

Provide Program Awareness Training

Education and training can ensure that a program becomes part of the workplace culture instead of quickly forgotten. Key actions:

- Develop “program awareness” training (Worksheet 1)
- Find out where your workers need training (Worksheets 2a and 2b).
- Teach workers about program roles, hazard identification, and hazard control (Worksheets 3 and 4).

To-Do

- Develop training about the safety and health program and benefits.
- Make sure training is presented in a manner and language workers understand.
- Include information about emergency procedures.

All workers need to understand the safety and health program’s structure, plans, and procedures in order to participate. Program awareness training will help workers:

- Understand motivations for a safety and health program (see Management Leadership, Worksheet 1).
- See how the program benefits them.
- Understand their roles and responsibilities (see Worksheet 3).
- Learn how they can be part of planning, implementing, and improving the program.

Unless otherwise specified, the term “worker” includes workers, managers, and supervisors.

Identify topics for program awareness training

Consider the key topics you’ll need to cover in order to raise awareness. These can include:

- **Your safety and health policies, goals, and procedures.** Make sure everyone is aware of specific goals and activities, as well as the overall vision for the program. Key takeaways might include:
 - Safety and health is a core business value
 - The program focuses on finding and controlling hazards before someone gets hurt or sick
 - Workers need to participate because they know the most about hazards and how to control them

- We will keep reviewing the program and making it better
- **Program contacts.** Make sure everyone knows whom to contact with questions or ideas.
- **Your process for reporting hazards, injuries, illnesses, and close calls/near misses.** Training should explain the procedures and options for reporting.
- **The employer's responsibilities under the program.** These include conveying commitment to safety and health, setting program goals, providing resources, assigning roles and responsibilities, and encouraging open communication.
- **Worker rights and employer responsibilities** under the Occupational Safety and Health Act of 1970 (for more on this topic, see Worker Participation, Worksheet 1b).
- **What to do in an emergency** (see "Train all workers, managers, and supervisors on emergency procedures" below).
- **The fact that the program isn't static.** It will change as you get feedback and data on how it is performing.

Program awareness training should be delivered regularly (at least yearly) and should be part of orientation.

Make sure everyone can participate fully, without fear of retaliation

Training needs to accommodate all workers and assure them they can participate without fear of retaliation. Be sure to:

- **Check that training will be easily understood.** Account for language(s) spoken and literacy levels.
- **Stress that the secret to success is everyone taking part.** Create a blame-free atmosphere where workers feel comfortable discussing concerns and reporting issues.
- **Also stress workers' right to take part.** Emphasize that all workers have the right to report injuries, incidents, hazards, and concerns.
- **Find the best ways to reach workers.** For example, use toolbox talks or short meetings during the workday, a newsletter, or text messages. You can use more than one method.

Train all workers, managers, and supervisors on emergency procedures

Have a module in your training on what you need to know in an emergency. Include information from your emergency action plan (Hazard Prevention and Control, Worksheet 4) such as:

- **How to recognize an emergency.** Provide examples of emergency scenarios.
- **How to report an emergency.** Explain whom workers should contact and how. (For example, is there a special phone extension to call?)
- **How emergencies will be communicated to workers.** Is there a special siren or announcement? Can all workers see it and hear it?
- **What to do in specific emergency situations.** Should workers evacuate or shelter in place? Should they fight a fire or clean up chemicals?

Pro Tip

Provide more detailed training for people with specific responsibilities (for example, those responsible for communicating with authorities, directing evacuations, or helping people with special needs).

Activity: Design three short trainings on your safety and health program

Choose three topics related to your program's structure, goals, or procedures. Ask your safety champions for their ideas about content, delivery methods, and who should teach. Use the table below to plan short trainings that you can deliver over the next few months.

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Topic	Who will receive this training	Format (10-minute talk/discussion, newsletter, email, etc.)	Who will deliver it?	Date to be delivered	Follow-up notes
<p>Example topics:</p> <p>Relevance of the program for workers (what’s in it for them?)</p> <p>Why managers need to get workers’ input</p> <p>What you’ll be asking workers to do to help implement the program</p> <p>What to do in an emergency</p>	<p>All current workers; repeat for new hires</p>	<p>20-minute presentation and discussion during workers’ shifts</p>	<p>Top manager</p>		