



Supervisor Health and Safety Awareness

Leader Guide

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Workshop Overview

Workshop Objectives

This guide presents a workshop on the topic of basic occupational health and safety awareness training for supervisors, and the requirements of O. Reg. 297/13 under the *Occupational Health and Safety Act*. The goal of the workshop is to raise employees' (participants') awareness with respect to key issues related to the topic of workplace health and safety. Workshop objectives include instruction on:

- the rights and/or duties of supervisors and employers under the *Occupational Health and Safety Act* (OHSA);
- the role of the Joint Health and Safety Committees (JHSCs) and Health and Safety Representatives in the workplace; and
- common workplace hazards and occupational illnesses.

How to Use the Leader Guide

This guide is intended to be used by the workshop leader(s) and should not be distributed to participants. It includes instructions for organizing and running a successful workshop.

It is recommended that all workshop leaders become familiar with all material related to this workshop, including the Leader Guide, Participant Guide, video DVD and PowerPoint presentation. This guide is indexed so that the workshop leader can refer to corresponding material in the participant guide.

This guide includes discussion notes on the topic of supervisor awareness; however, the workshop leader should have broader background knowledge on the topic. To provide that background, a bibliography of suggested reading and websites is included with this guide. It is strongly recommended that the workshop leader review all of this material.

Workshop Design

The workshop offers the following features:

- Experiential learning that concentrates on developing knowledge and abilities through the experiences of the participants;
- Practical techniques that can be used on the job;
- The encouragement of learning from the knowledge and experiences of the workshop leader(s) and participants;

- A participant guide that provides reference material based on workshop concepts and techniques;
- The Supervisor H&S Awareness 15-minute video DVD that can be shown as an introduction to, or to further emphasize workshop content;
- A PowerPoint presentation that can be shown during the workshop; and
- The PowerPoint presentation can be printed in handout format for participants as a takeaway.

The workshop can also be extended by including a review of the employer's Health and Safety policy. See *How to Customize the Workshop* for further information.

PowerPoint Presentation

To use the PowerPoint presentation included with this training kit, you will need:

- A computer with PowerPoint or a PowerPoint viewer installed;
- A projector connected to the computer being used for the training session.

Note: To prevent delays, it is important to test the functionality of your equipment before using the presentation.

How to Customize the Workshop

Customizing the workshop can greatly enhance its value to participants. The following suggestions may be helpful:

- Gather information about the organization and the participants, their jobs and any specific safety hazards;
- Consult colleagues about workplace hazards or health and safety issues to help build a larger base of knowledge and understanding of the topic as well as collect relevant examples;
- Customize the participant guide for the organization and the particular participants attending;
- Alter the workshop outline and/or timing to reflect the needs of the audience. Use examples to which the audience can relate; and
- If it seems useful and time permits, allow discussion to continue beyond the recommended timeframe. Always remember to process each activity thoroughly as it is important that participants are able to fully experience each activity.

A short video can provide an additional form of learning and be an effective change of pace from the experiential learning on which the remainder of the workshop is based. It is suggested that the video DVD be inserted as an introduction to the course.

The workshop can also be customized to include training on the employer’s Health and Safety policy. This optional step is best done in Lesson 6.

There is a suggested agenda option outlined in the Suggested Agenda section of this document which can be adjusted to suit the needs of the group and workshop leader.

Guide Format and Intent

The workshop presented in this guide highlights the requirements for mandatory basic occupational health and safety awareness and training required by O. Reg. 297/13 of the *Occupational Health and Safety Act*.

The guide is divided into 4 parts:

Title	Description
Part I - Workshop Overview	Provides an overview of the workshop design, workshop preparation instructions, evaluations techniques and tips to facilitate the session.
Part II - Introduction Workshop Activities	Provides the following: <ul style="list-style-type: none"> • Detailed instructions on how to conduct each of the workshop activities; • All reference materials required to explain activities and to conduct lectures; • 15-minute video DVD; • All associated participant handouts, and handouts including final quiz, and PowerPoint templates.
Part III - Glossary of Terms	Provides a glossary of relevant topic-specific terms.
Part IV - Participant Guide	Provides workshop reference materials for reproduction and distribution to participants. The PowerPoint slides included in this kit may be printed out as a handout. Select the option to print handouts and request 3 slides per page.

Although the workshop is complete, the design is flexible and can be customized to various groups and time frames. Its primary focus is to provide an environment that promotes learning through experience and encourages the transfer of these experiences and knowledge to the job.

Workshop Activity Outline

The workshop activities presented in Part II are divided into 7 lessons:

Lesson	Title	Description
1	Workshop Orientation	Sets out the framework of the workshop, discusses the workshop objectives and agenda, describes responsibilities, and provides an opportunity for an icebreaker or group activity and the participants to identify their workshop expectations.
2	Step 1: Make a Difference	Participants will review the health and safety responsibilities associated with being a supervisor.
3	Step 2: Lead the Way	Participants will understand how they fit into the Internal Responsibility System and how the employer, supervisor and worker cooperate to maintain a safe and healthy workplace.
4	Step 3: The Supervisor's Toolkit	Participants will learn how to properly recognize, assess, control, and evaluate hazards in the work environment.
5	Step 4: You Are Not Alone	Participants will examine sources of OHS information including workplace health and safety policies and procedures, material safety data sheets, operating manuals, recommendations of the JHSC and the company's Health and Safety Representative.
6	Step 5: Be a Role Model	Participants will review the steps needed to be a good role model for other employees in the workplace and will be able to explain the importance of following the workplace health and safety policies and procedures.
7	Wrap-up and Evaluation	Provides an opportunity to summarize workshop contents, answer participants' questions, and distribute handouts, including final quiz, and course

	Evaluation/Feedback Form.
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Target Audience

This workshop is intended for all supervisory personnel who have charge of a workplace or authority over a worker. The course content within this workshop is a general overview of the *Occupational Health and Safety Act (OHSA)* and its regulations. Ideal classroom size for Instructor-led training is no more than 25 participants.

Workshop Preparation

Contacting Participants

Participants should be contacted well ahead of the scheduled workshop date and notified of the following:

- Workshop leader's name and position or trainer's name and professional history;
- Workshop location;
- Date(s) and times;
- Workshop goals and objectives; and
- A brief outline of the topics to be covered.

Participants should also be advised that the workshop is based on an experiential learning model and involve active participation of the group. They will be encouraged to work with new ideas and approaches and will be given an opportunity to practice what they have learned. (Refer to document – Workshop Details and Agenda)

Location Requirements, Materials and Equipment

It is important to choose a location that has access to the following:

- Ample wall space for posting group information (optional);
- Space that can accommodate a number of round tables and chairs;
- Extra tables for workshop leader materials;
- Refreshments;
- Flipchart easel(s) and flipchart paper; and
- Audio/visual equipment including overhead projector and PowerPoint projection system.

All of the activities in Part II specify the materials that are required for each activity.

The Preparation Checklist on the following page lists the materials and equipment required for the workshop. Other equipment and materials not itemized may be necessary if the workshop leader alters the workshop design.

The workshop leader should arrive early to allow sufficient time for workshop preparation and set-up including checking materials, arranging the room and ensuring that equipment is functioning properly.

SAMPLE

Preparation Checklist

- 1. Supervisor H&S Awareness Leader Guide _____
- 2. Reproduced Participant Guide(s) _____
- 3. Handout OHSa Part III-Duties _____
- 4. Final Quiz(zes) _____
- 5. Workshop Sign-in Sheet _____
- 6. Evaluation/Feedback Forms _____
- 7. Inspection Report for Flammable Storage Areas sheets _____
- 8. Supervisor H&S Awareness video DVD _____
- 9. Overheads/PowerPoint Presentation _____
- 10. Overhead projector with extra bulb
If using overheads. _____
- 11. Computer and projection system
*If using PowerPoint presentation.*¹ _____
- 12. Participant Name tags _____
- 13. Two or more newsprint flipcharts _____
- 14. At least one flipchart easel _____
- 15. Two packages of non-bleeding felt markers _____
- 16. Masking tape _____
- 17. Prepared flipcharts for activity instructions and workshop orientation _____
- 18. A watch or clock for timing activities _____

¹ Note that DVD or PowerPoint software or viewer/media player must be installed on the presentation computer.

- 19. Refreshments for breaks and lunches
(if appropriate) _____
- 20. Water and glasses on tables _____

Suggested Agenda

Option 1:

The material is laid out in a workshop format and can be made interactive by showing the PowerPoint, completing the group activities and reflection activities, and having participants volunteer the answers.

To make the workshop more experiential, the workshop leader could use health and safety examples from their workplace to lead a discussion on promoting and maintaining health and safety best practices. Each workplace is unique, and brings different challenges when dealing with occupational health and safety.

Option 2:

The material can be used as a workshop format and can be made interactive by showing the video with built-in quizzes and having participants volunteer the answers.

Or, the video can be shown straight through and the quiz (paper copy version) completed at the end. Testing based on the video and course content is provided in this training kit.

The following agenda is provided as an example, and should be modified to fit the individual needs of the group. Participants should be provided with an agenda approximately one week prior to the workshop.

Supervisor H&S Awareness
September XX, 20XX
Boardroom A, ABC Company

The material and activities are intended for a half-day workshop with one fifteen-minute break.

Description	Estimated Time Requirement
Lesson 1 – Orientation/Introduction	20 minutes
Video (Includes question period)	30 minutes

Lesson 2 – Step 1: Make a Difference	30 minutes
Lesson 3 – Step 2: Lead the Way	30 minutes
Break	15 minutes
Lesson 4 – Step 3: The Supervisor’s Toolkit	30 minutes
Lesson 5 – Step 4: You Are Not Alone	20 minutes
Lesson 6 – Step 5: Be a Role Model	20 minutes
Lesson 7 – Wrap-up and Evaluation	15 minutes

Total**3.5 Hours**

Workshop Training Records

Keeping accurate training records for each of your employees is an important part of your health and safety program. Proper recordkeeping will enable your company to pass third party audits or inspections. As part of an investigation or routine inspection, your provincial Labour Ministry may request to see these records for proof of training etc. Therefore, maintaining up-to-date training records for each employee is essential. Failure to comply or provide records can cause legal problems. You may also be audited by your customers, or other recognized organization. All of these organizations will expect your company’s records to comply with their inspection criteria.

Training records also play an increasingly important part in helping you enable the effective running of your business or organization. This information can assist you with recruitment and training, performance reviews, and career advancement.

Note: *The O. Reg. 297/13 under the OHS Act requires that employers maintain a record of training, and provide workers and supervisors with proof of completion, on request, for up to six months after the worker or supervisor stops performing work for that employer.*

Training records should include at a minimum the following:

- Employee name, department;
- What training was provided for each competency level across each skill;
- When and where was this training, skill and knowledge provided;
- Proof and evidence of employee’s competence level(s), including statements of compliance and sign-off sheets if required;
- Copy of the completion certificate retained in the employee's file.

Measuring the Effectiveness of the Workshop

Measuring Participant Learning During the Workshop Session

Participant learning will be measured at the conclusion of the session and will be evaluated by peers and self.

Using the Evaluation/Feedback Form

The Evaluation/Feedback Form measures participants' response to various elements of the workshop including workshop location, content, workshop leader, and activities.

Measuring Participant Learning After the Workshop Session

While the Evaluation/Feedback Form gives participants an opportunity to comment on elements of the workshop, it does not provide the employer or the workshop leader with any indication of whether or not what has been learned is actually being applied in the workplace.

The following are some suggested ways in which the workshop leader and/or the employer can measure or evaluate the transfer of learning from the workshop to the workplace.

Transfer of learning can be measured by:

- Observation
- Follow-up interviews
- Questionnaires

Sources of the above information may include:

- Workshop participants
- Participants' supervisor(s)
- Persons who interact with workshop participants on the job

Time Frame

The evaluation of transfer of learning to the workplace usually is completed six weeks to six months after the workshop.

Workshop Facilitation Tips

A good workshop leader contributes both process and structure to group interactions. A workshop leader assists and enables the group by providing support in functioning effectively.

The following tips will help you prepare for and facilitate this session.

1. **Know the participants.** Gather as much information as you can about the participants and the organization.
2. **Stay neutral.** Focus on the process. Use questions and suggestions to offer ideas but do not impose opinions on the group.
3. **Active listening.** Use active listening skills to facilitate group participation.
4. **Paraphrase.** Use paraphrasing to clarify and reinforce ideas.
5. **Ask questions.** Effective questioning can invite participation, gather and probe for information. This is your most important tool.
6. **Provide participants with meaningful feedback.**
7. **Use a flipchart.** The flipchart is an effective tool for ensuring that participant ideas are documented completely and accurately.
8. **Keep time.** Time guidelines have been established for each lesson and activity. Enforcing time guidelines keeps the group focused.
9. **Redirect.** When you are asked a question, redirect it to another participant to get an answer. This stimulates group interaction.
10. **Clarify assumptions.** Participant assumptions should be understood and sometimes challenged by the group.
11. **Build on ideas.** Don't just record individual ideas; get participants to build on each other's comments and ideas so that the recorded points represent the collective thinking of the group.
12. **Have the group evaluate the process.** Tell the group how they look to you and ask them how they think they are doing. Have participants interpret their own and each other's actions as well as provide solutions to problems when necessary.
13. **Summarize.** Workshop leaders summarize to start, revive and to end a discussion.
14. **Let the group decide whether to pursue sidetracks.** Let the group know when they are off track. They should decide whether to pursue the discussion or get back to the agenda (with consideration for timing).
15. **Use a parking lot.** Record questions and sidetracks for further discussion or other agendas on flipchart and post.

16. **Process each activity thoroughly.** It is important that participants are able to fully experience each activity.
17. **Practice, practice, practice!**

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Workshop Orientation

Timing:
20 Minutes

Introduction

Workshop leader introduces self and provides a brief outline of his or her background.



Icebreaker

See Group Activity 1. Complete after discussing Learning Objectives with the participants.

WORKSHOP LEADER NOTE

Ice Breaker for Workshops - Ground Rules:

- **Time it.** Workshop icebreakers are meant to introduce the workshop itself. They shouldn't be too short or over run. The length should be proportionate to the time allocated to the orientation session itself.
- **Be considerate.** Having a light hearted workshop icebreaker is fine. Ensure that no one feels awkward though. That would not set the tone well.
- **Keep dignity.** Make sure nothing compromises the dignity of anyone, particularly if participants don't know one another.

Participant Expectations

Workshop leader asks each participant to state one expectation for the workshop. Responses are recorded on a flipchart and posted on the wall.

If one or more participants give the same response, the workshop leader places a checkmark beside the response.

Housekeeping

Workshop leader gives participants information regarding breaks, lunch, washroom facilities and reminds participants that no cell phones are permitted during the session.

Learning Objectives

Slide
1

At the end of this health and safety awareness training, supervisors should be able to:

- Understand the health and safety responsibilities associated with being a supervisor.
- Describe how they fit into the Internal Responsibility System (IRS) and how the employer, supervisor and worker cooperate to maintain a safe and healthy workplace.
- Recognize, assess, control, and evaluate hazards in the work environment.
- Understand sources of *Occupational Health and Safety Act* (OHSA) information including workplace health and safety policies and procedures, material safety data sheets, operating manuals, recommendations of the Joint Health and Safety Committee (JHSC) and the company's Health and Safety Representative.
- Demonstrate the steps needed to be a good role model for other workers in the workplace and will be able to explain the importance of following the workplace health and safety policies and procedures.