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| Title: ORIENTATION | Date of Issue: September 2017 |
| Approved by: Kasey Janzen (President) | Review / Revise Date: September 2017 |
| Location: Safety Board in back shop, online (website) | |

**PURPOSE:**

To ensure that all employees at Castle Plumbing & Heating Inc. have knowledge of Orientation Policy and participate in Orientation activities.

**LEGISLATION:**

Section 25(2)(h) of the Occupational Health and Safety Act

**SCOPE:**

Owner Estimator Visitors Employees

Workers Office Manager H & S Coordinator Supervisors

President Sub Contractors Managers Service Tech.

Apprentice Journeymen

**DEFINITION:**

HSMS = Health and Safety Management System

Senior Management = Kasey, Henry, Jesse

**POLICY:**

* Orientations are performed to ensure that everybody is educated on the policies and procedures of Castle Plumbing & Heating Inc.
* New hires, employees changing jobs and employees who are coming back to work after 6 months away will all need to participate in an orientation.
* Orientations will be done in the first week before starting work.

**CONDUCTING ORIENTATION:**

* Jesse, foremen and the health and safety coordinator will conduct orientations.
* Orientations will include verbal information, handouts, quizzes and sign offs.

**TYPES OF ORIENTATION:**

**HR:**

* Collecting contact information for office use.
* Collecting personal information for benefits package.
* CONDUCTED BY: Crystal / Kristen
* WHEN: First week of employment or coming back to work.

**HEALTH & SAFETY:**

* Training and quizzing all safety group topics.
* Receives health and safety manual.
* WHMIS training.
* Ensure they have their 4 steps booklet complete.
* Sign off that they have received the training and have been given a copy of the manual and all policies.
* CONDUCTED BY: Jesse & Becka
* WHEN: First week of work

**EQUIPMENT / SKILLS / TRAINING:**

* Aerial lift certification
* Fall protection / Working at heights certification
* We do not expect people to come trained as we offer it through our company’s train the trainer.
* Training will be arranged through Jesse Roy if he cannot train himself through train the trainer.
* Sign off when completed testing for certification.
* We will retest new hires to see what knowledge they have with tests through our training providers.
* We will accept other forms of certification, but will retest their knowledge upon being hired.
* CONDUCTED BY: Jesse
* WHEN: within first week of work

**WORKPLACE / JOB SITE:**

* Workplace orientations will cover areas such as the rules of the shop, tour of the shop, office and yard.
* Job site orientations will be performed by the general contractor.
* Worker will need to provide proof of certification such as WHMIS, aerial lift, working at heights to general contractors on the job site.
* CONDUCTED BY: Foremen & general contractor
* WHEN: first week of work

**ORIENTATION DETAILS:**

* Paper work being used includes:
* WHMIS training & test
* Aerial lift Training & test
* Working at heights training & test
* Health & Safety Manual, policies and quizzes
* All paperwork needs to be in the office no later than the week after the orientation is complete
* Paperwork will be filed by Crystal, Becka or Kristen

**LOCATION OF ITEMS:**

* First Aid kits are located in the office and trucks
* H&S Manual is available in the office & online
* MSDS is available in the office & online

**METHODS OF ORIENTATION:**

* All orientations are presented through hand outs and tested using the quizzes assigned to each.

**COMPETENCY:**

* Defined in our company as a person who has knowledge of all the rules, regulations and procedures of the company. They are able to communicate to others and solve problems using their knowledge of such policies.
* When it comes to using equipment a competent person will operate equipment in a safe manor. They are aware of the dangers of operating the equipment and the rules attached to operating the equipment. They are certified to use the equipment and participate in start up inspections.

**ORIENTATION CHECK LIST:**

* Health and safety policy statement
* Roles and responsibilities
* Workplace violence and harassment
* All other safety group topics
* Equipment ( aerial lift, scissor lift, forklift)
* Shop (rules, where things go, location of safety board, MSDS, first aid, etc.)
* Workplace/jobsite (specific training)
* WHMIS training
* Check for 4 or 5 steps to worker awareness

**CONFIDENTIALITY:**

* Everyone participating in the orientation is reminded of the confidential and sensitive nature of this topic.
* All documentation will be kept in a location that is not accessed by other workers.
* All personal information surrounding the worker is confidential in nature.
* Gossip and rumor will not be tolerated.
* For record keeping purposes only general information provided by the worker will be discussed.

**ROLES AND RESPONSIBILITIES:**

* Senior Management
* Will sign off on all orientation forms after the orientations have been done.
* Will perform equipment, skills and training orientations.
* Ensure worker has training in Fall protection, WHMIS and Aerial lift and if they don’t senior management will provide this training.
* H&S Coordinator
* Will perform the H&S orientation. They will train all topics of the health and safety manual as well as quiz them. This will be done in the first week of work. They will sign off on all quizzes and make sure the worker signs off on all training and communication of the policies.
* Workers will participate in all areas of their orientation. They will attend all training and take all quizzes. Other workers as well as supervisors will assist the new worker after their orientation to make sure they are confident in their knowledge and feel safe in their work.
* All paperwork will be handed to Crystal / Kristen / Becka to be filed in the office within a week of the orientation being complete.

**COMMUNICATION:**

* 5 STEPS DOC

**TRAINING:**

* Foremen, Jesse and Becka are all trained in their specific areas of orientation.
* If someone is new to performing an orientation they will be trained before hand to learn how to fill out and sign off on all paperwork as well as how to conduct themselves in the orientation.

**EVALUATION:**

* QUIZ
* Review by JHSC to make sure they are being done and filed in a timely manner.

**FORMS:**

EQUIPMENT, ORIENTATION CHECK LISTS

**REFERENCE MATERIAL:**

WSIB

The template for this policy was provided by Safety Works Consulting Inc.