

Frequently Asked Questions and Answers
Health and Safety Awareness Training Suite (External) as of November 8, 2013

1. What is the Occupational Health and Safety Awareness Training Program Suite?

The Ministry of Labour has prepared training programs (available in multiple formats and languages) to promote health and safety awareness for all Ontarians. The basic occupational health and safety awareness training program suite is comprised of: a poster, worker and supervisor workbooks, employer guides, and eLearning modules.

- The poster, **Health and Safety at Work > Prevention Starts Here**, has been available to the public since June 1, 2012. The workplace display of this poster has been mandatory since October 1, 2012. The poster summarizes workers' health and safety rights, responsibilities, and the responsibilities of employers and supervisors, and explains when, why, and how to contact the Ministry of Labour. The poster is available at ServiceOntario and on the MOL website in English, French, and 17 other languages. It is AODA compliant and free of charge. More information can be found at this link:
<http://www.labour.gov.on.ca/english/hs/prevention/awareness.php>
- The **Worker Health and Safety Awareness in 4 Steps** training program workbook and its associated employer training guide has been available to the public since December 2012. This training program is focused on the health and safety rights and responsibilities of workers, supervisors and employers and is a general introduction to workplace health and safety. They are available for download on the MOL website in English, French, and 7 other languages (Traditional Chinese, Simplified Chinese, Hindi, Punjabi, Portuguese, Spanish, and Urdu). They are currently available in print copy through ServiceOntario in English and French, and will be made available in the same additional languages as the online workbooks in winter 2013. The workbook is AODA compliant and free of charge. For more information, follow this link:
http://www.labour.gov.on.ca/english/hs/pubs/worker_awareness.php
- The **Supervisor Health and Safety Awareness in 5 Steps** training program workbook and its associated employer training guide has been available to the public since Spring 2013. They are available for download on the MOL website in English, French, and 7 other languages (Traditional Chinese, Simplified Chinese, Hindi, Punjabi, Portuguese, Spanish, and Urdu). They are currently available in print copy through ServiceOntario in English and French, and will be made available in the same additional languages as those online in winter 2013. The workbook is AODA compliant and free of charge. For more information, follow this link:
http://www.labour.gov.on.ca/english/hs/pubs/sup_awareness.php

- **Worker and Supervisor eLearning modules:** The pilot test for the worker and the supervisor eLearning modules began at the end of May and ran for approximately two months. Feedback was collected and incorporated into the modules. The e-Learning modules in English and French are accessible via the MOL website, are AODA compliant, and are free of charge. The e-Learning modules will be available in seven additional languages (Traditional Chinese, Simplified Chinese, Hindi, Punjabi, Portuguese, Spanish, and Urdu) in Spring 2014.

2. I have a question about the content of the MOL basic occupational health and safety awareness training programs (workbooks/e-learning modules/employer guides) – is there a contact available to answer questions?

If you have questions or comments, please contact the Ministry of Labour by email at awarenessfeedback@ontario.ca or through the Contact Centre at 1-877-202-0008.

3. Why did the Ministry of Labour create this training program suite?

The Ontario Government accepted all 46 recommendations from the Expert Advisory Panel (EAP) on Occupational Health and Safety that reviewed the province's occupational health and safety system. As a result of the recommendations, Ontario moved the mandate regarding the prevention of worker illness and injury from the Workplace Safety and Insurance Board (WSIB) to the Ministry of Labour (MOL). The position of Chief Prevention Officer was established, a Prevention Council comprised of stakeholder representatives was created, as was the Prevention Office within the Ministry of Labour.

The EAP recommended mandatory health and safety awareness training for all Ontario workers and supervisors (Recommendations 14 & 15). A working group comprised of representatives from the ministry and its health and safety system partners developed the components of the Ministry's basic occupational health and safety awareness training program suite. The Worker Health and Safety Awareness (WHSa) and Supervisor Health and Safety Awareness (SHSa) training programs were developed to provide workers and supervisors with simple and clear information on what is expected of workplace parties and what their right and responsibilities are under Ontario's [Occupational Health and Safety Act](#) (OHSA).

4. Did the Ministry consult with stakeholders during the development of this training program suite?

The Ministry conducted separate consultations and pilots for each component of the training program.

Health and Safety at Work> Prevention Starts Here poster

The workplace display of the poster, Health and Safety at Work>Prevention Starts Here, has been mandatory since October 1, 2012. The poster was posted on the MOL website for public consultation and feedback in the winter of 2012. The poster, prior to the public consultation, had also been reviewed by focus groups with employer or worker representatives.

Workbooks and Employer Guides

A draft WHSA Workbook and Employer Guide went out for public consultation December 16, 2011 – February 17, 2012.

After updates were made to the workbook and employer guide based on feedback received from stakeholders, WHSA was piloted in various workplaces. This was an important step in the process of the Ministry being able to develop and provide consistent and practical health and safety products to Ontario workplaces.

A draft SHSA Workbook and Employer Guide went out for public consultation May 10 to June 29, 2012. Again, after the workbook and employer guide were revised based on stakeholder feedback, the documents were then piloted in workplaces across Ontario throughout December 2012.

e-Learning

The pilot testing for the worker and the supervisor e-Learning modules began in May 2013 and was completed in August 2013. Feedback was collected and incorporated into the modules. The e-Learning modules have been released, in English and French and will be available in seven additional languages in Spring 2014.

5. Is basic occupational health and safety awareness training mandatory for all workplaces?

Effective July 1, 2014, employers will have to ensure that all workers and supervisors have completed a basic occupational health and safety awareness training program that meets the requirements set out in **O.Reg. XX/13** (Occupational Health and Safety Awareness and Training) [Number will be issued upon publishing on e-laws], with the following exceptions:

- Workers and supervisors who previously completed a basic occupational health and safety awareness training program either with their current or former employer do not have to take the training again, if they can provide proof that they completed the training and their current employer is able to verify that the basic occupational health and safety awareness training program covered the same content as that set out in the new regulation
- A supervisor who has completed a basic occupational health and safety training program for supervisors, prior to the regulation coming into force, does not have to complete a

basic occupational health and safety awareness training program for workers in addition to the supervisor program.

Once the regulation is in effect, it will be the responsibility of employers to ensure that all workers and supervisors have completed a basic occupational health and safety awareness training program:

- An employer shall ensure that a worker who performs work for the employer completes a basic occupational health and safety awareness training program as soon as practicable.
- An employer shall ensure that a supervisor who performs work for the employer completes a basic occupational health and safety awareness training program within one week of performing work as a supervisor.

The Ministry's training program suite (the workbooks, employer guides, poster, and e-learning modules) can be used to meet these requirements; however, their use is not mandatory.

6. If a workplace uses a similar training program, is that okay?

If the basic occupational health and safety awareness training provided to supervisors and/or workers meets the minimum content requirements under the Regulation then the workplace may continue to use that training program.

However, basic occupational health and safety awareness training programs must cover all minimum content requirements mandated by the Regulation to satisfy the regulatory requirements. Training programs which lack any elements in the regulation would not be considered compliant until such time as the programs are modified to cover all the required content. The Ministry will be working with stakeholder groups to create resources and tools to support employers in complying with the regulation. These resources will include an assessment tool to allow employers to compare their existing training programs with the minimum content requirements set out in the Regulation.

Please note that this basic occupational health and safety awareness training requirement, does not, in any way, replace any other hazard specific, sector specific, or competency specific training that may be required for supervisors or workers elsewhere in the OHSA or the regulations.

7. My training program has similar components to the Ministry of Labour's, but does not include everything, can I still just use my own program?

Once the regulation is in effect training programs would have to cover or include all minimum content requirements, as outlined in the Regulation, to be considered acceptable basic occupational health and safety awareness training. Training programs which lack any component(s) of the basic occupational health and safety awareness training mandated by the Regulation would not satisfy the regulatory requirements.

You may wish to supplement your current program with the information it is missing or you may use the Ministry's available resources in the Awareness Training Suite to ensure that all minimum content requirements are met.

8. As an employer, how would I use MOL's health and safety awareness training program suite?

It is the responsibility of the employer to ensure that all workers and supervisors in their workplaces have completed basic occupational health and safety awareness training as outlined in the Regulation.

To support compliance with the regulatory requirements for mandatory basic occupational health and safety awareness training, the ministry has produced the Worker and Supervisor Health and Safety Awareness training programs as a free resource for workplaces. These programs are available in multiple formats, are AODA compliant, and are free of charge.

The use of the MOL programs is NOT mandatory – they are merely resources for those who might wish to use MOL's basic occupational health and safety awareness training programs.

- Employers who do not provide their own basic occupational health and safety awareness training are able to use the Ministry's training programs to train their workers and supervisors.
- The WHSA Employer Guide- a pamphlet that accompanies the Worker Health and Safety Awareness in 4 Steps workbook – includes the learning objectives of the training program and supports employers in offering this training.
- The SHSA Employer Guide – a pamphlet that accompanies the Supervisor Health and Safety Awareness in 5 Steps workbook– includes the learning objectives of the training program and supports employers in offering this training.

Please note that this awareness training requirement, does not, in any way, replace any other hazard specific, sector specific, or competency specific training that may be required for supervisors or workers under the OHSA or the regulations.

9. As a worker, how would I use MOL's health and safety awareness training program suite?

The MOL's basic occupational health and safety awareness training program covers basic health and safety rights and responsibilities of workers and other workplace parties under Ontario's *Occupational Health and Safety Act* (OHSA).

The use of the MOL's programs is NOT mandatory - they are merely resources for those who might wish to use MOL's basic occupational health and safety awareness training programs in order to meet the minimum requirements as set out in the Regulation.

- This training is intended to introduce workers to the OHSA. It is focused on the health and safety rights, responsibilities, and duties of workers, supervisors, and employers, and is a general introduction to workplace health and safety.
- The training covers the roles of health and safety representatives and joint health and safety committees under the Act, as well as the roles of the Ministry, the Workplace Safety and Insurance Board (WSIB), and other entities designated under section 22.5 of the Act in respect to occupational health and safety.
- The training also covers: common workplace hazards, occupational illness, and requirements set out in Regulation 860 -Workplace Hazardous Materials Information System (WHMIS) with respect to information and instruction on controlled products.

10. As a supervisor, how would I use MOL's health and safety awareness training program suite?

This training program covers basic health and safety rights and responsibilities of supervisors and other workplace parties under Ontario's *Occupational Health and Safety Act* (OHSA). The use of the MOL's programs is NOT mandatory - they are merely resources for those who might wish to use MOL's basic occupational health and safety awareness training programs in order to meet the minimum requirements as set out in the Regulation.

- This training program is intended to introduce supervisors to the *Occupational Health and Safety Act* (OHSA). It is focused on the health and safety rights, responsibilities, and duties of workers, supervisors, and employers, and is a general introduction to workplace health and safety. It is not intended to be a comprehensive program on all the requirements needed for supervisors.
- The training covers the roles of health and safety representatives and joint health and safety committees under the Act, as well as the roles of the Ministry, the Workplace Safety and Insurance Board (WSIB), and other entities designated under section 22.5 of the Act in respect to occupational health and safety.
- The training also includes information on how to recognize, assess, and control workplace hazards, and how to evaluate those controls, and provides sources of information on occupational health and safety.

11. Will workers and supervisors who complete the MOL's basic occupational health and safety awareness training program via the e-learning modules get written proof of completion?

Upon successful completion of the e-Learning modules, workers and supervisors will have the option to print and/or download a "proof of completion" which will act as a portable and transferable record of their basic occupational health and safety awareness training. This record may be used by the employer to satisfy their requirements regarding record keeping in the regulation.

Employers will be responsible for maintaining occupational health and safety training records of workers and supervisors.

The Ministry will work with stakeholders through consultation to develop material to assist employers with these record keeping requirements.

12. What if a worker or supervisor forgets to print their certificate after completing MOL's basic occupational health and safety awareness training program via the e-learning modules?

It is the responsibility of those taking the e-learning modules to print or download the "proof of completion" upon successful completion of the training. The MOL does not have the authority to collect and/or retain identifiable information relating to participants. At this time, it is not possible to provide an additional copy of the certificate if it is not printed or saved at the time of completion, or if it is lost after printing.

13. If a worker or supervisor completes the appropriate MOL workbook, is there a similar proof of completion?

Although the workbooks do not come with a certificate similar to the e-learning modules, the completed workbooks can be used as written proof of completion.

14. How long will this program take and does the training have to be done in a classroom?

The training does not have to be completed in a classroom.

The Ministry has worked with stakeholders to ensure that the basic occupational health and safety awareness training, either in a classroom or online, is effective while being as time sensitive as possible. The e-Learning modules take approximately 45-60 minutes to complete.

15. Are the components of the training program suite available in multiple languages?

The poster is available in: English, French, Arabic, Traditional Chinese, Simplified Chinese, Hindi, Italian, Korean, Igbo, Oji-Cree, Polish, Portuguese, Punjabi, Russian, Spanish, Tagalog, Tamil, Urdu, Vietnamese and in Braille.

The Worker and Supervisor Workbooks and associated employer guides are available online in English and French, as well as in Traditional Chinese, Simplified Chinese, Hindi, Punjabi, Portuguese, Spanish, and Urdu. The hard copies of the workbooks are currently available through ServiceOntario in English and French, and will be available in additional languages in the winter of 2013.

The eLearning modules will be available in English and French in the Fall of 2013, and will match the workbook languages in the Spring of 2014.

16. Are copies available and are they free?

The poster, workbooks and associated employer guides are available for free in both downloadable and print formats.

The poster, workbooks and employer guides are available at ServiceOntario in print, and in electronic format on the Ministry of Labour website:

http://www.labour.gov.on.ca/english/hs/pubs/supervisor_awareness.php

Once downloaded, the booklet and guide can be printed in black and white, or in colour (depending on the printer used).

Note: the ServiceOntario Publications website can be reached by clicking the following link:

<http://www.ontario.ca/serviceontario>

17. What if I don't have access to a printer?

Printed copies, in multiple languages, of the poster, workbooks, and employer guides are available at no cost from ServiceOntario Publications. If you are taking the MOL's

occupational health and safety awareness e-learning module and do not have a printer, there is the option to save your certificate to a USB key or desktop.

18. I am a worker; how do I prove that I took the program?

If you have completed the basic occupational health and safety awareness training through the e-Learning modules, your certificate of completion, which is available to download/save or print at the end of the module, can be used as proof of completion.

Completed workbooks will also act as record of completion.

If you complete your basic occupational health and safety awareness training through a different method, it is also up to the employer to ensure proper records are kept as proof of the completed training. Records of exemptions must also be kept.

Records of any basic occupational health and safety awareness training must be kept by the employer. This applies to MOL awareness training as well as to any alternative health and safety awareness training provided by the employer which meets the minimum requirements set out in the regulation. Employers are required to provide a worker or supervisor with proof of training for a period of six (6) months after that worker or supervisor stops performing work for that employer.

19. I am an employer; how do I prove my workers have taken the program?

It is up to the employer to ensure that proper records are kept to provide proof of completion for each worker/supervisor in their workplace. Proof of any exemptions must also be kept.

The Ministry of Labour will be working with stakeholders through a consultative process to develop tools and materials that will help with record keeping.

Employers are required to provide a worker or supervisor with proof of training for a period of six (6) months after that worker or supervisor stops performing work for that employer.

20. I am a supervisor; how do I prove that I took the program?

If you have completed the basic occupational health and safety awareness training through the e-Learning modules, your certificate of completion, which is available to download/save or print at the end of the module, can be used as proof of completion.

Completed workbooks will also act as record of completion.

If you complete your basic occupational health and safety awareness training through a different method, it is also up to the employer to ensure proper records are kept as proof of the completed training. Records of exemptions must also be kept.

Records of any basic occupational health and safety awareness training must be kept by the employer. This applies to MOL awareness training as well as to any alternative health and safety awareness training provided by the employer which meets the minimum requirements set out in the regulation. Employers are required to provide a worker or supervisor with proof of training for a period of six (6) months after that worker or supervisor stops performing work for that employer.

21. I am a supervisor, do I need to take both the worker and supervisor programs?

If a supervisor completed a basic occupational health and safety awareness training program with an employer (either through MOL training or through other means) prior to July 1, 2014, and he or she continues to perform supervisory work for the **same** employer as of July 1, 2014 (the day the Regulation comes into force), that person is exempt from re-taking a supervisor program or from taking a worker program. However, these supervisors may complete a worker basic occupational health and safety awareness training program if they so choose or if their employer requires them to do so.

Workers who become supervisors on or after July 1, 2014 or supervisors who do not satisfy the exemption criteria outlined above will have to take both the worker and the supervisor basic occupational health and safety training – as outlined in the Regulation.

22. Does this training expire?

The basic occupational health and safety awareness training does not expire.

However, employers are only required to maintain training records and written proof of training for a period of six (6) months after a worker or supervisor stops working for that employer.

If the six month period passes, and a worker or supervisor, requests proof of completion, from their previous employer, the worker or supervisor would have to retake the basic occupational health and safety awareness training, if the employer no longer has record of their completed training.

23. How do I access the MOL e-Learning modules?

You can find the e-learning modules on the MOL's website at www.labour.gov.on.ca

Computers need to have a specific browser in order to access the MOL's basic occupational health and safety awareness e-learning modules.

The basic occupational health and safety awareness e-learning modules are written in HTML 5, and can be accessed via Internet Explorer 9, Safari 5.1 or Google Chrome 17 or higher.

If you do not have access to one of these browsers, you may wish to take the basic occupational health and safety awareness training program using a workbook ordered for free through ServiceOntario.

24. I am a worker and I took a basic awareness training program 10 years ago. Do I still need to take another program? I have proof of completion from that training program.

If a worker or supervisor previously completed an awareness training program, and can provide his/her employer with proof of completion of that program, the employer may choose not to have the worker or supervisor complete the program again so long as the employer is able to verify that the previous program met the minimum content requirements set out in the regulation. However, this is the employer's decision.

25. I'm a certified Joint Health and Safety Committee member; do I have to take basic awareness training?

If a worker or supervisor previously completed a training program that covers all of the prescribed elements of the appropriate basic occupational health and safety awareness training programs set out in the regulation, and the employer has proof of completion and verifies the program meets the requirements, the employer does not have to ensure the worker or supervisor completes the basic occupational health and safety training program again.

26. My computer keeps crashing each time I want to load the e-learning modules, what should I do?

Computers need to have a specific browser in order to access the MOL's basic occupational health and safety awareness e-learning modules. The basic occupational health and safety awareness e-learning modules can be accessed via Internet Explorer 9, Safari 5.1 or Google Chrome 17 or higher.

If the problem persists you may wish to restart your computer before proceeding. Trying a different web browser from the one you originally used may also remedy this issue. Alternatively, you may contact the MOL through awarenessfeedback@ontario.ca .

27. I am currently taking the e-learning module training and I have a question. Who may I contact?

If you have questions or comments, please contact the Ministry of Labour by email at awarenessfeedback@ontario.ca or through the Contact Centre at 1-877-202-0008.