

## Element 5

# Orientation, Training and Competency Assessments





## Table of Contents

Qualifications, Orientation, Training and Competency Program .....	3
Purpose.....	3
Legislation.....	3
Orientation, Training & Competency Directive Statement .....	3
Responsibilities .....	4
Managers.....	4
Supervisors.....	4
Workers, Volunteers, Contractors, and Other Worksite Parties .....	4
General Orientation Process .....	5
Additional Facility Orientation Topics;.....	6
Worker Training Requirements and Records Keeping.....	6
Public Works, Facilities, Seasonal & Field Workers.....	6
Administration and Office Workers, for all Departments .....	7
Recreational Centre Lifeguarding Workers .....	8
Managers and Supervisors, for all Departments .....	8
Competency Assessments .....	8
On-the-Job Training, Coaching and Mentorship .....	9
Short Service Workers .....	10
Site-Specific Orientation and Training .....	10
Element 5 – Forms & Checklists .....	11



### Qualifications, Orientation, Training and Competency Program

#### Purpose

The Town of Sexsmith endeavors to hire workers and sub-contractors, contractor and self-employed persons who are qualified and trained to meet the municipality's operational needs, and who have sufficient experience to do the work.

Hiring managers will follow the HR hiring policies and procedures when selecting applicants, which includes collecting resumes and references, checking on education and references, conducting interviews and pre-qualification testing, when required.

Orientation, training, and competency assessments are processes to ensure workers have the appropriate level of training, orientation to new jobs and tasks and assessed for their competency on an on-going basis.

The purpose of the qualification, orientation, training, and competency program provides managers and supervisors guidelines and general procedures when completing new or transferring worker's orientation, training completion and tracking and on-going competency assessments.

#### Legislation

*The Alberta Occupational Health and Safety Regulations, Section 15 Safety training states the employer must ensure a worker is trained in the safe operation of the equipment the worker is required to operate. The employer must establish procedures in order to minimize the worker's exposure. A worker must participate in the training and apply the training and is informed of the health and safety hazards associated with exposure to harmful substances.*

*The Alberta Occupational Health and Safety Regulations, Part 13 General protection of workers states the employer must ensure the work being done by the worker, the employer ensure the work is done by a worker who is competent to do the work or the worker is under the direct supervision of a worker who is competent to do the work. The employer must ensure any procedures developed for the work practices must ensure all affected workers are familiar with the procedures prior to commencing the work. The employer must ensure the workers who may use safety equipment, PPE are competent in the application, maintenance, use, care, and limitations of the equipment.*

#### Orientation, Training & Competency Directive Statement

The orientation will include a review of policies, safe work practices, codes of practice, rules, emergency response procedures, hazard assessments, inspections, reporting requirements and responsibilities and other critical and basic safety information.

Conducting orientations, training and competency assessments is for new workers, transferred worker from one department to another, elected officials hired as a volunteer or a contractor, manager, supervisor, members of the public hired as volunteers, and contractors, sub-contractors, prime contractors and any self-employed person hired or volunteered to conduct work activities.



## Element 5 - Orientation, Training, Competency Assessments

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At a minimum a person who is a visitor or volunteer must complete an orientation and the orientation is documented.

During the orientation process, managers are to identify additional training and competency assessment or testing needs of the new worker or transferred worker.

Training can be through recognized courses, on the job training, or health and safety meetings, webinars, etc.

Training completed before employment will be assessed for equivalency.

The new or transferring worker must be able to produce valid documentation of completed training when requested.

During each worker's annual performance review, all safety training documentation will be reviewed to ensure workers have the required qualifications to perform their job safely.

If any qualifications have lapsed, are due to expire, or the requirements for training or changes, then the manager will coordinate the training with the worker and the worker's supervisor.

### Responsibilities

#### Managers

Managers are responsible for ensuring that all new/transferring employees under their direct supervision receive an orientation before starting regular duties.

Managers are also responsible for carrying out the orientation process for workers, volunteers, contractors, self-employed persons, or any other worksite party under their supervision when required.

Managers are to document all health and safety course completions. Provide a copy of the training certificate to the worker or supervisor.

Managers will be responsible for ensuring the training certificate, quizzes any other related training documentation recording the completion is placed in the employee's personnel file.

Managers are responsible for ensuring workers are knowledgeable about the hazards the workers may encounter at work, as well as implemented corrective measures and programs.

#### Supervisors

Supervisors are responsible for carrying out the orientation process for workers under their direct supervision, assisting the manager in identifying and assessing training needs, and ensuring the worker is competent before assigning job tasks and duties.

#### Workers, Volunteers, Contractors, and Other Worksite Parties

Workers are responsible for participating in the orientation process, requesting training where required, and refusing to perform work without training or orientation.



## Element 5 - Orientation, Training, Competency Assessments

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For the training, orientation, and competency assessment procedures, a worker will include anyone hired or volunteering to conduct work activities on behalf of the municipality.

Other work site parties include workers hired under contract and may consist of, but is not limited to; contractors, contractor's workers, sub-contractors, prime contractors, self-employed persons, service providers, elected officials hired as contractors or volunteering to conduct work activities on behalf of the municipality, and workers hired through a temporary agency.

### General Orientation Process

All workers will receive an orientation on their first day of employment or after a job transfer. This orientation will cover administrative concerns, safety policies and training, and site-specific preparations.

Managers or supervisors or their designate will conduct the orientation, and both the manager, supervisor, or designate, and the worker must sign off confirming the orientation completed.

All new workers will be informed about the municipality, its values, and its requirements, code of conduct, fit for duty, and the health and safety culture.

A specific orientation will need completion and sign off for the following; volunteers and visitors conducting work activities on behalf of the municipality, contractors, service providers, and other worksite parties hired to do worksite activities.

### *Orientation Topics Include;*

Complete orientations before a worker start their regular work duties. Orientation topics can include, but is not limited to, the following topics;

- three rights of workers; right to refuse dangerous work, right to be informed and the right for meaningful participation
- emergency response procedures
- rules of enforcement
- a review of high hazardous or critical job hazards
- near miss and hazard reporting
- incident/illness reporting
- fit for duty
- rules of enforcement and disciplinary directive
- general rules, smoking directive, drug, and alcohol directive
- working alone directive and call-in procedures
- employer and worker roles and responsibilities
- joint work site health and safety committee members and representatives
- workplace health and safety formal hazard assessments
- health and safety policies, directives and procedures related to the work activities assigned to the new/transferring employee



## Element 5 - Orientation, Training, Competency Assessments

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### Additional Facility Orientation Topics;

- Tour of the facilities
- Evacuation and muster points and the specific emergency procedures in the event of a fire or other emergency;
- The location of first aid facilities;
- Identification of prohibited or restricted areas;
- Review the precautions to take for the protection of the worker from physical, psychological, chemical or biological hazards;
- Procedures, plans, policies and programs that the employer is required to develop;
- Any other matters that are necessary to ensure the health and safety of the worker while the worker is at work.
- Worker's right to know, right to participate, and obligation to refuse all unsafe work.

Workers are encouraged to ask questions throughout the orientation, and whenever any topic or procedure is unclear.

Any follow ups identified on the worker's orientation will be completed by either the manager or supervisors. Any follow up issues are discussed with the new or transferring workers.

### Worker Training Requirements and Records Keeping

A well-trained team of workers will result in a safer workplace. Workers must have basic safety courses to satisfy the requirements of the legislation and specific orientation, training, and instruction to job hazards.

The municipality may supplement required or desired training programs.

File all completed orientation forms, training, and competency assessment records in the Employee File.

All workers will receive any required training specific to their employment positions.

Managers and supervisors will document any existing training obtained by workers.

The manager or supervisor will assess the worker's current training and create a plan to ensure that all workers become trained to do the work they were hired to do.

Update the Training Matrix spreadsheet when training is completed. The Training Matrix, the spreadsheet automatically identifies when training is 90 days from expiry (yellow) and will turn red when training is expired.

### Public Works, Facilities, Seasonal & Field Workers

Workers who work at the Public Works, Facilities and seasonal activities where their work activities comprise of working outside, temporary worksites will receive training for their specific needs. Full-time, permanent field, and shop workers



## Element 5 - Orientation, Training, Competency Assessments

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### *Mandatory training;*

- Standard First Aid with Level C with CPR (permanent and full-time workers)
- WHMIS 2015
- Fire Extinguisher Use
- Personal Protective Equipment
- Workplace Violence & Harassment
- Drivers Abstract, (municipal passenger vehicles and commercial and non-commercial vehicles)

### *Optional Training (Depending on job requirements);*

- Ground Disturbance
- Fall Protection
- Confined Space
- Lock Out Procedures
- Driver's Education
- Respiratory Protective Equipment
- Leadership in Safety Excellence (managers, supervisors and recertification every 5 years)
- H2S Alive
- Transportation of Dangerous Goods (TDG)

### Administration and Office Workers, for all Departments

#### *Mandatory Training;*

- WHMIS 2015
- Fire Extinguisher Use
- Emergency Evacuation Procedures
- Personal Protective Equipment (as identified on Safety Data Sheets)
- Workplace Violence & Harassment
- Criminal Record Check (administrators working at Recreational/Aquatic Centres and Public Works)
- Drivers Abstracts (Workers who will be using personal or municipal owned vehicles)

#### *Optional Training (Depending on job requirements);*

Administrative Staff will receive training for their specific needs. The training may include, but is not limited to:

- Standard First Aid with Level C CPR
- General Ergonomics
- Safe Driving Practices
- Leadership in Safety Excellence (recertification every 5 years)



## Element 5 - Orientation, Training, Competency Assessments

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### Recreational Centre Lifeguarding Workers

#### *Mandatory Training;*

- WHMIS 2015
- Standard First Aid with Level C CPR
- Emergency Evacuation Procedures
- Personal Protective Equipment (as identified on Safety Data Sheets)
- Workplace Violence & Harassment

#### *Optional Training (Depending on job requirements);*

Administrative Staff will receive training for their specific needs. The training may include, but is not limited to:

- Fire Extinguisher Use (formal hands on course)
- Water Safety Instructor

### Managers and Supervisors, for all Departments

#### *Mandatory Training;*

- WHMIS 2015
- Emergency Evacuation Procedures
- Personal Protective Equipment (as identified on Safety Data Sheets)
- Workplace Violence & Harassment
- Criminal Record Check
- Drivers Abstract

#### *Optional Training (Depending on job requirements);*

Administrative Staff will receive training for their specific needs. The training may include, but is not limited to:

- Standard First Aid with Level C CPR
- Fire Extinguisher Use
- Safe Driving Practices
- Leadership in Safety Excellence (recertification every 5 years)

### Competency Assessments

All workers have the right to refuse unsafe work and the responsibility to report dangerous or hazardous conditions, Alberta OHS Act, Section 5, obligations of workers, and Section 31 Right to refuse dangerous work.

If a worker is asked to do a work activity, and the worker believe either the work is dangerous or they are not competent to do the work, the worker has the responsibility to refuse the work, until they are





## Element 5 - Orientation, Training, Competency Assessments

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competent to do the job or conditions change where the work is not longer hazardous to their safety and health.

Managers are responsible for ensuring all workers are competent to conduct the work activities. If a worker is not competent, then the manager is responsible for ensuring a competent worker is assigned to the new worker until the new worker is deemed competent.

Competency assessments are to be completed at the time of hiring a full time or permanent new worker, to determine the new worker's base line level of competency, at a 6-month interval and then annually.

### On-the-Job Training, Coaching and Mentorship

*Alberta OHS Act defines competent in relation to a person, means adequately qualified, suitably trained and with sufficient experience to safely perform work without supervision or with only a minimal degree of supervision, Alberta OHS Act, Section 1, (d).*

Employers are to ensure workers are competent to do the tasks the workers are assigned and ensure supervisors are competent to supervise other workers.

All workers must be trained in procedures until they are deemed competent. A new worker will shadow a competent worker, when applicable, until the new worker is deemed competent.

On-the-job training may be used to assist new workers, and experienced workers become competent to the municipal's work activities, safe work procedures, and practices.

Managers and supervisors are to ensure workers are adequately trained in all matters necessary to protect the worker's health and safety, including before worker;

- Begins performing a work activity
- Performs a new work activity, uses new equipment or performs new processes
- Moved to another area or work site

Managers and supervisors are to document worker competence assessments and on-the-job training assessments to determine when the worker is competent.

Depending upon the complexity of the work and the skills level of the worker, on-the-job training may take a few minutes to several months. Managers may assign a competent worker to conduct the on-the-job training for a new worker.

On-the-job training may be required when a worker is;

- Newly hired.
- Assigned a new job task.
- Transferred from another area or department.
- When new tools, equipment or processes are introduced.



### Short Service Workers

Short service workers are workers who are generally hired to provide short term or seasonal or casual labour work activities, such as, but not limited to; seasonal gardeners and landscapers and snow removal, workers hired through temporary agencies.

Short service works will be assigned to a competent worker. This may be for the duration of the short service worker's employment term.

Short service workers are oriented, trained and assessed for their competency in the same process as hiring a temporary or permanent worker. As the short service worker gains experience and becomes more competent in their assigned work tasks, they may work with reduced supervision.

### Site-Specific Orientation and Training

When a visitor, volunteer, service provider or contractor/sub-contractor/prime contractor, self-employed person or any other worksite party is hired or asked to conduct work activities on behalf of the municipality.

At a minimum, the volunteered or hired other worksite party is oriented to the following;

- Review work activities.
- Review the hazards to the worksite.
- Personal protective equipment requirements.
- Visitors must don PPE, when asked to do so and when identified through the hazard assessments.

A visitor, volunteer, contractor, sub-contractor, service provider, prime contractor, self-employed person, or any other worksite party may be asked to leave due to hazardous work activities.

The visitor, volunteer, contractor, or other worksite parties may return when the hazardous work activities are completed.

The visitor, volunteer, contractor or other worksite parties may be asked to leave a municipal worksite or a worksite under the control of the municipality if the visitor, volunteer, contractor or other worksite party does not follow health and safety rules, legislation or regulations or use the applicable control measures.



## Element 5 - Orientation, Training, Competency Assessments

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## Element 5 – Forms & Checklists