

New worker orientation and training for health care and social services

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This resource is designed for employers to help you plan your orientation and training for new workers.

As an employer, you must ensure your workers are given a health and safety orientation and training specific to their workplace(s). If a worker works at multiple sites (e.g., casual employees, maintenance workers), you are required to provide site-specific orientation for each workplace where the hazards and risks are significantly different.

You must provide an orientation and training to any worker who is:

* New to the workplace
* Returning to a workplace where the hazards have changed during the worker’s absence
* Affected by a change in the hazards of a workplace (e.g., the measures to protect workers from the hazard or the hazard risk level have changed)
* Relocated to a new workplace, if the hazards in that workplace are different from the hazards in the worker’s previous workplace

## How to use this resource

This resource is formatted as a Microsoft Word document that you can customize to fit the specific needs of your workplace.

1. Review the list of orientation and training topics in the table. Delete any that are not relevant to your workplace, and add any other topics relevant for the workers you are training.
2. During the orientation and training session, have both the trainer and the worker initial each topic as it is addressed.
3. Provide a copy of the orientation and training record to the worker and keep a copy for yourself.

You can find additional information and resources on the following worksafebc.com pages:

* [Health care & social services](https://www.worksafebc.com/en/health-safety/industries/health-care-social-services)
* [Young & new workers](https://www.worksafebc.com/en/health-safety/education-training-certification/young-new-worker)

Note: The Occupational Health and Safety Regulation and *Workers Compensation Act* references included here are not a complete list. As an employer, it is your responsibility to understand and comply with all relevant regulatory requirements. Additional resources may be needed for compliance

# New worker orientation and training

|  |  |
| --- | --- |
| Employee’s name: |  |
| Position (tasks): |  |
| Date hired: |  |
| Date orientation completed: |  |
| Person providing orientation (name and position): |  |
| Workplace information (e.g., name, location): |  |
| Supervisor’s name and contact information: |  |
| Joint health and safety committee members (or worker health and safety representative) — names, contact information, and identification as either worker or employer representative: |  |
| Location of postings from the joint health and safety committee: |  |
| Workplace-specific health and safety documents reviewed with the worker (e.g., communicable disease exposure control plan, hazardous drugs exposure control plan, emergency response plan, violence prevention program, policies for driving patients and clients, first aid procedures, procedures for working alone or in isolation): |  |

| New worker orientation and training topics addressed | Initials(trainer) | Initials(worker) | Datecompleted |
| --- | --- | --- | --- |
| Roles, rights, and responsibilities |  |  |  |
| Your general duties as a worker, including your duties to:* Take reasonable care to protect your own health and safety and that of others who may be affected by your actions or omission at work
* Comply with regulatory requirements
* Carry out your work in accordance with regulatory requirements and safe work procedures
* Cooperate with the joint health and safety committee or worker health and safety representative
* Cooperate with WorkSafeBC

([Act 22](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/part-2-occupational-health-and-safety#SectionNumber:Part2Div4Sec22))  |  |  |  |
| Your right to refuse unsafe work and the process to follow([Regulation 3.12–3.13](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-03-rights-and-responsibilities#SectionNumber:3.12)) |  |  |  |
| Your right to participate in workplace health and safety activities |  |  |  |
| Your employer’s responsibility to provide you with the information, instruction, and training about hazards in your workplace, and how to minimize the risk ([Act 21](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/part-2-occupational-health-and-safety#SectionNumber:Part2Div4Sec21)) |  |  |  |
| Your employer’s responsibility to provide you with adequate workplace supervision ([Act 21](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/part-2-occupational-health-and-safety#SectionNumber:Part2Div4Sec21)) |  |  |  |
| Your responsibility to report hazards and the reporting process ([Act 22](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/part-2-occupational-health-and-safety#SectionNumber:Part2Div4Sec22), [Regulation 3.10](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-03-rights-and-responsibilities#SectionNumber:3.10)) |  |  |  |
| Your responsibility to ensure that your ability to work without risk to your own health and safety, or to the health or safety of any other person, is not impaired by alcohol, drugs, or other factors such as fatigue ([Act 22(2)(d)](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/workers-compensation-act/part-2-occupational-health-and-safety#SectionNumber:Part2Div4Sec22), [Regulation 4.19–4.20](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.19)) |  |  |  |
| **General health and safety** |  |  |  |
| Basic contents of your employer’s occupational health and safety program ([Regulation 3.1–3.3](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-03-rights-and-responsibilities#SectionNumber:3.1)) |  |  |  |
| Personal protective equipment (PPE) (e.g., gloves, respirators, face shields, gowns, foot covers, eye protection)* What PPE to use, and when and how to use it
* Where you can find replacements
* How to regularly inspect it to ensure it remains safe to use
* How to clean and store or appropriately dispose of it
* Fit-testing for respiratory equipment if you are required to use it

([Regulation Part 8](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-08-personal-protective-clothing-and-equipment)) |  |  |  |
| First aid and incident reporting* First aid attendant contact information, and the procedure to call for first aid
* Location of first aid rooms (or first aid kits) and eye wash facilities
* How to report an illness, injury, near miss, or other incident you are required to report

([Regulation 3.17](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-03-rights-and-responsibilities#SectionNumber:3.17)) |  |  |  |
| Emergency procedures* Locations of emergency exits, and meeting or muster points to use if an evacuation is required
* Where fire extinguishers and fire alarms are located
* What to do in an emergency (e.g., fire, power outage, flood, earthquake)
* Evacuation procedures you are to follow, and information on drills

(Regulation [4.14](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.14), [4.16](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.16)) |  |  |  |
| **Workplace health and safety policies, procedures, and practices** |  |  |  |
| Overexertion from moving or providing support or assistance to people* Access to mobility assessments
* Safe person handling techniques, including manual lifting restrictions applicable to your workplace
* How to use lifting equipment, including sling selection
* When to seek assistance for tasks related to handling people

([Regulation 4.46–4.53](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.46)) |  |  |  |
| Overexertion from material handling * Safe material handling practices
* Use of material handling equipment (e.g., material lifts or carts)

([Regulation 4.46–4.53](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.46)) |  |  |  |
| Slips, trips, and falls* Identifying high-risk areas in your workplace (e.g., hallways, bathrooms, parking lots, sidewalks, stairs)
* Keeping areas clean and organized
* Reporting spills, and other slip, trip, or fall hazards

([Regulation 4.39–4.41](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.39)) |  |  |  |
| Violence (including aggression and the threat of violence) * Measures to reduce the risk of violence in the workplace
* Methods for sharing information about individuals (e.g., relevant history of violent behaviours, cognitive or sensory impairment, triggers, early signs of escalating behaviour)
* Expected response to violent behaviour, including how to de-escalate, when to disengage, how to call for help (e.g., Code White procedures), and reporting incidents of violence

([Regulation 4.27–4.31](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.27)) |  |  |  |
| Bullying and harassment * Definition of workplace bullying and harassment
* How to report incidents of workplace bullying and harassment (e.g., forms, procedures, contact information)

([Policy P2-21-2](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-policies/policies-for-the-workers-compensation-act#SectionNumber:P2-21-2)) |  |  |  |
| Working alone or in isolation * Documented check-in process
* Process to follow if you miss a required check-in

([Regulation 4.20.1–4.22](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.20.1)) |  |  |  |
| Blood and body fluids and communicable or infectious diseases * Communicable diseases you may be exposed to
* Required and offered vaccinations
* Handwashing
* Selection, use, and disposal of sharps (e.g., needles, scalpels, lancets)
* Cleaning and disinfecting bodily fluid spills
* Proper use of PPE (e.g., gloves, respirators, face shields, gowns, foot covers, eye protection)
* What to do if exposed

([Regulation 6.33–6.40](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-06-substance-specific-requirements#SectionNumber:6.33)) |  |  |  |
| Hazardous materials and Workplace Hazardous Materials Information System (WHMIS) * Hazardous materials in your workplace
* Purpose and significance of hazard information on product labels and safety data sheets (SDSs)
* Location, purpose, and significance of SDSs
* Safe handling, use, storage, and disposal of hazardous materials
* Procedures for an emergency involving hazardous materials, including cleanup of spills

([Regulation 5.2–5.16.1](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-05-chemical-and-biological-substances#SectionNumber:5.2)) |  |  |  |
| Tobacco and vapour products * Rules for patients, clients, residents, staff, and others, including designated smoking areas

([Regulation 4.80.1–4.82](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.80.1)) |  |  |  |
| Hazardous drugs * Hazardous drugs used in your workplace
* Known health risks for the hazardous drugs, including any potential reproductive hazards
* Safe handling (including PPE required), preparation, administration, storage, disposal, and cleanup of spills from hazardous drugs

([Regulation 6.42–6.58](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-06-substance-specific-requirements#SectionNumber:6.42)) |  |  |  |
| Radiation * Sources of ionizing radiation (e.g., x-rays, CT scans) in your workplace
* Sources of non-ionizing radiation (e.g., lasers) in your workplace
* Measures to monitor and limit your exposure

([Regulation 7.17–7.23](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-07-noise-vibration-radiation-and-temperature#SectionNumber:7.17)) |  |  |  |
| **Other workplace hazards or health and safety rules** |  |  |  |
| As a worker, you need to be provided with information about: |  |  |  |