

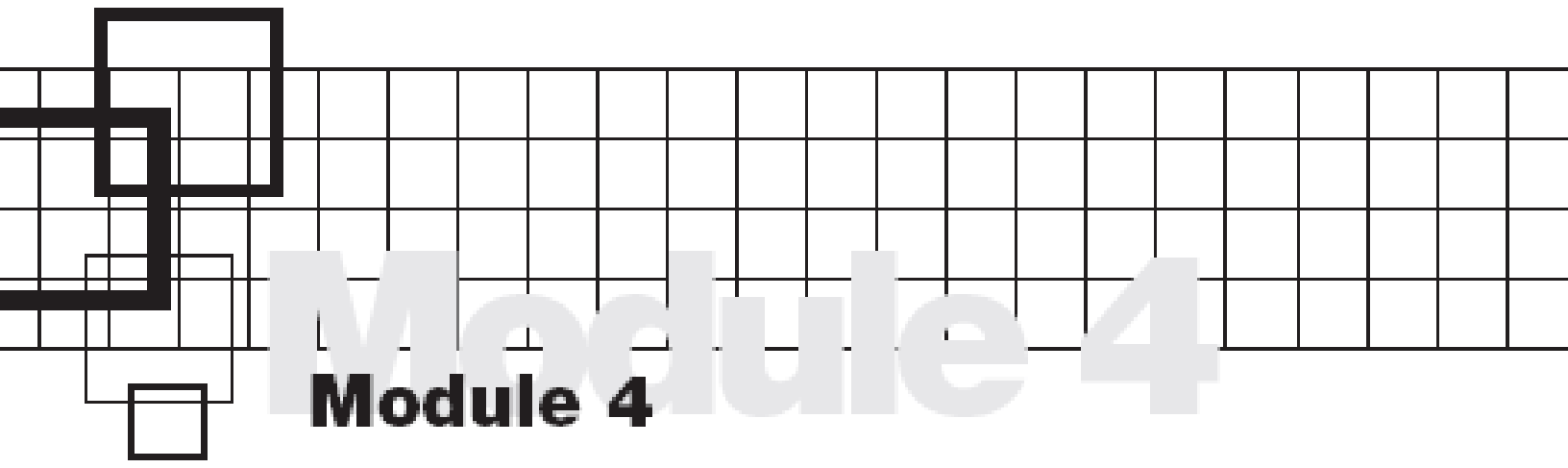


LEADER GUIDE

BUILDING A **Safe Workplace** COMMUNITY

**AN EMPLOYER'S GUIDE TO UNDERSTANDING CULTURAL
IMPACTS IN HEALTH AND SAFETY**





Module 4

Module 4



Building a Safe Workplace Community

An Employer's Guide to Understanding Cultural Impacts in Health and Safety

Module 4: Rights and Responsibilities

Method	Training Resource	Explanation	Time
Presentation	<ul style="list-style-type: none"> PP Slide #1 – <i>BSWC: Rights and Responsibilities</i> 	Welcome to <i>Module 4: Rights and Responsibilities</i> .	1 – 2 mins.
Presentation	<ul style="list-style-type: none"> PP Slide #2 – <i>Objectives of Module</i> 	State objectives of the module.	3 – 5 mins.
Activity & Discussion	<ul style="list-style-type: none"> Handout #1A – <i>Safety Orientation – Steps to Success Cards Sheet</i> Handout #1B – <i>Safety Orientation – Steps to Success – Answer Sheet</i> 	<ol style="list-style-type: none"> Copy Handout #1A – <i>Safety Orientation – Steps to Success Cards Sheet</i> and cut out individual 'cards'. Shuffle the cards so they are in random order. Divide the participants into working groups (or in pairs, or individually if a small group), and distribute one set of cards (in random order) to each group. Instruct each group to sort the cards by lining up each under the appropriate heading: <ul style="list-style-type: none"> Employer's Responsibilities Supervisor's Responsibilities Worker's Responsibilities Distribute Handout #1B – <i>The Role of the Employer, Supervisor and Worker</i>. Check the group's work against the chart in Handout #1B. Ask the participants for questions/comments. 	20 – 30 mins.
Activity & Discussion		<ol style="list-style-type: none"> Have participants remain in their groups. Read the following questions out loud (each group could deal with one question or each group could be assigned all three questions): <ul style="list-style-type: none"> What do you do if new Canadian employees won't report injuries? What do you do if you are concerned poor communication with employees who have limited or no English skills could result in someone getting injured? What do you do if you have delivered safety training, but it doesn't seem to get across to new Canadian employees? Ask each group to present their answers, and discuss. 	30 mins.
Presentation	<ul style="list-style-type: none"> Handout #2 – <i>Rights and Responsibilities Fact Sheet</i> (MISI resource) 	<ol style="list-style-type: none"> Distribute Handout #2 – <i>Rights and Responsibilities Fact Sheet</i> (MISI resource). Review and discuss the information on the handout. 	

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Method	Training Resource	Explanation	Time
Presentation & Discussion	<ul style="list-style-type: none"> PP Slides #3, 4 & 5 – <i>Best Practices</i> 	<ol style="list-style-type: none"> Review the points on PP Slides #3, 4 & 5 – <i>Best Practices</i>. After each point, ask participants if they have any questions/ discussion. At the end of the points, ask participants if they have any questions/ discussion. 	10 – 15 mins.
<i>Optional Activity & Discussion*</i>	<ul style="list-style-type: none"> Handout #2 – <i>Optional Cultural Awareness Questionnaire</i> 	<ol style="list-style-type: none"> Distribute Handout #2 - <i>Optional Cultural Awareness Questionnaire</i>. Ask the participants to complete the questionnaire (or complete it as a group). Once complete, discuss the participants' responses as a group. Ask participants if they have any questions/discussion. <p>*Note: The <i>Cultural Awareness Questionnaire</i> is optional, and can be completed at the end of any of the BSWC modules.</p>	
Presentation & Activity	<ul style="list-style-type: none"> Handout #3 – <i>Module Evaluation Form</i> Flipchart 	<ol style="list-style-type: none"> Distribute Handout #3 – <i>Module Evaluation Form</i> to each participant. Have each participant complete Handout #3, and hand them in. Ask the participants what they found most useful about the module. Record the responses on the flipchart. Ask if anyone has any questions/discussion. 	

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Module 4: Rights and Responsibilities – Handout #1A

Safety Orientation – Steps to Success Cards Sheet

<p>Do your homework – access resources to learn cultural characteristics of the new hire</p>	<p>Help workers feel at ease by learning about them and where they emigrated from</p>	<p>Show them the layout of the department and provide a paper diagram</p>
<p>Assess your company's current training tools to ensure they are visually rich and in plain English – there are many printed resources available in different languages</p>	<p>Show the workers where they will be working</p>	<p>Conduct a safety orientation: show the fire exits, emergency equipment, location of first aid kit and how to use these items</p>
<p>Prepare or obtain a written description of the job with a step-by-step breakdown of responsibilities. Use clear and simple sentences.</p>	<p>Introduce them to their co-workers and the safety committee representative</p>	<p>Tell them to come to you with any questions they have about safety or the workplace in general.</p>
<p>Partner with a translator to plan what you will deliver</p>	<p>Show them where to obtain tools and equipment</p>	
	<p>Explain and demonstrate what is expected of workers for safe behavior</p>	

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	<p style="text-align: center;">Explain and show the hazards of the workplace and how to work to avoid injury.</p>	
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Module 4: Rights and Responsibilities – Handout #1B

Safety Orientation – Steps to Success – Answer Sheet

Prepare	Welcome	Show
Do your homework-access resources to learn cultural characteristics of the new hire	Help workers feel at ease by learning about them and where they emigrated from	Show them the layout of the department and provide a paper diagram
Assess your company's current training tools to ensure they are visually rich and in plain English – there are many printed resources available in different languages	Show the workers where they will be working	Conduct a safety orientation: show the fire exits, emergency equipment, location of first aid kit and how to use these items
Prepare or obtain a written description of the job with a step-by-step breakdown of responsibilities. Use clear and simple sentences.	Introduce them to their co-workers and the safety committee representative	Tell them to come to you with any questions they have about safety or the workplace in general.
Partner with a translator to plan what you will deliver	Show them where to obtain tools and equipment	

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Prepare	Welcome	Show
	Explain and demonstrate what is expected of workers for safe behaviour	
	Explain and show the hazards of the workplace and how to work to avoid injury.	

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Module 4: Rights and Responsibilities - Handout #2

MISI Rights and Responsibilities Fact Sheet

Available from Safety Services Manitoba web-site (MISI Resources)

http://safetyservicesmanitoba.ca/manitoba_immigrants_safety_initiative.aspx

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Module 4: Rights and Responsibilities – Handout #3 (Optional Activity – Can Be Completed at the End of Any of the BSWC Modules)

Optional Cultural Awareness Questionnaire

	Yes	No
1. I understand that not making eye contact can be a way of showing respect, not a lack of assertiveness.		
2. I understand that when employees continuously address me by my surname, it is often culturally correct.		
3. I know different cultural values and behaviours may influence my perception of a person's competence and understanding		
4. I know that some cultures use a strong handshake to communicate friendliness and to say hello or good-bye and other cultures use a soft handshake to communicate the same message.		
5. I understand vagueness in answering a questions can be culturally correct with some employees		
6. I understand at least some new Canadian workers may not want to report safety concerns for fear of losing their job.		
7. I realize the loudness or softness with which people talk is often cultural		
8. I know workplace health and safety materials need to be visually rich and in plain language to help all employees understand how to be safe.		
I realize when we provide safety orientation, new workers may not have understood or realized that what they were being told was intended to be safety training.		
I understand all departments in the workplace – human resources, safety coordinator, direct supervisor – need to communicate the same messages to new workers		
I understand people from some cultures will feel superstitious about potential injuries.		

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Module 4: Rights and Responsibilities – Module Evaluation – Handout #4

1. For each statement below, please mark an X in one of the boxes to indicate your response.

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
The information was presented effectively.					
The information was practical.					
The module topics were useful.					
The module was too short.					
The module was too long.					
The material was clear and understandable.					

2. On a scale of 1 – 5, with 5 being the highest score, please indicate your overall satisfaction with the module.

1	2	3	4	5
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3. Do you have any suggestions for improving the module? If so, please list them below.
