. maternity leave), a change of hazard(s) in the work place, or an internal transfer.

## **Second Section**

This section includes orientation and training on workplace specific content that must be reviewed with the worker. You may add to this section, depending on workplace specific requirements.

## **Topics**

### **a) Name and Contact Information of the Worker's Supervisor**

This section involves informing the worker of the identity of the individual(s) responsible for providing direction to them in the performance of their duties and how to contact them.

### **b) Rights and Responsibilities of the Employer (Ministry) and Worker**

This section involves informing the worker about the employer's responsibilities in workplace safety, the worker's rights to know about hazards in the workplace; the right to participate in OS activities; the right to refuse unsafe work ,and every employee's obligation to work safely and report known hazards.

### **c) Local Workplace Health and Safety Rules**

This section involves providing the worker with the workplace health and safety policy and/or procedures (rules) specific to any workplace where the worker may be expected to perform work tasks. For example, procedures to report an unsafe condition or hazard.

### **d) Hazards to Which the Worker May be Exposed**

This section involves providing the worker with relevant safe work procedures and potential hazards that could be encountered while the worker is performing assigned work tasks or processes.

### **Examples include**

**Office Workers:** Slips, trips and falls; workstation setup (ergonomics); proper use of a vehicle during work time including reporting of a MVA, risks from robbery, assault or confrontation (this is also covered in "F").

**Outside Work:** Heat and cold stress, slips, trips and falls; danger trees, traffic awareness, animal encounters; proper use of a vehicle during work time including reporting of a MVA; robbery, assault or confrontation (this is also covered in "F").

**Note:** Each workplace should have a checklist with all known hazards listed.

### **e) Working Alone or in Isolation**

This section involves providing the worker with relevant procedures (e.g.: check-in, etc.) if the worker will be working alone or in isolation,

**f) Violence in the Workplace**

This section involves providing the worker with the policies and procedures to be followed to deal with violence in the workplace. This would include ensuring that high risk issues are addressed as part of the worker's training and orientation. Those issues could include confrontation with thieves or abusive customers, the handling of money, and opening and closing the ministry office etc.

**g) Personal Protective Equipment**

This section involves providing the worker with orientation and training in the use and care of personal protective equipment or clothing if the worker is required to use PPE to safely perform their work tasks or work processes.

**h) Location of First Aid Facilities, and Means of Summoning First Aid and Reporting Illnesses and Injuries**

This section involves informing the worker of the location of first aid facilities, the identity of the First Aid Attendant(s), how to summon a First Aid Attendant, and how to report a work-related illness or injury to their First Aid Attendant, supervisor and WorkSafeBC.

**i) Emergency Procedures**

This section involves providing a worker with information about potential emergency situations that could occur in the worker's workplace, as well as procedures to follow during an emergency situation (e.g.: fire).

**j) Instruction and Demonstration of Specific Work Tasks or Work Processes**

This section involves providing a worker with both instruction and demonstration of any work tasks or work processes that the worker will be required to perform immediately.

**Further training may be required as new tasks or processes are assigned.**

Providing the worker with documents or procedures to read is not sufficient. Workers must clearly demonstrate their competence in completing the task safely. To accomplish this, an experienced person in that task should demonstrate the task to the worker. The experienced person and the person providing the orientation (can be the same) observes the worker perform the task to ensure that she/he demonstrated the safe and proper way of performing the task or work process.

**k) The Ministry's Occupational Safety and Health Program**

This section involves providing the worker with orientation and training on the ministry's Occupational Safety and Health Program (OSH) program, and safety procedures and practices that are specific to the workplace(s) where the worker will be performing work tasks or work processes.

In addition, inform the workers about how to access information about the *OHS Regulation* and the OSH provisions of the *Collective Agreements*. (For example, this information is available on the BC Public Service Agency's Occupational Safety website.)

**l) WHMIS Information**

This section involves providing a worker with orientation and training, as applicable, on the Workplace Hazardous Materials Information System (WHMIS) including how to identify WHMIS-regulated substances in the workplace, and the precautions that should be taken when working with such products.

This includes orientation for specific hazardous materials that are located within the workplace and their proper handling methods. There is no requirement for a ministry to provide WHMIS information where WHMIS controlled products are not, and will not be present in workplaces.

**m) The Means of Contacting the Joint Occupational Safety and Health Committee, or Worker Health and Safety Representative, as Applicable to the Workplace**

This section involves informing a worker on how to contact the Joint Occupational Safety and Health Committee, or the Worker Health and Safety Representative, or the worker's supervisor or manager where applicable.

### **Third Section**

#### **Sign Off**

This section involves the person who conducted the orientation to sign the document. By signing the document, it acknowledges that the topics on the checklist and corresponding education/training were provided to the worker. This is important for future follow up by the worker, the ministry, JOSH Committee or WorkSafeBC.

### **Fourth Section**

#### **Follow-up and Additional Training**

This section provides for any necessary follow up orientation and/or training.

If workplace observation determines that the orientation and training already provided to a worker is not sufficient to ensure that the worker can perform their work tasks or work processes safely additional orientation and training needs to be provided. **Additional orientation and training also needs to be provided if requested by the worker.**

#### **Records**

This section involves the workplace (ministry) maintaining records of all orientation and training to workers. Documentation of orientation and training provided to workers is required in order for the ministry to demonstrate that workers have been provided with initial orientation and training as outlined above. Similarly, documentation of additional orientation and training is required in order for the ministry to demonstrate they have responded to the needs for additional orientation and training that is identified by either the ministry or the worker.

#### **Further Information and Assistance:**

WorkSafeBC [Regulation](#) and [Guidelines](#) for 3.22-3.25. WorkSafeBC has developed information to assist employers in this process, which includes guidelines on [how to conduct an orientation](#). If you require assistance, you can contact your regional [BCPSA OS Specialist](#).

(Ministry Name Here)

**New Worker's Safety Orientation Checklist (Sample)**

(Customize this checklist to meet any specific needs for your workplace)

**Section 1**

Employee name: \_\_\_\_\_ Employee # \_\_\_\_\_

Position: \_\_\_\_\_

Location: \_\_\_\_\_

Employee start date at this work location: \_\_\_ / \_\_\_ / \_\_\_ (MM/DD/YY)

Date of orientation: \_\_\_ / \_\_\_ / \_\_\_ (MM/DD/YY)

Supervisor/manager: \_\_\_\_\_

Name of person providing orientation: \_\_\_\_\_

Reason for orientation: New hire \_\_\_ Restart after absence \_\_\_ Change in hazards \_\_\_

**Section 2**

If the topic is not applicable mark "N/A" in the "Yes" column

|   | Topic  | ✓Yes | Notes |
|---|--|------|-------|
| a | Supervisor's name and contact information  |      |       |
| b | Rights and responsibilities (employer and worker) <i>WC Act Part 3, OH&amp;S Reg</i> and related <i>Collective Agreement</i> language, including: <ul style="list-style-type: none"><li>▶ Ministry's (employer) and workers responsibilities</li><li>▶ Right to know about hazards in the workplace</li><li>▶ Right to participate in OSH activities</li><li>▶ Right to refuse unsafe work</li><li>▶ Importance of and how to report an unsafe condition</li><li>▶ Importance of employee to work safely</li></ul> |      |       |
| c | Local workplace health & safety procedures/rules   |      |       |
| d | Hazards in workplace that worker may be exposed to   |      |       |
| e | Working alone or in isolation  |      |       |
| f | Violence in the workplace (includes reporting of violence or a threat of violence)   |      |       |

| Topic |  | ✓Yes | Notes |
|-------|--|------|-------|
| g     | Personal protective equipment  |      |       |
| h     | First aid <ul style="list-style-type: none"> <li>▶ Location of first aid room</li> <li>▶ Name of first aid attendant(s) and how to summon first aid,</li> <li>▶ reporting illnesses and injuries</li> </ul>  |      |       |
| i     | Emergency procedures <ul style="list-style-type: none"> <li>▶ Fire prevention</li> <li>▶ Building evacuation procedures (names of floor wardens)</li> <li>▶ Building security issues</li> <li>▶ Other</li> </ul>   |      |       |
| j     | Instruction & proper demonstration by the worker of the work task(s) or work process   |      |       |
| k     | Ministry's occupational health and safety program and procedures<br><br>In addition worker informed of: <ul style="list-style-type: none"> <li>▶ <i>WorkSafeBC OHS Regulation</i> and location of document</li> <li>▶ Related Collective agreement language</li> </ul> |      |       |
| l     | WHMIS-General education/training and specific hazards of the materials in the workplace  |      |       |
| m     | Contact information for JOSH Committee members or Worker Health and Safety Representative  |      |       |

### Section 3

Orientation provider (as identified on first page) signature

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(By signing this you acknowledge that the above information and corresponding education/training was provided to this employee)

**Section 4**

Follow Up

| Workplace Observation Of Safety Performance |               |          |          |
|---|---------------|----------|----------|
| Date  | Work Observed | Comments | Initials |
|   |               |          |          |
|   |               |          |          |
|   |               |          |          |

**Based on observation is additional education and training required?** Yes No

**Worker requests follow-up training?** Yes No

If yes, describe content of education and training required (attach any additional records/information):

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Education/training completed Date: \_\_\_ / \_\_\_ / \_\_\_ (MM/DD/YY)

Trained by: \_\_\_\_\_ Job Title \_\_\_\_\_ Initials \_\_\_\_\_

**Suggestions for Completing the Orientation Checklist**

Provide workers with written contact information for their supervisors. If possible, introduce them immediately to their supervisor.

Confirm with the worker that they understand each of the orientation topics

Explain what the ministry's/workplace occupational health and safety program is and go over it briefly with the worker. Tell them where they can find a written and or web version of the program.

Go over the workers responsibilities for workplace safety and ensure the worker knows how to obtain a copy of the *Act* and *Regulation* and related *Collective Agreement* language (this may include how to access this information on the BC Public Service Agency or WorkSafeBC websites.

Tell the worker that all workplace hazards should be reported immediately, and identify whom they should report hazards to.

Inform workers about any known hazards that apply to them and tell them how to deal safely with these hazards.

**Remember, orientation and training is most effective when it is reinforced as necessary and, updated as work processes change or new risks are identified.**