

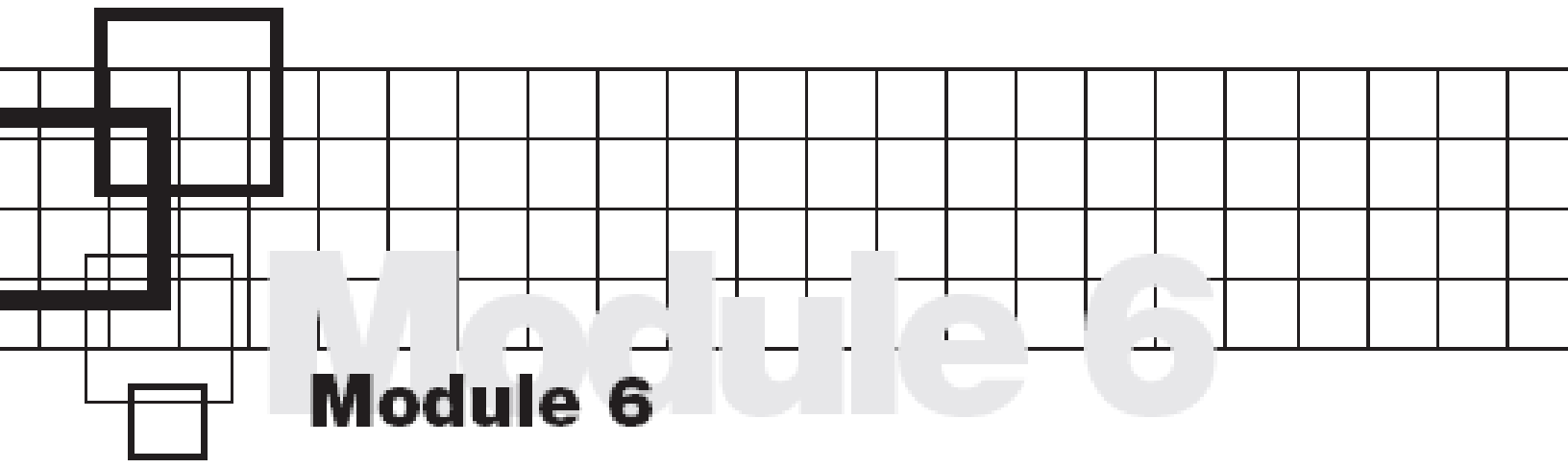


LEADER GUIDE

BUILDING A **Safe Workplace** COMMUNITY

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





Module 6

Module 6



Building a Safe Workplace Community

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

Module 6: Orientation

Method	Training Resource	Explanation	Time
Presentation	<ul style="list-style-type: none"> PP Slide #1 – <i>BSWC: Orientation</i> 	Welcome to <i>Module 6: Orientation</i> .	1 – 2 mins.
Presentation	<ul style="list-style-type: none"> PP Slide #2 – <i>Objectives of Module</i> 	<ol style="list-style-type: none"> State objectives of the module. Explain that <i>Module 6: Orientation</i> will focus on orienting new workers to the job in a way that will ensure they will use safe work practices. 	3 – 5 mins.
Presentation & Discussion	<ul style="list-style-type: none"> PP Slide #3 – <i>New Canadian (Image/Audio)</i> 	<ol style="list-style-type: none"> Show/Play PP Slide #3 – <i>New Canadian</i> (from page 30 of the manual). Click icon to play audio. Ask the participants: <ul style="list-style-type: none"> What issue does the slide point to in terms of safety on the job? Who do you feel is responsible to orient the employee to the job? Read the following statement to the participants: <ul style="list-style-type: none"> Many say that a recent immigrant should be 80% responsible for adaptation and the employer 20%. Ask the participants: <ul style="list-style-type: none"> Does this make sense or is this an attitude that can cause problems? Read the following statement to the participants: <ul style="list-style-type: none"> Statistics Canada's 1999 Workplace and Employee Survey indicates that a low percentage of workers in their first 12 months with a new employer received any type of safety training. Ask the participants: <ul style="list-style-type: none"> How is it possible that so few workers received training? What are the implications? Ask the participants if they have any questions/comments. 	5 mins.
Presentation, 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 Cards Sheet</i> and cut out individual 'cards'. Shuffle the cards so they are in random order. Divide the participants into working groups (or into 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 arranging them in sequence, under the headings <i>Prepare, Welcome, and Show</i>. <ul style="list-style-type: none"> For example: if they were to conduct a safety orientation what would they do first? Second? Etc. Distribute a copy of Handout #1B – <i>Safety Orientation – Answer Sheet</i> to each group. Check the groups' work against the chart in Handout #1B and discuss. 	20 – 30 mins.

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Method	Training Resource	Explanation	Time
Presentation, Activity & Discussion	<ul style="list-style-type: none"> • Handout #2 – <i>Suggested Training Steps</i> 	<ol style="list-style-type: none"> 1. Keep the participants in their working groups. 2. Distribute Handout #2 – <i>Suggested Training Steps</i> (from page 32 – 33 of the manual). 3. Ask each group to review Handout #2. 4. After the group has had time to study Handout #2, review the points together as a class. 5. Ask each group to select a safe work practice to teach to a new Canadian (or assign a safe work practice to the groups). 6. Ask each group to prepare their presentation <i>using as many suggestions from the hand out that they can</i>. Have one member of the group play the role of the new Canadian, one play the role of the new trainer, and one act as an “observer” who will provide feedback. 7. Have each group demonstrate (role play) the skill teaching session. 8. Once the presentation is complete, the “observer” will provide feedback by referencing Handout 16, identifying: <ul style="list-style-type: none"> • 3 things they liked about the presentation • 1 thing that they would do differently 9. Encourage the larger group to ask questions once the “observer” has provided their feedback. 10. Once all the groups have completed the activity, ask the participants for any other comments. 	
Activity & Discussion	<ul style="list-style-type: none"> • PP Slides #4, 5, 6, 7 & 8 – <i>Suggested Training Tools</i> • Flipchart 	<ol style="list-style-type: none"> 1. Keep the participants in their working groups. 2. Ask each group to brainstorm a list of training tools they could use in their company to deliver safety training. 3. Provide a couple of examples of such tools (Bulletin boards, or instructions on how to use the first aid kit, including a demonstration of what each item is used for.) 4. When the groups have completed their lists, ask each group to present them, and record the lists on the flipchart. 5. Show PP Slides #4, 5, 6, 7 & 8 – <i>Suggested Training Tools</i>, and discuss. 	10 – 15 mins.
Discussion		<ol style="list-style-type: none"> 1. Keep the participants in their working groups. 2. Ask: <ul style="list-style-type: none"> • How does your safety orientation represent the needs of new Canadians? • What changes can you make to your orientation procedures to improve things for new Canadians entering your workplace? • How will you know if your training was effective and understood by the new Canadians? 3. Have each group discuss these questions, and present their responses. 4. Discuss the responses in the larger group. 	20 – 30 mins.

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Method	Training Resource	Explanation	Time
Presentation & Discussion	<ul style="list-style-type: none"> PP Slides #9, 10 & 11 – <i>Best Practices</i> 	<ol style="list-style-type: none"> Review the points on PP Slides #9, 10 & 11 – <i>Best Practices</i>. After each point, ask participants if they agree with these, and for any personal examples they would like to share. Ask the participants if they have any other 'best practices' that they use that work for them. Discuss in the larger group. 	
Optional Activity & Discussion*	<ul style="list-style-type: none"> Handout #3 – <i>Optional Cultural Awareness Questionnaire</i> 	<ol style="list-style-type: none"> Distribute Handout #1 - <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 #4 – <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 6: Orientation – 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>	

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	<p>Explain and demonstrate what is expected of workers for safe behaviour.</p>	
	<p>Explain and show the hazards of the workplace and how to work to avoid injury.</p>	

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Module 6: Orientation – 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 6: Orientation – Handout #2

Suggested Training Steps

Prepare the Employee:

- Schedule sufficient time in an appropriate learning environment
- Remember everyone has different learning styles, but it is even more difficult when there is a language and/or cultural barrier.
- Take the time to explain the job and the reasons for doing it in plain language. The use of pictures, demonstration or a translator would help the new Canadian understand more easily.
- Ask the new Canadian what they know about the job and about safety practices. Try to link the worker's past experiences from their home country with the new job.
- Encourage questions to ensure the worker understands everything you are saying and doing. Ask the worker to point to the picture they don't understand.
- If a written safe work procedure is available for the task, provide a copy in plain English or in the worker's native language and review the safe work procedure at the work location.

Demonstrate and Describe

- Do the task at normal speed
- Do the tasks in slow speed and explain the procedure in short and clear sentences
- Do not ask the new Canadian if they understand. Ask open –ended questions that help to assess their understanding, for example “what is the next step?”
- Include safety precautions during the normal sequence and tell them why you take these precautions – practice the safe way
- Have the worker perform the task until it is done exactly as required. Watch and guide.
- Repeat instructions or demonstrate again if any steps require clarification

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- Do not teach more than the worker can understand at one time
- Review what was learned and recognize the worker's progress.

Observe the Worker on the Job

- After a period of time, have the worker perform the entire task at or near the expected speed.
- Encourage questions and repeat by demonstration any key points the trainee may have missed. Repetition is key for people for who speak English as an additional language.
- Bring a translator with you to ensure the worker completely comprehends the process.
- When you feel the worker is ready to work independently, tell him where to get help in your absence. Introduce him to who you want them to go to.
- Keep written records of training: who, what, when.
- Follow up with the worker on a regular basis. Make unscheduled visits and correct any unsafe work habits.
- Monitor the worker and share information to ensure safety standards are maintained
- Remember that, as a supervisor, you are legally responsible for the worker's health and safety.

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Module 6: Orientation – 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 as a gesture to communicate warmth, and friendliness and to say hello or good-bye whereas 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 6: Orientation – 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.
