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## ORIENTATION AND TRAINING GENERAL INFORMATION

Training is an essential. It provides the knowledge and practice to prevent injuries and illness in the workplace. Some training programs will be delivered to everyone, while others are position- or task-specific.

### When do you need to train employees?

Employees should receive orientation their first day on the job, so that they understand everyone's role and can contribute to an effective Internal Responsibility System (IRS). Most importantly, an employee needs to be trained on the correct way to do their job before they are left to work alone, so that the risk of injury or illness is minimized. It's important to protect your workers and your business - an injured employee will not be able to support your business fully

The Ministry of Labour specifies certain training requirements. As an employer you also have a duty to take every reasonable precaution to protect the health and safety of workers and this includes training in the hazards of the work. See the next page for some of the specifics.

## ORIENTATION AND TRAINING GENERAL INFORMATION

Who? (who needs training)	What? (examples)	When? (timing)
<ul style="list-style-type: none"> <li>▪ New employees</li> <li>▪ Young workers</li> <li>▪ Promoted or transferred workers</li> <li>▪ Returning workers</li> <li>▪ Supervisors</li> <li>▪ Contractors</li> <li>▪ Suppliers/contractors and work-related visitors</li> </ul>	<ul style="list-style-type: none"> <li>▪ All workers and supervisors require Health and Safety Awareness training</li> <li>▪ WHMIS for those that work with or who may be exposed in the course of his or her work to a hazardous product</li> <li>▪ First Aid training (minimum one worker per shift)</li> <li>▪ Use of required personal protective equipment when exposed to a biological, chemical or physical agent</li> <li>▪ Other training that may be required:               <ul style="list-style-type: none"> <li>– JHSC Certification Parts 1 and 2</li> <li>– Violence and Harassment</li> <li>– Emergency plan</li> <li>– Return to work</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ When hired</li> <li>▪ After an extended absence</li> <li>▪ Before being exposed to hazards</li> <li>▪ Transferred to a new role</li> <li>▪ Refreshers to maintain competence</li> <li>▪ When a contract commences</li> </ul>

### Tips:

- Document your orientation process to ensure consistent delivery of information
- Provide information in a different language when appropriate
- Have regular contact with new and young workers, to ensure they have understood how to apply the safe work practices
- Encourage people to ask questions and confirm their understanding of the information
- Train workers on safe practices before they are exposed to the hazard

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## ORIENTATION AND TRAINING GENERAL INFORMATION

### Who needs orientation and training?

The short answer is ‘everyone’. As the employer it’s your responsibility to provide information and training to protect the health and safety of employees and other people in your workplace. The training content will vary depending on the role of each person and to which hazards they may be exposed.

### What information should you include in your orientation and training program?

The content of your training program can be organized in different ways. One example would be:

- Generic Orientation that covers information common to all workplace parties and can often be delivered in a group setting. Information like duties and responsibilities, hazard reporting, first aid procedures, violence and harassment policy, generic WHMIS and common workplace hazards fall into this category.
- Job-specific hazard training focuses on teaching employees to work safely with the hazards to which they will be exposed while doing their job. This training would cover content such as safe work procedures, specific PPE use, PPE care and replacement, lockout and tag-out procedures; job-specific WHMIS hazards.

Please see the next page for a sample orientation training checklist.

### Evaluate to assess learning

Training is an investment of time and money, so you’ll want to ensure that it has been effective. There are various types of assessments that can help confirm if an employee has understood the information and retained knowledge, including quizzes, hands-on activities and observation.

## ORIENTATION AND TRAINING TOPIC EXAMPLES

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"/> Health and Safety Representative/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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