



Departmental Occupational Health and Safety Program

Module V: Training and Awareness

Version 1.0

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5-1. INTRODUCTION

The Training and Awareness module outlines the requirements for occupational health and safety (OHS) education for all employees in the Department to ensure their health and safety in the workplace.

Under the *Canada Labour Code*, Part II, all employees, management representatives, Health and Safety Committee members, Health and Safety Representatives and other stakeholders in the workplace must receive training specific to their OHS roles and responsibilities.

Employees may also be required to participate in task-specific training and awareness activities in relation to their work duties or the nature of the workplace.

Definitions relevant to this module can be found in the [Occupational Health and Safety glossary](#).

5-2. SCOPE

This program module applies to all work locations and all employees within the Department, including Service Canada, the Labour Program and all other service offerings managed within ESDC, as well as every person granted access to the workplace.

5-3. AUTHORITIES AND REFERENCES

Module V: Training and Awareness, was developed in accordance with the following:


- a) [Canada Labour Code, Part II](#)
- b) [Canada Occupational Health and Safety Regulations](#)
- c) [Safety and Health Committees and Representatives Regulations](#)
- d) [National Joint Council OHS Directive](#)
- e) [Treasury Board Secretariat Occupational Safety and Health Policy](#)
- f) ESDC Departmental OHS [Policy](#) and [Program](#)

5-4. RESPONSIBILITIES

All employees of the Department have responsibilities regarding OHS training and awareness activities in order to promote and maintain a healthy and safe workplace.

5-4.1 Regional Assistant Deputy Ministers (RADMs) / Assistant Deputy Ministers (ADMs)

In addition to the general duties under [Module I](#) of the [OHS Program](#), a RADM/ADM, for all areas within his or her authority, either individually or in cooperation with other ADMs functioning within the same region shall:

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- a) Ensure that health and safety training and awareness activities are carried out for all employees within their administrative or geographic area of responsibility, so that the workplace is protected;
 - b) Allocate human and financial resources to implement and support OHS training and awareness activities;
 - c) Ensure that Regional Health and Safety Advisory Committee (Regional Advisory Committee) members are trained in their responsibilities;
 - d) Consult with the Regional Health and Safety Advisory Committee (Regional Advisory Committee) and make decisions on regional OHS training activities; and
 - e) Include OHS training requirements in the regional/branch Learning, Training and Development Plan.

5-4.2 Management Leads


In addition to the general duties under [Module I](#) of the [OHS Program](#), managers designated as Management Leads at each workplace for which they are responsible shall:

- a) Liaise with managers in their area of responsibility to ensure that they are aware of OHS training requirements;
- b) Ensure that each Workplace Health and Safety Committee member or Health and Safety Representative participates in prescribed OHS training and awareness sessions ([Annex A](#));
- c) Ensure that employees who take on additional OHS-related roles, including first aid attendants, floor emergency wardens, and monitors for persons requiring assistance, receive prescribed training as required ([Annex A](#));
- d) Identify and plan, based on the regional/branch Learning, Training and Development Plan, OHS training requirements for managers, supervisors, team leaders, Workplace Health and Safety Committee members, Health and Safety Representatives, and employees;
- e) Implement, monitor, document and report on OHS training and awareness activities; and
- f) Consult the Workplace Health and Safety Committee or the Health and Safety Representative to identify training and awareness issues, and consult the Regional OHS Advisor if required.

5-4.3 Site Leads

In addition to the general duties under [Module I](#) of the [OHS Program](#), individuals designated as Site Leads at the workplace for which they are responsible shall:

- a) Assist the Management Lead in the implementation and monitoring of OHS training and awareness activities; and

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- A decorative header image at the top of the page shows a row of light blue silhouettes of various people, including individuals, families with strollers, and a person in a wheelchair, representing a diverse workforce.
- b) Consult with and inform the Management Lead on local OHS training matters.

5-4.4 Managers, Supervisors and Team Leaders


In addition to the general duties under [Module I](#) of the [OHS Program](#), managers, supervisors and team leaders shall:

- a) Ensure that employees are provided with general OHS information, instruction and training;
- b) Ensure, in conjunction with the Chief Building Emergency Warden, that employees are provided with instruction and training on emergency procedures, and on the location and use of fire protection and emergency equipment;
- c) Ensure that employees receive Hazard Prevention Program training and education on hazards unique to their position or workplace, including ergonomics-related hazards, when new work is assigned, or a new hazard is identified;
- d) Ensure that employees receive information, instruction and training on the factors that contribute to workplace violence before assigning any new activity for which a risk of workplace violence has been identified, when new information on workplace violence becomes available and at least every three years;
- e) Discuss and identify OHS training needs with employees and incorporate them into performance agreements;
- f) Provide input to the regional/branch Learning, Training and Development Plan so that OHS-related training requirements are included;
- g) Make appropriate provisions (time and resources) for OHS training and awareness sessions for employees, including any new training requirements that may result from legislative, regulatory, directive, policy or program changes, and as required;
- h) Consult with and report to the Management Lead on local OHS training and awareness activities; and
- i) Maintain and complete reports related to training and awareness activities, in accordance with departmental and legislative requirements and procedures.

5-4.5 Employees

In addition to the general duties under [Module I](#) of the [OHS Program](#), all ESDC employees shall:

- a) Participate in prescribed OHS training and awareness activities;
- b) Follow established OHS policies, procedures, and instructions;
- c) Comply with departmental OHS training and awareness reporting requirements; and

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- d) Identify and discuss OHS training and awareness needs with their manager, supervisor or team leader.

5-4.6 Policy Health and Safety Committee (PHSC)

In addition to the general duties under [Module I](#) of the [OHS Program](#), the Policy Health and Safety Committee, in conjunction with the National OHS office, shall:

- a) Support, promote, monitor and evaluate the departmental OHS training and awareness program;
- b) Participate in the development of department-wide training materials; and
- c) Make recommendations to senior management on OHS training and awareness matters that have a national impact.

5-4.7 Regional Health and Safety Advisory Committees (Regional Advisory Committees)


In addition to the general duties under [Module I](#) of the [OHS Program](#), members of the Regional Advisory Committees shall:

- a) Participate in the development and maintenance of a regional OHS training implementation plan;
- b) Participate in the regional implementation and monitoring of the Departmental OHS Policy and Program training activities;
- c) Consult with the Regional OHS Advisor and promote training and awareness activities to the Workplace Health and Safety Committee and Health and Safety Representative; and
- d) Consult with and report to the Policy Health and Safety Committee on regional OHS training and awareness activities.

5-4.8 Workplace Health and Safety Committees (WHSCs) / Health and Safety Representatives (HSRs)

In addition to the general duties under [Module I](#) of the [OHS Program](#), Workplace Health and Safety Committee members / Health and Safety Representatives shall:

- a) Assist and support the implementation of the OHS Program by promoting health and safety training and awareness activities in the workplace;
- b) Monitor the effectiveness of training activities and make recommendations to the Site/Management Lead;
- c) Make recommendations to the Regional Health and Safety Advisory Committee on training-related matters that cannot be resolved at the workplace level or that have a regional impact;
- d) Consult with the Regional OHS Advisor on workplace OHS training-related matters; and

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- e) Ensure that records of training activities are maintained and reports completed at the workplace level, in accordance with departmental and legislative requirements and procedures.

5-4.9 National Occupational Health and Safety Office

In addition to the general duties under [Module I](#) of the [OHS Program](#), the National OHS Office shall:

- a) Develop, enable, promote, maintain, monitor and evaluate the departmental OHS-related training and awareness activities at the national level;
- b) Inform and provide advice to senior management, the Policy Health and Safety Committee, and Regional OHS Advisors on training and awareness requirements;
- c) Participate in the development and/or approval of standard departmental OHS training; and
- d) Liaise with regulatory agencies and other government departments in relation to required OHS training and awareness activities.

5-4.10 Regional Occupational Health and Safety Advisors (ROHSAs)

In addition to the general duties under [Module I](#) of the [OHS Program](#), Regional OHS Advisors shall:

- a) Enable, promote, and monitor training and awareness at the regional level, for his or her respective region;
- b) Provide advice and guidance to regional and local management, the Regional Health and Safety Advisory Committee (Regional Advisory Committee), Workplace Health and Safety Committees and Health, and Safety Representatives on training and awareness;
- c) Monitor whether adequate records are being maintained for training activities at the regional and workplace levels, in accordance with OHS training and awareness reporting requirements;
- d) Consult with the National OHS Office regarding OHS training and awareness activities; and
- e) Provide reports to the National OHS Office in accordance with OHS training and awareness reporting requirements.

Where self-directed online training is not available, Regional OHS Advisors may be required to deliver certain types of awareness or training sessions for which they are qualified.

5-5. OTHER ROLES

Employees may be asked to take on additional OHS-related roles or specific responsibilities that help to ensure the health and safety of all employees and every person granted access to the workplace.



5-5.1 First Aid Attendants

- a) Attend first aid certification training as prescribed for their workplace.

5-5.2 Floor Emergency Wardens / Monitors for Persons Requiring Assistance

- a) Attend training and receive instruction on their responsibilities for emergency procedures in the workplace, and for emergency evacuation plans where required;
- b) Attend training on the use of fire protection equipment; and

5-5.3 Ergonomic Coaches

- a) Participate in prescribed departmental training; and
- b) Attend refresher courses as identified or required.

5-6. TOOLS AND TRAINING

A number of guidelines, procedures, templates and related tools are available to support the Departmental OHS Program, Module V: Training and Awareness, and are made available through the [National OHS iService Site](#). As new tools are developed, they will be posted to this site.

See [Annex A](#) for a list of the required and additional OHS training available.

5-7. ENQUIRIES

Questions regarding this module or its interpretation must be directed to your Regional OHS Advisor through the [Human Resources Service Centre \(HRSC\)](#).

5-8. MONITORING AND EVALUATION

The program module will be monitored through regular reporting and data collection methods and with the participation of the Policy Health and Safety Committee, Regional Health and Safety Advisory Committees, Workplace Health and Safety Committees, Health and Safety Representatives, management, employees and OHS advisors.

5-9. EFFECTIVE AND REVIEW DATE

Version 1.0 of this program module takes effect June 2016 and replaces any previous departmental information on occupational health and safety training and awareness. It will be reviewed every three (3) years, or as required, to ensure consistency with changes to OHS-related legislation, regulations, and directives. The next scheduled review will be in 2019.

Version	Date	Made By	Description
1.0	June 2016	David Zanetti	1 st Version

ANNEX A: OHS TRAINING

It is the responsibility of the immediate supervisor to ensure that each new employee in the workplace, upon his or her initial arrival, is fully briefed on the safety practices, hazards and means of protection from such hazards applicable to the workplace.

An [OHS Orientation Checklist](#) is provided for this purpose.

In addition, the following table outlines the required OHS training and awareness activities that are available.


Target Audience	Training and Awareness Activity	Targets for Completion
All Employees	OHS Training for Employees	Mandatory under <i>Canada Labour Code</i> , Part II <ul style="list-style-type: none"> Managers must ensure new employees enroll upon arrival.
	General Office Ergonomics Principles Online Training	Mandatory under Part XIX of the <i>Canada Occupational Health and Safety Regulations</i> <ul style="list-style-type: none"> Every three years
	Workplace Violence Prevention Online Training	Mandatory under Part XX of the <i>Canada Occupational Health and Safety Regulations</i> <ul style="list-style-type: none"> Before an employee is assigned any new activity for which a risk of workplace violence has been identified; When new information on workplace violence becomes available; and At least every three years.
	Hazard Prevention Program Online Training	Mandatory under Part XIX of the <i>Canada Occupational Health and Safety Regulations</i> <ul style="list-style-type: none"> When a new hazard is identified; and Before the employee is assigned a new activity or exposed to a new hazard

Target Audience	Training and Awareness Activity	Targets for Completion
	Fire and Emergency Awareness for Employees	Mandatory under Part XVII of the <i>Canada Occupational Health and Safety Regulations</i> <ul style="list-style-type: none"> As needed
Managers and Supervisors	OHS Training for Managers, Supervisors, Team Leaders, Health and Safety Committee Members, Health and Safety Representatives	Mandatory under the <i>Canada Labour Code</i> , Part II
	Workplace Inspection Training	As needed
	Hazard Prevention Program Training for Managers and Supervisors	As needed
	Workplace Violence Prevention Training for Managers	As needed
OHS Committee Members or Representatives	OHS Training for Managers, Supervisors, Team Leaders, Health and Safety Committee Members, Health and Safety Representatives	Mandatory under the <i>Canada Labour Code</i> , Part II
	Workplace Inspection Training	As needed
Other Employees with Additional OHS-related Responsibilities (e.g., First Aid Attendants, Ergonomics Coaches)	First Aid Certification for Attendants	Mandatory for first aid attendants under Part XVI of the <i>Canada Occupational Health and Safety Regulations</i> <ul style="list-style-type: none"> Every three years
	Fire and Emergency Training for Wardens/Deputy Wardens/Monitors	Mandatory under Part XVII of the <i>Canada Occupational Health and Safety Regulations</i>
	Ergonomics Training for Ergonomics Coaches or Specialists	As needed

Other OHS training, guides and procedures are available through a [manager's toolkit](#) and an [employee's toolkit](#) to provide additional health and safety information.

Note: Specialized or task-specific training or information may be required for certain positions and workplaces:

- Dealing with Difficult and Distressed Client Behaviours
- Working Alone Guide
- Safe Driving Guide
- Protective Footwear Guide
- Confined space awareness training
- Chemical identification, assessment and control
- Use of a temporary structure

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- A horizontal row of light blue silhouettes at the top of the page depicts a diverse group of people and equipment. From left to right, it includes: a person standing, a person with a backpack, a person with a bag, a person standing, a person with a stroller, a small child, a person standing, a person with a ladder, a person in a wheelchair, a person with a cane, a person standing, a person with a cane, a person with a stroller, a person standing, a person with a bag, a person standing, and a person standing.
- Use of manual equipment or carts
 - Use and operation of motorized equipment or carts
 - Personal Protective Equipment (PPE)
 - Proper inspection, maintenance, and use of tools
 - Manual Materials Handling