

# 3 STEPS TO EFFECTIVE WORKER EDUCATION AND TRAINING



**WORK SAFE BC**

WORKING TO MAKE A DIFFERENCE  
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**WORKERS' COMPENSATION BOARD OF B.C.**

## **About WorkSafeBC**

WorkSafeBC (the Workers' Compensation Board) is an independent provincial statutory agency governed by a Board of Directors. It is funded by insurance premiums paid by registered employers and by investment returns. In administering the *Workers Compensation Act*, WorkSafeBC remains separate and distinct from government; however, it is accountable to the public through government in its role of protecting and maintaining the overall well-being of the workers' compensation system.

WorkSafeBC was born out of a compromise between B.C.'s workers and employers in 1917 where workers gave up the right to sue their employers or fellow workers for injuries on the job in return for a no-fault insurance program fully paid for by employers. WorkSafeBC is committed to a safe and healthy workplace, and to providing return-to-work rehabilitation and legislated compensation benefits to workers injured as a result of their employment.

## **WorkSafeBC Prevention Information Line**

The WorkSafeBC Prevention Information Line can answer your questions about workplace health and safety, worker and employer responsibilities, and reporting a workplace accident or incident. The Prevention Information Line accepts anonymous calls.

Phone 604 276-3100 in the Lower Mainland, or call 1 888 621-7233 (621-SAFE) toll-free in British Columbia.

To report after-hours and weekend accidents and emergencies, call 604 273-7711 in the Lower Mainland, or call 1 866 922-4357 (WCB-HELP) toll-free in British Columbia.

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## WorkSafeBC publications

Many publications are available on the WorkSafeBC web site. The Occupational Health and Safety Regulation and associated policies and guidelines, as well as excerpts and summaries of the *Workers Compensation Act*, are also available on the web site ([www.worksafebc.com](http://www.worksafebc.com)).

Some publications are also available for purchase in print:

Phone: 604 232-9704  
Toll-free phone: 1 866 319-9704  
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# About this guide

This guide is meant to help employers and supervisors keep new and young workers safe on the job — and prevent painful and costly work-related injuries. This guide consists of three basic steps that will help you accomplish this. The three steps are as follows:

1. Provide new and young workers with safety orientation and basic training before they start working.
2. Train new and young workers for tasks specific to their jobs.
3. Provide supervision and ongoing training for workers to ensure that they continue to work safely.

**This guide is not meant to replace your current worker orientation and training program. Rather, it is meant to help you build on what's already working well in your workplace.** Employers and supervisors in small businesses will find this guide especially useful.

Use this guide to:

- Evaluate or modify your current safety education and training program
- Learn where to find more information about health and safety education and training requirements in the Occupational Health and Safety Regulation



## Why focus on *young* and *new* workers?



### Young worker statistics

- Each day in B.C., 38 young workers are hurt on the job.
- Every week, six of these young workers are permanently disabled in work-related accidents.
- Workers between the ages of 15 and 24 reported 9,460 workplace injuries in 2004. Many more go unreported.
- In 2004, nine young workers were killed in work-related accidents.

Young workers, particularly young male workers, are at a much higher risk of injury than other workers. More than half of workplace accidents involving workers aged 15 to 24 occur during their first six months on a job; nearly 20 per cent occur during the first month.

Young workers generally have less experience in recognizing hazardous situations than older workers. Many are also eager to please and afraid they'll look dumb if they ask questions, so they take risks that could be avoided.

It's not just young workers who are getting hurt. Starting a new job can be risky for workers of any age, including experienced workers. Approximately one-third of claims accepted by WorkSafeBC are for accidents that occur during a worker's first six months at a new job. Some of these injured workers have been in the workforce 10 or 20 years; others are starting their first job. Whether young or old, new workers may not be fully aware of the hazards in their new job, and they may feel pressured to work quickly to keep up with more experienced workers.

That's why it's important for employers and supervisors to take extra care with young and new workers. Make sure they receive the training they need to work safely, and that they understand and use their training. It's also important to tell workers that they shouldn't be afraid to ask questions if they don't understand something.

## Provide safety orientation and train workers on the basics.

# Step 1

When you hire new and young workers, it's important to include safety as part of their orientation to the worksite on the first day of work, *before they start working*.

You can customize the Sample Orientation Checklist on page 4 so that it meets the unique needs of your workplace. Keep records of all training for each employee.

New and young workers need to know about their responsibilities for safety on the job as well as what they can expect from the employer and supervisor in terms of a safe work environment. They also need to know how to recognize workplace hazards.

Three basic topics to include in orientation and training are:

- Rights and responsibilities (see page 5)
- Workplace hazards (see page 7)
- Safe work procedures (see page 11)

You can also purchase or borrow the video *Lost Youth*, available through WorkSafeBC. This video will help new and young workers become more aware of hazards and their responsibilities for safety on the job.



## Sample orientation checklist



### Orientation Checklist: Restaurant Employee

Employee name: \_\_\_\_\_

Date hired: \_\_\_\_\_ Date of orientation: \_\_\_\_\_

Position (tasks): \_\_\_\_\_

Supervisor (trainer) name: \_\_\_\_\_

Topics to be covered	Initials		Comments (for example, follow-up or indicate if not required)
	trainee	trainer	
Told to report all injuries and shown how to do so			
Told where and how to get first aid			
Told to report all hazards and shown how to do so			
Explained worker's right to refuse unsafe work and procedure for doing so			
Shown how to safely use and clean equipment: <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____			
Shown how to safely perform specific tasks: <input type="checkbox"/> Proper lifting techniques <input type="checkbox"/> _____ <input type="checkbox"/> _____			
Explained how to read labels on chemicals			
Told about the WHMIS system and worker's right to know information about hazardous materials <input type="checkbox"/> Location of MSDSs (material safety data sheets) and how to read them <input type="checkbox"/> How to read labels <input type="checkbox"/> How to clean up spills			
Told which personal protective equipment is required for various duties (and show location): <input type="checkbox"/> Gloves <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____			
Explained emergency procedures and shown where documents are kept			
Topics for future training: <input type="checkbox"/> _____ <input type="checkbox"/> _____			

## Rights and responsibilities

Everyone has the right to a safe work environment. Employers, supervisors, and workers all have responsibilities to make sure work is performed without unnecessary risk.

### Employer responsibilities

Employers have the following responsibilities:

- Provide a safe and healthy workplace.
- Ensure that workers are adequately trained.
- Keep written records of training (detailing who, what, and when).
- Establish and maintain a comprehensive occupational health and safety program, including a written health and safety policy and a procedure for incident investigations.
- Support supervisors, safety coordinators, and workers in their health and safety activities.
- Take action immediately when a worker or supervisor tells you about a potentially hazardous situation.
- Initiate immediate investigations into incidents.
- Report serious incidents to WorkSafeBC.
- Provide adequate first aid facilities and services.
- Provide personal protective equipment where required.

### Supervisor responsibilities

Supervisors have the following responsibilities:

- Instruct workers in safe work procedures.
- Train workers for all tasks assigned to them, and check that they are doing their work safely.
- Ensure that only authorized, adequately trained workers operate tools and equipment or use hazardous chemicals.
- Ensure that workers follow safe work procedures for handling, storing, and maintaining equipment and materials.
- Enforce health and safety requirements.
- Correct unsafe acts and conditions.
- Identify workers with problems that could affect safety at the worksite. Follow up with interviews and referrals where necessary.
- Formulate health and safety rules, and inspect the workplace for hazards.

### See the Regulation

For more information, see the Occupational Health and Safety Regulation and the *Workers Compensation Act*:

- Rights and responsibilities: Part 3
- Correction of unsafe work conditions: Part 3, sections 3.9 to 3.11
- Refusal of unsafe work: Part 3, sections 3.12 and 3.13
- Impairment: Part 4, sections 4.19 and 4.20
- Workplace conduct: Part 4, sections 4.24 to 4.26
- General duties of employers, workers, and supervisors: *Workers Compensation Act*, sections 115 to 117



## Worker responsibilities

Workers have the following responsibilities:

- Know and follow health and safety requirements that apply to your job.
- If you don't know how to do something safely, ask your supervisor for training before you begin work.
- Participate in all required health and safety education and training.
- Work safely, and encourage your co-workers to do the same.
- Use all provided personal protective equipment and clothing.
- Correct any unsafe conditions or immediately report them to your supervisor.
- Immediately report any injury to a first aid attendant or supervisor.
- Inform your supervisor of any physical or mental impairments that may affect your ability to work safely.
- Make suggestions to improve health and safety.

The following WorkSafeBC publications describe rights and responsibilities:

- *Effective Health and Safety Programs: The Key to a Safe Workplace and Due Diligence* — a pamphlet outlining the elements of a health and safety program and defining due diligence
- *Safety on the Job Is Everyone's Business* — a pamphlet listing responsibilities of employers, supervisors, and workers
- *How to Implement a Formal Occupational Health and Safety Program* — this book provides information on the workplace health and safety responsibilities of workers, supervisors, and employers
- *Due Diligence* — a video for employers and supervisors describing responsibilities for health and safety
- *The Supervisor* — a video that examines the supervisor's responsibility for workplace health and safety

## Workplace hazards

All workers need to be alert to hazards so that they can correct any unsafe work conditions or report them to their supervisor.

Never assume that new and young workers will be able to recognize hazards that could cause injury, disease, or death. For each job, inform workers of all hazards, even if they seem obvious. Explain safeguards that are in place to eliminate or minimize hazards, such as local exhaust ventilation, personal protective equipment, and guards around equipment.

Help workers recognize hazards in the workplace:

- Discuss or point out potential hazards in your workplace — for example, hot fat, moving equipment, or needles discarded in garbage bags.
- Discuss past accidents and near misses that have occurred and how they might have been avoided. Explain what has been done to prevent these incidents from recurring.
- Explain what workers should do when they see an unsafe condition or hazard:
  - They should eliminate the hazard if they are able to do so safely (for example, clean up a spill).
  - If they cannot eliminate the hazard, they should immediately report it to their supervisor, who will ensure that corrective action is taken.

### **Personal protective clothing and equipment (PPE)**

For some tasks, workers must wear personal protective clothing or equipment (for example, gloves, safety goggles, high-visibility vests, or respirators). Train workers on when PPE is required; how to use it properly; and how to clean, inspect, maintain, and store it.

- List all required personal protective clothing and equipment.
- Demonstrate the correct use of PPE for workers.
- Provide written instructions for workers to refer to in the future.

## See the Regulation

For more information on personal protective clothing and equipment, see the Occupational Health and Safety Regulation:

- Some general requirements: Part 8, sections 8.2 to 8.7
- Supervisor's responsibilities: Part 8, section 8.8
- Worker's responsibilities: Part 8, section 8.9
- Personal clothing: Part 8, section 8.10
- Specific personal protective equipment and clothing: Part 8, sections 8.11 to 8.44
- Fall protection: Part 11

For more information on chemical and biological substances, see the Occupational Health and Safety Regulation, Part 5. WHMIS requirements are listed in sections 5.3 to 5.19.

## Hazardous materials

Workers exposed to hazardous materials such as chemicals have the right to know about the products they are using. The Workplace Hazardous Materials Information System (WHMIS) provides specific health and safety information about workplace hazardous materials, which are referred to as *controlled products*. Even if hazardous materials are not controlled products according to WHMIS, workers require education and training in their use.

Employers must provide the following training to workers who work with or near controlled products:

- How to read and understand WHMIS labels and material safety data sheets (MSDSs)
- Where MSDSs are stored
- Specific safe work procedures for the products they use

Workers who have been properly trained in WHMIS will know:

1. What the hazards are of the products they are working with
2. How to protect themselves from those hazards
3. What to do in the event of an emergency (when using the product)
4. Where to find more information about the products

The following WorkSafeBC resources are available:

- **WHMIS: The Basics** — a booklet that explains the basics of WHMIS and answers some commonly asked questions about it
- **WHMIS at Work** — a booklet of general information about the WHMIS system

## Train young and new workers for their specific tasks.

# Step 2

All workers — especially young workers — need supervised, hands-on training in the tasks they will perform. For example, if a worker is required to operate a tool or machine, that worker has to be properly trained in using the equipment safely. Workers must be properly trained *before* they start a job.

Specifically, you need to train workers in how to:

- Perform tasks safely
- Operate machines and equipment safely
- Use and maintain any required PPE such as gloves or goggles
- Follow safe work procedures

You may also need to explain what tasks the worker should *not* do without specific training or qualifications, such as operating a forklift or handling chemicals. Make workers aware of any restricted access areas, such as confined spaces or a laboratory. Use your company's health and safety program and safe work procedures as a guide. For a general procedure for on-the-job training, see page 10.

Here are examples of topics that require written work procedures:

- Lockout
- Confined space entry
- Fall protection
- Personal protective equipment
- Violence in the workplace
- Emergency evacuation
- Chemical spill clean-up
- Asbestos removal
- Working alone or in isolation



### General training procedure

Here's a general procedure you can follow when training new and young workers.

#### See the Regulation

For more information on safe work procedures, see the Occupational Health and Safety Regulation:

- Authorization and training before using equipment: Part 4, section 4.10
- Safety check before starting equipment: Part 4, section 4.11
- Procedures for handling chemical and biological substances: Part 5, sections 5.2 and 5.7
- De-energization and lockout: Part 10, sections 10.1 to 10.12
- Occupational health and safety programs: Part 3, sections 3.1 to 3.4

#### 1. *Provide an overview*

- Explain each job in detail and the reasons for doing it.
- Explain in detail any safety precautions, including PPE.
- If a written safe work procedure for the task is available, provide a copy or tell workers where they can find a copy.

#### 2. *Demonstrate and describe*

- Go through the procedure at slow speed and answer any questions.
- Include safety precautions during the normal sequence of tasks.
- Have the worker perform the procedure.
- Encourage questions to make sure the worker understands everything you're saying and doing.
- Team up new or young workers with experienced workers so they have someone to request help from.

#### 3. *Observe the new worker on the job and check progress*

- Make unscheduled visits.
- Make visits shorter and less frequent as the worker progresses.
- Correct unsafe work habits.
- Monitor the worker to ensure that they are meeting safety standards.
- Remember that, as a supervisor, you're responsible for the worker's health and safety.
- Encourage worker initiative and respect suggestions.
- Keep written records of training, documenting who, what, and when.

## Safe work procedures

Some tasks require workers to follow a specific safe work procedure to eliminate or minimize risks. For example, in your workplace you may have developed procedures for locking out machinery or picking up discarded needles. Workers must be trained to follow your step-by-step safe work procedures. Two sample safe work procedures are provided below and on page 12.

In your workplace:

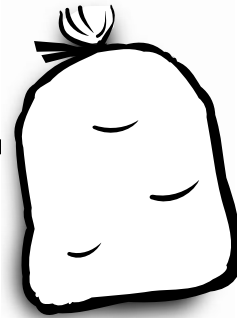
- Explain which tasks have safe work procedures that workers must follow.
- Train workers in safe work procedures.
- If a written safe work procedure is available, give workers a copy or explain where it is available.
- Check periodically to make sure workers are still following safe work procedures.

### Basic steps for lockout

Lockout is the use of locks to prevent machinery or equipment from being started up accidentally when maintenance work is being done. Follow these five basic steps to lock out machinery and equipment:

1. Identify the machinery or equipment that needs to be locked out.
2. Shut off the machinery or equipment. Make sure that all moving parts have come to a complete stop. Also ensure that the act of shutting off equipment does not cause a hazard to other workers.
3. Identify and de-activate the main energy-isolating device (such as a switch or valve) for each energy source.
4. Apply a personal lock to the energy-isolating device for each energy source, and ensure that all parts and attachments are secured against inadvertent movement.
5. Test the lockout to make sure that each energy source has been effectively locked out. First ensure that all workers are in the clear and that no hazard will be created if the lockout is not effective.





### Safe work procedure for handling garbage bags

Follow these steps to prevent contact with needles and other sharp items improperly discarded in garbage bags or containers:

1. Handle garbage as little as possible.
2. Use waterproof garbage bags.
3. Be alert. If possible, look for needles or other sharps sticking out of bags. Listen for broken glass when you move bags.
4. Don't compress garbage or reach into garbage containers with your bare hands.
5. Don't use your bare hands to pick up garbage that has spilled out of an overflowing container. Wear puncture-resistant and liquid-resistant gloves (the type worn by firefighters), or use other tools designed for picking up garbage.
6. Don't let garbage bags get too full, if possible. Leave enough free space at the top of the bag so that when you grab it, you grab the top of the bag only — not any of the contents. You may have to change bags more often to prevent them from getting too full. This will also make them lighter and easier to hold away from your body.
7. Hold garbage bags by the top, away from your body. Don't hold garbage bags against your body.
8. Don't place one hand under a bag to support it.
9. Dispose of wastes according to federal, provincial, and local regulations.

## Provide supervision and ongoing training for workers.

# Step 3

The most important part of training is the follow-up supervision.

Adequate supervision includes the following:

- Ensure proper training of workers.
- Follow up training with periodic observation to ensure that workers continue to follow safe work procedures.
- Make information inspections on a daily basis to ensure that workers are following safe work procedures, including the proper use of protective equipment, devices, and clothing.
- Enforce safety rules and work procedures.
- Conduct informal discussions (crew talks) with workers to discuss specific safety issues as they arise.

### Training records

Maintain education and training records for each worker, listing topics covered and the dates of training. Review training records regularly to ensure that training is up-to-date and that it meets health and safety requirements.

### Supervisor training

Young and new workers are often in situations where they are supervising their co-workers, even though they may not have the title of supervisor or assistant manager. Before promoting workers to supervisory roles or asking them to take on supervisory tasks, ensure that they have been trained on their responsibilities for health and safety as a supervisor.



# Step 3

## Supervisor training checklist

Use this checklist when training supervisors in their health and safety responsibilities. Adapt the checklist for your workplace.

Supervisor's name: \_\_\_\_\_

Date of orientation: \_\_\_\_\_

Orientation given by: \_\_\_\_\_

Annual review date: \_\_\_\_\_

Orientation topics covered?	Yes	No	Date
Supervisor's health and safety responsibilities			
Company's health and safety rules			
How to report unsafe conditions			
Right of workers to refuse unsafe work			
Use of personal protective equipment			
How to take corrective action when workers do not follow safe work procedures			
How and when to conduct workplace inspections			
What incidents are investigated and procedures to follow			
How and when to develop safe work procedures			
When and how to conduct worker instruction and training: <ul style="list-style-type: none"> <li>• Orientation</li> <li>• Instruction and training</li> <li>• Crew talks</li> </ul>			

Emergency procedures reviewed (list them here):


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Review of written safe work procedures used by workers being supervised (list them here):


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Other topics covered (list them here):

# Resources

WorkSafeBC produces many pamphlets, booklets, and videos on safe work practices that can help you deal with specific hazards in your workplace. The following are a few of the publications that you may find helpful:

- *Does your back hurt? A guide to preventing low back pain* — a pamphlet for workers
- *Back Talk: An Owner's Manual for Backs* — a booklet explaining how the back works and how workers can avoid back injuries
- *HIV/AIDS, and Hepatitis B and C: Preventing Exposure at Work* — a booklet for workers who might come in contact with blood and other body fluids
- *How to Make Your Computer Workstation Fit You* — a self-help guide for workers on how to identify and solve ergonomic problems with computer workstations
- *An Introduction to Personal Fall Protection Equipment* — a booklet describing the use of safety belts, harnesses, lanyards, and lifelines
- *Lockout* — a booklet explaining how and when to lock out machinery before working on it
- *Health and Safety for Retail Small Business* — a booklet explaining how to prevent injuries in retail businesses
- *Health and Safety Guide for New Retail Workers*
- *Health and Safety for Hospitality Small Business* — a booklet explaining how to prevent injuries in hotels and restaurants
- *Preventing Tree Planting Injuries* — a booklet on ways to prevent injuries when planting trees
- *Safe Work Practices for House Construction* — a manual for workers in the construction industry
- *Take Care: How to Develop and Implement a Workplace Violence Prevention Program* — a guide to preventing violence in the workplace
- *Preventing Heat Stress at Work* — a booklet that provides a basic overview of job-related heat stress and how to recognize, treat, and prevent heat stress
- *Focus on Safety: Safe Work Practices for Film and Television Production in B.C.*

## Where to find

### WorkSafeBC publications

The publications mentioned in this guide are available on-line at WorkSafeBC.com. The web site also includes searchable versions of the Occupational Health and Safety Regulation and excerpts from the *Workers Compensation Act*.

You can also order paper versions of WorkSafeBC publications. For ordering information, look in the front of this guide opposite the Contents page.



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Visit our web site at [WorkSafeBC.com](http://WorkSafeBC.com).

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