



A SAFE IMMIGRANT Workforce FOR MANITOBA

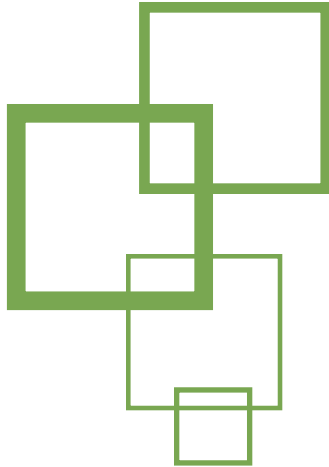
An Employer's Guide for Health and Safety Training



SPOT THE HAZARD
ASSESS THE RISK
FIND A SAFER WAY
EVERY DAY



Acknowledgements



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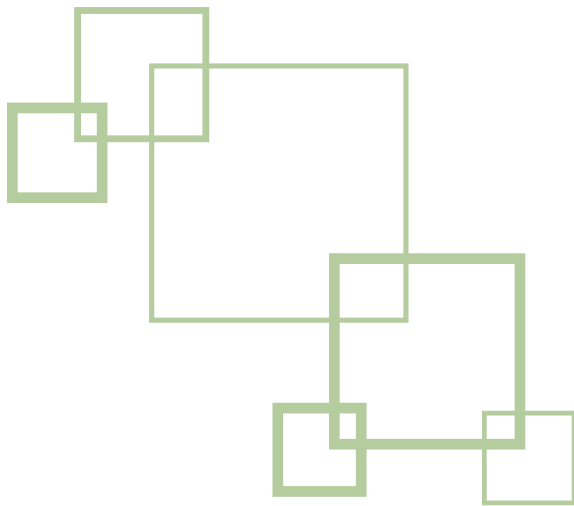
We acknowledge and thank the numerous immigrant workers, employers and other community stakeholders who supported MISI and provided the impetus for the development of this Employer's Guide.

Disclaimer

This Guide is designed to assist employers to train immigrant workers on workplace health and safety. It does not replace the employer's legal safety and health responsibilities outlined in The Workplace Safety and Health Act and its regulations. The Act and Regulations are available at http://safemanitoba.com/workplace_safety_health_act_and_regulations.aspx

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Introduction

Need for Immigrant Worker Health and Safety Resources

Immigrant workers make up a growing segment of Manitoba's workforce. By 2016, Manitoba is expected to welcome over 20,000 immigrants. Many of these new workers come to Manitoba from countries where the concept of workplace health and safety is very different. Health and safety practices may not have been valued, taught or enforced in immigrants' home countries.

Immigrants to Manitoba come from over 150 countries and different cultures. As a result, immigrant workers are diverse in terms of language, culture and learning and communication styles.

Newcomers settle across Manitoba and work in all employment sectors. It is important that immigrant workers understand:

- The culture of health and safety in Manitoba;
- Their rights and responsibilities for health and safety in the workplace; and
- Their employers' responsibilities to maintain safe and healthy workplaces.

We encourage you to use this guide to create healthy and safe workplaces for all Manitobans.

Purpose of the Guide

The Safe Immigrant Workforce for Manitoba guide is designed to help Manitoba employers educate immigrant workers on the core elements of workplace health and safety.

The guide will help employers:

- Increase their understanding of the impact of cultural differences on health and safety;
- Teach the core elements of workplace health and safety to immigrant workers; and
- Recognize and provide effective health and safety orientation for immigrant workers.

By using the guide, employers can help immigrant workers:

- Understand workplace health and safety rights and responsibilities of workers and employers;
- Recognize and report workplace hazards; and
- Make recommendations to improve health and safety in their workplace.

Using the Guide in the Workplace

This guide is for:

- Managers
- Frontline supervisors
- Health and safety officers

In short, this guide is designed for anyone who is responsible for teaching health and safety in the workplace. In particular, it is designed for small and medium sized businesses throughout Manitoba.

How to Use the Guide

The guide includes five modules that address core themes of workplace health and safety. It is designed to be flexible to be tailored to any workplace.

The following tips will help you make the best use of the guide:

- **Present** the modules in the order and on a schedule that is most effective for your workplace. All five modules can be delivered together as a program or individual modules can be presented over several days or weeks.
- **Encourage** interaction and discussion throughout the session. It may be helpful to pair workers who are learning English as an additional language with coworkers who speak their language and are more fluent in English.

- Use **visual aids** and demonstrations to improve learning and assess competency.
- Use **fact sheets** and other resources to assist learning during and after the session. Provide resources related to the session that workers can take away or that can be posted in a common area.

Length of Sessions

The modules are designed to be delivered in short sessions in the workplace. Each module can be covered in 30 to 60 minutes, although the actual time will vary depending on the number of workers in the session, the amount of discussion, the number of demonstrations, etc.

Additional Resources

At the end of each module is a list of additional health and safety resources related to that content area. It is recommended that trainers refer to these resources to plan sessions and incorporate the material into the discussion.

Module 1: Rights and Responsibilities

Quick Quiz on Rights and Responsibilities

Use this quiz as a starting point to guide learning. After you have completed this module, use the Quiz Review and answers (featured at the end of this module) to review what has been learned.

1. Who is responsible for health and safety in the workplace?
2. Canada has workplace health and safety laws and regulations. True or False?
3. Workers can refuse to do something they believe is dangerous to themselves or to other workers. True or False?
4. What should you do if you see a hazard in your workplace?
5. What are three of the health and safety responsibilities that workers have?

Did You Know?

- Immigrant men are two times more likely than Canadian-born men to have work-related injuries that require medical attention. (Institute for Work & Health)
- Workers on the job for less than four weeks had four times as many claims as those in their job for more than one year. (Institute for Work and Health)
- Immigrants will account for all labour growth in Canada over the next five to six years. (Institute for Work and Health)

Considerations for Immigrant Workers

- It is important not only to teach immigrant workers about their responsibilities for safety, but also to empower them to assert their workplace rights.
- Cultural beliefs and differences greatly influence how the worker will understand and accept the concepts of rights and responsibilities.
- It is important to understand the major beliefs of the cultures represented in your specific workplace.
- Many new workers may be eager to please or may be afraid of losing their jobs if they exercise their workers' rights.

Session Outline

Objectives

In this module, participants will learn:

- The responsibilities of **employers** in creating and maintaining a safe work environment.
- The responsibilities of **supervisors** in creating and maintaining a safe work environment.
- The rights and responsibilities of **workers** in creating and maintaining a safe work environment.



Introduction

Welcome workers to the session: Introduce yourself and explain that the reason participants are here is to learn about staying safe at work. Ask participants to introduce themselves.

Encourage workers to share their experiences with workplace safety in their home country.

Ask:

- What health and safety laws are there in your home country?
- Did you ever receive health and safety training in your home country?
- Did you ever see or hear about a workplace injury or incident? What happened? What happened after the incident?

Introduce the topic: Today we are going to discuss the responsibilities of employers and supervisors to make sure the workplace is safe for everyone. We will also talk about your responsibilities and rights as workers for a safe workplace. These responsibilities and rights are part of Canada's and Manitoba's laws.

Key Points

Employer's Responsibilities

Review the employer's responsibilities and give participants an opportunity to ask questions. Provide some examples of how your organization, as an employer, fulfills its responsibilities. For

example, what kind of training and safeguards do you provide to workers? (One example is this training session.)

The employer is responsible for:

- Providing health and safety training to all workers;
- Maintaining a safe work environment;
- Providing and training workers on how to use all equipment safely;
- Protecting all workers from dangerous situations; and
- Following all health and safety laws and regulations.

Supervisor's Responsibilities

Review the supervisor's responsibilities and give participants an opportunity to ask questions. Provide some examples of how supervisors in your organization fulfill their responsibilities.

The supervisor is responsible for:

- Ensuring that the workers follow all health and safety laws and regulations;
- Training workers to work safely and use protective equipment properly; and
- Observing workers to ensure they are working safely.

Worker's Responsibilities:

Review the worker's responsibilities and give participants an opportunity to ask questions. Provide some examples of how workers in your organization fulfill their responsibilities.

All workers share the responsibility of a safe and healthy workplace. They are responsible for:

- Understanding their employer's responsibility to create and maintain a safe work environment;
- Understanding their supervisor's role and responsibilities;
- Understanding their own responsibilities;
- Following all workplace health and safety laws;
- Using all equipment, clothing, tools and devices properly, as trained by their supervisor;
- Reporting any dangerous or hazardous situations, or any violations of a health and safety law, to their supervisor;
- Taking reasonable care to protect themselves and other workers; and
- Cooperating with others on workplace health and safety issues.

Worker's Rights

Review the worker's rights and give participants an opportunity to ask questions. Explain that these rights allow them to ask questions and keep themselves safe on the job.

All Manitoba workers have workplace health and safety rights. They have the right to:

- Know the hazards in their workplace and how to prevent injuries;
- Participate in health and safety activities without fear of discriminatory action or discipline; and
- Refuse any work they believe is dangerous to themselves or to other workers.

“All Manitoba workers have workplace health and safety rights.”

Review of Rights and Responsibilities

1. Who is responsible for health and safety in the workplace?

The employer, supervisor and worker are all responsible for health and safety in the workplace.

2. Canada has workplace health and safety laws and regulations. True or False?

True

3. Workers can refuse to do something they believe is dangerous to themselves or to other workers. True or False?

True

4. What should you do if you see a hazard in your workplace?

Report it to your supervisor.

5. What are three of the health and safety responsibilities that workers have?

1. *Understanding their employer's responsibility to create and maintain a safe work environment*
2. *Understanding their supervisor's role and responsibilities*

3. *Understanding their own responsibilities*

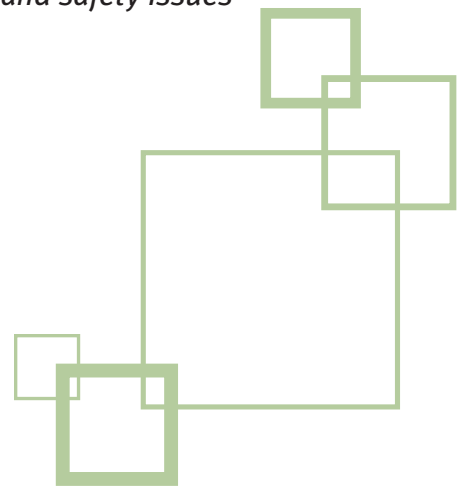
4. *Following all workplace health and safety laws*

5. *Using all equipment, clothing, tools and devices properly, as trained by their supervisor*

6. *Reporting any dangerous or hazardous situations, or any violations of a health and safety law, to their supervisor*

7. *Taking reasonable care to protect themselves and other workers*

8. *Cooperating with others on workplace health and safety issues*



Additional Resources

Employing Young Workers - Safe Work

Young people working in Manitoba have all of the rights and responsibilities of adult workers

http://safemanitoba.com/employing_young_workers.aspx

Safe Work and the Supervisor - Your Responsibilities

The first few days on a new job are particularly important for new or young workers. Statistics show that the majority of serious incidents occur during a workers first year on the job. Do you, as an employer or a supervisor, know what you must do to prevent those from happening?

<http://safemanitoba.com/bulletins.aspx>

Safety and Health Orientation

A brief, two-page bulletin highlighting the Safety and Health Orientation Program and a step-by-step guide to conducting an orientation at your workplace.

<http://safemanitoba.com/bulletins.aspx>

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Worker Rights and Responsibilities

A brief, one-page bulletin describing the rights of the worker, as set out in the Worker's Safety and Health Act.

<http://safemanitoba.com/bulletins.aspx>

Your Responsibilities in Workplace Safety and Health

A brief, one-page bulletin describing the General Duties of workers and employers as defined by the Workplace Safety and Health Act.

<http://safemanitoba.com/bulletins.aspx>

Your Right to Refuse Dangerous Work

Under the law, (Manitoba's Workplace Safety and Health Act), you can refuse any task that you have reasonable grounds to believe is dangerous to your safety and health or the safety and health of others.

<http://safemanitoba.com/bulletins.aspx>

WorkSAFE BC

Manitoba isn't the only province with an eye on injury prevention. WorkSAFE BC provides British Columbia's workers with video resources that aim to keep them safe.

<http://www2.worksafebc.com/Publications/Multimedia/Videos.asp?ReportID=35133>

Canada Labour Code (for federal companies)

<http://laws.justice.gc.ca/en/L-2/>

Safety Services Manitoba

<http://www.safetyservicesmanitoba.ca>

MB Labour and Immigration, Workplace Safety and Health Division

<http://www.gov.mb.ca/labour/safety/index.html>

International Centre of Winnipeg

<http://www.international-centre.ca>

SAFE Work

<http://www.safemanitoba.com>

Module 2

Module 2: How to Resolve Safety and Health Concerns

Quick Quiz on Resolving Safety and Health Concerns

Use this quiz as a starting point to guide learning. After you have completed this module, use the Quiz Review and answers (featured at the end of this module) to review what has been learned.

1. What are the three steps for the worker to follow to report a hazard?
2. Can you be fired for reporting a workplace health and safety hazard?
3. Who has the responsibility to ensure hazards (or dangers) are eliminated or controlled?
4. Whose responsibility is it to conduct regular inspections?

Did You Know?

- An effective Safety Orientation program can help prevent hazardous conditions and behaviours in the workplace.
- Unreported incidents are one of the biggest hurdles to improving workplace health and safety – if you don't know about a hazard, you can't fix it.
- Near misses are incidents too – they need to be addressed before they cause injury.
- Communication is vital to workplace safety and health.

Considerations for Immigrant Workers

- Immigrant workers may be reluctant to report an incident because they are new to the company and do not want to be seen as a “trouble maker” or complainer.
- Immigrant workers may come from countries where minor injuries and workplace incidents are common and not reported.
- Immigrant workers may be from cultures where speaking against authority figures is not accepted or safe.
- It is important to understand the cultural differences of immigrant workers and how it may impact their health and safety.

Session Outline

Objectives

In this module, participants will learn:

- The role of **workers** in reporting and resolving safety and health concerns;
- The role of **management** in resolving safety and health concerns; and
- The role of **Safety and Health Committee and worker representatives** in resolving safety and health concerns.

A worker representative is a person designated by the company or management to participate in supporting safety. In many cases, this person is a member of the safety committee. In some union environments, this person could be a shop steward.

Introduction

Welcome workers to the session: (This is not necessary if you are completing all modules in one session. Move on to “Introduce the topic,” below.) Introduce yourself and explain that the reason participants are here is to learn about staying safe at work. Ask participants to introduce themselves.

Introduce the topic: In this module, we will discuss how workers, management and worker representatives work together to resolve health and safety concerns.

Before we begin, does anybody have any questions from the last module?

Key Points

The Worker’s Role

Discuss the worker’s role in reporting hazards and where hazards can be reported. Where possible, identify the supervisor, committee members or worker representatives to whom workers can report hazards. Emphasize that workers are protected by law from any penalty for reporting hazards, such as being fired or losing wages. Give participants an opportunity to ask questions about the following points.

- Many incidents occur because hazards are not reported or are not controlled. Reporting safety and health concerns is the first step in preventing incidents. Reporting and controlling hazards will prevent minor hazards from causing serious incidents.
- The worker’s role in resolving health and safety concerns is to report any hazards they see or other concerns to their supervisor or another person who can take action to control the hazard.
- There are three steps you can take to report hazards:
 - Step 1 – Report the hazard to your supervisor. Your supervisor will take steps to control the hazard.
 - Step 2 – If you are uncomfortable speaking to your supervisor, or unable to control the hazard with your supervisor, talk to a member of your workplace Safety and Health Committee or your worker representative. The committee/ representative will take steps to control the hazard.
 - Step 3 – If the hazard cannot be controlled at the committee/representative level, or if you feel the issue is urgent and is not getting attention, you may notify the Manitoba Workplace Safety and Health Division at: 945-6848 or 1-866-888-8186 to report the hazard. The Division will take steps to control the hazard as appropriate.

- Under the Manitoba Workplace Safety and Health Act, W210, workers who raise workplace safety and health concerns or report hazards are protected from discriminatory action including job termination and loss of wages.

Management's Role

Discuss the role of management in controlling hazards. Provide examples of the policies and procedures in place in your organization to fulfil the role described below. Give participants an opportunity to ask questions after you have covered the following key points:

- Management plays a leadership role in the health and safety culture of an organization. Management's attitude towards safety and health drives the organization's safety and health culture.
- Management should encourage staff to bring safety and health concerns forward and recommend solutions to control hazards.
- Once a hazard has been identified, it is management's responsibility to eliminate or control the hazard to help ensure the safety and health of workers.

Ask:

- What can supervisors or other managers do to encourage you to report workplace hazards or safety and health concerns?

Safety and Health Committee & Worker Representative's Role

Discuss the role of the Safety and Health Committee and worker representatives in controlling hazards. Identify who sits on the Safety and Health Committee and who the worker representatives are. Provide contact information for worker representatives, if appropriate. Give participants an opportunity to ask questions after you review the key points.

- The Safety and Health Committee or Worker Representative helps the employer and workers improve safety and health in the workplace.
- The activities and responsibilities of the Committee and Representative include:
 - Making recommendations to management to control and eliminate hazards;
 - Providing a route for communication between the employer and workers;
 - Conducting regular inspections;
 - Talking with workers about their safety and health concerns; and
 - Meeting to discuss safety and health concerns and make recommendations to the employer for actions to control hazards and improve workplace safety.

Review of Resolving Safety and Health Concerns

1. What are the three steps for the worker to follow to report a hazard?

a. **Step 1** – Report the hazard to your supervisor. Your supervisor will take steps to control the hazard.

b. **Step 2** – If you are uncomfortable speaking to your supervisor, or unable to control the hazard with your supervisor, talk to a member of your workplace Safety and Health Committee or your worker representative. The committee/ representative will take steps to control the hazard.

c. **Step 3** – If the hazard cannot be controlled by the committee/ representative level, or if you feel the issue is urgent and not getting enough attention, you may notify the Manitoba Workplace Safety and Health Division at: 945-6848 or 1-866-888-8186 to report the hazard. The Division will take steps to control the hazard as appropriate.

2. Can you be fired for reporting a workplace health and safety hazard?

No. Under the Manitoba Workplace Safety and Health Act, W210, workers who raise workplace safety and health concerns or report hazards are protected from discriminatory action including job termination and loss of wages.

3. Who has the responsibility to ensure hazards (or dangers) are eliminated or controlled?

Management.

4. Whose responsibility is it to conduct regular inspections?

The employer must ensure regular workplace inspections and that a committee member or representative are involved in them.

Additional Resources

How to Resolve Safety and Health Concerns

A brief, one-page bulletin describing the worker's and management's role in resolving safety and health concerns.

http://safemanitoba.com/topic_committees_representatives.aspx

Joint Health & Safety Committee - Effective and Efficient (CCOHS)

Answers for workers who need to understand the joint health and safety committees.

<http://www.ccohs.ca/oshanswers/hsprograms/hsccommittees>

Joint Health & Safety Committee - Measuring Effectiveness (CCOHS)

Tips for evaluating your workplace's joint health and safety committee.

<http://www.ccohs.ca/oshanswers/hsprograms/hsccommittees>

WorkSAFE BC

Manitoba isn't the only province with an eye on injury prevention. WorkSAFE BC provides British Columbia's workers with video resources that aim to keep them safe.

<http://www2.worksafefbc.com/Publications/Multimedia/Videos.asp?ReportID=35133>

Canada Labour Code (for federal companies)

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Safety Services Manitoba

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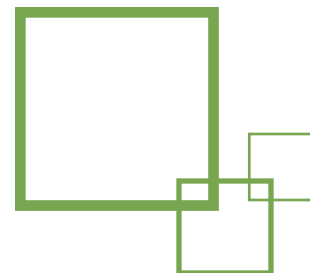
<http://www.gov.mb.ca/labour/safety/index.html>

International Centre of Winnipeg

<http://www.international-centre.ca>

SAFE Work

<http://www.safemanitoba.com>



Module 3: Safety and Health Orientation

Quick Quiz on Safety and Health Orientation

Use this quiz as a starting point to guide learning. After you have completed this module, use the Quiz Review and answers (featured at the end of this module) to review what has been learned.

1. Who is responsible for doing safety and health orientation?
2. Who needs to receive safety and health orientation?
3. What are three topics covered in safety and health orientation?
4. Why is safety and health orientation important?

Did You Know?

- Effective safety and health orientation for all workers reduces injuries and the human and financial impact of these injuries.
- Safety and health orientation for all workers is a legislated requirement.
- Safety and health orientation for all workers demonstrates due diligence.

Considerations for Immigrant Workers

- Immigrant workers' English skills (both oral and written) are an important factor. New workers will want to make a good impression and may indicate – inaccurately – that they agree with or understand information. It is important to determine the language and literacy levels of workers and adapt the training approaches.
- Know the cultural differences and language and literacy levels of new workers.
- Make sure training resources are in simple language and use pictures and diagrams as well as words.
- Use resources in workers' first languages, or other languages in which they are fluent. You may be able to find these resources ready-made; you also can get existing training material translated.
- Partner with a translator or interpreter to assist in delivering training, or ask other workers who speak the same language but have greater English fluency to translate.

Session Outline

Objectives

In this module, participants will learn:

- When health and safety orientation is required;
- Who is responsible for providing health and safety orientation;

- A general overview of the organization’s safety policies and procedures applicable to their job classification; and
- What information must be provided in a health and safety orientation.

NOTE: This module does not provide an outline or learning objectives for comprehensive health and safety orientation.

Your organization’s standard orientation for new workers will need to be tailored to immigrant workers. The session must cover:

- Health and safety hazards present in the workplace;
- Health and safety procedures used to control hazards and prevent injury; and
- Discipline process when workers do not follow health and safety procedures.

Introduction

Welcome workers to the session: (This is not necessary if you are completing all modules in one session. Move on to “Introduce the topic,” below.) Introduce yourself and explain that the reason participants are here is to learn about staying safe at work. Ask participants to introduce themselves.

Introduce the topic: We have talked about the responsibilities of employers, supervisors and workers to create a safe workplace

and how workers, management and worker representatives work together to resolve health and safety concerns. In this module, we will discuss the beginning training – or orientation – you need to work safely.

Before we begin, does anybody have any questions from the last module?

Key Points

Review the following key points with participants. Give participants an opportunity to ask questions after each section. Provide examples, as needed, from your workplace.

What is Safety and Health Orientation?

Workplace safety and health orientation is provided to:

- New workers
- Visitors
- Contractors
- Customers

Orientation is basic training that covers:

- The workplace’s health and safety program;
- The hazards that are present in the workplace;
- The company’s expectations and procedures for health and safety; and
- The role of management and workers in the health and safety program.

Why conduct a safety and health orientation?

By providing safety and health orientation, we:

- Reduce injuries and the human and financial impact of these injuries;
- Meet our legislated requirement for safety and health training; and
- Demonstrate due diligence.

Who needs to be oriented?

Safety and health orientation is required for:

- New workers
- Temporary or seasonal workers
- Full time workers returning after a long absence
- Outside contractors
- Visitors
- Workers who are assigned to new work or equipment

Safety and health orientation is also required when:

- New equipment, processes or procedures are introduced to the workplace; and
- Performance is not up to standard.

Who is responsible for safety and health orientation?

In this section, provide examples from your workplace of the various people involved in providing health and safety orientation.

- The Workplace Safety and Health Act requires **employers and supervisors** to acquaint workers with the hazards in their workplace and the procedures for doing the job safely.
- Beyond this legal requirement, many people play a role in ensuring that workers are properly prepared to enter the workplace and do their jobs safely.
- In some cases, different people are responsible for different parts of an orientation program. For example:
 - The **health and safety manager** might deliver the overall orientation to the organization's policies and program;
 - A **nurse** might review incident reporting procedures; and
 - A **supervisor** might detail specific job hazards and outline specific safe work procedures for a particular job.

What topics are usually covered in safety and health orientation?

- Safety and health policies;
- Roles and responsibilities of everybody in the workplace, including the new worker;

- Emergency procedures (first aid, fire, evacuation, etc.);
- Personal protective equipment;
- Joint Safety & Health Committee (or worker representative);
- Work refusal procedures;
- Incident and hazard reporting and investigation;
- Specific hazard information; and
- Safe work procedures for each specific task a worker will perform.

Review on Safety and Health Orientation

1. Who is responsible for doing safety and health orientation?

The Workplace Safety and Health Act requires employers and supervisors to acquaint workers with the hazards in their workplace and the procedures for doing the job safely.

2. Who needs to receive safety and health orientation?

Safety and health orientation is required for:

- New workers
- Temporary or seasonal workers
- Full time workers returning after a long absence

- Outside contractors
- Visitors
- Workers who are assigned to new work or equipment

3. What are three topics covered in safety and health orientation?

- Safety and health policies;
- Roles and responsibilities of everybody in the workplace, including the new worker;
- Emergency procedures (first aid, fire, evacuation, etc.);
- Personal protective equipment;
- Joint Safety & Health Committee (or worker representative);
- Work refusal procedures;
- Incident and hazard reporting and investigation;
- Specific hazard information; and
- Safe work procedures for each specific task a worker will perform.

4. Why is safety and health orientation important?

By providing safety and health orientation, we:

- Reduce injuries and the human and financial impact of these injuries;
- Meet our legislated requirement for safety and health training; and
- Demonstrate due diligence.

Additional Resources

Safety and Health Orientation

A brief, two-page bulletin highlighting the Safety and Health Orientation Program and a step-by-step guide to conducting an orientation at your workplace.

http://safemanitoba.com/safety_and_health_orientation.aspx

Health and Safety 101

Health and Safety 101 is an online course designed to engage workers aged 24 and under in an e-conversation about important health and safety information. There will soon be a version re-designed for those who have English as a second language.

http://safemanitoba.com/health_and_safety_101.aspx

Seasonal Worker Safety and Health Orientation - Leader's Guide

Leaders guide for course designed to refresh seasonal workers' familiarity with safe work procedures.

http://safemanitoba.com/seasonal_worker_safety_and_health_orientation_leader_s_guide.aspx

Seasonal Worker Safety and Health Orientation - Participant's Guide

Participant guide for course designed to refresh seasonal workers' familiarity with safe work procedures.

http://safemanitoba.com/seasonal_worker_safety_and_health_orientation_participant_s_guide.aspx

WorkSAFE BC

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Canada Labour Code (for federal companies)

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Safety Services Manitoba

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MB Labour and Immigration, Workplace Safety and Health Division

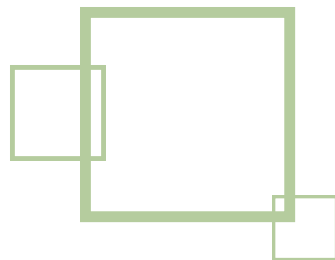
<http://www.gov.mb.ca/labour/safety/index.html>

International Centre of Winnipeg

<http://www.international-centre.ca>

SAFE Work

<http://www.safemanitoba.com>



Module 4

Module 4: Hazard Recognition

Quick Quiz on Hazard Recognition

Use this quiz as a starting point to guide learning. After you have completed this module, use the Quiz Review and answers (featured at the end of this module) to review what has been learned.

1. What is a hazard?
2. What are the five types of hazards? Give an example for each type.
3. What are the worker's responsibilities for recognizing and reporting hazards?
4. What are some of the supervisor's responsibilities for recognizing and reporting hazards?

Did You Know?

- Identifying hazards can reduce workplace incidents;
- Most injuries occur from unrecognized or unreported hazards; and
- Hazards can take all forms, from environmental to personal.

Considerations for Immigrant Workers

- Many general aspects of Canadian workplaces will be totally unfamiliar to some immigrant workers.
- Workers from some other cultures may be unfamiliar with equipment that is well-known to Canadians, such as smoke alarms, heat sensors and fire extinguishers.
- The use of colours, signs and symbols to represent hazards or dangers varies among different cultures.
- It is essential to repeat information in plain language and provide demonstrations for workers who have limited English skills.

Session Outline

This session should be followed by a walk through of the facility. The session leader should point out the job tasks that new workers will perform and their work stations. For each job task and work station, the leader should ask workers what hazards they see and discuss the precautions that workers should take to control those hazards.

Objectives

In this module, participants will learn:

- How to recognize hazards in the workplace; and
- How to report new or existing hazards.

Introduction

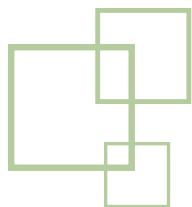
Welcome workers to the session: (This is not necessary if you are completing all modules in one session. Move on to “Introduce the topic,” below.) Introduce yourself and explain that the reason participants are here is to learn about staying safe at work. Ask participants to introduce themselves.

Introduce the topic: We have talked about the responsibilities of employers, supervisors and workers to create a safe workplace; how workers, management and worker representatives work together to resolve health and safety concerns; and the beginning training – or orientation – you need to work safely. In this module, we will discuss how to look for hazards in the workplace, and how to report hazards to your supervisor.

Before we begin, does anybody have any questions from the last module?

Key Points

Review the following key points with participants. Give participants an opportunity to ask questions after each section. Provide examples, as needed, from your workplace.



What is hazard recognition?

- The Workplace Safety and Health Act Section 7.4 (5) defines Hazard Recognition as: “The identification of existing and potential dangers to workers at the workplace and the measures that will be taken to reduce, eliminate or control those dangers, including procedures to be followed in an emergency.”
- A hazard is anything that can cause harm to workers or the workplace.
- Employers are responsible to look for – or recognize – hazards and take steps to control hazards to keep workers safe.

Ask:

- What are some examples of hazards – things in the workplace that can hurt you?

What is a hazard?

There are five basic types of hazards:

1. Physical (cut, crush, burn, break);
2. Chemical (gases, liquids, solids, including asbestos);
3. Biological (bacteria, viruses, insects, animals);
4. Ergonomic (the relationship of the “worker to the work”); and
5. Psychosocial (stress, emotional trauma, violence etc.).

Ask for and discuss examples of each of the five types of hazard.

Who is responsible for hazard recognition?

- Everybody in the workplace is responsible for hazard recognition. Employers, supervisors, Safety and Health Committees, and workers each have their own responsibilities.

Employers and supervisors are responsible to:

- Review the Critical Task Inventory, all hazards and level of risk identified for their workplace. (A Critical Task Inventory is a list of tasks or jobs necessary to complete core business. For example, a forklift in a shipping department would be considered a task in a Critical Task Inventory.)
- Review incidents that caused injury, dangerous occurrences (near misses) or violence.
- Develop and put in place hazard control methods to reduce and eliminate workplace injuries.
- Make sure that a job hazard analysis is conducted when new equipment, tools or procedures are introduced into the workplace and develop safe work procedures.
- Make sure that all hazard control procedures are reviewed periodically and add to those procedures when necessary, including when new equipment, tools or procedures are introduced into the workplace.

- Notify the Safety and Health Committee of any serious workplace incidents or injuries.
- Take training to learn how to identify, assess and control hazards in the workplace.
- Tell workers about all known hazards in the workplace and measures that have been taken to eliminate or reduce the risk of the hazard.

Safety and Health Committees are responsible to:

- Review incident reports and provide recommendations to improve workplace safety where appropriate.
- Communicate to supervisors and workers the steps taken to respond to all hazard concerns raised by workers.
- Take appropriate training to identify, assess and control hazards in the workplace.

Workers are responsible to:

- Report all hazards they find to their supervisor.
- Know the identified hazards and control measures that are present, including safe work procedures.
- Know the reporting process and response protocols for hazards in the workplace.
- Make the best use of all training opportunities to learn more about hazard recognition and safe work procedures.

Hazard Reporting Procedures

- All concerns about potential or existing workplace safety and health hazards must be treated as important and serious.
- The following steps will be taken when a worker finds a safety and health hazard:
 1. Workers must report all hazards (or perceived hazards) they find to their supervisor first.
 2. If the supervisor does not address the worker's concern adequately, the worker can then take the concern to the Safety and Health Committee for review. When Safety and Health Committee members receive information about a hazard, they must provide a timely response to the worker.
 3. If the worker still feels their concern is not adequately addressed, they can call the Workplace Safety and Health Division at 945-3446 or 1-866-888-8186.

2. *Chemical (gases, liquids, solids, including asbestos)*
 3. *Biological (bacteria, viruses, insects, animals)*
 4. *Ergonomic (the relationship of the “worker to the work”)*
 5. *Psychosocial (stress, emotional trauma, violence etc.)*
3. What are the worker's responsibilities for recognizing and reporting hazards?

Workers are responsible to:

- *Report all hazards they find to their supervisor;*
- *Know the identified hazards and control measures that are present, including safe work procedures;*
- *Know the reporting process and response protocols for hazards in the workplace; and*
- *Make the best use of all training opportunities to learn more about hazard recognition and safe work procedures.*

Review on Hazard Recognition

1. What is a hazard?

A hazard is anything that can cause harm to workers or the workplace.

2. What are the five types of hazards? Give an example for each type.

1. *Physical (cut, crush, burn, break)*

4. What are some of the supervisor's responsibilities for recognizing and reporting hazards?

Employers and supervisors are responsible to:

- *Review the Critical Task Inventory, all hazards and level of risk identified for their workplace. (A Critical Task Inventory is a list of tasks or jobs necessary to complete core business. For example, a forklift in a shipping department would be considered a task in a Critical Task Inventory.)*
- *Review incidents that caused injury, dangerous occurrences (near misses), or violence.*
- *Develop and put in place hazard control methods to reduce and eliminate workplace injuries.*
- *Make sure that a job hazard analysis is conducted when new equipment, tools or procedures are introduced into the workplace and develop safe work procedures.*
- *Make sure that all hazard control procedures are reviewed periodically and add to those procedures when necessary, including when new equipment, tools or procedures are introduced into the workplace.*
- *Notify the Safety and Health Committee of any serious workplace incidents or injuries.*
- *Take training to learn how to identify, assess and control hazards in the workplace.*
- *Tell workers about all known hazards in the workplace and measures that have been taken to eliminate or reduce the risk of the hazard.*

“Develop and put in place hazard control methods to reduce and eliminate workplace injuries.”

Additional Resources

Job Hazard Analysis

Part two of three bulletins providing an outline of the proper way to conduct a thorough hazard assessment of jobs or tasks in your workplace.

http://safemanitoba.com/job_hazard_analysis.aspx

Job Safety Analysis (CCOHS)

Brief guidelines for employers needing to conduct job task analyses during hazard assessments

http://safemanitoba.com/job_safety_analysis_ccohs.aspx

SAFE Work Student Program

This is a seminar-style program developed primarily for teachers but contains a good module that could be used to teach workers how to recognize hazards (Module 3).

http://safemanitoba.com/the_safe_work_student_program.aspx

WorkSAFE BC

Manitoba isn't the only province with an eye on injury prevention. WorkSAFE BC provides British Columbia's workers with video resources that aim to keep them safe.

<http://www2.worksafebc.com/Publications/Multimedia/Videos.asp?ReportID=35133>

Canada Labour Code (for federal companies)

<http://laws.justice.gc.ca/en/L-2/>

Safety Services Manitoba

<http://www.safetyservicesmanitoba.ca>

MB Labour and Immigration, Workplace Safety and Health Division

<http://www.gov.mb.ca/labour/safety/index.html>

International Centre of Winnipeg

<http://www.international-centre.ca>

SAFE Work

<http://www.safemanitoba.com>

Module 5

Module 5: Workplace Hazardous Material Information System – WHMIS

Quick Quiz on Workplace Hazardous Material Information System – WHMIS

Use this quiz as a starting point to guide learning. After you have completed this module, use the Quiz Review and answers (featured at the end of this module) to review what has been learned.

1. What are the three basic components of WHMIS?
2. Do you know where to find Material Safety Data Sheet (MSDS) here?
3. What Personal Protective Equipment (PPE) do you need for every job? How do you get the PPE you need?
4. If a chemical spilled, or you were exposed to a chemical, what would you do?

Did You Know?

- If chemicals are stored or handled improperly, they can cause serious injury or have long term health effects.
- WHMIS training is required for all workers.

Considerations for Immigrant Workers

- Many immigrant workers find themselves in different areas of employment when coming to Manitoba. They may not have worked in a job setting where chemicals were present or they may have had jobs with no safety procedures or training for dealing with chemicals.

Session Outline

This session must be tailored to each workplace. It is a follow up to the workplace's standard WHMIS program. After workers have completed the standard WHMIS education and training, the session leader will conduct a walkthrough of the workplace to discuss the specific chemicals used in workers' tasks and workstation(s), the handling procedures and required PPE.

Objectives

In this module, participants will learn:

- How to apply their WHMIS training to their assigned jobs and tasks in the workplace.

Introduction

Welcome workers to the session: (This is not necessary if you are completing all modules in one session. Move on to “Introduce the topic,” below.) Introduce yourself and explain that the reason participants are here is to learn about staying safe at work. Ask participants to introduce themselves.

Introduce the topic: Today, we're going to talk in more detail about the WHMIS training you've received and how you will use it in your day-to-day work.

First, does anybody have any questions about WHMIS?

Key Points

- Review the questions in the "Quick Quiz" below to check workers' understanding of the WHMIS training.
- Lead the group on a walkthrough of the workplace.
- Point out the job tasks the workers will perform at their workstations.
- Discuss the chemicals used in each task or workstation, the handling procedures and required PPE.

Review of Workplace Hazardous Material Information System – WHMIS

1. What are the three basic components of WHMIS?

Labels, Material Safety Data Sheet (MSDS) and training.

2. Do you know where to find MSDS here?

If yes, ask workers to describe where MSDS are located.

3. What Personal Protective Equipment (PPE) do you need for every job? How do you get the PPE you need?

Answers will vary for each workplace.

4. If a chemical spilled, or you were exposed to a chemical, what would you do?

You would take the safety precautions you were trained to do from the MSDS for the chemical and report it as an incident.

Additional Resources

Workplace Hazardous Information Systems Guideline

Guidelines for implementing a Workplace Hazardous Information Systems program in the workplace. Topics covered include Workplace Hazardous Information Systems legislation, Workplace Hazardous Information Systems hazard symbols, labelling requirements, MSDS, and more.

<http://safemanitoba.com/guidelines.aspx>

Workplace Safety and Health Regulation - Part 35 - Workplace Hazardous Materials Information System (Workplace Hazardous Information Systems)

The Regulation about WHMIS and what is legally required.

http://safemanitoba.com/workplace_safety_and_health_regulation_part_35_workplace_hazardous_materials_information_system_workplace_hazardous_information_systems.aspx

WorkSAFE BC

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<http://www2.worksafebc.com/Publications/Multimedia/Videos.asp?ReportID=35133>

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Safety Services Manitoba

<http://www.safetyservicesmanitoba.ca>

MB Labour and Immigration, Workplace Safety and Health Division

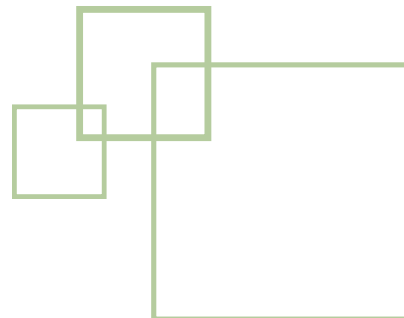
<http://www.gov.mb.ca/labour/safety/index.html>

International Centre of Winnipeg

<http://www.international-centre.ca>

SAFE Work

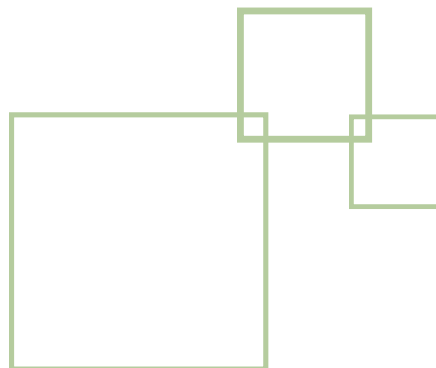
<http://www.safemanitoba.com>



Appendix 1

Appendix 1: A Step-by-Step Approach to Orientation

1. Decide who should receive orientation or re-orientation.
2. List what orientation and training you'll provide your workers (see suggested topics in). **Be specific.** Among others, your Safety and Health Committee or worker representative can provide help in developing the orientation program.
3. Write it down. A checklist is a useful tool to track what training has been delivered, when and by whom.
4. Assign who will provide what parts of the orientation.
5. Write down expected timelines for delivery of each part of the orientation.
6. Develop and/or collect the required materials for each part of the orientation.
7. Provide the training.
8. Check off each item as it is delivered, note who delivered, on what date and to whom.
9. Designate a person(s) responsible to ensure the orientation is provided and that it is done in a timely fashion. Ensure all senior managers and supervisors are aware that this is a requirement that is supported by company senior management.
10. Keep copies of the training in individual personnel files.
11. Develop a system to “refresh” or review policies and procedures for training as they change (e.g. new equipment or procedures are introduced to the workplace) and on a regular basis even if no changes are made.





A SAFE IMMIGRANT Workforce FOR MANITOBA

An Employer's Guide for Health and Safety Training

