

# New and Young Worker Employer Guide



Protecting yourself from the financial and emotional costs that occur when a new and young worker is injured on the job.



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# GUIDE OVERVIEW

The purpose of this guide is to ensure that both the worker and employer are protected from the financial and emotional costs that occur when a worker is injured on the job. This guide outlines the proper steps to implement to ensure new and young workers return home safe and healthy.

**Step 1:** Orientation

**Step 2:** Training

**Step 3:** Supervision

**This guide also outlines the responsibilities of both the employer and the worker.**



# WHY NEW AND YOUNG WORKERS?

***A young worker is:***  
*a worker between the ages of 15 and 24.*

***A new worker is:***  
*a worker who is new to the workplace, returning to a workplace that has changed, or has relocated.*



New and young workers are at a greater risk of injury than more experienced workers. They lack the experience and knowledge that a seasoned worker has. New and young workers are unfamiliar with hazards and are in need of your help.

Young workers often try to create a good impression by working hard and fast. They are reluctant to report unsafe conditions because they are insecure and are worried about future employment. It can be costly to hire and train new workers, especially if you are running a small business. But the financial and emotional consequences of an injury outweigh the initial financial costs of training. It pays to keep workers safe.

New and young workers can provide you with an enthusiastic, ambitious workforce full of new ideas that can contribute to your company. Training and preparing new and young workers properly will result in workers who are less likely to be injured on the job than their peers in other workplaces.

A healthy business is a productive business.

**“Safe workers aren’t born, they’re taught.”**

**42 young Ontario workers are injured, made ill, or killed on the job every day which means that almost 2 young workers are injured every hour of every day.**



# RESPONSIBILITIES

## Employer Responsibilities

- Provide a safe and healthy workplace
- Provide correct protective equipment
- Follow the *Occupational Health and Safety Act*
- Immediately report all critical injuries
- Provide proper orientation, training, and supervision
- Keep written records of training

## Supervisor Responsibilities

- Ensure receives mandatory health and safety awareness training
- Correct unsafe acts and conditions
- Set health and safety rules and inspect the workplace for hazards
- Enforce health and safety requirements
- Ensure each worker is trained before operating tools and equipment or using hazardous chemicals
- Ensure workers use proper safety equipment

## Employee Responsibilities

- Work in compliance with the *Occupational Health and Safety Act* and regulations
- Use personal protective equipment and clothing as directed by the employer
- Report workplace hazards and dangers
- If something is unclear, ask questions before starting the job
- Make suggestions to improve health and safety

## Employee Rights

1. The Right to know
2. The Right to participate
3. The Right to refuse unsafe work

*Employers are legally responsible and liable for each and every employee they hire.*





# WORKER ORIENTATION CHECKLIST EXAMPLE

Asked	Need to Ask	Questions to ask as a New & Young Worker
		<p>What is/are my specific job/task responsibilities?</p> <p>Essential Tasks                      Non-Essential Tasks</p>
		What does a normal day in this job look like?
		Has anyone ever gotten hurt doing this job/task?
		Will I ever have to climb or work at heights?
		Will I have to lift and carry heavy objects?
		Will I have to go into any confined spaces?
		What kind of training and instructions am I going to receive to make sure I am safe?
		What kind of protective equipment are you going to give me to use, will there be training on how to use it, and if there is a problem with my PPE what is done about it?
		Will I be working with chemicals? Will you be giving me training on how to use, handle, store, dispose of them to keep myself and my coworkers safe?
		What happens if I am not feeling well, or I am tired at work?
		As my supervisor, how do I get a hold of you, and where do you work?
		As my supervisor, will you provide me with on-the-job feedback?
		Can I report safety concerns to you as my supervisor?
		What do I do if I or my co-worker gets injured at work?
		If I get hurt at home and can't come into work, what do I have to do?
		Do I know what my rights are?
		Will I have co-workers that will be comfortable with me asking them for help?
		How will you tell me about Health and Safety information? (email, boards, talks, etc.)
		If I don't feel comfortable doing something, who would you talk to about it?
		Who is the Health and Safety Representative/Joint Health and Safety Committee Members?
		Will you show me how to operate the equipment safely until I feel comfortable?

<b>Worker:</b>			
<b>Position and/or Tasks:</b>			
<b>Trainer:</b>			
<b>Date of Hire:</b>		<b>Date of Orientation:</b>	

Topic	Trainer (Initials)	Worker (Initials)	Comments
1. Supervisor: _____ Telephone #: _____			
2. Procedures have been explained for the following; a. Time Cards / Hours of Work / Rest & Break policy Call-in procedures when absent b. Work Permits c. Overtime d. Personal Use of Electronic Devices e. Vacation / Sick Time f. Disciplinary Policy			
3. Mandatory Health & Safety Awareness Training			
4. Health and Safety Policy Statement including the rights and responsibilities of workplace parties a) General duties of employers, workers, and supervisors b) Worker right to refuse unsafe work and procedure for doing so c) Worker responsibility to report hazards and procedure for doing so			
5. Workplace health and safety rules a) _____ b) _____ c) _____ d) _____			
6. Known hazards and how to deal with them a) _____ b) _____ c) _____ d) _____			

Topic	Trainer (Initials)	Worker (Initials)	Comments
1. Safe work procedures for carrying out tasks a) _____ b) _____ c) _____ d) _____			
2. Procedures for working alone or in isolation			
3. Measures to reduce the risk of violence in the workplace and procedures for dealing with violent situations			
4. Personal protective equipment (PPE) — what to use, when to use it, and where to find it a) _____ b) _____ c) _____ d) _____			
5. First aid a) First aid attendant name and contact information b) Locations of first aid kits and eye wash facilities c) How to report an illness, injury, or other accident (including near misses)			
6. Emergency procedures a) Locations of emergency exits and meeting points b) Locations of fire extinguishers and fire alarms c) How to use fire extinguishers d) What to do in an emergency situation			
7. Hazardous materials and WHMIS a) What hazardous materials are in the workplace? b) Purpose and significance of hazard information on product labels c) Location, purpose and significance of material safety data sheets (MSDSs) d) How to handle, use, store and dispose of hazardous materials safely e) Procedures for an emergency involving hazardous materials, including clean-up of spills			

Have	Need	Orientation Review
		Has the employer provided an Orientation that is; <ul style="list-style-type: none"> <li>• Instructional</li> <li>• Hands On</li> <li>• Specific to the role and tasks to be performed</li> <li>• Covering specific topics and hazards such as Struck By, Overexertion, and Caught in or Compressed by Objects or Equipment?</li> </ul>
		Have gone on a tour of the facility/jobsite to familiarize yourself with your workspace?
		Have been introduced to all the members of your crew/shift including the supervisor?
		Have you been provided with a Peer Job Shadow or Mentor and has the supervisor or employer informed you of what this mentorship will consist of?
		Are you visually identifiable in your workplace as new to the position in some way?
		Have you discussed any concerns with your Mentor or Supervisor regarding your position? If yes; What?
		Have you discussed with your employer and supervisor any psychological vulnerabilities and support needs (i.e. anxiety or depression), physical limitations or medical conditions?

### Worker Acknowledgement

I have received the above orientation and I understand my obligations to work in compliance with the company’s health and safety program.

Worker Signature:		Date:	
Supervisor Signature:		Date:	
Employer Signature:		Date:	

The trainer and worker must initial each topic once the topic has been covered and/or demonstrated. Any feedback or comments are to be placed in the comment’s column. If the topic is irrelevant, mark “N/A” in the comment’s column.

Congratulations! You have completed your Orientation, but orientation is not training, it is an overview and introduction to the workplace. Now we move onto Training you to be successful in your position. Training will be specific to the workplace and will be an ongoing process, not just a one-time deal.

# ORIENTATION

More than half of workplace incidents involving young and new workers occur during their first six months on the job. Providing effective orientation is a direct way to ensure your workers are prepared for the job they will be performing. A typical orientation session should take between one and four hours.

***This is your chance to successfully integrate the worker into your business.***

## **Step One: Prepare**

- Review worker's previous experience, training, and education
- Plan what you will present
- Have orientation checklist ready

## **Step Two: Welcome**

- Explain the layout of the area the worker will be working in
- Point out fire exits, emergency equipment, and the location of first aid facilities or services
- Explain that you will try to solve any problems that may arise
- Help worker feel at ease
- Explain where to obtain tools and equipment
- Explain where to obtain advice or direction
- Go over checklist
- Provide mandatory health and safety awareness training

## **Step Three: Check Understanding**

- Ask questions to ensure the worker understands what you are saying
- Follow up at a later date to make sure the worker understands

## **Step Four: Keep Records**

- Be sure to document all training
- Use check sheets to keep track of topics covered
- Keep orientation sheet and give a copy to worker

***Remember, your company's orientation plan should be tailored to your company's needs and expectations***



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# TRAINING

***Training must be specific to the workplace and should be an ongoing process. Training is not a one-time deal.***

The employer must clearly communicate the worker's tasks and continue to follow up with the worker. The employer must repeat and confirm training with the new worker. Information may need to be repeated a couple of times before it sinks in.

## Things to Do

- Tell young workers not to perform any task until they have been properly trained
- Tell young workers not to leave their work area unless they've been told to do so
- Tell young workers that if they don't know or if they are unsure of something, to ask someone first



***Demonstrate your commitment to health and safety with your own consistent, safe work. Young workers learn by example.***



## Steps in Training

- Give clear instructions to the new or young worker about health and safety precautions
- Show them how to complete a task safely, and repeat frequently until the worker understands
- Shadow the worker while he or she is performing tasks for the first time, and coach for improvement.
- Allow the worker to repeat the tasks until they are comfortable with the routine and don't have any more questions
- Monitor the worker

# SUPERVISION

Who supervises young workers? Are any unsafe work habits corrected immediately? Are supervisors available to answer questions and provide advice?

**As an employer, these are all questions you should be asking yourself.**

## **Supervisors:**

- Spend lots of time with each new or young worker
- Give job-specific safety training
- Teach emergency procedures
- Reward those who show a true commitment to health and safety
- Regularly check to ensure that all workers are completing tasks safely
- Encourage workers to report any hazards immediately
- Give clear instructions on how to report hazards
- Understand the risks connected with young workers
- Make sure young and new workers wear personal protective equipment
- Demonstrate safe work habits

*Young workers should be closely and competently supervised until they can demonstrate that they can work safely.*

## **Supervisors can effectively integrate young workers into the operations by:**

- Assessing young people's attitudes
- Listening to them
- Motivating them
- Checking on them
- Instructing and demonstrating good habits
- Guiding them
- Making them feel comfortable



# EQUIPMENT

**Ensure equipment, materials and protective devices required are provided and used. This includes guards on machinery and the use of personal protective equipment.**

Young workers may not want to wear a hard hat or safety glasses because they view them as 'uncool'. Explain to them that temporary discomfort will protect them from a possible permanent discomfort.

## **Personal protective equipment:**

- Must be properly fitted to the worker
- Must be appropriate for the hazards that may be encountered
- Must be regularly cleaned and maintained
- Must be replaced immediately when damaged

**Personal protective equipment (PPE) is the last line of defence when it comes to health and safety.**

## **Examples of personal protective equipment includes:**

- Hard hats
- Safety glasses
- Ear plugs
- High-Visibility Vest
- Respiratory protection
- Gloves
- Steel-toed boots
- Fall-prevention harness, lifeline or safety belt



Young workers tend to view themselves as invincible. All too often it is after an incident has occurred that they realize it could have been prevented. Young and new workers need to be made aware of the pitfalls of not wearing the proper safety equipment.

Employers must teach young workers when they need to wear protective equipment, why they need to wear it, where to find it, how to use it, and how to care for it.

## ABOUT WORKPLACE SAFETY NORTH

Workplace Safety North believes illnesses and injuries can and must be prevented. An independent, not-for-profit organization, WSN is a leading provider of health and safety consulting and training services to mining, mine rescue, forestry, paper, printing and converting sectors, as well as northern Ontario businesses across all sectors. As one of the four designated health and safety associations in Ontario, businesses call upon WSN for expert advice and information, classroom and online training programs, on-site consultations, health and safety audits, industrial hygiene testing, ergonomic assessments, and specific problem-solving.

For more information, please visit [workplacesafetynorth.ca](http://workplacesafetynorth.ca)

**1-888-730-7821 Toll-free Ontario**

**705-474-7233**

**[workplacesafetynorth.ca](http://workplacesafetynorth.ca)**

