

# Getting Employees off to a Good Start...

## Basic Steps for Health and Safety Training

### Why is training important?

According to recent statistics, the Ontario Workplace Safety and Insurance Board receives more than one reported workplace fatality and over 1,000 injuries per day. An even more unfortunate statistic is that 20 young workers were killed in Ontario in one year.

These statistics show why training is important. Training is an important part of prevention. By training your employees you make them more aware of their workplace, it's hazards, and the job specific requirements. Remember, people learn best by showing, then doing.

This quick reference looks at some of the basic steps for setting up effective employee training for your workplace.

### What should I include in a Training Program?

By taking some of these basic steps you can make sure that your employees get off to a safe and healthy start.

- > Identify the individuals' training needs and any barriers posed by language, reading level or special learning requirements.
- > Ask questions about their understanding of the types of hazards they will encounter.
- > Find out about any prior health and safety training they may have received.
- > Make safe work practices a condition of employment.
- > If the new employee speaks a language other than English, make sure that they understand the information.

- > Provide each employee with a copy of your health and safety policy and any other information about health and safety where they work.
- > Consider assigning the new employee to a safety mentor for an initial training period.
- > Follow-up with each new employee at short regular intervals until you both share an understanding of health and safety conduct expectations.
- > Follow-up with each new employee to find out what job-specific health and safety training he or she needs.

### What should I include in my New Employee Health and Safety Training Checklist?

The list below can be used as a reference when creating your own training checklist. It is important that you address workplace specific training requirements such as use of equipment, tools, materials, weights, objects and personal protective devices required for the job.

#### General Training

This training should be included for all new employees. It addresses health and safety information that every employee should know. The information is general, and will be the same for all employees.

- Overview of Company
- Overview of Health and Safety Policy
- Company Health and Safety Procedures
- Health and Safety Performance Expectations
- Rights and Responsibilities (OH&S Act)
- Hazard Reporting Procedure
- Location of First Aid Facilities
- Trained First Aiders (who are they)
- Fire and Emergency Exit Procedures
- Fire Extinguisher Training
- Joint Health and Safety Committee Representative or Health and Safety Representative
- Basic Workplace Cleanliness/ Hygiene
- Personal Attire (e.g. no loose clothing, long hair, jewelry, improper footwear, etc.)
- Housekeeping Standards
- Restricted Areas
- Consequences
- Restricted Equipment

#### Job Specific Training

This section of the training checklist should be customized for every job. It contains detailed information about a specific position in the company. Although the topics listed are general the content should be specific to the job.

For example all employees need to know WHMIS but the content of the job specific WHMIS will vary according to the position. A Housekeeper's WHMIS training would be different

from that of a Service Mechanic, or an Office Worker, or Warehouse Personnel, or a Set Designer for a Stage Production. It is important to keep that in mind and make notes when setting up a new employee's training checklist. Items on the list might include:

- Workplace/Department Tour
- Daily Workplace Inspection and Housekeeping Standards
- Reporting Lines: Hazards, Incidents, Accidents
- Specific duties and Responsibilities
- Information on Hazards, Controls, Precautions and Proper Work Procedures
- Proper Use of Tools and Equipment
- Materials/Substances handling, Storage and Disposal (Workplace hazardous materials information system WHMIS)
- Warning Signs, Labels, Material Safety Data Sheets (MSDSs)
- Job Specific Hygiene
- Process Hazards (dust, heat, vapors)
- Health and Safety Job Performance Evaluation
- Personal Security
- Proper Use of Assistive Devices
- Accident/Incident Response
- Safe Lifting and Handling
- Safety Supplies and Equipment
- Equipment Checks, Maintenance and repair
- Lock Out, Tag Out – Unsafe Equipment, Machinery, Electrical Devices
- Smoking Restrictions
- Proper Fitting, Use and Care of Personal Protective Equipment (PPE)

When developing this part of the checklists look at other workplace specific information or items. Examples of other items are store opening and closing procedures in the retail setting, docking procedures at a marina,

pool rules and regulations at a resort, handling irate customers in a bar, or changing toner in the office photocopier.

By following these basic steps your employee training should be successful, comprehensive, healthy and safe!

## What other training do I need to provide my staff?

### Workplace Hazardous Materials Information System (WHMIS)

There is a legal obligation for you to train your employees to recognize potentially harmful chemicals, and how to use them safely on the job. This training should include information about the system, hazard symbols, reading the labels, and reading Materials Safety Data Sheets (MSDS). Health and Safety Certification Training This training is required for any workplace that employs 20 or more workers and therefore has a Joint Health and Safety Committee (JHSC). If you have a JHSC you have a legal requirement to have a certified representatives on that committee. Certification Training is a two-part process. Part One covers basic health and safety training, and Part Two covers workplace specific training.

### Emergency Response Training

You are required to have employees or managers who are trained in first aid on site every day. Everyone in the workplace should also receive fire and evacuation training. This should include the location and use of fire extinguishers, location and routes to at least two fire exits, location of the posted list of emergency call numbers are, and a detailed list of each person's individual emergency response roles and duties.

## OSSA Products

*We have a variety of materials to help you train your employees. These products can be used as self-paced training, or they can be used in a facilitated session.*

### Working with WHMIS

Product Code: **220-004-001-V-TH**

*This video simplifies WHMIS legislation for the tourism and hospitality industry and demonstrates how to apply it in the workplace. The video shows the "who, what, when, where and why" of WHMIS and how staff can protect themselves from workplace hazardous materials.*

### Dare to Care: Building Workplace Health and Safety

Product Codes:

**Office and Related Services:** 210-003-001-K-OR

**Restaurant and Food Services:** 210-003-001-K-RF

**Office and Related Services:** 210-003-001-K-OR

**Vehicle Sales and Service:** 210-003-001-K-VS

**Hospitality and Tourism:** 210-001-000-K-TH

*Our original Dare to Care program won the Ontario Society for Training and Development's OTTER award for Best External Training Program. We have now developed the program for each of the other service sectors we service. The program is designed to assist managers and new employees to recognize, assess and control workplace hazards. It provides insight into health and safety in the workplace and offers a contemporary approach to building health and safety awareness. It has tips for supervisors on communication, coaching and handling duties and responsibilities. Employees learn about being proactive, being involved, working as a team and communicating effectively.*

### Steering Clear of Hazardous Materials

Product Codes:

**Retail and Wholesale:** 220-002-000-K-RW

**Vehicle Sales and Service:** 220-002-000-K-VS

*This video-based program demonstrates how to recognize and safely handle hazardous materials in the workplace. It also outlines the steps employees can take to protect themselves. This program is suitable for employee orientation and refresher training. Employees can work through the program at their own pace or a supervisor can facilitate a small group session using the Leader's Guide.*

*You can order these products and many others from our website at [www.ossa.com](http://www.ossa.com) or by calling our client services line at 1-888-478-6772.*

## Need help?

The OSSA and its staff are here to help you with health and safety in your workplace. We believe that integrating health and safety into your daily

business practices is the most practical and effective way to prevent workplace injuries and illnesses. We have a variety of affordable, flexible service and product options to help you with your health and safety needs.

Contact your OSSA consultant if you have any questions about training or visit our website at [www.ossa.com](http://www.ossa.com).