

New & Young  
Worker  
Orientation Policy  
& Procedure

**RESOURCE PACKAGE**

## WHO IS CONSIDERED A NEW OR YOUNG WORKER?

New workers are defined as any worker who is:

- A. New to the workplace
- B. Returning to workplace where the hazards in that workplace have changed during the worker's absence,
- C. Affected by a change in the hazards of a workplace, or
- D. Relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker's previous workplace;

**“Young Workers”** are defined as individuals under the age of 25 in addition to the above.

## WHAT IS A NEW & YOUNG WORKER ORIENTATION?

Young and new workers are particularly vulnerable to workplace injury or illness, with many of the injuries occurring in the first month on the job. Orientations can help to reduce incidents and injuries on the worksite.

An orientation includes training, information about known hazards, safe work procedures and how to recognize hazards on the job. It lists a number of topics that must be addressed.

## WHAT DOES A NEW & YOUNG WORKER ORIENTATION CONSIST OF?

An employer must ensure that before a young or new worker begins work in a workplace, the young or new worker is given health and safety orientation and training specific to that young or new worker's workplace.

There are TWO types of orientations:

### GENERAL ORIENTATIONS include:

- ❖ the employer's and young or new worker's rights and responsibilities under the *Workers Compensation Act* and this Regulation including the reporting of unsafe conditions and the right to refuse to perform unsafe work;
- ❖ working alone or in isolation;
- ❖ violence in the workplace;
- ❖ personal protective equipment;
- ❖ the employer's health and safety program, if required under section 3.1 of the Regulation;
- ❖ WHMIS information requirements as applicable to the young or new worker's workplace;

### SITE SPECIFIC ORIENTATIONS include:

- ❖ the name and contact information for the young or new worker's supervisor;
- ❖ workplace health and safety rules;
- ❖ hazards to which the young or new worker may be exposed, including risks from robbery, assault or confrontation;
- ❖ location of first aid facilities and means of summoning first aid and reporting illnesses and injuries;
- ❖ emergency procedures;
- ❖ instruction and demonstration of the young or new worker's work task or work process
- ❖ contact information for the occupational health and safety committee or the worker health and safety representative, as applicable to the workplace.

**GENERAL** orientations are usually given once, on the first day worked, while **SITE SPECIFIC** orientations may be given multiple times over the course of the worker's employment with the organization.


**ORIENTATIONS MUST BE DOCUMENTED TO COMPLY WITH [OHS REGULATION 3.25](#)**

# In B.C., workers have

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## BASIC RIGHTS


**1** Workers have the **RIGHT TO KNOW** what hazards are present in the workplace, and what has been done to reduce the risk.



**2** Workers have the **RIGHT TO PARTICIPATE** in health & safety activities in the workplace.



**3** Workers have the **RIGHT TO REFUSE UNSAFE WORK** if you have reasonable cause to believe that performing a work process or using a tool or machine puts you or someone else at risk.



## RIGHT TO REFUSE UNSAFE WORK

**Section 3.12** of WorkSafeBC's OHS Regulation outlines the definition and procedure for refusing unsafe work.

- (1) A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.
- (2) A worker who refuses to carry out a work process or operate a tool, appliance or equipment pursuant to subsection (1) must immediately report the circumstances of the unsafe condition to the worker's supervisor or employer.
- (3) A supervisor or employer receiving a report made under subsection (2) must immediately investigate the matter and
  - (a) ensure that any unsafe condition is remedied without delay, or
  - (b) if, in the supervisor's or employer's opinion, the report is not valid, must so inform the person who made the report.
- (4) If the procedure under subsection (3) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, the supervisor or employer must investigate the matter in the presence of the worker who made the report and in the presence of
  - (e) a worker member of the joint committee,
  - (f) a worker who is selected by a trade union representing the worker, or
  - (g) if there is no joint committee or the worker is not represented by a trade union, any other reasonably available worker selected by the worker.
- (8) If the investigation under subsection (4) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, both the supervisor, or the employer, and the worker must immediately notify an officer, who must investigate the matter without undue delay and issue whatever orders are deemed necessary.

## REASSIGNMENT OF REFUSED WORK

If a worker refuses work under section 3.12, the employer must not require or permit another worker to do the refused work unless

- (a) the matter has been resolved under section 3.12(3), (4) or (5), or
- (b) the employer has, in writing, advised the other worker and a person referred to in section 3.12(4)(a), (b) or (c) of all of the following:
  - (iii) the refusal;
  - (iv) the unsafe condition reported under section 3.12(2);
  - (v) the reasons why the work would not create an undue hazard to the health and safety of the other worker or any other person;
  - (vi) the right of the other worker under section 3.12 to refuse unsafe work.

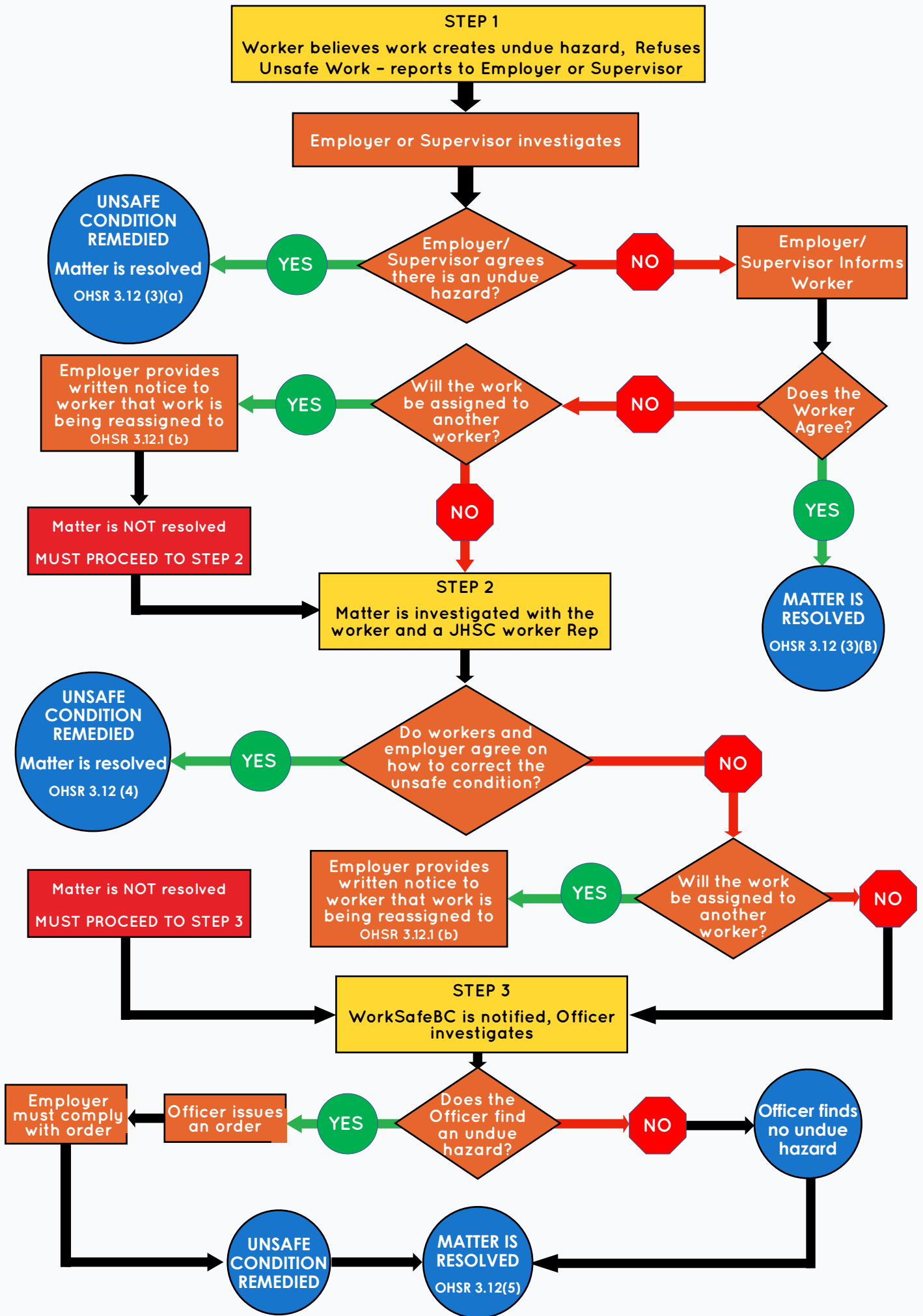


**If needed, you can use the NOTICE OF REASSIGNMENT OF REFUSED WORK letter at the end of this resource package for this purpose.**

## REASSIGNMENT OF REFUSED WORK

- (1) A worker must not be subject to prohibited action as defined in section 47 of the *Workers Compensation Act* because the worker has acted in compliance with section 3.12 or with an order made by an officer.
- (2) Temporary assignment to alternative work at no loss in pay to the worker until the matter in section 3.12 is resolved under section 3.12 (3), (4) or (5) is deemed not to constitute prohibited action.

# RIGHT TO REFUSE FLOWCHART



# NEW & YOUNG WORKER ORIENTATIONS

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## POLICY

<ENTER ORGANIZATION'S NAME> recognizes that due to their lack of experience and knowledge, new and young workers may be at a greater risk of injury than more experienced workers. New and young workers may be unfamiliar with hazards specific to our worksite and will need information and training to be better prepared to safely work in our workplaces.

Every worker and volunteer hired will be provided orientations at the beginning of their employment at <ENTER ORGANIZATION'S NAME>. The orientation will consist of two parts: **A GENERAL ORIENTATION** and **A SITE SPECIFIC ORIENTATION** as outlined below.

The management of <ENTER ORGANIZATION'S NAME> will ensure that before or on their first day of work, all new and young workers and volunteers given an orientation so that they are:

- aware of the hazards on the worksite,
- aware of the controls put in place to minimize the risk of those hazards,
- aware of their rights and responsibilities under B.C.'s Workers Compensation Act, OHS Regulations and Guidelines
- are trained in the appropriate actions to take when hazards are identified

Workers must follow the procedures implemented for their protection, and immediately report all incidents to their supervisor or employer.

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## SCOPE AND APPLICATION

This Policy applies to the "workplace". "Workplace" is defined as any land, premises, location, working hours, or thing at, upon, in or near which a worker works. For the purposes of this Policy, the "workplace" includes but is not limited to:

<ENTER ORGANIZATION'S NAME> offices, property or facilities, including shops and off-site storage areas (interior and exterior), as well as remote locations such as a worker's home office or client's place of business.

This Policy applies to all new and young workers working for <ENTER ORGANIZATION'S NAME>. For the purposes of this Policy:

- Young workers are defined as any worker under the age of 25.
- New workers are defined as any worker that is new to the workplace or is facing new hazards.
- Workers are defined as full-time workers, part-time workers, temporary workers, contract service providers, volunteers, all managerial personnel, officers, and directors.

Additionally, this Policy applies to employees or contractors of other organizations who work on or are invited into our workplace.

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## RESPONSIBILITIES

The protection of workers and volunteers is essential for everyone at <ENTER ORGANIZATION'S NAME>. New and Young Worker Orientations play an integral part in ensuring safety for everyone while on our premises.

### The Employer will:

- Establish a valid occupational health & safety program if required
- Provide training to workers and volunteers on:
  - their rights and responsibilities
  - their right to refuse unsafe work and how to do it



- workplace hazards
- safe work procedures
- safe use of machinery
- proper use and care of personal protective equipment
- first aid and emergency procedures
- violence in the workplace policies and procedures
- working alone policies and procedures
- Provide proper supervision
- Provide workers with appropriate personal protective equipment as needed.
- Ensure Supervisors and workers are provided with education and training as required. (see "[Education and training](#)," below).

### **Supervisors will:**

- Become familiar with this policy and procedure
- Ensure the health & safety of workers under your direct supervision
- Ensure workers they supervise are aware of all known hazards
- Ensure that workers and volunteers use appropriate personal protective equipment, engineering controls and follow safe work practices and written work procedures.
- Ensure that workers and volunteers receive education and training as outlined by the employer.

### **Workers and volunteers will:**

- Become familiar with this policy and procedure
- Use the provided engineering controls.
- Follow safe work practices and written work procedures.
- Be alert to hazards and report them or any incidents to their Employer, supervisor or other designated person
- Attend education and training as needed.

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## **PROCEDURE**

### **GENERAL ORIENTATION PROCEDURES**

A General Orientation is an orientation covering the organization's overall OHS Program. It is delivered once to a worker on or before their first day of work of work. The topics that must be discussed in a General Orientation include:

- Rights and responsibilities
- The right to refuse unsafe work and its reporting procedure.
- The overview of the OHS programs, procedures, and rules
- Working alone or in isolation
- Bullying and Harassment procedure
- Violence in the workplace procedure
- How and who to report in case of injury and illnesses (First Aid, Supervisor, HR Manager)
- Personal Protective Equipment (PPE) when applicable
- Emergency Response Plan and Procedure
- JHSC function, members, and meeting (if established).

## **SITE SPECIFIC ORIENTATION PROCEDURES**

A Site-Specific Orientation is delivered to a worker that is

- new to the workplace (first day at a new location)
- returning to a workplace where the hazards in that workplace have changed during the worker's absence,
- affected by a change on the hazards in the workplace, or
- relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker's previous workplace.

The information that must be discussed in a site specific orientation include:

- The hazards that they may be exposed to on the worksite.
- The name and contact of their Supervisor/who they need to report.
- Where to find first aid
- Who the first aid attendant is and how to summon them
- Emergency evacuation procedures

As new workers begin their shift, supervisors must review documentation and certification required for the operation of specific regulated equipment. If possible, copies should be retained in Program filing. This should include, but not limited to:

- WHMIS 2015 training records;
- Equipment use certification (aerial lift, forklift, etc.)
- Hearing test documentation;
- Fall protection;
- Respiratory protection fit test records (if any).

Supervisors should hold meetings with their new members to review general safety issues and discuss any concerns, as necessary. These meetings should also be documented. [The New & Young Workers Orientation Form \(Appendix A\)](#) can be used to document both types of orientations.

## **REFUSAL OF UNSAFE WORK**

As stated in [WorkSafeBC OHS Regulation 3.12](#):

A person must not carry out or cause to be carried out any work process or operate any equipment if there is reasonable cause to believe that to do so would create an undue hazard to the safety of any person. Any worker who refuses to carry out a work process must immediately report the circumstances of the unsafe condition to their supervisor or employer.

A supervisor or employer must immediately investigate the matter and ensure that any unsafe condition is remedied without delay. If, in the supervisor's or employer's opinion, the report is not valid, they must so inform the person who made the report. If the matter cannot be resolved, the supervisor or employer must investigate the matter in the presence of the worker who made the report and a worker member of the joint committee or a worker selected by a trade union representing the worker. If there is no joint committee or the worker is not represented by a trade union, any other reasonably available worker selected by the worker should be involved. If the matter is still not resolved both the supervisor (or the employer) and the worker must immediately notify a WorkSafeBC officer, who must investigate the matter without undue delay and issue whatever orders are deemed necessary. [See flowchart below.](#)

## **REASSIGNMENT OF REFUSED WORK**

If a worker refuses work on the basis that it creates an undue risk to their health and safety, the employer must not require or allow another worker to do the refused work unless

- (a) the matter has been resolved under [OHS-R section 3.12\(3\), \(4\) or \(5\)](#), or
- (b) the employer has, in writing, advised the other worker and a person ([Notice of Reassignment of Refused Work](#)) referred to in section 3.12(4)(a), (b) or (c) of all of the following:
  - (i) the refusal;
  - (ii) the unsafe condition reported under section 3.12(2);
  - (iii) the reasons why the work would not create an undue hazard to the health and safety of the other worker or any other person;
  - (iv) the right of the other worker under section 3.12 to refuse unsafe work.

[Notice of Reassignment of Refused Work](#) can be found in in [Appendix B](#)

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## **EDUCATION AND TRAINING**

<ENTER ORGANIZATION'S NAME> shall this policy and procedure as it relates to emergency procedures..

The following points will be reviewed with all new and young workers the worker's or volunteer's first day of work.

- Applicable sections of the Occupational Health and Safety Regulation, including [OHS-R 3.22 through 3.25](#).
- the name and contact information for the young or new worker's supervisor;
- the employer's and young or new worker's rights and responsibilities under the Workers Compensation Act and this Regulation including the reporting of unsafe conditions and the right to refuse to perform unsafe work;
- workplace health and safety rules;
- hazards to which the young or new worker may be exposed, including risks from robbery, assault or confrontation;
- working alone or in isolation;
- violence in the workplace;
- personal protective equipment;
- location of first aid facilities and means of summoning first aid and reporting illnesses and injuries;
- emergency procedures;
- instruction and demonstration of the young or new worker's work task or work process;
- the employer's health and safety program;
- WHMIS information requirements set out in Part 5, as applicable to the young or new worker's workplace;
- contact information for the occupational health and safety committee or the worker health and safety representative, as applicable to the workplace.
- Their responsibilities and where to access the policy.

# NEW & YOUNG WORKER ORIENTATION FORM

Worker Name	Start Date
Position / Role	Orientation Date
Supervisor / Person providing orientation	

Topics addressed during orientation (Attach additional sheets with more details if necessary).	Initials (orienter)	Initials (worker)
1. Supervisor name and contact information		
2. Rights and responsibilities		
(a) General duties of employers, workers, and supervisors		
(b) Worker's right to refuse unsafe work, and the procedure for doing so		
(c) Worker's responsibility to report hazards, and the procedure for doing so		
3. Workplace health and safety rules		
4. Known hazards in the workplace and how to deal with them		
_____		
_____		
_____		
5. Safe work procedures for carrying out tasks		
6. Procedures for working alone or in isolation		
7. Measures to reduce the risk of violence in the workplace, and procedures for dealing with violent situations		
8. Personal protective equipment (PPE) — what to use, when to use it, and where to find it		
9. First aid and incident reporting		
(a) First aid attendant name and contact information		
_____		
_____		
(b) Locations of first aid kits and eye wash facilities		
_____		
_____		
(c) How to report an illness, injury, or incident (including near misses)		

10. Emergency procedures		
(a) Locations of emergency exits and meeting points		
(b) Locations of fire extinguishers and fire alarms		
(c) How to use fire extinguishers		
(d) What to do in an emergency		
11. Basic contents of the occupational health and safety program (formal or informal)		
12. Hazardous materials and WHMIS		
(a) What hazardous materials are in the workplace		
(b) Purpose and significance of hazard information on product labels		
(c) Location, purpose, and significance of safety data sheets (SDSs)		
(d) How to handle, use, store, and dispose of hazardous materials safely		
(e) Procedures for an emergency involving hazardous materials, including clean-up of spills		
13. Contact information for the occupational health and safety committee or worker health and safety representative		
14. Bullying and harassment		
(a) What is workplace bullying and harassment		
(b) How to report incidents of workplace bullying and harassment (e.g., forms, procedures, contact information)		
(c) Who is responsible for following up on complaints		
Signature of <b>ORIENTATION PROVIDER</b>		
Signature of <b>WORKER</b>		

WorkSafeBC  
[www.worksafebc.com](http://www.worksafebc.com)

Posters, forms and tools to help with New & Young Worker Orientations and workers rights and responsibilities

Canadian Centre for Occupational Health & Safety  
[www.ccohs.ca](http://www.ccohs.ca)

Posters, tools and courses to help with New & Young Worker Orientations

One Eleven Entertainment Health & Safety  
[www.oneelevensafety.com](http://www.oneelevensafety.com)

Review of your completed template to ensure compliance & OHS Consulting

## DOWNLOADABLE DOCUMENTS



**BCMA New & Young Worker Orientation Policy -  
Word document download**

## NOTICE OF REASSIGNMENT OF REFUSED WORK

DATE (YYYY/MM/DD):

EMPLOYER:

WORKSITE / LOCATION

### A worker has exercised their right to refuse unsafe work on the basis that they believe an unsafe condition exists on our worksite.

[WorkSafeBC's Occupational Health and Safety Guideline 3.12](#) states:

*"A worker who reasonably believes that work creates an undue hazard must refuse to do that work. This includes any work process, or the use or operation of a tool, machine, or piece of equipment"*.

The details of this condition that has created an undue hazard (work process, tool, appliance, or equipment) was reported to us as follows:

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As required in [WorkSafeBC's Occupational Health & Safety Regulation 3.12](#), an investigation into the unsafe work refusal has or is in the process of being completed. Additionally:

*"...the employer must not require or permit another worker to do the refused work unless the matter has been resolved under [OHS-R 3.12\(3\), \(4\), or \(5\)](#)."*

Resolution of unsafe conditions is always the first option. Written notice of refused work is not required when the matter has been resolved.

Currently the employer believes that the work being carried out **does not create an undue hazard to the health and safety of any person**. As such, the employer may ask another worker to do the work while investigating the unsafe condition as is outlined in [OHS-G 3.12](#).

To comply with [WorkSafeBC Occupational Health & Safety Regulation 3.12.1 – Reassignment of refused work](#), this **written notice**\* is being distributed to you as we feel you are able and permitted to do this work. As required in the regulation, the reasons that we believe the work would not create an undue hazard to the health and safety of you or any other person, are as follows:

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*If you have reasonable cause to believe that performing this reassigned work puts you or someone else at risk, you also have the right to refuse unsafe work. If this is the case, immediately stop the work and report the unsafe condition to your supervisor or employer.*

As required in [OHS-R 3.12.1 \(b\)](#), we have provided a copy of this notice to \_\_\_\_\_ as

- the worker representative of the production's Joint Health and Safety Committee (JHSC),
- a union representative
- a reasonably available worker selected by the worker (in the event there is no JHSC or union representation)

\*Written notice can include electronic communication, such as email, text message, or electronic communication system, paper records, such as forms or a logbook and worker communication boards or collaboration forum, such as a white board or notice board. A combination of these methods can be used.