

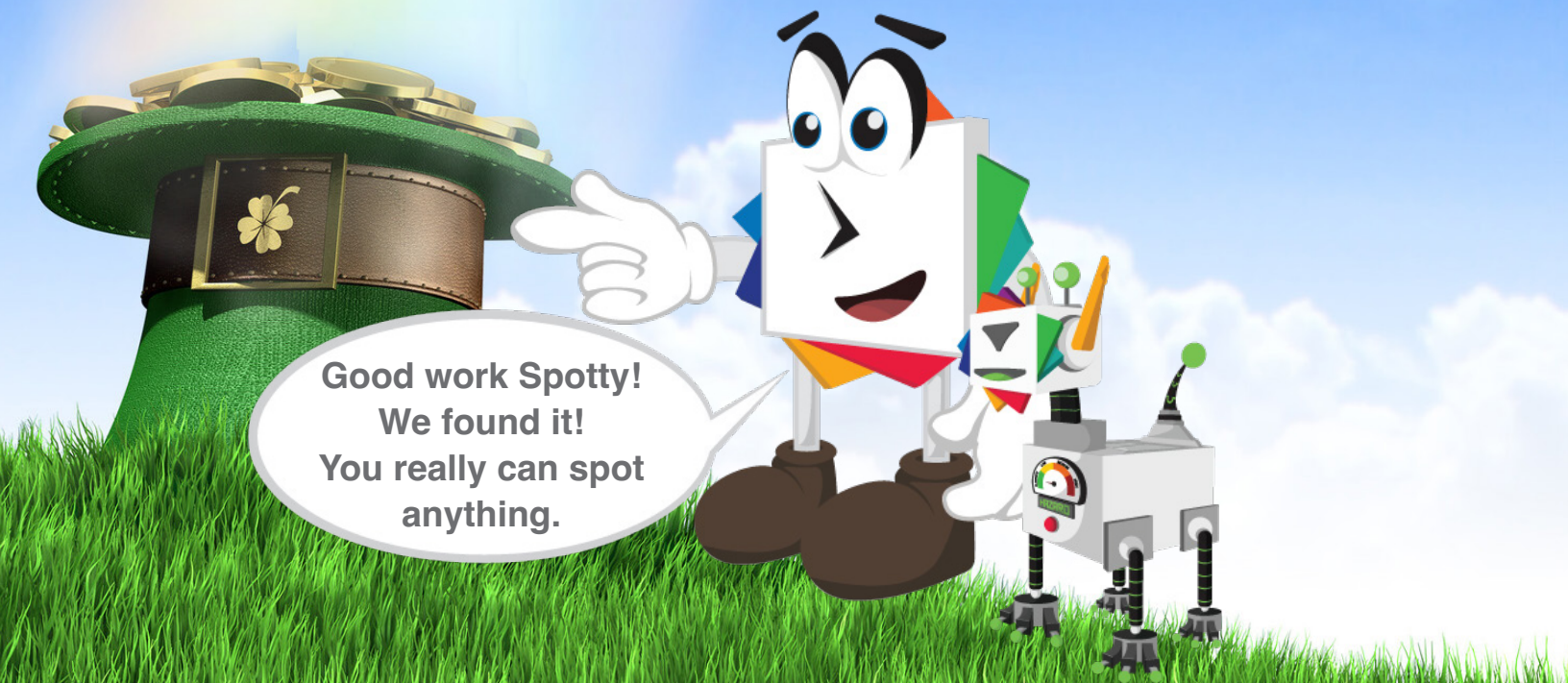
DUNK & ASSOCIATES / SYSTEMS 24-7 NEWS 24-7

Save the Date:
Systems 24-7 Expo

**Updates to Our Invoicing
and Credit Card Payments**

Excellence Program: WSIB
Small Business HSEp will be
Changing in 2024!

Featured Article: 10 Tips to
Gain Confidence in Having
Difficult Conversations



Click icons to jump ahead to sections



**TECHNOLOGY
UPDATES**



**SAFETY
UPDATES**



**EXCELLENCE
UPDATES**



**LEGISLATION
UPDATES**



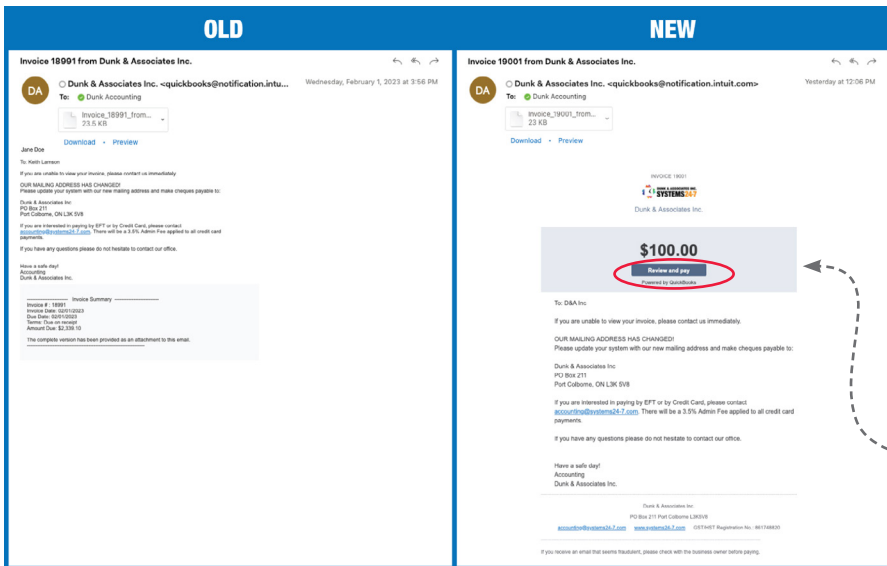
**HR
UPDATES**



**WELLNESS
UPDATES**

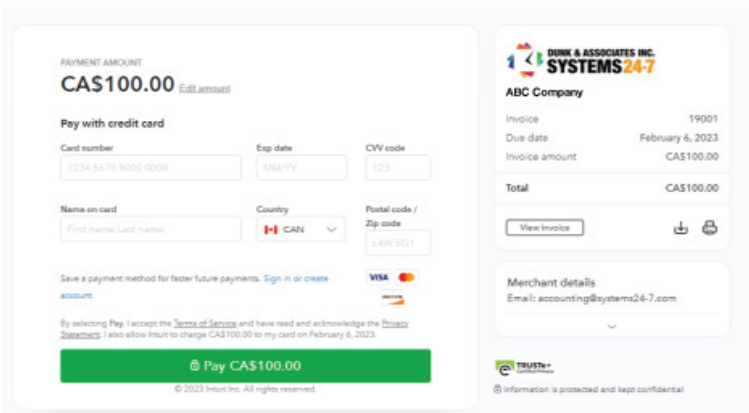
UPDATES TO OUR INVOICING AND CREDIT CARD PAYMENTS

Dunk & Associates has recently updated to QuickBooks and you may notice that our invoices have changed. It's important to know what an invoice looks like for security reasons. Below is the invoice that you may be familiar with, vs. what they now look like.

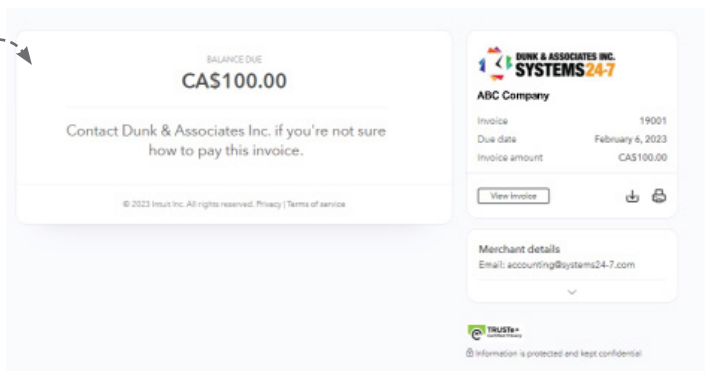


New! Any invoice over \$50 may be paid via credit card. A 3.5% administration fee will be applied to your invoice total. To pay an invoice via credit card, email accounting@systems24-7.com.

If you opt to pay by credit card, you will receive a second invoice with the administration fee added and then be able to select "Review and Pay" from your invoice to pay the invoice online. For example, this is how the page will appear.



If you have not opted to pay via credit card (the new default payment method), when you select "Review and Pay", below is how the screen will appear. You will submit your payment by cheque or EFT (this is not the same as e-transfer) as normal.



If you ever have questions about invoicing, please contact us at 1-866-754-8839.

YOU'RE INVITED TO THE

SYSTEMS 24-7 EXPO

Join us in Mississauga, Ontario on May 16th
for the Systems 24-7 Expo!

EVENT DETAILS

Date: Tuesday, May 16th 2023

Location: Mississauga Convention Centre

This all-day event will include:

- Informative conversations on hot topics in Health & Safety, Human Resources, Wellness, and Technology
- Soft skills development for managers/supervisors
- Launch and overview of exciting new features on Systems 24-7, including Report It and eBoards
- Celebration of Nancy Dunk's retirement
- Vendor fair with prizes
- Opportunities for networking* with other professionals
- Lunch and refreshments

*This is an excellent opportunity for those in HSEp taking their Networking topic.

You won't want to miss it. Click the button below to register.

REGISTER TODAY!

EXPO
SYSTEMS 24-7

WE ARE HAPPY TO NOW INTRODUCE:

Hi! I'm Hank the Hazard Hero
and this is my trusty sidekick Spotty!

We look forward to helping you SPOT
hazards to keep you all safe and healthy
in your workplace.



Hank the Hazard Hero



Spotty

January 2023 was the first time we showed off our new Dunk & Associates/Systems 24-7 mascots. We asked for some help naming them and received many great submissions. We would like to thank everyone who participated and sent in their name suggestions. After consideration, our staff have chosen **Hank the Hazard Hero** for our humanoid and **Spotty** for our robo-dog. Each of them will be appearing more to help you “spot” hazards and keep you alert. Keep an eye out!

TECHNOLOGY UPDATES

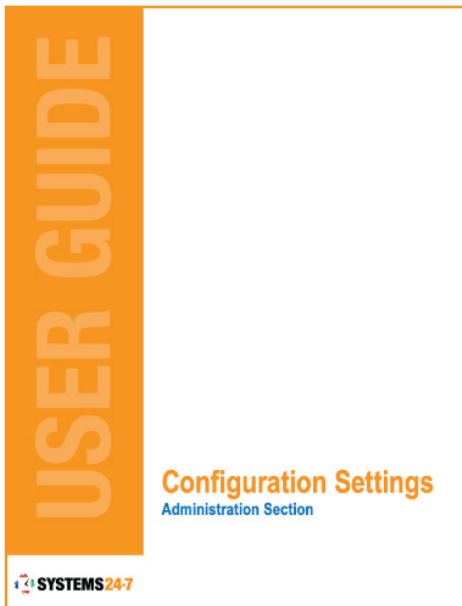
UPDATES TO SYSTEMS 24-7

Final Test Re-take Options

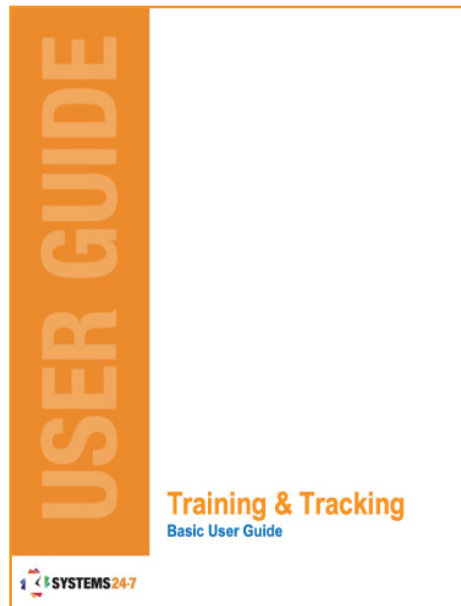
An update has been released to Systems 24-7 to allow your company to decide how employees must take the final test when they fail it. If you wish, a company can now determine if an employee fails a final test that they:

1. Must re-take all test questions (this is the default); or
2. Only re-take the questions that they failed

Updates have been made to the **Edit Configuration Settings User Guide** and the **Training & Tracking User Guide** regarding this new setting. These guides have been posted on the user aids page of your Systems 24-7 site. If you wish to apply this setting or if you have questions, please email support@systems24-7.com so we can assign the permission to your company to configure the final test options.



DOWNLOAD



DOWNLOAD

Compliance Packages Posted

For those clients using our Safety or HR Professional Services, your compliance packages are posted. Log on to **Systems 24-7** and select the Compliance Package feature to view your instructions.

For health and safety, all assignments must be completed to keep your program in compliance.

SAFETY AND HR UPDATES

NEW COURSES

New Course: Annual Safety Review 2023

This training module is designed to review and refresh employees on health and safety basics. It covers WHMIS responsibilities, Workplace Violence and Harassment types and risk factors, and reporting requirements for hazards, incidents, and near misses. It also includes basic information on MSDs, how to prevent them, and methods used for hazard recognition. It is important for employees to review Health & Safety topics on a regular basis to refresh the information and keep up to date with any changes that may occur.



New Course: Naloxone Administration

This training meets the requirements of the Ontario Naloxone Training. It covers how to recognize an overdose, how to administer Naloxone (video), and hazards related to the administration of Naloxone. It also includes general information on opioids and addiction as well as an overview of the Good Samaritan Drug Overdose Act.

SAFETY AND HR UPDATES

ONTARIO JHSC CERTIFICATION



Have you had turnover or changes in your committee? When was the last time you checked that you have the required number of certified members?

Dunk & Associates is **approved** by the Chief Prevention Office to offer both Part 1 and Part 2 JHSC Certification training in Ontario. Under Ontario's Occupational Health and Safety Act, companies in Ontario with 20 or more employees are required to have a Joint Health and Safety Committee (JHSC) that complies with the Act. For most, that means having at least 2 committee members - 1 worker and 1 management representative - certified in health and safety. We do, however, encourage all members to be certified. JHSC certification training can also be used for training health and safety representatives.

In addition, certification is excellent competency building for managers and supervisors and is a great resumé builder!

Dunk & Associates offers a discounted price to our private clients. For more information and to register, visit us online at <https://www.systems24-7.com/ontario-jhsccertification>





WorkSafeNB: Fraud Alert

Firms are contacting New Brunswick employers and suggesting they are non-compliant with provincial OHS laws. The representatives may claim to be WorkSafeNB or use aggressive sales tactics to push unneeded goods and services. These firms may use the WorkSafeNB or the Government of New Brunswick logo without permission. **Please contact WorkSafeNB if you suspect fraudulent or misleading phone calls or emails. They can always be reached at prevention@ws-ts.nb.ca or 1-800-999-9775.**

Employers who wish to file a complaint on the tactics of a company soliciting products and services can also contact the Canadian Anti-Fraud Centre at 1-888-495-8501.

SAFETY AND HR UPDATES

Recent Important Legislation Updates

When the law changes, it rarely hits the mainstream news. Don't worry, Dunk & Associates does the work for you! Each month we monitor the changes and communicate them to you here! If the update has or will result in changes to training, we are responsible for making them. For our private Health and Safety or HR clients, we update relevant policies and programs and communicate with you regarding any changes in your compliance packages.

To see a list of recent changes, please [click here](#).



Click the link above for a list of changes.



SAFETY AND HR UPDATES

FEATURED ARTICLE

10 Tips to Gain Confidence in Having Difficult Conversations



- 1. Don't wait.** Have conversations often and provide feedback regularly addressing what is working well and what needs to improve. Letting it fester is not good for you or your employees.
- 2. Change your mindset.** Assume the meeting will go well and that you and your employee will benefit from this dialogue. Be positive and enter the conversation with energy.
- 3. Prepare beforehand.** Have your information thought out and organized. What do you know? What do you need to know from your employee? What do you want to learn? Most likely you will not have all the answers.
- 4. Practice having these conversations.** Talk it out with the family pet, and practice language and tone. Do not script it out, just practice the dialogue. Have key points prepared but let the conversation flow naturally.
- 5. Manage your emotions.** What tools do you have if the emotions start to escalate, as they often do? Keep calm, breathe, and redirect the conversation to fact-based statements. The more you stay in control, the better the conversation will go. Always acknowledge the positive things this employee offers the organization.
- 6. Be empathetic.** Clearly explain why you are having this meeting. Pause and let the employee gather their thoughts and emotions. Learn to sit, wait and listen, employees need to be heard. Ensure the employee understands why you are providing the feedback – not to fire them but to resolve the issue/incident.
- 7. Brainstorm together.** Have points that you want to brainstorm for solutions with the employee. Ask open-ended questions so that the employee is engaged in the building of solutions.
- 8. Take a break.** As needed to keep calm and refocus, take a break. Don't delay too long but consider 15 minutes to visit a washroom, get some fresh air, grab a coffee as may be helpful and needed.
- 9. Agree to disagree.** It is ok if you do not agree on everything, but in the end, what is needed for the business, is the working relationship, safety, and productivity of all employees. Can you both give a little bit? Find the road to success.
- 10. Document the outcomes, decisions, corrective actions, and next steps.** Do follow-up as needed with the employee, and others impacted by the outcomes.



EXCELLENCE UPDATES

FEATURED ARTICLE

Why do a Culture Survey?

Some of you may have noticed a Culture Survey option while navigating the WSIB Digital Portal and wondered what is this really about.

The culture survey is a helpful tool for businesses to gauge their overall safety culture across various roles in the company. While this is not a mandatory survey, it is an excellent resource to measure your initial safety culture and then send it out again and see how it's changed after the implementation of your topics for the program year. It can also provide insight into potential topics for the following year, as well as other opportunities for improvement to your Health & Safety Program.

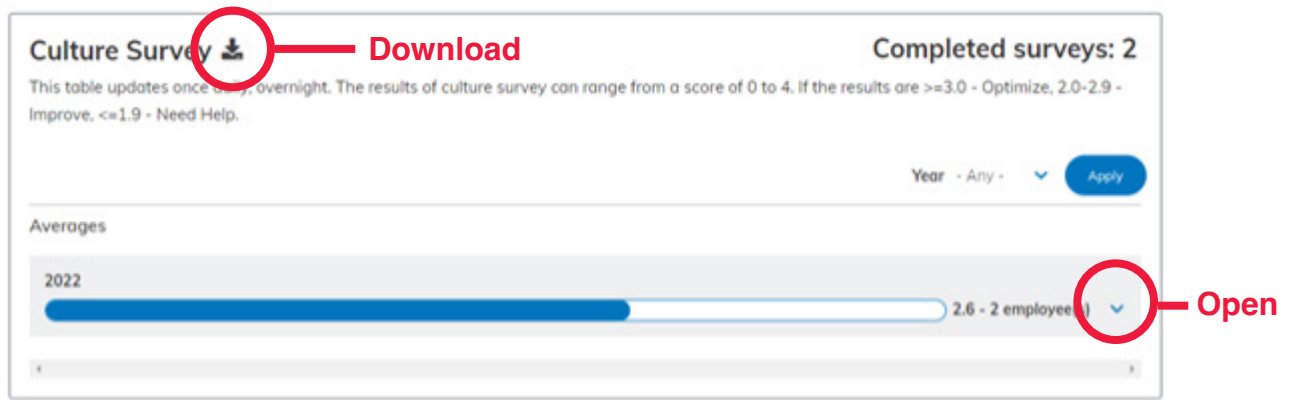
On Monday, February 6th, the WSIB launched a new Culture Survey results table available on your dashboard. This means you won't need to reach out to the health and safety inbox for your business summaries anymore! The Employer Digital User Guide has been updated and posted to reflect this new feature.

Members can find their culture survey results on their dashboard, below the "Badges Earned" table.

You will be able to see the results for their responses broken out by:

- Year completed (will help see changes in culture year over year).
- By question – To view the average score per question, open the year row by clicking on the down arrow.
- If you would prefer to work in CSV format, it can be downloaded using the download button.

A business does not have access to the information of average scores by role. The provider has access to this information to keep the culture survey anonymous to the business.



If you are interested about this survey or have any questions, please feel free to reach out to us and we would be happy to discuss them further.

EXCELLENCE UPDATES

FEATURED ARTICLE

WSIB Small Business HSEp will be Changing in 2024!

Last week, WSIB communicated to providers that the Small Business HSEp program (100 employees or less) will be changing in 2024. No details have been released but they alluded that the financial rewards (\$1000 credit and double rebate) will be more aligned with the regular HSEp program. Once we know what 2024 will look like, we will communicate it out to everyone. There has been no timeline provided by WSIB at this time.

What does this mean to existing members?

If you are in the program already for 2022 and you have not completed your topics, you have until your action plan expires to do so and achieve the double rebate for 2022. However, if you wait until the expiry date, you will not be able to re-register for 2023 and take advantage of the program as it stands as you will not have enough time to complete the program. The latest that you could re-register and still be able to complete the program by November 1st is May 1st, 2023.

Depending on where you are in your 2022 program, there is still time to get your 2022 topics completed and register for 2023.

If you have any questions on this, please feel free to reach out to us at excellence@systems24-7.com and we would be happy to discuss further with you.

What does this mean for new members thinking about joining?

What it means to new members is that your time is running out to take advantage of this program as it stands today (\$1000 registration credit and double rebate). Registration forms can be found below and if interested, please reach out to us at excellence@systems24-7.com so we can discuss the next steps and how this program will benefit your business.



DUNK & ASSOCIATES INC.
WSIB HEALTH & SAFETY EXCELLENCE PROGRAM (HSEp)

WHAT IS THE HSEp?
2022 launched the WSIB HSEp (Health & Safety Excellence Program) for employers with 100+ employees. This new program recognizes the strength of the previous WSIB Health, Safety, Quality, and Training programs. It is a free program for all eligible Ontario businesses to improve health and safety and enhance workplace and help create a better leader and safer place to work.

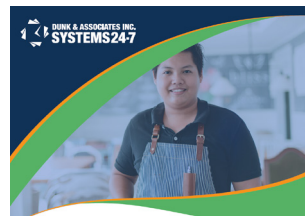
WHAT DUNK OFFERS?
Dunk & Associates offers more than just documents and legal advice. We engage with you and meet you where you are at any time every day. Whether you are an employer or WSIB, we are the resource you need to build your safety program.

Dunk & Associates is an approved provider of the HSEp in Ontario. We have been a provider with the WSIB in the Safety Excellence program since 2002 and are now one of the most recognized and experienced providers for the HSEp. We are "Member only" and our client testimonials are testament to a variety of services we offer. Our services include: client onboarding and implementation support, case strategy and development, legal and compliance support, and more. We have a proven track record of safety with a client base of more than 2000 companies. From the safety training program, workplace assessments and risk audits to our on-site, on-call services in your business, we provide value, innovation, integrity and expertise with fully developed expertise for every need in Ontario. This includes those required by the Canadian Labour Code.

Visit www.systems24-7.com, call 1-866-754-8000 or email excellence@systems24-7.com to learn more.

HSEp Information Package for employers with 100+ employees

DOWNLOAD



DUNK & ASSOCIATES INC.
SMALL BUSINESS HSEp

WHAT IS HSEp?
Launched in 2006, the WSIB Health & Safety Excellence program (HSEp) recognizes an Employer's and contractor's efforts to reduce the number of workplace injuries, illnesses, and lost time. The program is designed for small to medium-sized businesses (1-99 employees) who are at least 100 days in business and have been in Ontario since 2006. The program is available to all eligible Ontario businesses and helps create a healthier and safer place to work. Participants can earn financial rewards and receive double rebates on their HSEp program. The program allows businesses to invest in their health and safety programs or to receive a portion of that investment back. Click to view the opportunity to grow your program, participate and get rewarded!

Visit www.systems24-7.com, call 1-866-754-8000 or email excellence@systems24-7.com to learn more.

Small Business HSEp Information Package for employers with 1-99 employees

DOWNLOAD

EXCELLENCE UPDATES

REMINDER

Mandatory Webinars for HSEp

Just a reminder that all Guidance & Instruction webinars are mandatory for all of our HSEp Members (both the SB HSEp and regular HSEp). Attendance is taken for each webinar and if not attended, there are recordings on the Dunk Portal for you to watch which are found on your dashboard.

Attending these webinars will provide you with updates to the program and legislation in Ontario. If not attended, you could possibly receive an incomplete in the program as you did not follow the program requirements. This would also result in more work as your evidence submissions will be sent back by Dunk for you to redo until the program requirements are met.

Below is a link to all upcoming webinars along with what program participants should attend. We have also included a link to the recording of the most recent webinar held on January 10th. Don't forget to send us an email to let us know you watched the recording to excellence@systems24-7.com so we can add your attendance to the list.



UPCOMING HSEp WEBINARS

Small Business HSEp: Steps 1, 2, 3, and Orientation

(For SB HSEp Members only)
Tuesday, March 7, 2023
9:00am - 11:00am EST

Excellence Guidance & Instruction

(for both SB HSEp and regular HSEp)
Tuesday, April 11, 2023
9:00am - 11:00am EST

Excellence Guidance & Instruction

(for both SB HSEp and regular HSEp)
Tuesday, June 13, 2023
9:00am - 11:00am EST

Small Business HSEp: Steps 4, 5, 6 and Orientation

(For SB HSEp Members only)
Tuesday, August 15, 2023
9:00am - 11:00am EST

Excellence Guidance & Instruction

(for both SB HSEp and regular HSEp)
Tuesday, October 10, 2023
9:00am - 11:00am EST

RECORDED WEBINARS

[HSEp Guidance and Instruction Webinar](#) | Recorded on: January 10th, 2023

MARCH WEBINARS

Register now for our monthly webinars

COACHING CLINIC (HR AND SAFETY)

Tuesday, March 14, 2023 | 1:00pm - 2:00pm EDT

Facing challenges? Hit barriers in performance management, controlling absenteeism, or need new ideas on how to achieve compliance with company policies? We have the clinic for you! Dunk Coaching Clinics are held by our senior professional staff and offer attendees a forum to learn the skills to coach. Coaching effectively reduces workplace harassment, personal stress and creates a healthier workplace. Every session has a theme but offers the opportunity to ask your questions and get some coaching on what matters to you.



REGISTER



REGISTER

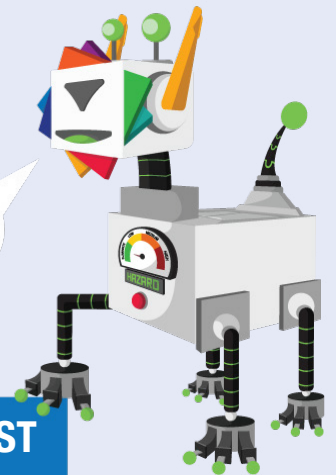
WORKPLACE HARASSMENT: WHY THE INCREASE IN INCIDENTS?

Wednesday, March 15, 2023 | 1:00pm - 2:00pm EDT

Workplace harassment incidents are increasing and we want to explore why. Are your zero tolerance policies working? How do you handle the increase? Feeling frustrated and concerned with workplace culture; you are not alone. Dunk has some ideas, join us for an honest conversation on what we can and should do.

Registration is **free** to all our monthly webinars. Seats are limited, register today!

2023 WEBINAR LIST



RECORDED WEBINARS

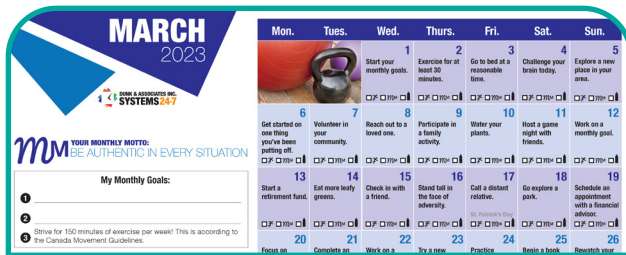
[An OHS Compliance Officer Shows Up At Your Door... Now What?](#) | Recorded: Feb 15, 2023

WELLNESS UPDATES

2023 WELLNESS CALENDAR

Building wellness into your daily activities can take some time. Learning new habits takes work! Each year Dunk & Associates publishes a wellness calendar full of activities, daily tips and monthly mottos. Each month is different from the next and includes fun challenges to help with work wellness and work-life balance.

Click [here](#) for this month's calendar or download the entire year below!



2023 FULL COLOUR & INTERACTIVE

Download



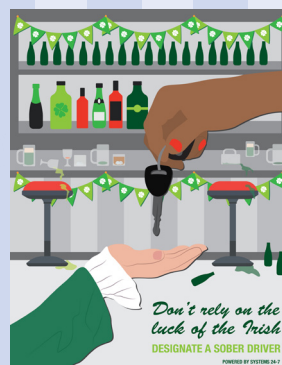
2023 BLACK AND WHITE
(Printer friendly)

Download

YOUR OTHER COMPLIMENTARY RESOURCES THIS MONTH



Click on each image to expand and download



Designate a Sober Driver

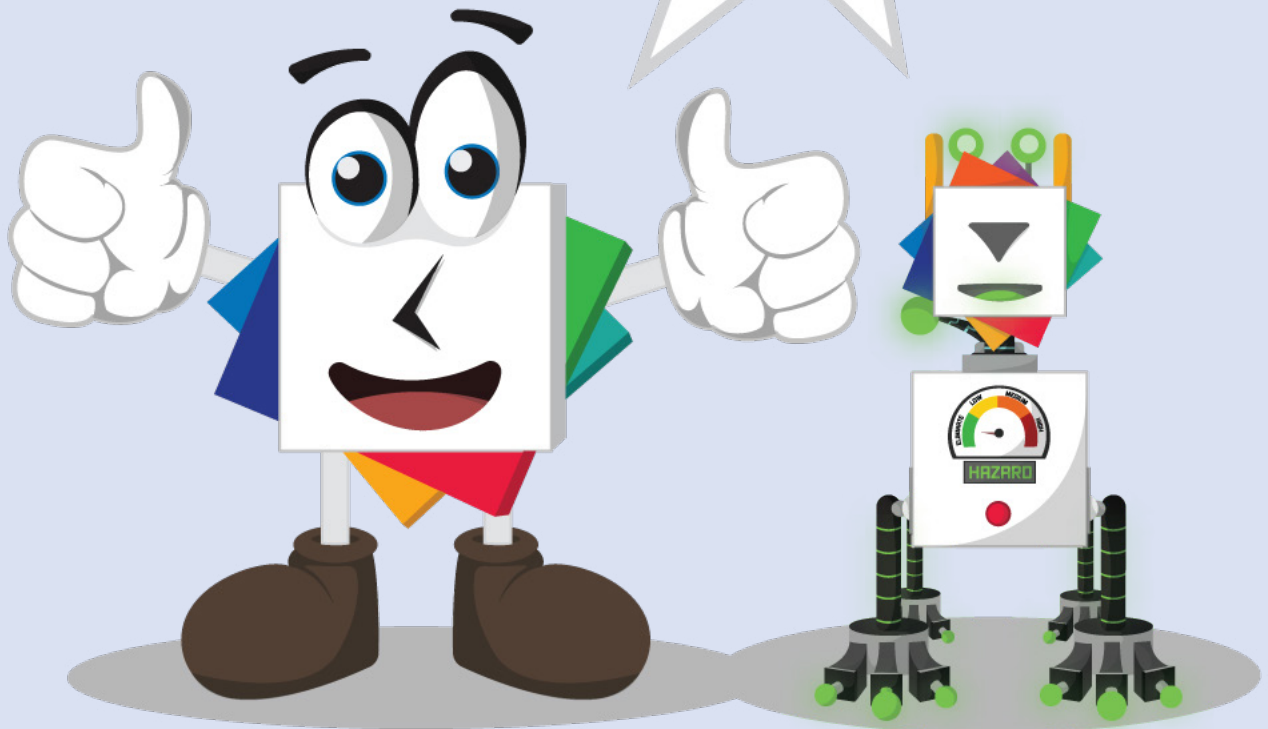


What is Seasonal Affective Disorder (SAD)?



Workplace Harassment

**THANKS FOR READING.
SEE YOU NEXT MONTH!**



Local Phone: 705-731-4979 | Fax: 705-731-4980 | Toll Free: 1-866-754-8839

