

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



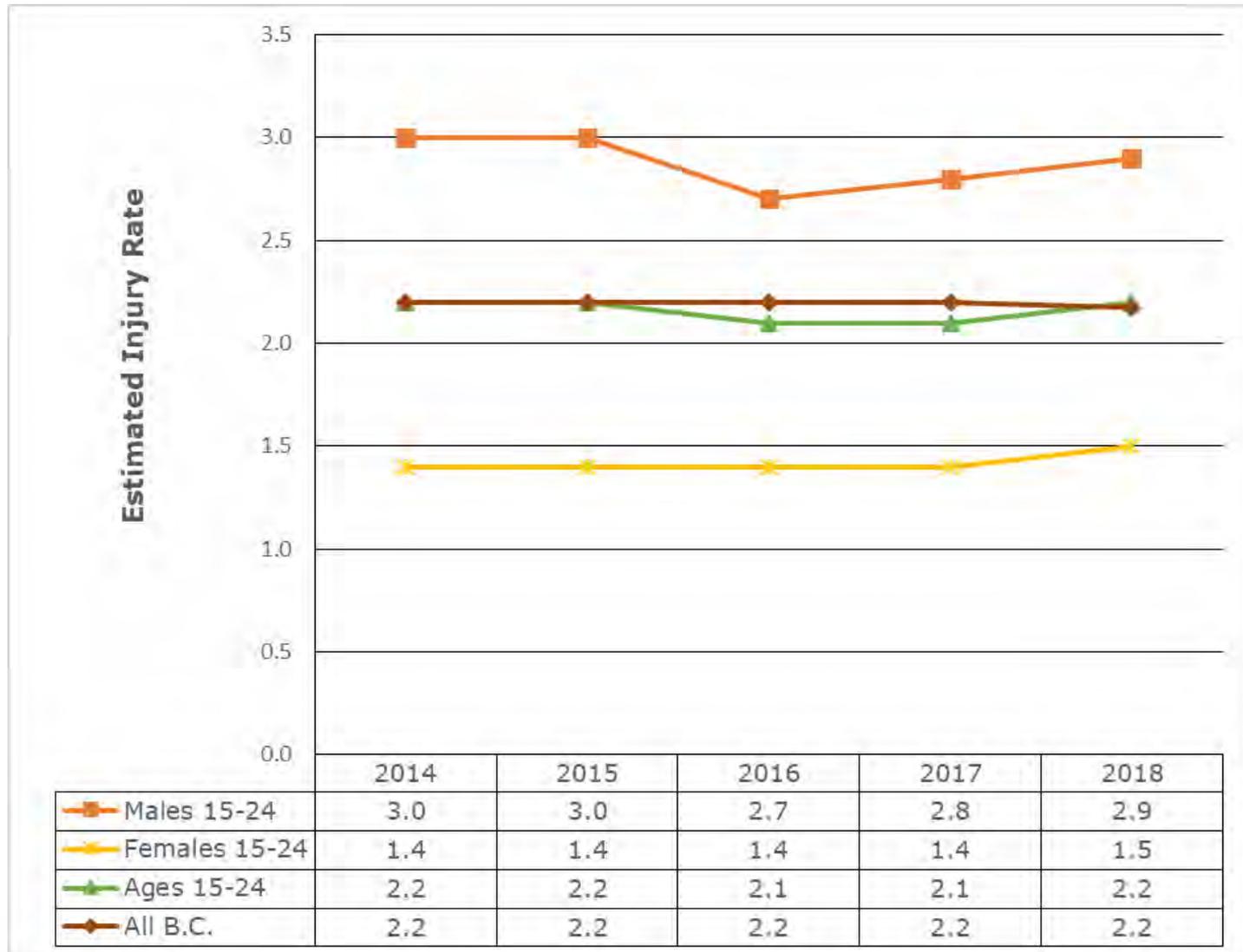
B.C. overview



- 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

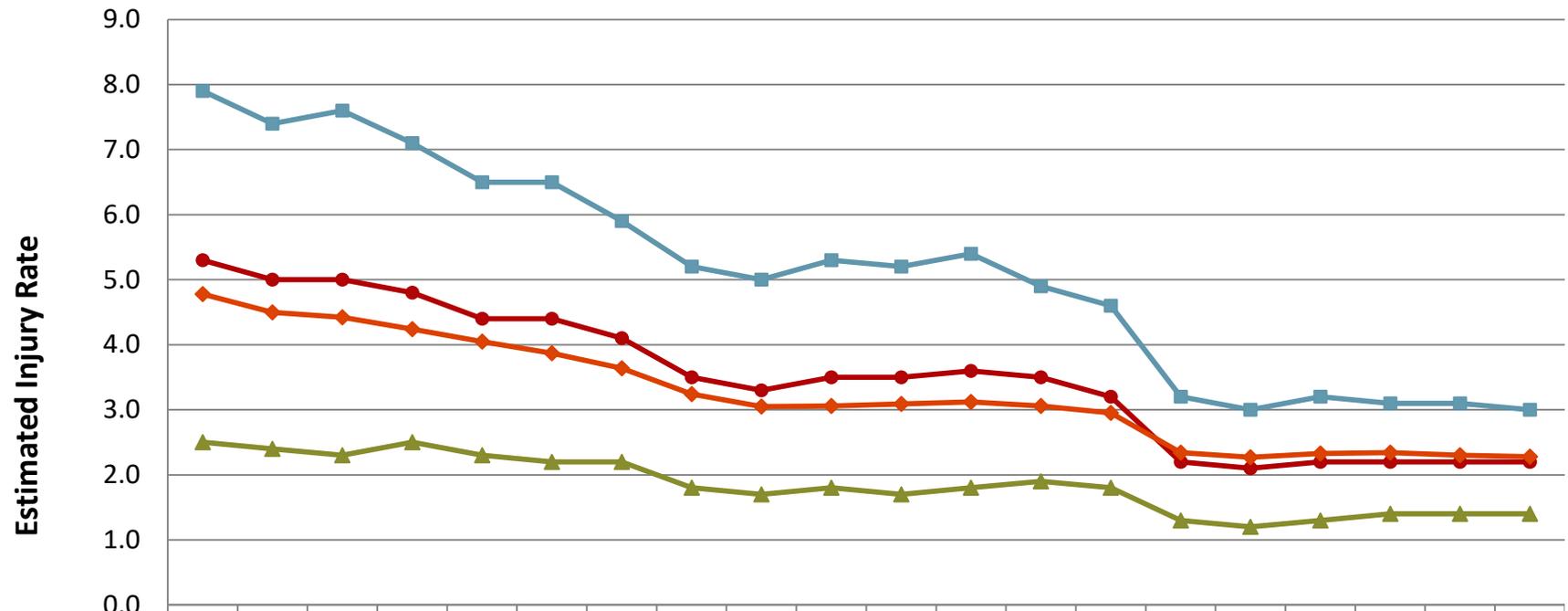
Young Worker Statistics 2014-2018

Injury Rate Comparison by Age and Gender



The Big Picture

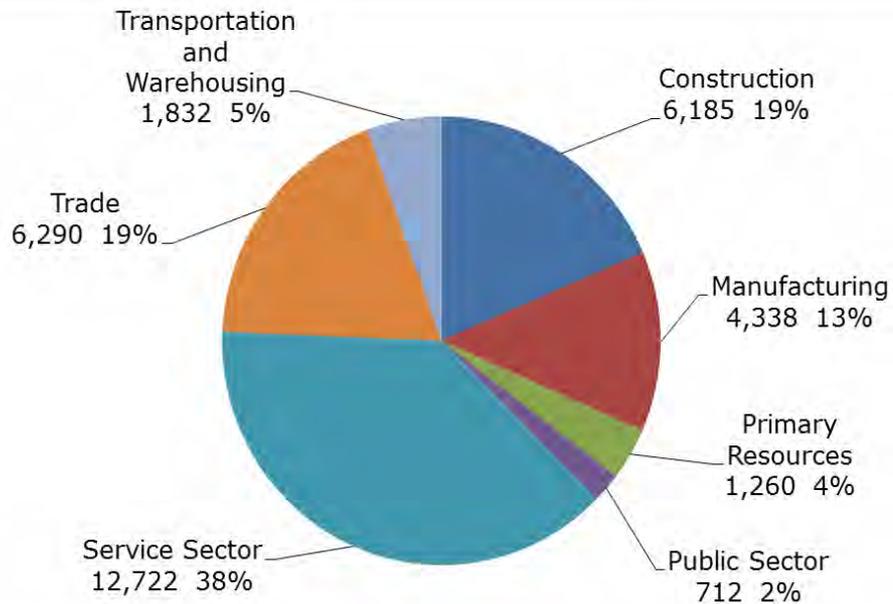
Injury Rate Comparison by Age and Gender 1995-2014



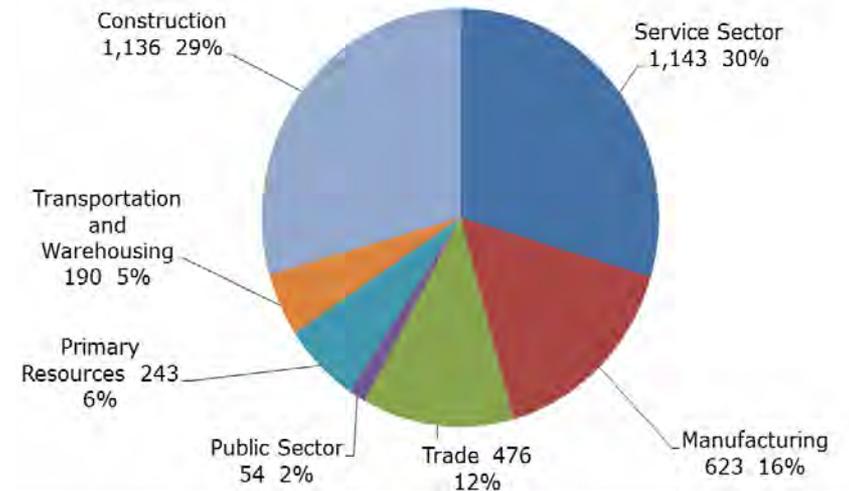
	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
▲ Females 15-24	2.5	2.4	2.3	2.5	2.3	2.2	2.2	1.8	1.7	1.8	1.7	1.8	1.9	1.8	1.3	1.2	1.3	1.4	1.4	1.4
■ Males 15-24	7.9	7.4	7.6	7.1	6.5	6.5	5.9	5.2	5.0	5.3	5.2	5.4	4.9	4.6	3.2	3.0	3.2	3.1	3.1	3.0
● Ages 15-24	5.3	5.0	5.0	4.8	4.4	4.4	4.1	3.5	3.3	3.5	3.5	3.6	3.5	3.2	2.2	2.1	2.2	2.2	2.2	2.2
◆ Overall injury rate	4.8	4.5	4.4	4.2	4.0	3.9	3.6	3.2	3.1	3.1	3.1	3.1	3.1	3.0	2.3	2.3	2.3	2.3	2.3	2.3

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 be injured in the first month.

OHS Reg. 3.22 – 3.25

3.22 – Who

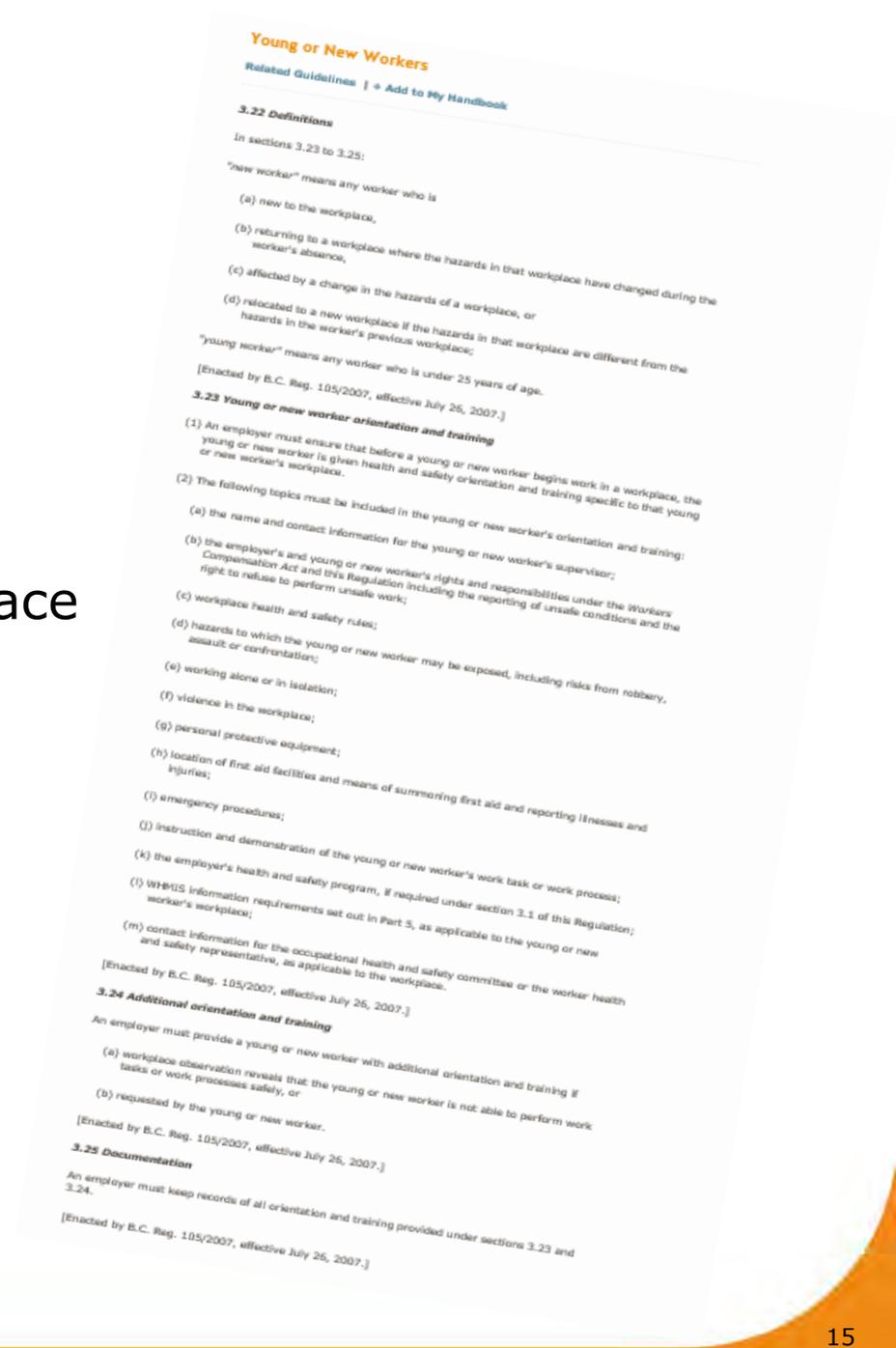
3.23 – What

(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 polices and procedures**
- **PPE**



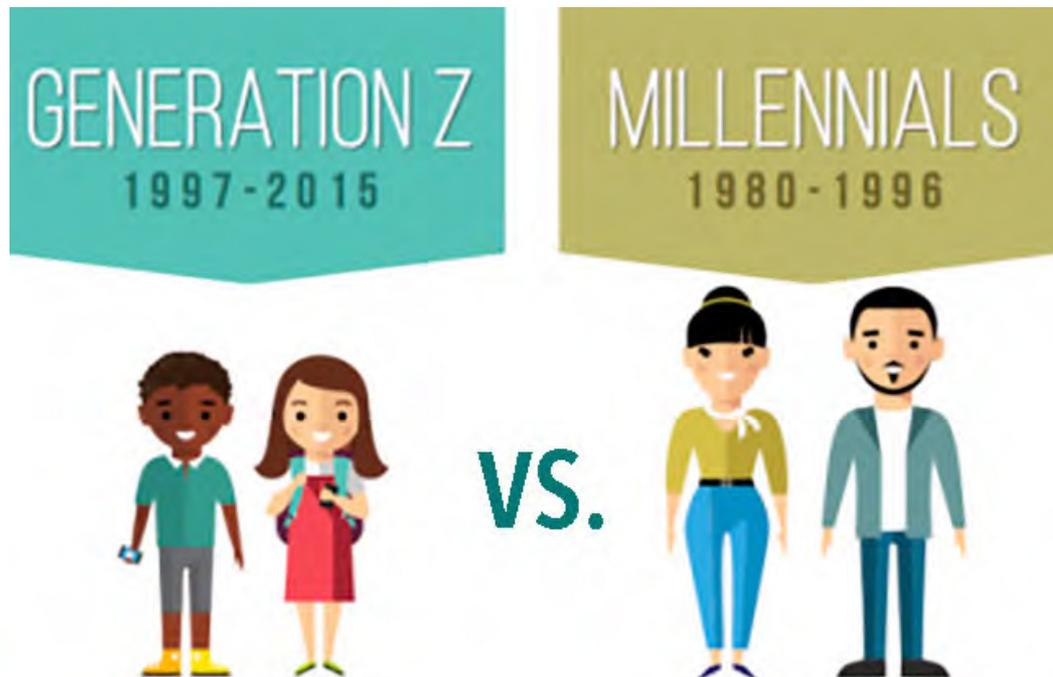
1. Provide an overview of each task, including any safety precautions and safe work procedures.
2. Demonstrate and describe the task, going through the steps slowly.
3. Observe the worker performing the task or work process.
 - Follow-up within a few days and again periodically
4. Retrain if necessary.

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*

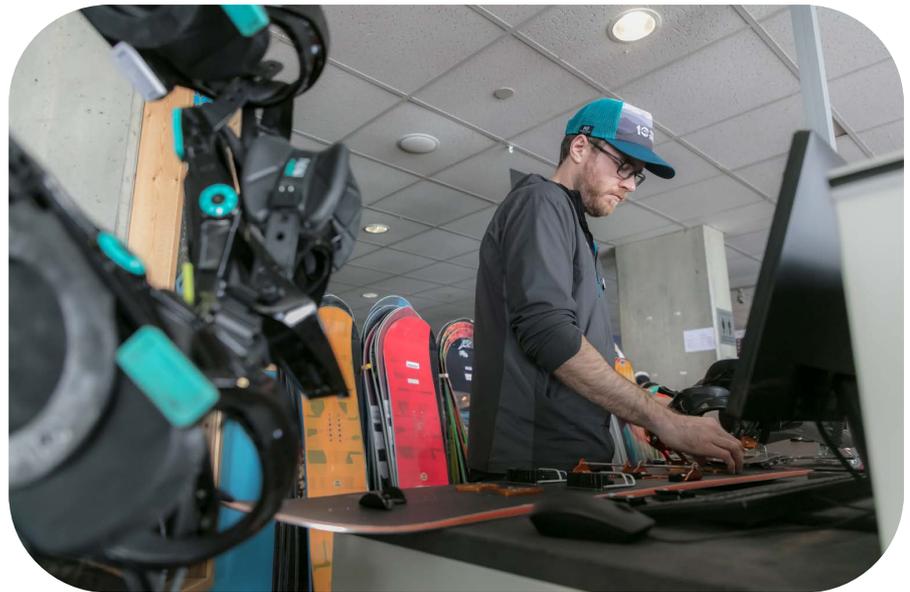


Millennials

- 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 (2014) | April 18, 2014 | **WORK SAFE BC**

Support for employers

Training and orientation for young and new workers: An employer's guide to WSIA 1 of the Occupational Health and Safety Act

Why apply the requirements for young and new workers?

Young and new workers' needs are different from those of an experienced worker. They need special training and orientation. This guide will help you understand the requirements and how to meet them.



Orientation and training are essential

Orientation and training are essential for young and new workers. They need to understand the risks of the job and how to stay safe. This guide will help you understand the requirements and how to meet them.

What are your options for training?

There are several options for training young and new workers. You can provide on-site training, hire a contractor, or send them to a training program. This guide will help you understand the requirements and how to meet them.

Legal 101 | **WORK SAFE BC**

WORK SAFE 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

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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 interface. At the top right, there is an orange 'Alert' button. The main header features the 'WORK SAFE BC' logo on the left and navigation links for 'Forms & Resources', 'Law & Policy', 'About Us', 'Contact Us', and 'Log in | Create an account' on the right. Below the header is a secondary navigation bar with 'Health & Safety', 'Insurance', 'Claims', and 'I Am a...' tabs, along with a search bar containing 'Search worksafebc.com'. A breadcrumb trail reads: 'Home > Health & Safety > Education, training & certification > Young and new workers'. The main content area is titled 'Young and new workers' and includes a sidebar with a 'Young and new workers' section containing 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' and 'The risks', which include inexperience, lack of training, and hesitancy to ask questions. A 'Related resources' section at the bottom features a link for '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

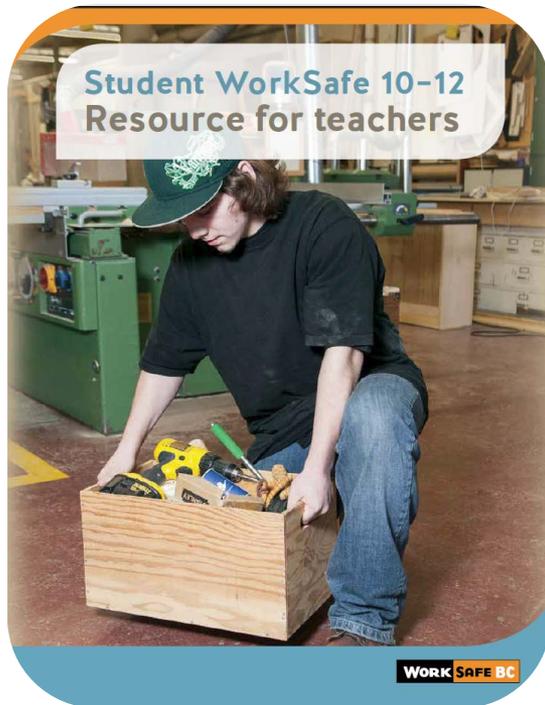
General talks, such as, housekeeping, noise, WHMIS etc., can be applied to any industry

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?

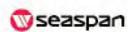
Submit your video and you could win a cash prize!

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.

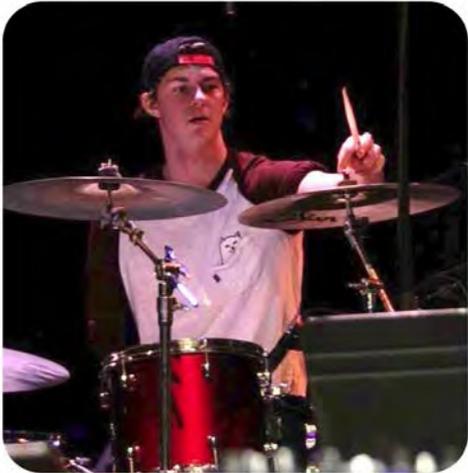
Visit worksafebc.com/studentvideocontest.



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: spotthehazardsworksafefbc.com

WORK SAFE BC

Welcome to WorkSafeBC's Spot the Hazard Challenge!
See if you can spot the health and safety hazards in our workplace scenes below. Good Luck!

Select scene
▼

Landscape

Kitchen

Restaurant

Warehouse

The screenshot shows the 'Spot the Hazard' challenge interface. At the top is the 'WORK SAFE BC' logo. Below it is a welcome message and a 'Select scene' dropdown menu. Four scene options are displayed in a 2x2 grid: Landscape (a person on a ladder), Kitchen (a chef in a kitchen), Restaurant (a server at a table), and Warehouse (a forklift operator). Each scene is represented by a small image with an orange label overlay.

Even Better

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

Hazard recognition game

 **WHAT'S WRONG WITH THIS PHOTO?**

START
OVER
.....
DONE



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.



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.

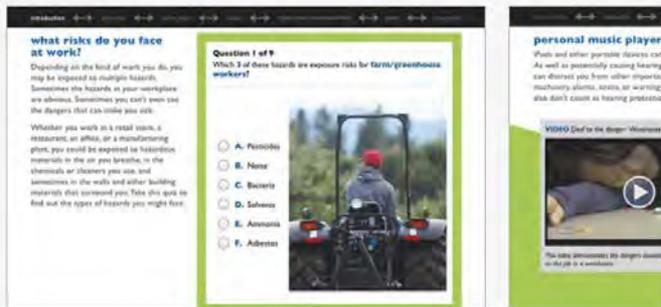
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Screenshots

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 3.4 or later, or a Mac with OS X 10.9 or later.

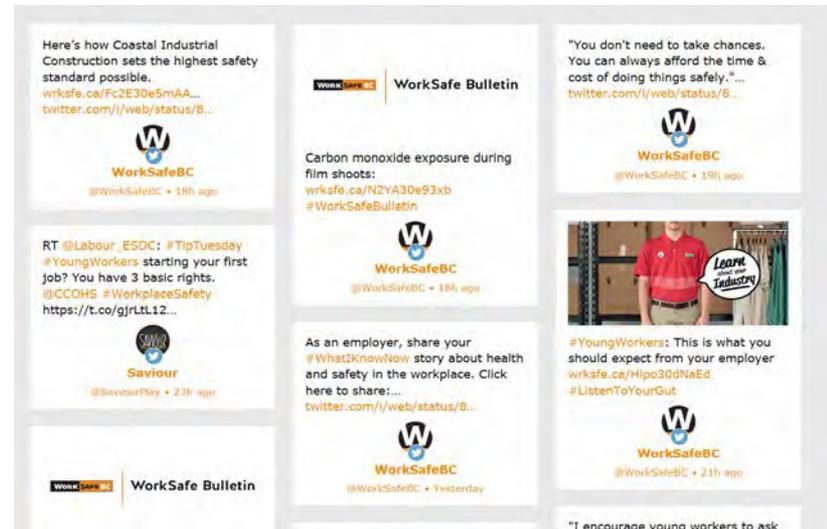
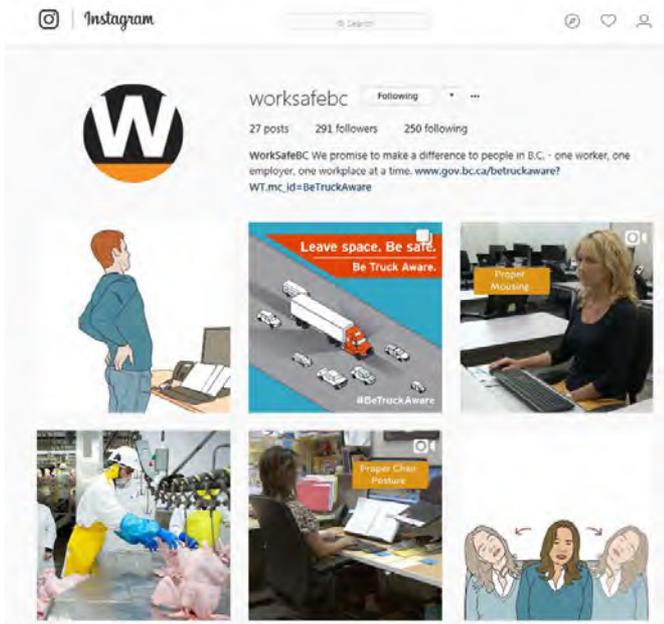


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Social media is the language of youth today. The various platforms can be used to introduce young workers to trending occupational health and safety topics.



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 displays the WorkSafeBC website interface. At the top, there is a navigation bar with the WorkSafeBC logo, links for Forms & Resources, Law & Policy, About Us, and Contact Us, and a login/register button. Below this is a secondary navigation bar with categories like Health & Safety, Insurance, Claims, and I Am a..., along with a search bar. The main content area shows a breadcrumb trail: Home > Health & Safety > Education, training & certification > Apprenticeship programs > Automotive service technician. A sidebar on the left lists various trades under 'Apprenticeship programs', with 'Automotive service technician' selected. The main content area is titled 'Automotive service technician' and features a section for 'ITA learning competencies'. This section includes a paragraph explaining that users can select competencies to view resources, followed by a list of four expandable competency categories: 'Apply WorkSafeBC standards and regulations', 'Apply WHMIS', 'Demonstrate safe vehicle operation', and 'Demonstrate safe work practices'. Below this is a 'Health & safety topics' section, which provides a list of relevant topics such as Asbestos, Chemical and biological agents, Ear protection, Emergency procedures, Eye protection, First aid, Automotive shop safety, Dust, Electrical systems, Ergonomics, Fire safety procedures, and 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?