
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)

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

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Legislation

Occupational Health and Safety Act

Certain general duties under the *Occupational Health and Safety Act* have training implications. For example, the employer is required to provide information, instruction and supervision to protect the health and safety of workers [s. 25(2)(a)]. The supervisor has a general duty to advise workers of potential or actual dangers to their health or safety of which he or she is aware, and where prescribed, to provide written instructions as to the measures and procedures to be taken for the protection of workers [s. 27(2)(a) & (b)]. The worker's general duties are specified in section 28.

Regulations made under this *Act* have provisions for training to be provided in specific areas. Some that would apply in most workplaces are:

Industrial Establishments Regulation (R.R.O.1990, Reg. 851)

Workers required to wear or use personal protective equipment must be trained in their use and care (s.79). Workers exposed to biological, chemical or physical agents must be trained in procedures and precautions for handling, use and storage, required personal protective equipment and emergency measures and procedures (s.130).

Workplace Hazardous Materials Information System Regulation (R.R.O. 1990, Reg. 860)

Workers who work with or near hazardous materials must receive training in the content of labels and MSDSs, procedures for use, care, handling and storage, procedures where fugitive emissions are present, and in emergency procedures. Refer to sections 6 & 7 of the WHMIS regulation for complete requirements.

Furthermore, under section 42 of the *Occupational Health and Safety Act*, this training and worker's familiarity with it must be reviewed at least annually and whenever changes are made in the workplace that affect worker health and safety.

Designated Substance Regulation (O. Reg. 490/09)

Affected workers must be trained in the use, care, and limitations of respirators, and in the provisions of the control program for the designated substances. The Codes for Medical Surveillance that are a part of these regulations contain requirements for specific health education.

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Training Program

At a minimum, any orientation program should have provisions for:

- General training
- Job-specific training
- Allocation of responsibilities
- Measurement and evaluation

General Training

For the newcomer, this should include information about the company, its products, etc., and an explanation of:

- department functions
- reporting structures
- relationships with other departments
- standard operating procedures
- reporting of hazards

Job-Specific Training

Training and instruction should be provided in:

- the safety and health hazards of the job
- safe working practices, procedures and precautions (include applicable control systems such as lock-out or work permits)
- the use, care and maintenance of personal protective equipment

Specific legal requirements, such as, for example, those required for instruction and training in hazardous materials, must be identified and addressed in the training that is provided. The forms provided in figures 1 and 2 will help you to identify the items to be covered in your orientation training program.

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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 (H & S Rep) or joint health and safety committee (JHSC) 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

H & S Rep/JHSC

- 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.

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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 infringements 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.

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Figure 1

Sample checklist of items that should be covered in an Orientation Program

General Orientation	Job-specific Orientation
<input type="checkbox"/> Overview of the company	<input type="checkbox"/> Department functions
<input type="checkbox"/> Organization structure	<input type="checkbox"/> Department tour
<input type="checkbox"/> Company policy and procedures	<input type="checkbox"/> Priorities
<input type="checkbox"/> Pay rates (regular, overtime, etc.)	<input type="checkbox"/> Reporting structures
<input type="checkbox"/> Benefits (medical, insurance, etc.)	<input type="checkbox"/> Relationships within department and with other departments
<input type="checkbox"/> Introduction to union, where appropriate	<input type="checkbox"/> Security
<input type="checkbox"/> Employee problems and concerns	<input type="checkbox"/> Types of assistance available
<input type="checkbox"/> Work refusal procedure	<input type="checkbox"/> What to do in an emergency
<input type="checkbox"/> Grievance procedure	<input type="checkbox"/> Performance evaluations
<input type="checkbox"/> Personnel records	<input type="checkbox"/> Specific duties and responsibilities
<input type="checkbox"/> Communication	<input type="checkbox"/> Specific worker legal responsibilities
<input type="checkbox"/> Physical fitness	<input type="checkbox"/> Department occupational health and safety basics
<input type="checkbox"/> Absenteeism, lateness, etc.	<input type="checkbox"/> Department safety rules
<input type="checkbox"/> Employee performance	<input type="checkbox"/> Information on hazards, controls, precautions and procedures
<input type="checkbox"/> Awards program	<input type="checkbox"/> Use of tools and equipment
<input type="checkbox"/> Safety and health policy	<input type="checkbox"/> Materials/substances in use – hazards, handling, storage and disposal procedures
<input type="checkbox"/> General safety rules	<input type="checkbox"/> Labelling systems/warning signs/MSDSs
<input type="checkbox"/> Legal responsibilities and rights	<input type="checkbox"/> Use and care of PPE
<input type="checkbox"/> Physical examinations	<input type="checkbox"/> Housekeeping procedures
<input type="checkbox"/> First-aid facilities	<input type="checkbox"/> Work permit systems
<input type="checkbox"/> Fire safety plan and emergency procedures	<input type="checkbox"/> Process hazards (e.g., toxic dusts)
<input type="checkbox"/> Reporting of hazards	<input type="checkbox"/> Hazards—loose clothing, jewellery
<input type="checkbox"/> H & S Rep/JHSC	<input type="checkbox"/> Lifting and handling restrictions
<input type="checkbox"/> Personal protective equipment (PPE)	<input type="checkbox"/> Safe stacking of materials
<input type="checkbox"/> Use of tools and equipment	<input type="checkbox"/> Safety supplies and equipment
<input type="checkbox"/> General housekeeping	<input type="checkbox"/> Defective or inappropriate tools
<input type="checkbox"/> Smoking restrictions	<input type="checkbox"/> Correct use of guards
<input type="checkbox"/>	<input type="checkbox"/> Safe procedures for machines
<input type="checkbox"/>	<input type="checkbox"/> Maintenance of clear access and egress
<input type="checkbox"/>	<input type="checkbox"/> Notification of work-related injuries and illnesses
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>



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