

GUIDE

New Worker Orientation and Training



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GUIDE for New Worker Orientation and Training

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INTRODUCTION

New workers are an asset, bringing fresh eyes and new ideas to a workplace. However, new workers are especially vulnerable to workplace injury and illness due to lack of experience and ability to recognize hazards. It is your responsibility as an employer to train all new workers to protect themselves from hazards in the course of their duties.

Did you know?

New workers:

- are eager to do a good job
- want to make a good impression
- may not ask questions or speak up when they have concerns because they fear looking incapable or risking their job.

Worker injuries most often occur when:

- safety and health training has not been provided for tasks performed (e.g., using equipment, tools, machinery and chemicals)
- supervision provided is inadequate
- people are unfamiliar with the hazards involved in the work process
- SAFE work procedures are not available or enforced to prevent injuries.



WORKPLACE SAFETY AND HEALTH ACT AND REGULATION REQUIREMENTS

A workplace safety and health program is required by law in workplaces with 20 or more workers. Employers are responsible for developing a safety and health program and making sure workers understand and abide by it and the provincial safety and health regulations.

A well-developed plan for training workers is an essential component of a workplace safety and health program. This guide provides practical help in developing and maintaining a training plan for young and new workers in your workplace.

Employer's duty re: training (the Act, Section 4(4))

Every employer shall provide information, instruction and training to a worker to ensure, so far as is reasonably practicable, the safety and health of the worker, before the worker:

- begins performing a work activity at a workplace
- performs a different work activity than the worker was originally trained to perform
- is moved to another area of the workplace or a different workplace that has different facilities, procedures or hazards.

Performing work activity during training (the Act, Section 4(5))

A worker may perform a work activity while being trained under the direction of a supervisor or other fully trained person who has enough experience to ensure that the safety or health of the worker, and any other person, is not at risk.

Wages and benefits during training (the Act, Section 4(6))

A worker is entitled to the same wages and benefits for any time spent in training that he or she would be entitled to had the worker been performing his or her regular work duties during that time.

Content of program (the Act, Section 7.4(5)(h))

A workplace safety and health program must include a plan for training workers and supervisors in SAFE work practices and procedures.



Orientation for new workers (Regulation, Part 2.2.1)

The Workplace Safety and Health Regulation defines “new workers” as:

- workers that are new to the workplace (e.g., workers starting employment, temporary or seasonal workers, new immigrants)
- workers that have moved from one area of the workplace to another area of the workplace that has different facilities, procedures or hazards (e.g., workers who are reassigned or transferred to a new job, workers being introduced to new equipment, processes or procedures)
- workers that are being relocated to a different workplace with different facilities, procedures or hazards (e.g., workers with a change in career path)
- workers returning to the same workplace, but the processes or hazards in the workplace changed while the worker was away (e.g., workers returning from a leave of absence).

An employer must ensure that when a new worker begins work at a workplace, the worker is given a safety and health orientation specific to that workplace.

The following topics must be included in the new worker’s orientation:

- the employer’s and worker’s rights and responsibilities under *The Workplace Safety and Health Act* and applicable regulations
- the name and contact information of the new worker’s supervisor
- the procedure for reporting unsafe conditions at the workplace
- the procedure for exercising the right to refuse dangerous work at the workplace
- contact information for the safety and health committee or representative (as applicable)
- any policies, programs and SAFE work procedures that the employer is required to develop pursuant to *The Workplace Safety and Health Act* and applicable regulations that apply to the work to be done by the worker
- the hazards to which the worker may be exposed and the control measures undertaken to protect the worker
- location of first aid facilities, means of summoning first aid and procedures for reporting illnesses and injuries
- emergency procedures (e.g., first aid, fire, evacuation, etc.)
- identification of prohibited or restricted areas or activities
- any other matters necessary to ensure the safety and health of the worker at the workplace.

Employers must keep a record of all safety and health orientations provided to new workers.



EMPLOYMENT STANDARDS CODE AND REGULATION REQUIREMENTS

Young people working in Manitoba have all of the rights and responsibilities of adult employees. Minimum standards such as general holidays, vacations, minimum wage and termination apply to all workers, regardless of age. Employees under 18 years old have some restrictions.

Employment permits for workers under 16

The permit system gives parents, guardians, employers, teachers and the Employment Standards Branch a chance to investigate whether the employment may affect the safety, health or well-being of young people before it begins.

Permit link: http://www.gov.mb.ca/labour/standards/asset_library/forms/child_employment_permit-application.pdf

Restrictions for young workers

People under 16 years old are not allowed to work between the hours of 11:00 p.m. and 6:00 a.m.

They also are not allowed to work:

- on a construction* site
- in the industrial or manufacturing processes
- with drilling or servicing rigs
- on scaffolds or swing stages
- pruning, repairing, maintaining or removing trees
- in any work noted below for those under 18.

*Note: *The Employment Standards Code uses The Construction Industry Wage Act* definition of construction: “construction” includes alteration, building, decoration, demolition, erection, maintenance, relocation, renovation or repair of buildings, structures, roads, sewers, water or gas mains, pipelines, transmission lines, tunnels, bridges, canals or other works at the site thereof.

People under 18 years old are not allowed to work alone between the hours of 11:00 p.m. and 6:00 a.m. They also are not allowed to work in the following industries:

- forestry
- sawmills or pulp mills
- confined spaces
- underground in mines or on the face of open pit quarries
- asbestos abatement and removal.

Further restrictions on hours for workers under 16

Fatigue can affect a worker’s ability to do a job safely. Employees under 16 years old can only work 20 hours or less while school is in session or when the child should be in school. During vacations like Christmas and summer, it may be possible to work more. Employment permits may also restrict when young people can work.



EMPLOYER AND SUPERVISOR RESPONSIBILITIES

Under *The Workplace Safety and Health Act*, employers and supervisors have specific responsibilities when it comes to workplace safety and health.

Employer responsibilities:

- take necessary precautions to ensure the safety, health and welfare of workers
- provide and maintain a safe workplace, including safe equipment, tools and systems
- ensure all workers and supervisors are aware of hazards in the workplace, as well as any necessary precautions
- provide new workers with a safety and health orientation before they begin work
- provide workers with competent supervision
- take precautions to ensure other persons are not exposed to safety or health risks due to workplace activities
- consult and co-operate with the workplace safety and health committee or representative
- co-operate with others on workplace safety and health matters.

Supervisor responsibilities:

- take necessary precautions to ensure the safety, health and welfare of workers
- ensure workers are following SAFE work procedures and safety and health laws
- ensure workers use all safety devices and wear all personal protective equipment required for the task
- ensure workers are aware of the hazards of the area in which they are working; when a worker moves to another area or different activity they must have the appropriate training for that area or activity before beginning work.



How can an employer or supervisor meet these responsibilities?

- Spend ample time explaining the job, providing training and supervising new workers. Remember, employers are responsible for workplace training.
- Identify all hazards and provide specific training on how to perform each task safely before asking new workers to do a job.
- Before allowing them to work, make sure new workers demonstrate what they've learned and correct any unsafe practices immediately.
- Explain company safety rules and emergency procedures and be sure everyone follows them.
- Encourage new workers to report unsafe conditions right away and ask for help or advice if they are unsure about a task.
- Keep a record of all safety training provided at a workplace, including evaluations to demonstrate workers know how to follow the SAFE work procedures for the specific tasks they were hired to do.
- Develop a system to refresh or review safety policies and procedures for training on a regular basis and when introducing new equipment or work processes.
- Explain the importance of prompt reporting of unsafe conditions and concerns. Make sure new workers know it is a priority for you and tell them how and to whom they must report a hazard or safety concern. It is important to act on those concerns or workers will quickly assume that the company is not really interested in creating a positive, SAFE work culture.
- Check back frequently to ensure there is follow-up with new staff.

Be a positive role model

Supervisors and senior workers are role models. New workers will take note of how things are really done around the workplace, because they are eager to fit in. They will very quickly adapt to the existing safety culture, attitudes and behaviours of co-workers and supervisors.

Remember:

Many new workers will not ask questions unless encouraged to do so by their supervisor. Be available and open to answering questions and providing advice. Be clear about the expectations – workers are more likely to follow the rules if they know what they are!



WORKER RIGHTS AND RESPONSIBILITIES

Worker rights

New workers, like all workers, have rights set out by *The Workplace Safety and Health Act*:

The right to know

Workers have the right to know how to do their jobs safely, what hazards are in the workplace and how to prevent injuries from those hazards.

The right to participate

Workers have the right to participate in safety and health activities in the workplace without fear of discipline.

The right to refuse unsafe work

Workers are legally entitled to refuse work they believe to be dangerous to their safety and health or to that of another worker.

The right to protection from discrimination

Workers cannot be disciplined or discriminated against for exercising their rights and acting in the best interest of safety.

Worker responsibilities

New workers are responsible for following safety and health procedures in a workplace and taking care to uphold their responsibilities towards maintaining a safe and healthy workplace.

All workers must:

- take reasonable care to protect themselves and others
- follow the safety and health rules of the workplace
- use personal protective equipment, clothing and devices provided by the employer
- co-operate with the workplace safety and health committee or representative
- co-operate with others on workplace safety and health matters.



SAFETY AND HEALTH ORIENTATION AND TRAINING

A workplace safety and health orientation is essential to preventing injuries to new workers. It will help them become familiar with the workplace and the hazards to which they or others may be exposed. Orientation ensures that workers are aware of the employer's rules and expectations for safety and health.

Various people in the workplace may hold responsibility for different parts of a safety and health orientation program. Some examples include:

- A safety and health co-ordinator may deliver a presentation on the employer's policy and procedures.
- An occupational health nurse may review incident reporting procedures and first aid.
- A supervisor may detail specific hazards and SAFE work procedures.

The orientation process may involve a buddy system, where a new worker is paired with an experienced worker for the first few days or weeks on the job. This is an effective way to help ensure that new workers have ample time to observe and understand SAFE work practices before assigning them to their new job.

Additional safety and health orientation topics

Workers must receive a safety and health orientation when they are first hired. Large amounts of information can be overwhelming for new workers, so it is important to provide workers with something they can take away from the orientation to use as a reference when needed.

Orientations for new workers must cover all of the required topics as identified in the *Workplace Safety and Health Regulation* Part 2.2.1. Additional topics to be covered during an orientation will vary depending on who is being oriented.

Some additional common items covered in orientations include:

- the roles and responsibilities of the safety and health committee or representative, and where the safety and health bulletin board is located
- SAFE work procedures – a general review of what they are, where they can be found and how they are developed (see section on Job-Specific Training, page 11)
- personal protective equipment (PPE), clothing or other devices required for their job
- Workplace Hazardous Materials Information System (WHMIS) information specific to the products used in the workplace
- musculoskeletal injury prevention measures
- violence and harassment prevention measures
- SAFE work procedures for working alone or in isolation.



Conducting an orientation – step-by-step

Following a step-by-step approach to conducting an orientation will help prevent workplace injuries and fulfill legal requirements for training workers.

Steps to take:

1. Decide who should receive orientation or re-orientation.
2. List what workplace orientation topics and training you'll provide for employees. Be specific. Your safety and health committee or worker representative would be helpful in developing the orientation program.
3. Develop checklists for tracking when each part of the orientation is conducted and who conducts it.
4. Assign who will provide what parts of the orientation.
5. Write down expected timelines for delivery of each part of the orientation.
6. Develop and collect the required materials for the delivery of each part of the orientation.
7. Provide the training, checking off each item as it is delivered and noting who delivers each part and on what date. After their training, workers should sign or initial on each area covered.
8. Designate who will be responsible to ensure the orientation is provided and that it is done in a timely fashion (ensure all senior managers and supervisors are aware that this is a requirement that is supported by company senior management).
9. Keep records of the training in individual personnel files.
10. Develop a system to refresh or review training when workplace changes are made (e.g., new equipment or procedures) and on a regular basis, even if no changes are made.

Job-specific training

Workers must be trained in SAFE work procedures for the specific tasks they will be performing.

The extent of training will depend on the level of risk or detail associated with the task. It is important to consider barriers to training at this point. Use written SAFE work procedures for your training and consider the need to have them translated into other languages or using pictures for workers who cannot read.

It is important to remember that worker training doesn't end when the initial training ends. Your training plan must ensure workers are trained when they take on new responsibilities and encounter new work or new areas at the workplace. Keys steps to job-specific training include:

- reviewing SAFE work procedures
- demonstrating tasks performed
- supervising new employees
- evaluating new employees prior to independent work
- annually evaluating worker competencies, or more often if required
- obtaining specific certifications where required (e.g., operation of a powered lift truck).



SAFE work procedures may contain varying amounts of detail and include multiple steps, depending on the nature of the task. Some of the most common topics that require written SAFE work procedures include, but are not limited to:

- electrical safety
- confined space
- fall protection and roof work
- personal protective equipment
- chemical and biological substances
- asbestos
- working alone or in isolation
- machines, tools and robots
- ladders
- welding
- fire and explosive hazards
- musculoskeletal injuries
- scaffolds
- powered mobile equipment.

NOTE:

SAFE work procedures can also contain steps that a worker should not take. Identifying specific areas or tasks that are restricted helps to protect new workers who may be unfamiliar with the workplace environment and equipment.

Ongoing training and competency evaluation

An effective training plan will help new workers understand and remember the information you deliver. It is important to ensure all workers understand training they receive. When new workers do not understand, or when they need more training, they should feel comfortable to ask questions.

To ensure that workers are competent to perform the work in a safe manner, it is important to evaluate those workers. When training is completed, the trainer should evaluate the workers by observing them, questioning them or performing tests, either written or verbal, depending on the job. Your training plan should describe how you intend to evaluate a worker after their training is complete. All evaluations should be documented and readily available.

It is also important to evaluate your overall training program. Talking to new workers is a great way to learn what parts of your training program are effective and what parts you can improve.



TRAINING NEW WORKERS – THINGS TO CONSIDER

Language abilities

Learning about the ability of your workers to communicate in English can help you deliver safety and health messages that they will understand. A communication assessment kit can be custom developed specifically for your workplace.

If your business employs immigrant workers whose English skills need improvement, the Manitoba government's English at Work program can help. For more information and to request assistance in this area, call 204-944-8833 or visit the following website: manitobastart.com/englishatwork/index.html

Literacy levels

Reports tell us that approximately 40 per cent of working age adults in Manitoba have prose literacy scores below the level considered the minimum for full participation in a knowledge-based economy and society. This represents approximately 285,000 Manitobans between the ages of 16 and 65. While a high percentage of this group work, their literacy skills limit their employment opportunities.

Lower literacy levels may mean inability to understand written instructions and to adapt to change in the workplace – important factors for a productive and safe workforce. For further information and assistance, visit the Workplace Education Manitoba website at: wem.mb.ca. It is a good source for essential skills consultation, assessment and co-funded workplace training partnerships.

Culture

When people move to another country, they move into another culture. Different values and behaviours may affect worker safety and health on the job. For example, appropriate work clothing in Canada might be different from what is commonly worn at work in another country. Personal protective equipment that is standard to you may be completely unfamiliar for someone new to the country.

It is important to understand cultural differences and provide training that is clear and specific. At safemanitoba.com, you will find many resources for safety and health in Manitoba.

To help Manitobans understand their basic rights and responsibilities when it comes to workplace safety and health, SAFE Work Manitoba has resources with fundamental information available in 18 languages at safemanitoba.com.



TIPS FOR KEEPING NEW WORKERS SAFE

1. Get to know new workers before training begins. Take an informal tour of the workplace and introduce trainees to co-workers and key people, including the safety and health manager and safety and health committee members or representative.
2. Have new workers shadow experienced workers to learn SAFE work procedures by watching. Experienced workers can serve as mentors to new workers. They also can serve as someone to bring questions and concerns to.
3. Don't mistake silence for understanding.
4. Encourage comments and questions by making it clear they are always welcomed and valued.
5. Vary training and instruction methods and styles to ensure all workers can understand the message. Ask workers to provide you with a verbal or written explanation, followed by practical demonstration of what they have learned.
6. Explain why procedures are in place. Understanding the reason behind a policy or procedure increases the likelihood of following it.
7. Lead by example. Be sure your actions match your words.
8. Be available to answer questions before, during and after training.
9. Provide examples of unsafe equipment and work conditions to explain the importance of reporting safety concerns to the employer or supervisor.
10. Provide complete workplace safety and health training for new workers. Make sure they do not work on their own until you confirm they are ready to do it safely.



SAMPLE CHECKLISTS FOR NEW WORKER SAFETY AND HEALTH ORIENTATION

The following sample checklists serve as guidelines for conducting a safety and health orientation for workers new to a company or department. These samples include required safety and health orientation topics, verification of learning outcomes and competency evaluation. You need to discuss these and other workplace-specific topics with your new workers **before they begin to work**.

A checklist completed and signed by both the supervisor and the worker documents that orientation has taken place. Please note that the lists shown here are not comprehensive. They are samples only. Your orientation will need to include topics that are specific to your workplace. You must conduct a hazard assessment of your specific workplace to identify all necessary safety and health topics for training.



SAMPLE: NEW WORKER ORIENTATION CHECKLIST

Employee name: _____

Position (tasks): _____

Date hired: _____ Date of orientation: _____

Reason for orientation:

- ☐ Worker is new to the workplace
- ☐ Worker has moved to another area of the workplace with different processes/hazards
- ☐ Worker is relocated by an employer to a different workplace/location with different processes/hazards
- ☐ Worker is returning to the workplace and processes/hazards have changed while the worker was away

Person providing orientation (name and position): _____

Company name: _____

TOPIC	INITIALS (trainer)	INITIALS (worker)	COMMENTS
Rights and responsibilities			
General safety and health duties and responsibilities of employers, workers and supervisors			
Worker's right to know, participate and refuse unsafe work and right to protection from discrimination			
Supervisor name and contact number provided			
Procedure for reporting unsafe conditions/hazards in the workplace provided			
Procedure for exercising the right to refuse dangerous work provided			
Safety and health committee or the worker safety and health representative name(s) and contact numbers provided			

TOPIC	INITIALS (trainer)	INITIALS (worker)	COMMENTS
Policies, programs and SAFE work procedures			
Policies and programs e.g., safety and health policy, training plan, working alone or in isolation, violence and harassment prevention, incident investigation, workplace safety and health program (if 20 or more employees), etc.			
Documented SAFE work procedures (job-/task-specific) e.g., machinery, equipment, tools, ladders, chemicals, lockout, musculoskeletal injuries, personal protective equipment, etc.			
Hazards and control measures			
Hazards to which the worker may be exposed in the workplace and any control measures undertaken to protect the worker			
First aid			
Location(s) of first aid kit(s) and eye wash facilities			
Means to summon first aid e.g., first aid attendant name and contact information, etc.			
Procedure for reporting injuries and illnesses (including near-miss and dangerous occurrences)			
Emergency procedures			
Locations of emergency exits and meeting points			
Locations of fire extinguishers and fire alarms			
How to use fire extinguishers			
What to do in an emergency situation			
Emergency contact (numbers)			
Other e.g., procedures for an emergency involving hazardous materials, including clean-up of spills			
Prohibited or restricted area or activities			
Other matters necessary to ensure safety and health of workers			



SAMPLE: NEW WORKER LEARNING OUTCOME OBJECTIVES

Company name: _____

Employer/supervisor: _____

Date: _____

Refresh date: _____

Initials (Worker)	Please initial beside each element to verify orientation and documentation
	I received information on the hazards specific to my job and learned how to protect myself from injury and illness.
	I know my legal workplace safety and health rights, including the right to refuse dangerous work.
	I know my legal roles and responsibilities as a worker.
	I am aware of and understand the workplace safety and health policies and rules at my workplace.
	My workplace has a joint safety and health committee or a safety and health representative. I know who the committee members are or who the representative is.
	I received a safety and health orientation when I was first hired.
	I received training on how to do my job safely and understand the specific SAFE work procedures for the tools, equipment and materials I use in my job.
	I received training on the personal protective equipment I need to wear and learned how to use it properly.
	I received training on emergency procedures including where the exits and first aid stations are located.
	I work with a WHMIS-controlled substance and received WHMIS training.
	I know where to find Material Safety Data Sheet (MSDS) information and review it before handling a WHMIS-controlled substance.
	I will look out for hazards and know how to report an unsafe condition or act.

Employee signed: _____ Date: _____

Supervisor signed: _____ Date: _____

SAMPLE: WORKER SAFETY OBSERVATION FORM – SAMPLE COMPETENCY EVALUATION RECORD

Worker's name: _____

Work location: _____

Supervisor: _____

Observer: _____ Date: _____

Description	Yes	No	Not observed	Comments:
Wears required personal protective equipment				
Follows SAFE work procedures and policies				
Ask questions when does not know how to do a task safely				
Practices good housekeeping				
Demonstrates a safe attitude every day				

General comments and observations: _____



NEW WORKER RESOURCES

SAFE Work topics – young workers:

<http://safemanitoba.com/resources-view/young-workers>

SAFE Work young and new worker brochures:

<http://safemanitoba.com/brochure-youth-you>

<http://safemanitoba.com/brochure-gettingajob>

<http://safemanitoba.com/brochure-your-youth>

10 questions to ask an employer:

http://safemanitoba.com/uploads/safe_youth_10questions.pdf

My safety and health checklist:

http://safemanitoba.com/uploads/safe_youth_checklist.pdf

SAFE Work bulletins:

Employing Young Workers – SAFE Work Bulletin 259:

<http://safemanitoba.com/bulletin-259>

Job Hazard Analysis – SAFE Work Bulletin 249, Part 1 of 2:

<http://safemanitoba.com/bulletin-249-1>

SAFE Work Procedures – SAFE Work Bulletin 249, Part 2 of 2:

<http://safemanitoba.com/bulletin-249-2>

SAFE Work and the Supervisor – Your Responsibilities – SAFE Work Bulletin 230:

<http://safemanitoba.com/bulletin-230>

Safety and Health Orientation – SAFE Work Bulletin 255:

<http://safemanitoba.com/bulletin-255>

Your Responsibilities for Safety and Health in the Workplace – SAFE Work Bulletin

201: <http://safemanitoba.com/bulletin-201>

Your Right to Refuse Dangerous Work – SAFE Work Bulletin 193:

<http://safemanitoba.com/bulletin-193>

Worker Rights and Responsibilities – SAFE Work Bulletin 231:

<http://safemanitoba.com/bulletin-231>



A SAFE student resource handbook:

http://safemanitoba.com/sites/default/files/resources/2658_wcb_swot_resource_handbook7.pdf

Being SAFE at Work – developed by Literacy Partners of Manitoba, in partnership with SAFE Work Manitoba:

http://safemanitoba.com/sites/default/files/uploads/2173_wcb_safe_literacy_booklet_web2.pdf

Employing new workers – Tips for employers and supervisors:

<http://safemanitoba.com/tips-employing-young-workers>

An Average Day – educational program developed in partnership by SAFE Work Manitoba and Manitoba Public Insurance:

<http://safemanitoba.com/average-day>

Interactive SAFE Work youth campaigns:

<http://safemanitoba.com/campaign/safe-youth>

SAFE Work Sons and Daughters campaign:

<http://safemanitoba.com/sons-and-daughters-2013-tv-spot>

http://safemanitoba.com/uploads/campaignresources/safe_sonsdaughters_poster.pdf

http://safemanitoba.com/uploads/campaignresources/yourvoice_tipsheet.pdf

Like: ‘The Youth of SAFE Work Manitoba’ on Facebook

Young Worker Readiness Certificate Course:

<https://ywrcc.safemanitoba.com/>





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