New Worker Training & Orientation

Upper Island Safety Conference
Campbell River, BC

May 28, 2019 (1:15 – 2:30)

Helen Chandler
Industry Specialist Young and New Workers
Agenda

1 Stats, glorious stats!
2 Why focus on new and young workers?
3 Why is training and orientation important?
4 Who are these Gen Y and Z workers?
5 What’s required and practical tips for getting there.
6 WorkSafeBC Resources
Does your new worker orientation look like this?
New & Young Worker definition

YOUNG OR NEW WORKERS

- new to the workplace
- returning to a workplace where the hazards in that workplace have changed during the worker’s absence
- affected by a change in the hazards of a workplace
- relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker’s previous workplace

- any worker who is under 25 years of age
About 320,000 workers aged 15-24 are working across all industries in British Columbia (116,000 in 18-24 age range).

Each year, about 6,400 young people are injured on the job.

Almost 2/3 of all young worker injuries are among young males aged 18-24.
Young Worker Statistics 2013-2017

Injury Rate Comparison by Age and Gender

![Graph showing injury rate comparison by age and gender from 2013 to 2017.]

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
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<td>Males 15-24</td>
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<td>Overall Injury Rate</td>
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### The Big Picture
Injury Rate Comparison by Age and Gender 1995-2014

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<th>Year</th>
<th>Females 15-24</th>
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**BC's New and Young Worker Programs**
Young Worker Time Loss Claims and Sectors – 2013-2017

Young Worker Time Loss Claims

- Transportation and Warehousing: 1,832 (5%)
- Trade: 6,290 (19%)
- Manufacturing: 4,338 (13%)
- Primary Resources: 1,260 (4%)
- Public Sector: 712 (2%)
- Service Sector: 12,722 (38%)

Young Worker Serious Injury Claims

- Construction: 6,185 (19%)
- Service Sector: 1,143 (30%)
- Transportation and Warehousing: 190 (5%)
- Primary Resources: 243 (6%)
- Public Sector: 54 (2%)
- Trade: 476 (12%)
- Manufacturing: 623 (16%)
Why focus on young and new workers?
Jack Thomas
Why Do We Focus on Youth?

- Greater risk of injury (for males)
- Heightened sense of tragedy when injuries occur
- Focus may bring long term change in the safety culture
Why do young and new workers get injured?

• Inexperience
• Lack of training, orientation, and supervision
• Lack of understanding of their workplace
• Lack of preparation for the workplace
• Exposure to more dangerous jobs
• Hesitancy to ask questions
Why is training and orientation important for young and new workers?
More than half of workplace accidents involving young and new workers occur during their first six months on the job.

New workers are 3X more likely to be injured in the first month.
OHS Reg. 3.22 – 3.25

3.22 – Who

3.23 – What

(1) Specific to the workplace

(2) List of topics

3.24 – When more is needed

3.25 - Records
Other benefits

• Reduced product loss and downtime
• Increased production in less time
• Increased retention
• Increased trust in employer
• Improved communication
• Fresh set of eyes to see issues or concerns (just make sure the door is open for them to report them to you)
• Happier, more confident employees
Orientation and Training:
When to train and orient?

- Whenever you hire new workers
- When a new job process starts
- When changes occur in the workplace
- Before they start working
The Elements of Orientation and Training

- Evaluate
- Train and orient the worker
- Test the worker
- Keep records of orientation (copy for both of you)
- Observe and provide ongoing supervision
- Re-train if necessary
Orientation

- Employer and worker rights & responsibilities under the WCA*
- Known hazards of the worksite
- Contact information:
  - Supervisor
  - Joint committee and/or
  - Worker Representative’s contact information
    (introduce them if possible)
- Employer’s OHS program
- Working alone or in isolation
- Violence in the workplace
- Personal protective equipment (PPE)
- First aid
- Emergency response plan
- WHMIS
- Bullying and harassment
Training

Instruction and demonstration of:
- specific work task or work process
- site specific polices and procedures
- PPE

1. Provide an overview of each task, including any safety precautions and safe work procedures.
2. Demonstrate and describe the task, going through the steps slowly.
3. Observe the worker performing the task or work process.
   - Follow-up with a few days and again periodically
4. Retrain if necessary.
Millennials, Post-millennials, Generation Y, Z.....

Who are they?

- Millennials (Gen Y) born between 1980 and 1996 (23 - 39)
- Post-Millennials (Gen Z) born between 1997 – 2015 (4 -22) - 17% of Canadian population
Millennials

• Grew up in a world with widespread coverage of violence and uncertainty (9/11, school shootings, hurricane Katrina, )
• Closely supervised as children, grew up with safety gear
• Grew up alongside technological advancements
• Prefer to communicate over email or IM
• Are team oriented
• Are able to multitask

Which makes them...
• Prioritize safety
• Tech savvy
• Collaborative
• Flexible
• Educated
Gen Z

- Saw their parents go through one of the worst economic declines in the past century
- Grew up with lockdown drills, internet safety
- Grew up with strong focus on anti-bullying in schools
- Are technology natives
- Multitask even more than millennials (don’t assume looking at their phone distracts them from a task)

Which makes them...
- Frugal and want stability
- Value diversity and inclusion
- Accepting of differences and intolerant of bullying
- Safety conscious
- Have short attention spans
- Demand relevance
Safety that resonates

- Gamify safety
- Use social media
- Text safety messages
- Use short, bite sized pieces of information (microlearning)
- Ask their opinion
- Use tech but keep the human element
- Be supportive
- Keep lines of communication open
- Give frequent, prompt, short feedback
Practical tips for more effective young worker training
Training

- Make it relevant
- Make it practical and hands on
- Train in short segments

Tell them and they will forget
Show them, and they will remember
Involve them, and they will understand
Training

• Check understanding
  • Young workers may be quick to say they understand because they want to make a good impression
  • Use open ended questions like, “What are the steps to using this equipment?”
  • Follow-up to make sure information is being retained
  • Re-train if necessary

Check progress
Ask follow-up questions within a few days and periodically to ensure they continue to understand.
Mentoring

• Pair up young workers with more experienced workers. Having a mentor gives a young worker a more personal introduction to the workplace.

• Tell them
• Show them
• Watch them
• Encourage them (supportive, corrective, specific feedback)
A seat on the safety committee

- Get young workers involved in making health and safety decisions at your workplace. Have a young worker on the JOHSC.
Find innovate ways to identify new workers

• Make sure new and young workers are easily identifiable. Give them special hard hats, aprons, name tags, or something that shows that they’re new to the job.

• Encourage your experienced workers to assist them when needed.

Hello
my name is

Helen
I’m new here!
Create an open environment

- Make sure young workers know it’s not only okay to ask questions – it’s encouraged!

- Make sure everyone is on board with this: mentors, supervisors, managers, and co-workers.

- If you’re the boss, set the standard!
Young and new worker resources for employers

www.worksafebc.com
In print and online
### Sample worker orientation checklist

<table>
<thead>
<tr>
<th>Topic</th>
<th>Initials (trainer)</th>
<th>Initials (worker)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Supervisor name: ___________________________</td>
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<tr>
<td>Telephone #: ________________________________</td>
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<tr>
<td>2. Rights and responsibilities</td>
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<tr>
<td>(a) General duties of employers, workers, and supervisors</td>
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<tr>
<td>(b) Worker right to refuse unsafe work and procedure for doing so</td>
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<tr>
<td>(c) Worker responsibility to report hazards and procedure for doing so</td>
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WorkSafeBC Young/New Worker Portal

Young and new workers

Workers of all ages can be injured at work, but young and new workers may be more at risk. Injuries can result from inadequate training, orientation, and supervision; inexperience; and lack of awareness of workplace rights and responsibilities. Whatever your role, we have resources to help reduce the risk.

Our Student WorkSafe, Young Worker Speakers Program, and student safety video contest are also available to help empower youth to be healthy and safe at work.

Definition of young and new workers

Definition of a “young worker” as any worker under 25. A “new worker” can be any age and includes those who are new to the workplace or location, or facing new hazards.

The risks

Typical reasons why young and new workers are injured include:
- Inexperience
- Lack of training, orientation, and supervision
- Lack of understanding of their workplace
- Lack of preparation for the workplace
- Exposure to more dangerous jobs
- Hesitancy to ask questions

Related resources

Support for Employers: Training and Orientation for Young
6-minute safety talks

Designed for students in apprenticeship programs:

- Automotive
- Culinary Arts
- Hair Styling
- Plumbing
- Woodworking

General talks, such as, housekeeping, noise, WHMIS etc., can be applied to any industry

Each topic has an instructor guide and a student handout
Student WorkSafe - Resources for teachers, students and independent learners

Three instructional modules and support materials for teachers to deliver learning activities in a wide range of education settings.


WorkSafeBC Young Worker Initiative

**Objective:**
Reduce the number of injuries and fatalities among young workers.

**Listen to your gut**
worksafebc.com/listentoyourgut
• Aimed at young workers to increase their awareness of their rights

**What I know now**
worksafebc.com/WhatIKnowNow
• Communicate with bosses and supervisors at small/medium-sized businesses about their responsibility to keep young workers safe
Student Safety Video Contest

2019 Student Safety Video Contest

You’re the employer
How do you keep your young workers safe?

Submit your video and you could win a cash prize!

Bonus prize: Actsafe Aspiring Filmmaker Award
Win lunch with a prominent Canadian filmmaker, a behind the scenes tour of a local production - and more!

Deadline for original video productions is Friday, March 22, 2019.
Visit worksafebc.com/studentvideocontest.
One of this year’s winners...
Hear how a workplace injury has affected the lives of young people through videos and personal accounts.
Online Spot the Hazard:
spotthehazardsworksafebc.com

Even Better
• Take pictures in your own workplace
• Inspect the worksite in person
Hazard recognition game

Online learning: safety rights & responsibilities
Other interactive tools

Dangerously Exposed
Exposure prevention for young workers
WorkSafeBC

This book is available for download with iBooks on your Mac or iOS device. Multi-touch books can be read with iBooks on your Mac or iOS device. Books with interactive features may work best on an iOS device. iBooks on your Mac requires OS X 10.9 or later.

Description
This interactive ebook provides young workers with information about exposure risks in the workplace and highlights their rights and responsibilities. It includes information about the kind of work that puts them at risk and what they should do if they think they are not being properly protected from exposures.

WorkSafeBC interactive ebooks bring a wealth of workplace safety resources to your fingertips, enhanced with interactive images, videos, photo galleries, quizzes, and more. These multi-touch ebooks gather key health and safety content together in one small but powerful tool. Use and share this information at the worksite, in the training room, or on the go, with or without an internet connection.

Screenshots

Free
Available on iPad, iPhone, and Mac.
Category: Health & Fitness
Publisher: WorkSafeBC
Seller: WorkSafeBC
Print Length: 11 Pages
Language: English
Version: 1

Requirements: To view this book, you must have an iPad with iOS 2 or later and iOS 5 or later, an iPhone with iOS 8.4 or later, or a Mac with OS X 10.9 or later.
Social media is the language of youth today. The various platforms can be used to introduce young workers to trending occupational health and safety topics.
Apprenticeship programs portal

- Key resources that align with the ITA curriculum to help students and apprentices get the information they need to work safely.
So what is the single most compelling thing we can tell young workers?

Speak up to your boss about safety in the workplace, because it’s your right be safe at work.
My gen zeder...
Questions?