# Training and Instruction of Employees

## Purpose

All workers need to know how to perform their jobs safely and understand their role in maintaining a healthy and safe workplace. Employers must ensure that workers are trained, qualified and competent to perform their tasks.

**[Company name]** commits to ensuring that individuals are appropriately trained for the functions that they are assigned and the tasks that they are asked to perform. This policy applies to all full-time and part-time positions in **[Company name],** up to and including executive level.

## Policy

**[Company name]** recognizes that training and education of workers is a vital part of our health and safety program. Our employees must have the knowledge and skills to work safely. Safety instruction will be provided to all workers. Workers are required to comply with these instructions.

All new workers and all young workers must receive an orientation prior to the start of normal job activities. In addition, workers who are returning to work after an absence must receive an orientation if hazards in that workplace have changed during the worker's absence. The orientation must meet the requirements of the Occupational Health and Safety Regulation and be appropriate to:

* the work activity
* the workers knowledge and skill
* length of absence

Returning workers may also require assistance from the injury management coordinator.

The supervisor of a new or returning worker must observe and assess the worker to ensure competence prior to performing the task required. This assessment must be documented by the supervisor.

## Responsibilities

Any person in the company who has other people, including temporary employees or workers from other areas, working under their supervision is directly responsible for ensuring that the individuals under their direct supervision have appropriate training, and is indirectly responsible for ensuring that this training extends to workers more than one level below them in the organization.

The **company manager** will track and monitor training and certification for those reporting to them, in order to maintain legal, regulatory and company requirements.

**Supervisors** must assess the competency of their workers before they are permitted to perform their assigned tasks. Supervisors will maintain records, such as Monthly Operational Reports (MORs) and Performance Goals and Measures (PGMs).

**All employees** must carry their certification documentation with them where required. For example, first aid attendants must carry proof of their qualification; servers in licensed establishments should have Serving It Right certificates, and anyone driving on company business must carry a driver’s license with them.

**The joint occupational health and safety committee (JOHSC)** is responsible for reviewing this policy and procedure:

* at least annually
* when the operating structure of the company changes
* when risk assessments indicate a new type of training is required
* when the company offers new types of training to clients that might be applicable to company personnel.

The JOHSC, in consultation with each affected party, annually develops and reviews the training matrix. Training topics are matched against job groups (collections of similar tasks) and marked as ‘Required’. These topics are ones that the target job group needs to be progressing toward. Not having a mark in the training topic in no way prohibits a person from having that training. Training received prior to company employment may qualify as sufficient training on this matrix.

## Procedure

Individuals must be appropriately trained for the functions they are assigned and the tasks they are asked to perform. The job function training needs assessment provides a training matrix and mechanisms for using and maintaining the matrix in compliance with legal, regulatory and company requirements

Our program of worker education and training will consist of the following:

* Conducting worker orientation sessions for new workers and site-specific orientations
* Conducting safety talks on a regular basis
* Developing safe job procedures and instructing workers in these procedures
* Monitoring ongoing requirements for health and safety instruction
* Delivering specialized training for employees as required

Job-specific training of employees is conducted in, but not limited to, the following situations:

* When a new employee is hired
* When an employee is assigned to new or different work
* When an employee is moved to a new site or location

This training will be conducted by the employee’s immediate supervisor and will contain the following items:

* Review safe work practices and procedures that apply to the specific job.
* Make to the employee’s attention all known safety hazards that may affect him or her.
* Determine what the employee can do and how he or she should do it. This includes discussion with the employee and observation of how he or she does the work.
* Provide the employee with all the information and personal protective equipment (PPE) that is necessary to work safely.

Depending on the complexity of the job and the employee’s skill and experience level, job-specific training may take days to several months. Ensure training documentation is kept and make it available to WorkSafeBC upon request. The ongoing monitoring and coaching of the worker is a major duty and responsibility of that worker’s immediate supervisor.

## New/Young Worker Orientation

Employees of **[Company name]** will receive an orientation session. This new worker orientation will be used to review general health and safety program requirements as required by the Occupational Health and Safety Regulation.

Orientation of new and young employees is mandatory and must be completed prior to commencement of work. It is the responsibility of supervisors to ensure their workers complete the **[Company name]** orientation before starting work.

The orientation will include safety information specific to the job and the worker’s expected duties. The supervisor may conduct the orientation session.

As a minimum the site-specific safety orientation should include the following:

* The name and contact number of the young or new worker’s supervisor
* Worker rights and responsibilities (including the right to refuse unsafe work)
* Company safety rules
* Identification of worksite hazards and safe work procedures for dealing with these hazards
* Procedure for reporting injuries and illnesses
* PPE requirements
* Company safety policy and OHS program overview
* Written safe work procedures for worker tasks, including instruction and demonstration of the safe work procedures
* Workplace Hazardous Materials Information System (WHMIS)
* Emergency procedures
* First aid policy and procedures
* Roles and responsibilities
* Bullying and harassment policy
* Violence in the workplace
* Working alone or in isolation
* Contact information for the worker health and safety representative

The initial orientation training needs to be followed up with further training of workers when any of the follow conditions exist:

* The work to be conducted has not been done before, and new or modified work procedures are required.
* There is an obvious skill or knowledge gap that prevents the worker from completing tasks as required.
* A worker requests training for work activities they are not familiar with.
* WorkSafeBC directs that training is required.

**[Company name]** will help the employee ensure that the required training takes place. The training will be competency based so it is effective and meets the test of due diligence. Competency based means that the essential skills and knowledge required to do the work correctly have been included in the training, communicated to the worker and evaluated to assess the worker’s skill and knowledge level.

## Safety Talks

Safety talks are a key element of worker education and training. Safety talks must focus on a specific topic of discussion, such as a safety rule, safe job procedure, recent incident, meeting minutes or inspection results. Safety talks are used to discuss hazards and provide information on how to minimize or remove the risk of injury. All workers on-site must attend safety talks, which generally take 15 minutes or less.

## Records

Training records are personnel records and as such must be kept at least as long as the employee is with the company. Master records need to be kept secure from damage but accessible to those who need them. Keeping original documents in personnel files with copies accessible to supervisors and others needing to verify training is recommended. Spreadsheets can be used to track certifications, and can make it easy for supervisors to look up information.