

Steering the Ship for Young Workers to Work Safely

BCMSA/PWABC
Joint Conference
Penticton, BC

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Young and New Worker Program



Agenda

- 1 Stats, glorious stats!**
- 2 Why focus on new and young workers?**
- 3 Why is training and orientation important?**
- 4 Who are these Gen Y and Z workers?**
- 5 What's required and practical tips for getting there**
- 6 WorkSafeBC resources**

Does your new worker orientation
look like this?



Definition:

What are Young and New Workers?

- New to the workplace
 - Returning to a workplace where the hazards in that workplace have changed during the worker's absence
 - Affected by a change in the hazards of a workplace
 - Relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker's previous workplace
-
- Any worker under 25 years of age



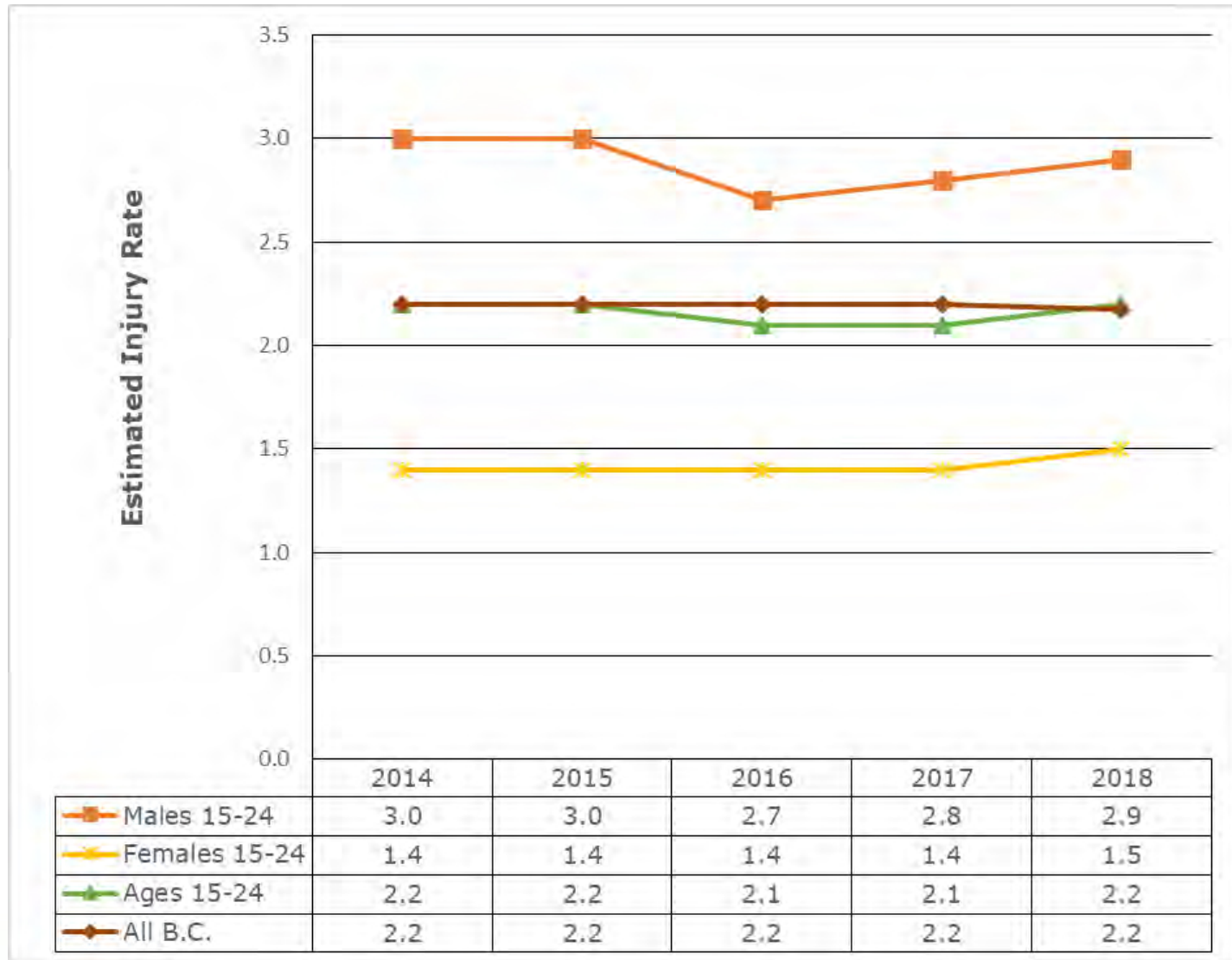
B.C. overview



- About 320,000 workers aged 15-24 are working across all industries in British Columbia (116,000 in 18-24 age range)
- Each year, about 6,400 young people are injured on the job
- 2/3 of all young worker injuries are among young males aged 18-24

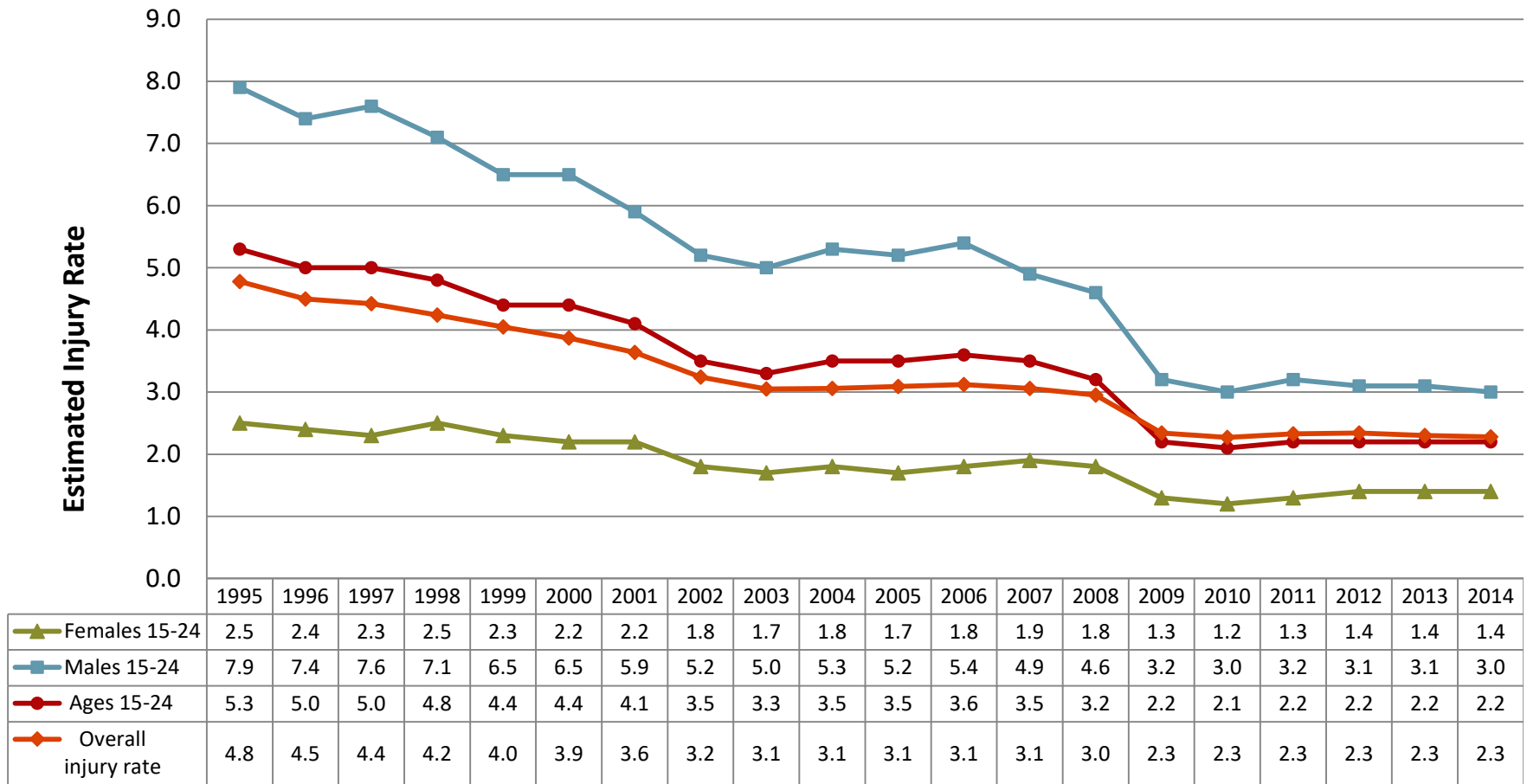
Young Worker Statistics 2014-2018

Injury Rate Comparison by Age and Gender



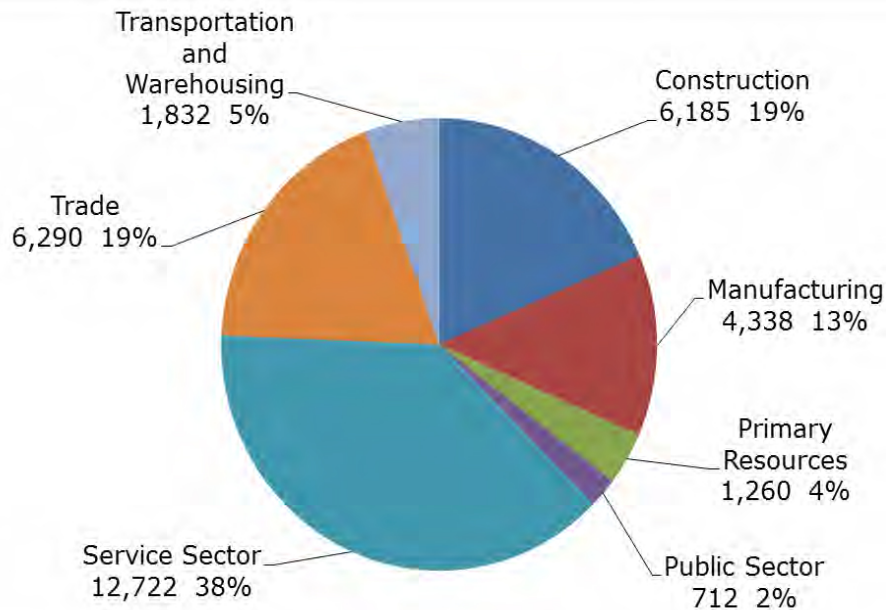
The Big Picture

Injury Rate Comparison by Age and Gender 1995-2014

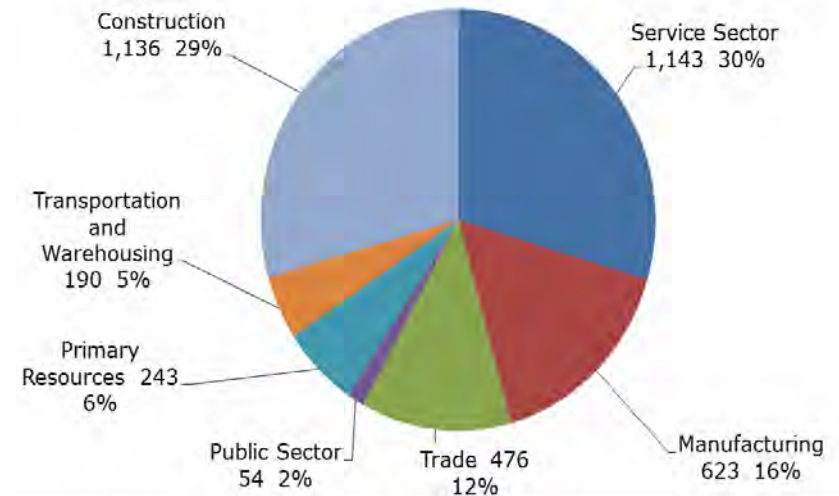


Young Worker Time Loss Claims and Sectors – 2014-2018

Young Worker Time Loss Claims



Young Worker Serious Injury Claims



Why focus on
young and new workers?

Jack Thomas



Why do we focus on youth?

- Greater risk of injury (for males)
- Heightened sense of tragedy when injuries occur
- Focus may bring long term change in the safety culture



Why do young and new workers get injured?

- Inexperience
- Lack of training, orientation, and supervision
- Lack of understanding of their workplace
- Lack of preparation for the workplace
- Exposure to more dangerous jobs
- Hesitancy to ask questions



Why is training and orientation important for young and new workers?

More than half of workplace accidents involving **young** and **new** workers occur during their first six months on the job.

New workers are **3X** more likely to injured in the first month.

OHS Reg. 3.22 – 3.25

3.22 – Who

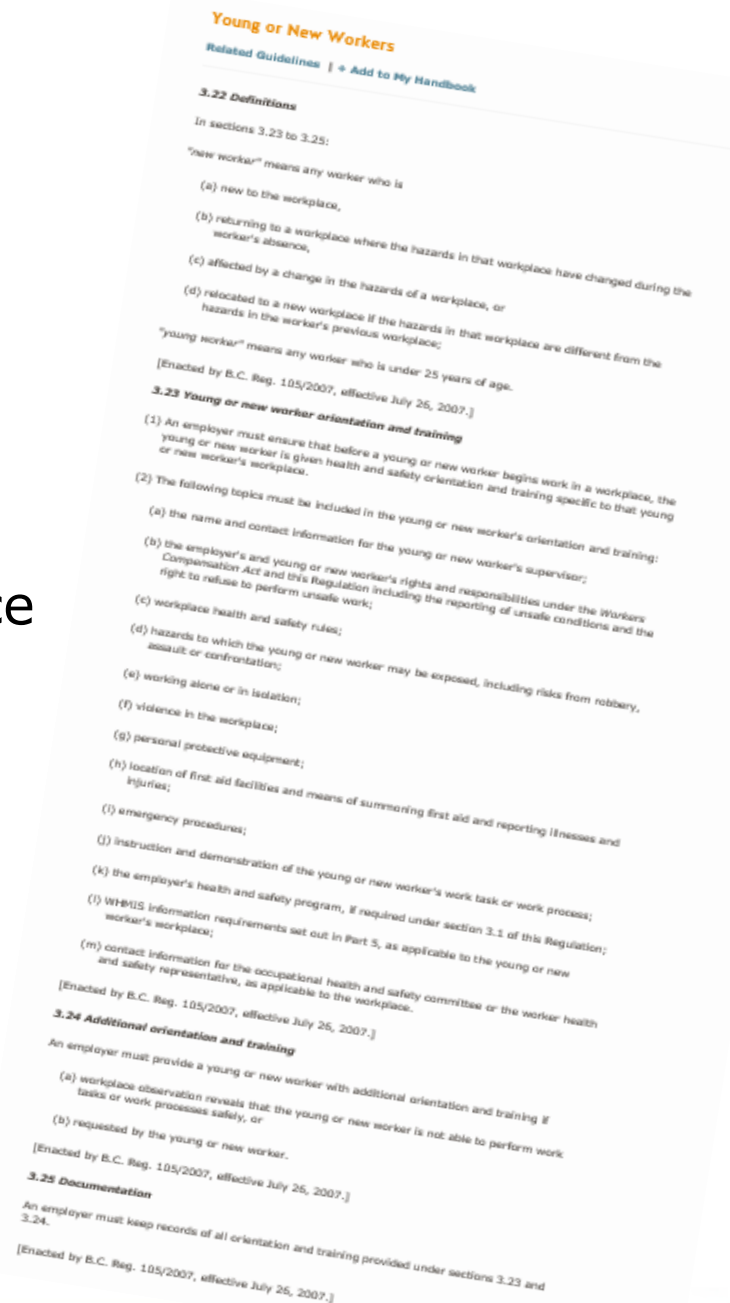
3.23 – What

(1) Specific to the workplace

(2) List of topics

3.24 – When more is needed

3.25 – Records



Other benefits

- Reduced product loss and downtime
- Increased production in less time
- Increased retention
- Increased trust in employer
- Improved communication
- Fresh set of eyes to see issues or concerns
(just make sure the door is open for them to report them to you)
- Happier, more confident employees



Orientation and Training

When to train and orient?

- Whenever you hire new workers
- When a new job process starts
- When changes occur in the workplace
- Before they start working



Elements of orientation and training

- Evaluate the situation
- Orient and train the worker
- Test the worker
- Keep records of orientation
(copy for both of you)
- Observe and provide ongoing supervision
- Re-train if necessary

Sample worker orientation checklist

Employee name: _____

Position (tasks): _____

Date hired: _____

Person providing orientation (name and position): _____ Date of orientation: _____

Company name: _____

Topic	Initials (trainer)	Initials (worker)	Comments
1. Supervisor name: _____ Telephone #: _____			
2. Rights and responsibilities			
(a) General duties of employers, workers, and supervisors			
(b) Worker right to refuse unsafe work and procedure for doing so			
(c) Worker responsibility to report hazards and procedure for doing so			

Orientation

- Employer and worker rights & responsibilities under the WCA*
- Known hazards of the worksite
- Contact information:
 - Supervisor
 - Joint committee and/or worker representative (introduce them if possible)
- Employer's OHS program
- Working alone or in isolation
- Violence in the workplace
- Personal protective equipment (PPE)
- First aid
- Emergency response plan
- WHMIS
- Bullying and harassment



Training

Instruction and demonstration of:

- **specific work task or work process**
- **site specific policies and procedures**
- **PPE**



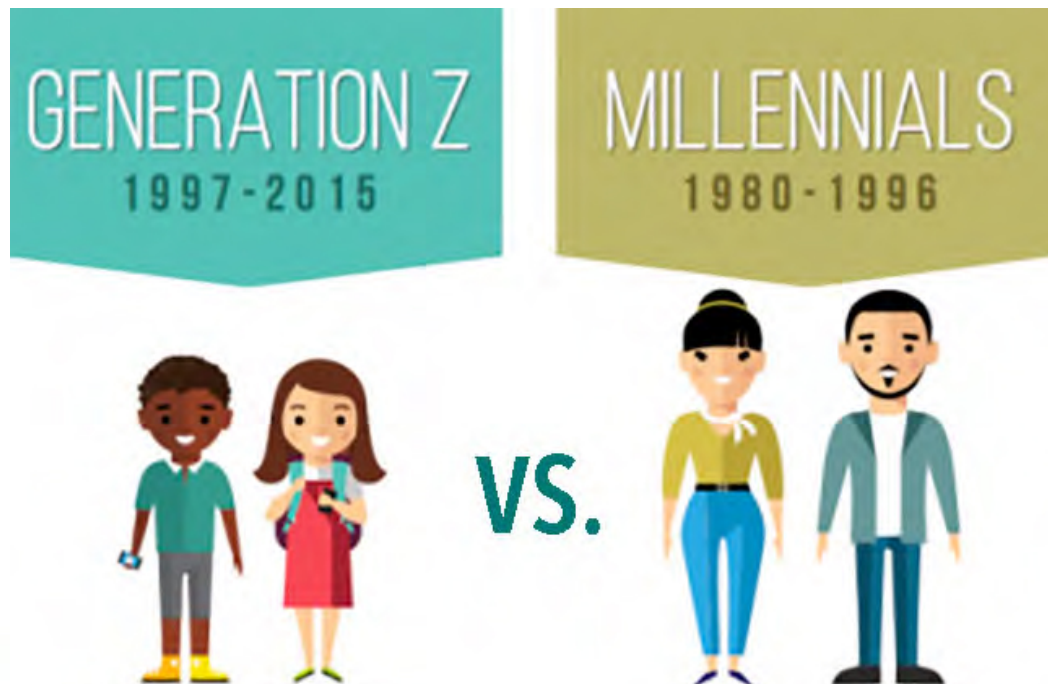
1. Provide an overview of each task, including any safety precautions and safe work procedures.
2. Demonstrate and describe the task, going through the steps slowly.
3. Observe the worker performing the task or work process.
 - Follow-up within a few days and again periodically
4. Retrain if necessary.

Millennials and Generation Z

Millennials, Post-millennials, Generation Y, Z...

Who are they?

- Millennials (Gen Y) born between 1980 and 1996 (23 - 39)
- *Post-Millennials (Gen Z) born between 1997 and 2015 (4 -22) - 17% of Canadian population*

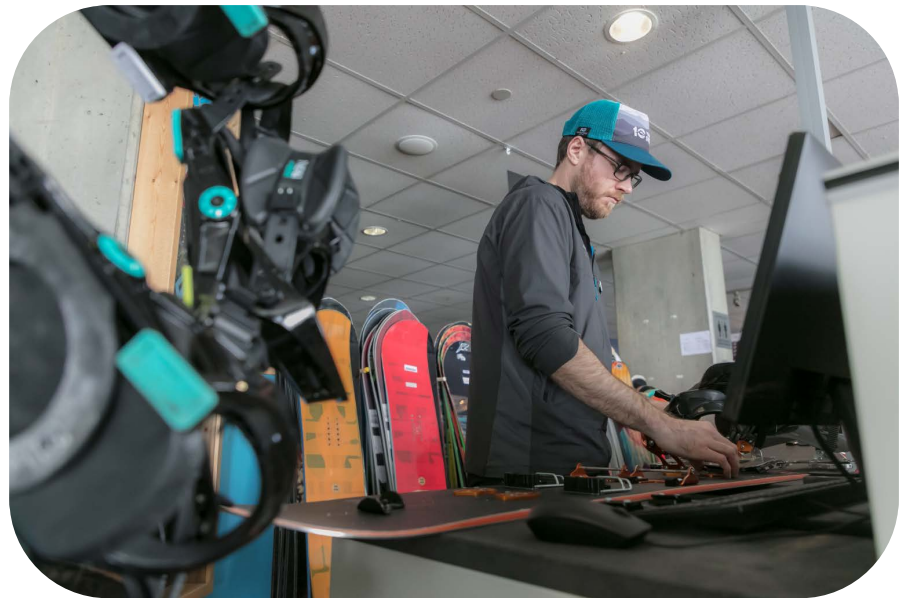


Millennials

- Grew up in a world with widespread coverage of violence and uncertainty (9/11, school shootings, hurricane Katrina)
- Closely supervised as children, grew up with safety gear
- Grew up alongside technological advancements
- Prefer to communicate over email or IM
- Team oriented
- Able to multitask

Which makes them...

- Prioritize safety
- Tech savvy
- Collaborative
- Flexible
- Educated



Gen Z

- Saw their parents go through one of the worst economic declines in the past century
- Grew up with lockdown drills, internet safety
- Grew up with strong focus on anti-bullying in schools
- Are technology natives
- Multi-task even more than millennials (don't assume looking at their phone distracts them from a task)



Which makes them...

- Frugal and want stability
- Value diversity and inclusion
- Accepting of differences and intolerant of bullying
- Safety conscious
- Have short attention spans
- Demand relevance

Safety that resonates

- Gamify safety
- Use social media
- Text safety messages
- Use short, bite sized pieces of information (microlearning)
- Ask their opinion
- Use tech but keep the human element
- Be supportive
- Keep lines of communication open
- Give frequent, prompt, short feedback



Practical tips for more effective
young worker training

Training

- **Make it relevant**
- **Make it practical and hands on**
- **Train in short segments**



Tell them and they will forget
Show them, and they will remember
Involve them, and they will understand

Training

Check understanding

- Young workers may be quick to say they understand because they want to make a good impression
- Use open ended questions like, “What are the steps to using this equipment?”
- Follow-up to make sure information is being retained
- Re-train if necessary

Check progress

- Ask follow-up questions within a few days and periodically to ensure they continue to understand.

Mentoring

- Pair up young workers with more experienced workers. Having a mentor gives a young worker a more personal introduction to the workplace.
- **Tell them**
- **Show them**
- **Watch them**
- **Encourage them (supportive, corrective, specific feedback)**



A seat on the safety committee

- Get young workers involved in making health and safety decisions at your workplace. Have a young worker on the JOHSC.



Find innovative ways to identify new workers

- Make sure new and young workers are easily identifiable. Give them special hard hats, aprons, name tags, or something that shows that they're new to the job.
- Encourage your experienced workers to assist them when needed.



Hello
my name is

Robin

I'm new here!



Create an open environment

- Make sure young workers know it's not only okay to ask questions – it's encouraged!
- Make sure everyone is on board with this: mentors, supervisors, managers, and co-workers.
- If you're the boss, set the standard!



Young and new worker
resources for employers
www.worksafebc.com

In print and online

Tools for training young and new workers

A guide to using WorkSafeBC resources and industry best practices



Tools for training young and new workers (June 18, 2014)

WorkSafeBC

Support for employers

Training and orientation for young and new workers: An employer's guide to WSBC's performance-based training and safety resources

Why is this requirement for young and new workers?

Young and new workers' (Y&NW) safety and health training is a key component of the Y&NW program. This guide is intended for employers who are required to provide Y&NW training to their employees.



Orientation and training are essential

Employers must provide Y&NW training to their employees before they start work. This training should be provided in a way that is appropriate for the worker's age, experience, and language skills.

What are young workers' key responsibilities?

Young workers must follow all safety rules and instructions. They must also report any safety concerns to their supervisor.

Training that is relevant to the workplace and meets the employer's needs is the most effective. This training should be provided in a way that is appropriate for the worker's age, experience, and language skills.

Click here to get started

WORKSAFE BC



Supervising for Safety

online course for supervisors

Meeting Your Workplace Safety Obligations and Becoming a More Effective Supervisor

Welcome to the WorkSafeBC online course for supervisors. This free course offers you 24-7 access to high-quality safety materials. It also allows you to select the topics you want to explore, to proceed at your own pace, and to earn a certificate of completion.

[Click here to get started](#)

Young/New Worker Orientation Checklist

Sample worker orientation checklist

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WorkSafeBC Young/New Worker Portal

<https://www.worksafebc.com/en/health-safety/education-training-certification/young-new-worker>

The screenshot shows the WorkSafeBC website's 'Young and New Worker' portal. At the top, there's an orange header with the 'WORK SAFE BC' logo and navigation links: 'Forms & Resources', 'Law & Policy', 'About Us', 'Contact Us', and 'Log in | Create an account'. Below this is a secondary navigation bar with 'Health & Safety', 'Insurance', 'Claims', and 'I Am a...'. A search bar is also present. The main content area is titled 'Young and new workers' and includes a sidebar with links like 'I am a...', 'Student WorkSafe', 'Young Worker Speakers Program', 'Student safety video contest', 'Exposure prevention guides', '6-minute safety talks', 'Know the hazards', 'Related law & policy', 'Statistics', 'Associations & organizations', and 'Related topics'. The main text explains that workers of all ages can be injured, but young and new workers are at higher risk due to factors like inadequate training and lack of awareness. It lists 'Definition of young and new workers' (under age 25) and 'The risks' (inexperience, lack of training, etc.). A 'Related resources' section at the bottom features a link to 'Support for Employers: Training and Orientation for Young'.

Alert

WORK SAFE BC

Forms & Resources Law & Policy About Us Contact Us Log in | Create an account

Health & Safety Insurance Claims I Am a... Search worksafebc.com

Home > Health & Safety > Education, training & certification > Young and new workers

Young and new workers

Workers of all ages can be injured at work, but young and new workers may be more at risk. Injuries can result from inadequate training, orientation, and supervision; inexperience; and lack of awareness of workplace rights and responsibilities. Whatever your role, we have tools and resources that can help reduce the risk. Our Student WorkSafe, Young Worker Speakers Program, and student safety video contest are also available to help empower youth to be healthy and safe at work.

Definition of young and new workers

The Occupational Health and Safety Regulation defines a "young worker" as any worker under age 25. A "new worker" can be any age and includes those who are new to the workplace or location, or facing new hazards.

The risks

Typical reasons why young and new workers are injured include:

- Inexperience
- Lack of training, orientation, and supervision
- Lack of understanding of their workplace
- Lack of preparation for the workplace
- Exposure to more dangerous jobs
- Hesitancy to ask questions

Related resources

Support for Employers: Training and Orientation for Young

6-minute safety talks



Designed for students in apprenticeship programs:

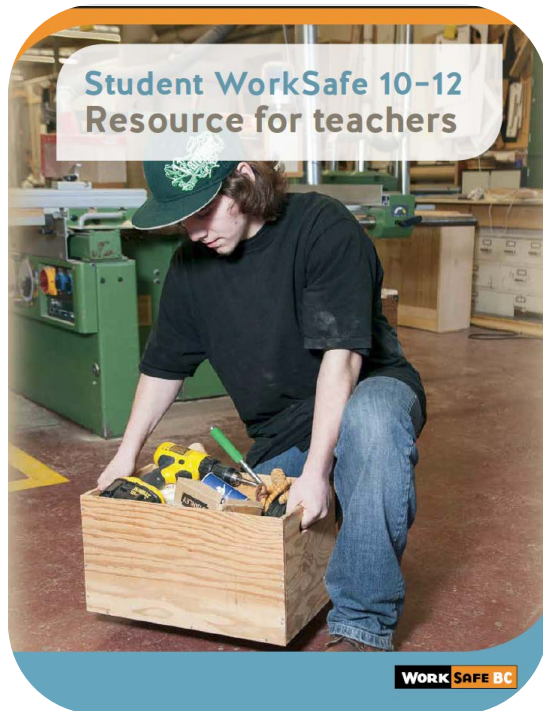
- ☐ Automotive
- ☐ Culinary Arts
- ☐ Hair Styling
- ☐ Plumbing
- ☐ Woodworking

General talks, such as, housekeeping, noise, WHMIS etc., can be applied to any industry

Each topic has an instructor guide and a student handout

Student WorkSafe - Resources for teachers, students and independent learners

Three instructional modules and support materials for teachers to deliver learning activities in a wide range of education settings



- Career Life Education (2018) and Career Life Connections (2019)

<https://www.worksafebc.com/en/health-safety/education-training-certification/young-new-worker/student-worksafe>

WorkSafeBC Young Worker Initiative

Objective:

Reduce the number of injuries and fatalities among young workers.

Listen to your gut

worksafebc.com/listentoyourgut

- Aimed at young workers to increase their awareness of their rights

What I know now


worksafebc.com/WhatIKnowNow

- Communicate with bosses and supervisors at small/medium-sized businesses about their responsibility to keep young workers safe



Student Safety Video Contest

2019 Student Safety Video Contest



You're the employer
How do you keep your young workers safe?

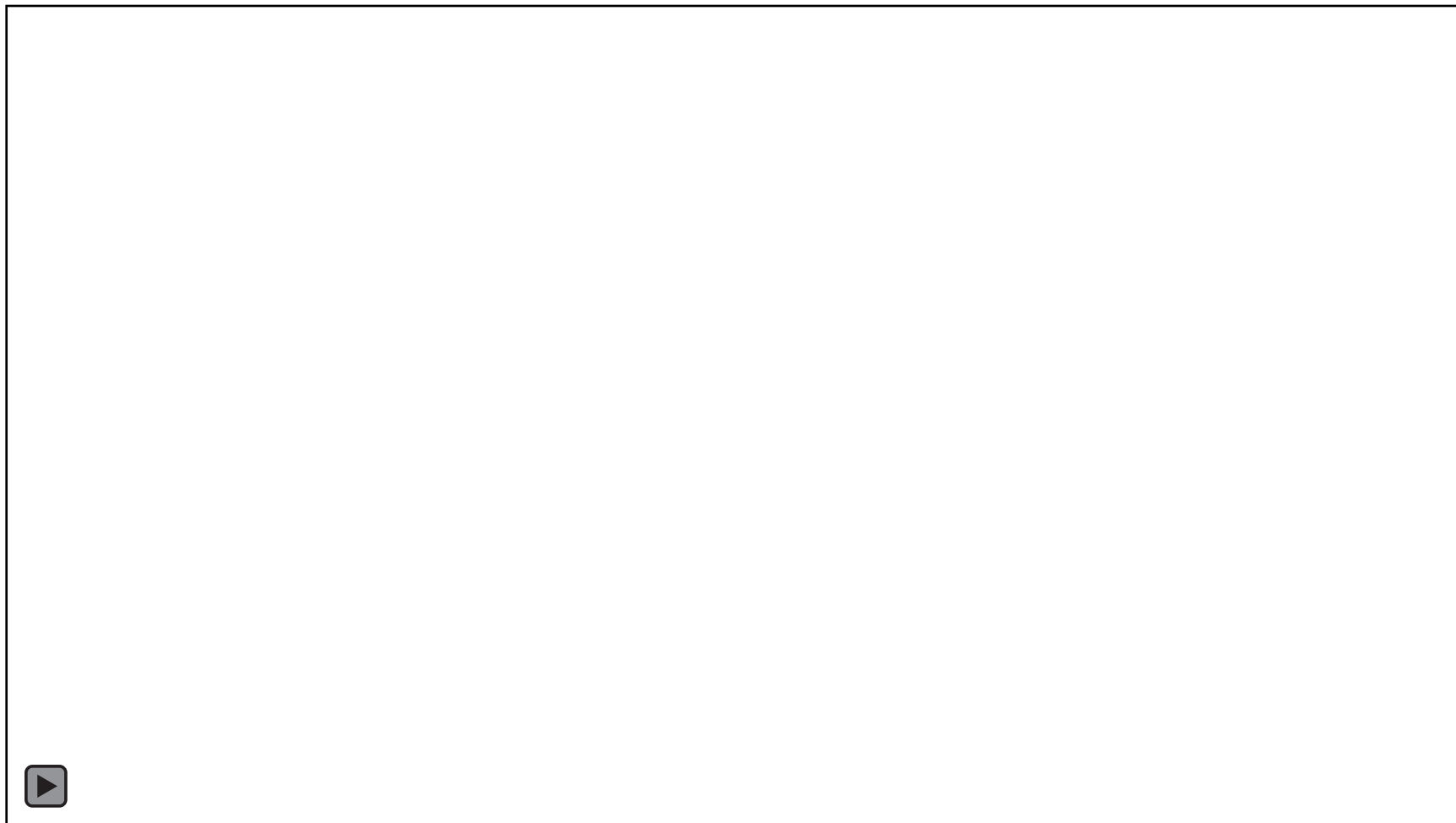
Submit your video and you could win a cash prize!

Bonus prize: Actsafe Aspiring Filmmaker Award
Win lunch with a prominent Canadian filmmaker, a behind the scenes tour of a local production – and more!

Deadline for original video productions is Friday, March 22, 2019.
Visit worksafebc.com/studentvideocontest.

LONDON DRUGS **seaspan** **go2HR** **actsafe** **WORKSAFE BC**

One of this year's winners...



Hear how a workplace injury has affected the lives of young people through videos and personal accounts



Online Spot the Hazard: spotthehazardsworksafebc.com



Even Better

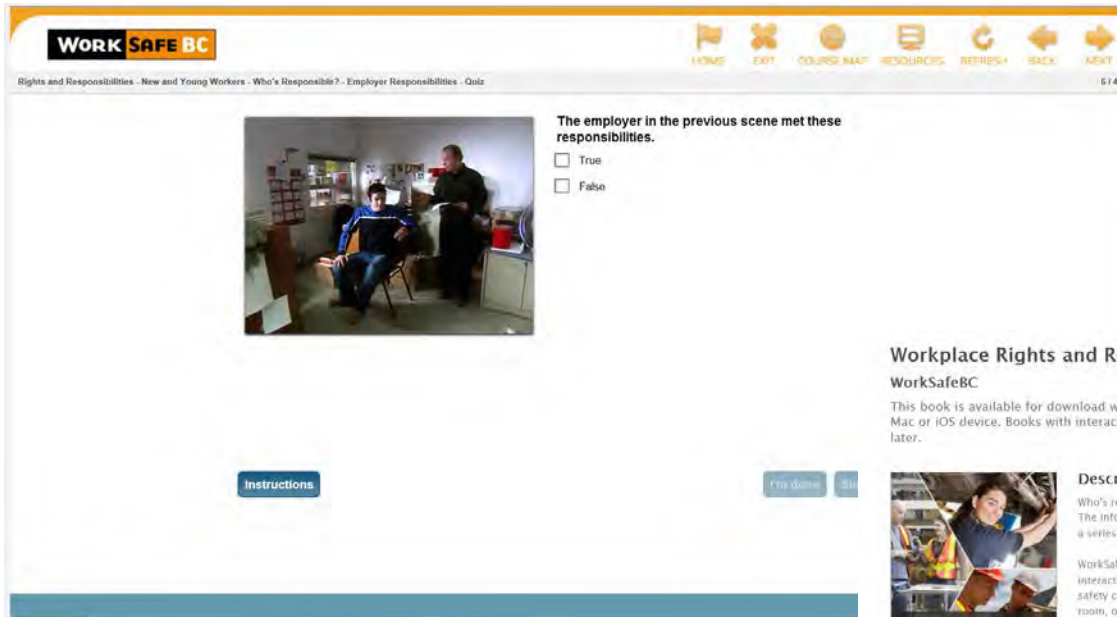
- Take pictures in your own workplace
- Inspect the worksite in person

Hazard recognition game



What's wrong with this photo: www.worksafebc.com/en/about-us/news-events/worksafe-magazine/whats-wrong-with-this-photo

Online learning: safety rights & responsibilities



Workplace Rights and Responsibilities

[View More by This Author](#)

WorkSafeBC

This book is available for download with iBooks on your Mac or iOS device. Multi-touch books can be read with iBooks on your Mac or iOS device. Books with interactive features may work best on an iOS device. iBooks on your Mac requires OS X 10.9 or later.



Description

Who's responsible for health and safety in the workplace? Whether you're a worker, supervisor, or employer, you are. The information in this ebook explains everyone's health and safety rights and responsibilities in the workplace, and a series of videos shows what can happen when those rights and responsibilities are neglected.

WorkSafeBC interactive ebooks bring a wealth of workplace safety resources to your fingertips. Enhanced with interactive images, videos, photo galleries, quizzes, and more, these multi-touch ebooks gather key health and safety content together in one small but powerful tool. Use and share this information at the worksite, in the training room, or on the go, with or without an internet connection.

Screenshots



Free
Available on iPad, iPhone, and Mac.
Category: Health & Fitness
Published: Feb 18, 2013
Publisher: WorkSafeBC
Seller: WorkSafeBC
Print Length: 8 Pages
Language: English
Version: 1.0

Requirements: To view this book, you must have an iPad with iBooks 2 or later and iOS 5 or later, an iPhone with iOS 8.4 or later, or a Mac with OS X 10.9 or later.

Other interactive tools

Dangerously Exposed

Exposure prevention for young workers

WorkSafeBC

This book is available for download with iBooks on your Mac or iOS device. Multi-touch books can be read with iBooks on your Mac or iOS device. Books with interactive features may work best on an iOS device. iBooks on your Mac requires OS X 10.9 or later.

[View More by This Author](#)



Description

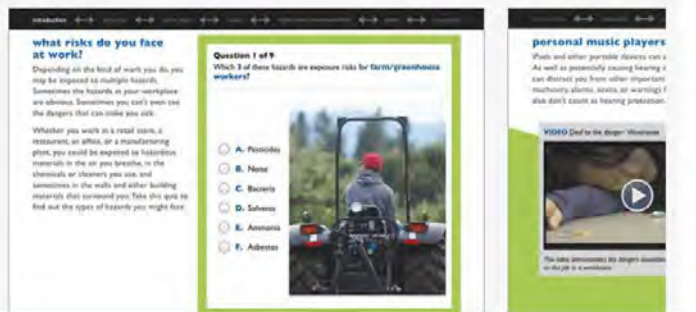
This interactive ebook provides young workers with information about exposure risks in the workplace and highlights their rights and responsibilities. It includes information about the kind of work that puts them at risk and what they should do if they think they are not being properly protected from exposures.

WorkSafeBC interactive ebooks bring a wealth of workplace safety resources to your fingertips. Enhanced with interactive images, videos, photo galleries, quizzes, and more, these multi-touch ebooks gather key health and safety content together in one small but powerful tool. Use and share this information at the worksite, in the training room, or on the go, with or without an internet connection.

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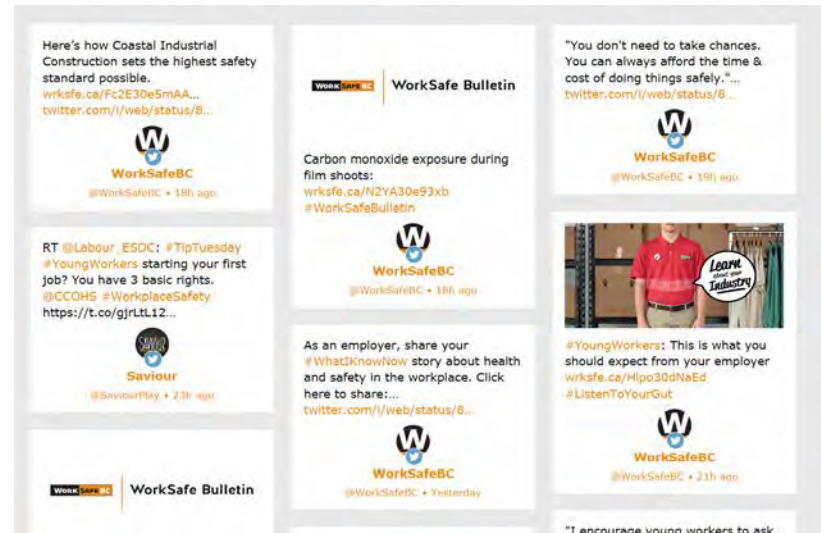
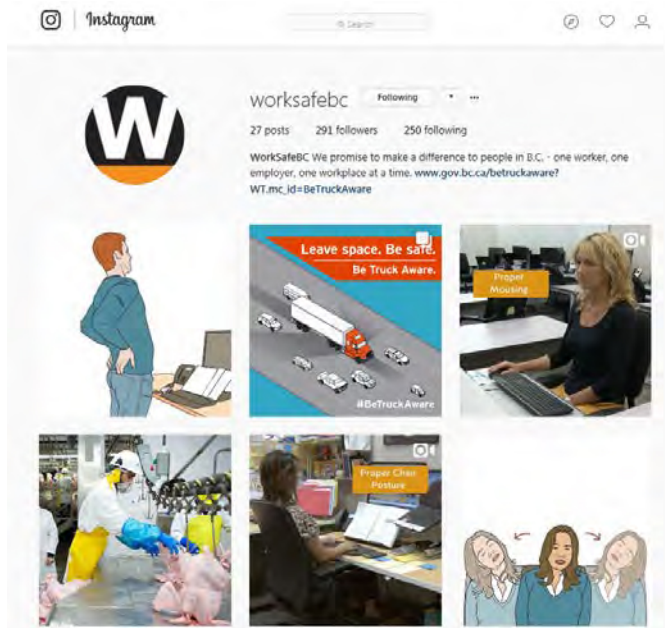
Free
Available on iPad, iPhone, and Mac.
Category: Health & Fitness
Published: Nov 08, 2012
Publisher: WorkSafeBC
Seller: WorkSafeBC
Print Length: 13 Pages
Language: English
Version: 1

Requirements: To view this book, you must have an iPad with iBooks 2 or later and iOS 5 or later, or an iPhone with iOS 8.4 or later, or a Mac with OS X 10.9 or later.





Social media is the language of youth today. The various platforms can be used to introduce young workers to trending occupational health and safety topics.



Apprenticeship programs portal

<https://www.worksafebc.com/en/health-safety/education-training-certification/apprenticeship-programs>

- Key resources that align with the ITA curriculum to help students and apprentices get the information they need to work safely

The screenshot shows the WorkSafeBC website's apprenticeship portal. The top navigation bar includes the WorkSafeBC logo, links for Forms & Resources, Law & Policy, About Us, Contact Us, and a Log in / Create an account button. A secondary navigation bar lists Health & Safety, Insurance, Claims, and I Am a... with a search bar. The breadcrumb trail reads: Home > Health & Safety > Education, training & certification > Apprenticeship programs > Automotive service technician.

Apprenticeship programs

- Automotive service technician
- Carpenter
- Electrician
- Plumber
- Professional cook
- Other trades (all topics)

Automotive service technician

ITA learning competencies

Below are the competencies and learning tasks for health and safety training in the Automotive Service Technician program. Make your selection to see the WorkSafeBC resources and tools available for each competency.

Apply WorkSafeBC standards and regulations	+
Apply WHMIS	+
Demonstrate safe vehicle operation	+
Demonstrate safe work practices	+

Health & safety topics

Here are the relevant WorkSafeBC health and safety regulations, resources, and tools that align to the learning competencies for Automotive Service Technicians. This information directly supports the Industry Training Authority's (ITA's) Automotive Service Technician's Program Outline.

• Asbestos	• Automotive shop safety
• Chemical and biological agents	• Dust
• Ear protection	• Electrical systems
• Emergency procedures	• Ergonomics
• Eye protection	• Fire safety procedures
• First aid	• Flammable, explosion, and electrical hazards

Our latest project!



So what is the single most compelling thing we can tell young workers?

Speak up to your boss about safety in the workplace, because it's your right be safe at work.



My Gen Zeder...



Questions?