

## Training procedures

### 1. Prepare the trainee

- Do not begin until you have the worker's full attention.
- Explain the job in detail and the reasons for doing it.
- Explain in detail any safety precautions, including personal protective equipment.
- Try to link the worker's past experiences with the new job.
- Encourage questions to ensure the worker understands everything you are saying and doing.
- Take all the time the worker needs for full understanding.
- If a written safe work procedure for the task is available, provide a copy or tell the worker where a copy can be found.

### 2. Demonstrate and describe

- Go through the operation at normal speed.
- Go through the operation at slow speed and answer questions.
- Include safety precautions during the normal sequence of tasks.
- Have the trainee perform the operation until it is done exactly as required.
- Proceed with the next operation.
- After all operations go smoothly, have the trainee perform the entire job. (If it is too long or complex, break it into steps to suit the worker's capacity and take all the time needed to repeat the steps.)
- Do not teach more than the worker can understand at one time.
- Discuss problems and answer questions.

### 3. Observe the trainee on the job

- After a period of time, have the trainee perform the entire task at or near a normal speed.
- Answer any questions or repeat any key points the trainee may have missed.
- When you feel the trainee is ready, allow him or her to perform the task alone.
- Tell the trainee where to get help in your absence.
- Encourage initiative and respect suggestions.
- Keep written records of training: who, what, when.

### 4. Check progress

- Make unscheduled visits.
- Make visits shorter and less frequent as the trainee progresses.
- Correct unsafe work habits.
- Monitor the worker to ensure that safety standards are maintained.
- Remember that, as a supervisor, you are responsible for the worker's health and safety.

## Group training

The supervisor may give group instruction when several workers are being trained at once in the same job. Group training can take place as described previously for the individual.

Whenever there is any doubt whether a specific work procedure or situation is safe, and when the employer, supervisor, and worker cannot answer the question by referring to the Occupational Health and Safety Regulation, contact a WorkSafeBC (Workers' Compensation Board) safety or hygiene officer.

For more information, contact the WorkSafeBC Prevention Information Line, 604 276-3100 or toll-free 1 888 621-SAFE (7233), or call the WorkSafeBC office nearest you.

## WorkSafeBC Offices

Visit our web site at [WorkSafeBC.com](http://WorkSafeBC.com).

### Abbotsford

2774 Trethewey Street V2T 3R1  
Phone 604 276-3100  
1 800 292-2219  
Fax 604 556-2077

### Burnaby

450 – 6450 Roberts Street V5G 4E1  
Phone 604 276-3100  
1 888 621-7233  
Fax 604 232-5950

### Coquitlam

104 – 3020 Lincoln Avenue V3B 6B4  
Phone 604 276-3100  
1 888 967-5377  
Fax 604 232-1946

### Courtenay

801 30th Street V9N 8G6  
Phone 250 334-8765  
1 800 663-7921  
Fax 250 334-8757

### Kamloops

321 Battle Street V2C 6P1  
Phone 250 371-6003  
1 800 663-3935  
Fax 250 371-6031

### Kelowna

110 – 2045 Enterprise Way V1Y 9T5  
Phone 250 717-4313  
1 888 922-4466  
Fax 250 717-4380

### Nanaimo

4980 Wills Road V9T 6C6  
Phone 250 751-8040  
1 800 663-7382  
Fax 250 751-8046

### Nelson

524 Kootenay Street V1L 6B4  
Phone 250 352-2824  
1 800 663-4962  
Fax 250 352-1816

### North Vancouver

400 – 224 Esplanade Ave. W. V7M 1A4  
Phone 604 276-3100  
1 888 875-6999  
Fax 604 232-1558

### Prince George

1066 Vancouver Street V2L 5M4  
Phone 250 561-3700  
1 800 663-6623  
Fax 250 561-3710

### Surrey

100 – 5500 152 Street V3S 5J9  
Phone 604 276-3100  
1 888 621-7233  
Fax 604 232-7077

### Terrace

4450 Lakelse Avenue V8G 1P2  
Phone 250 615-6605  
1 800 663-3871  
Fax 250 615-6633

### Victoria

4514 Chatterton Way V8X 5H2  
Phone 250 881-3418  
1 800 663-7593  
Fax 250 881-3482

### Head Office / Richmond

*Prevention Information Line:*  
Phone 604 276-3100  
1 888 621-7233 (621-SAFE)

### *Administration:*

6951 Westminster Highway  
Phone 604 273-2266  
*Mailing Address:*  
PO Box 5350 Stn Terminal  
Vancouver BC V6B 5L5

### After Hours

**Health & Safety Emergency**  
604 273-7711  
1 866 922-4357 (WCB-HELP)

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# SAFETY ON THE JOB IS EVERYONE'S BUSINESS

## The responsibilities of:

 **Employer**

 **Supervisor**

 **Worker**

**WORK SAFE BC**



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## Responsibility for training rests with the employer

One of the most important responsibilities of the employer is to ensure that workers are adequately trained in safe work procedures and properly supervised when carrying out their duties.

Employers must ensure workers aren't intimidated or confused by new equipment or procedures. Don't assume they know how to work safely without training.

Make sure everyone knows and uses proper safe work procedures. Don't allow workers to improvise their own techniques.

Don't allow shortcuts, carelessness, or recklessness. Occasionally, "it-won't-happen-to-me" attitudes can get in the way of safety.

Employers should work with supervisors to help foster positive worker attitudes to safety.

On a job site, worker training is usually carried out by the supervisor. However, the employer has the legal responsibility to ensure that every worker receives adequate training. The employer must follow up to see that the supervisor is carrying out all required training.

## Employer responsibilities

- Provide a safe and healthy workplace.
- Ensure that workers are adequately trained.
- Keep written records of training (who, what, when).
- Establish and maintain a comprehensive occupational health and safety program, including a written health and safety policy and an incident investigation procedure.
- Support supervisors, safety co-ordinators, and workers in their health and safety activities.
- Take action immediately when a worker or supervisor tells you about a potentially hazardous situation.
- Initiate an immediate investigation into incidents.
- Report serious incidents to WorkSafeBC.
- Provide adequate first aid facilities and services.
- Provide personal protective equipment where required.

## Supervisor responsibilities

- Instruct workers in safe work procedures.
- Train workers for all tasks assigned to them, and check that their work is being done safely.
- Ensure that only authorized, adequately trained workers operate tools and equipment or use hazardous chemicals.
- Ensure that equipment and materials are properly handled, stored, and maintained.
- Enforce health and safety requirements.
- Correct unsafe acts and conditions.
- Identify workers with problems that could affect safety at the worksite.
- Follow up with interviews and referrals where necessary.
- Formulate health and safety rules and inspect the workplace for hazards.

## Worker responsibilities

- Know and follow health and safety requirements affecting your job.
- If you don't know how to do something safely, ask for training before you begin work.
- Work safely, and encourage your co-workers to do the same.
- Correct any unsafe conditions or immediately report them to your supervisor.
- Immediately report any injury to a first aid attendant or supervisor.
- Take the initiative. Make suggestions to improve health and safety.

## Recommended procedures for training new workers

The following procedures should be used to introduce and train new workers. The supervisor is usually responsible for carrying out these procedures.

### Introduction

#### 1. *Prepare to receive the new worker*

- Review the worker's previous experience, training, and education.
- Prepare or obtain a written description of the job, with a step-by-step breakdown of duties and responsibilities.
- Plan what you will present.

#### 2. *Welcome the worker*

- Help the worker feel at ease.
- Show the worker the assigned workplace.
- Explain the work flow and arrangement.
- Explain where to obtain tools and equipment.
- Explain where to obtain advice or direction.

#### 3. *Tour the facilities*

- Explain the layout of the section.
- Conduct a safety orientation. 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.