

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

**Systems 24-7 Update:**  
New Employee Scheduler  
Email Templates

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

**Excellence Program:**  
Get Yourself a Back-Up!

**Important Dates:** Easter Closure,  
Systems 24-7 Expo Early Bird Pricing  
Deadline, Day of Mourning

**Save the Date:**  
Systems 24-7 Expo



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**TECHNOLOGY  
UPDATES**



**SAFETY  
UPDATES**



**EXCELLENCE  
UPDATES**



**LEGISLATION  
UPDATES**



**HR  
UPDATES**



**WELLNESS  
UPDATES**

## IMPORTANT DATES

### Easter Closure - April 7 until April 10

Dunk & Associates will be closed Friday, April 7th and Monday, April 10th for Easter.



### Systems 24-7 Expo Early Bird Pricing! - Now until April 12

Dunk & Associates is offering special early bird pricing from now until April 12th. The cost per ticket is \$65 per person plus HST and applicable eventbrite booking fees. Tickets are non-refundable but may be transferred to another person. Ticket cost includes lunch and refreshments.

***Pricing after April 12th is \$75 per person plus HST and applicable eventbrite booking fees.***

Want to see the agenda for the day? Click [here](#).



<https://www.youtube.com/watch?v=FTC-jFSVbtg>  
<https://www.ccohs.ca/events/mourning/>

### Day of Mourning - April 28

The National Day of Mourning, observed on April 28th, is not only a day to remember and honour those lives lost or injured due to a workplace tragedy, but also a day to collectively renew our commitment to improve health and safety in the workplace and prevent further injuries, illnesses and deaths.

Whether employees are currently working remotely or onsite, we encourage organizations, communities, and individuals to hold or support an event, or to simply observe a moment of silence at 11:00 am on April 28. Consider sharing or playing CCOHS' moment of silence video in your workplace to honour those who have died, or suffered injury or illness due to a work-related tragedy.

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 | 8:30 AM - 4 PM

**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

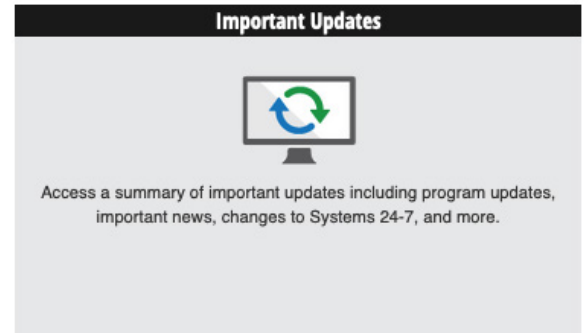


# TECHNOLOGY UPDATES

## UPDATES TO SYSTEMS 24-7

### New! Important Updates Page

For administrators on Systems 24-7, we have added a new resource in the Admin section of Systems 24-7 called “Important Updates”. This new page is designed to help administrators stay up to date with what is new and updated on Systems 24-7. Check out new features, get access to our newsletters, see what’s changed in the legislation across Canada over the month, and more.



**Check it out! It's just another way for us to keep you in the know!**

<https://www.systems24-7.com/important-updates>

### Add Course Scores

An update has been made to the add course scores page to allow administrators to determine whether the course score should be added as mandatory or optional to the employee’s Training and Tracking page.

This is meaningful for courses that have not yet been assigned, but the administrator wants to upload a record to.

**Please note that userguides have been updated and posted under the Training and Tracking page.**

Course	Score	Date	Assignment Type	Certificate
<input checked="" type="checkbox"/> 1. WHMIS 2015	100	March 1, 2023	Mandatory	Browse... No file selected.
<input type="checkbox"/> 2. Please select a course			Mandatory Optional	Browse... No file selected.
<input type="checkbox"/> 3. Please select a course			Mandatory	Browse... No file selected.
<input type="checkbox"/> 4. Please select a course			Mandatory	Browse... No file selected.
<input type="checkbox"/> 5. Please select a course			Mandatory	Browse... No file selected.

[Add Scores](#)

# TECHNOLOGY UPDATES

## UPDATES TO SYSTEMS 24-7

### New Employee Scheduler Email Templates

The following new email templates are available for those using the Employee Scheduler. Like our other email templates in the notification centre, these can be customized to suit your communication needs.

- **Time Off/Shift Change Request Submitted:** This email is sent to selected administrators when a user has submitted a time off request through the Employee Scheduler program.
- **Time Off/Shift Change Request Updated:** This email is sent to selected administrators when a user has updated a time off request through the Employee Scheduler program.
- **Time Off/Shift Change Request Cancelled:** This email is sent to selected administrators when a user has cancelled a time off request through the Employee Scheduler program.
- **Time Off/Shift Change Request Approved:** This email is sent when an administrator has approved a time off request through the Employee Scheduler program.
- **Time Off/Shift Change Request Denied:** This email is sent when an administrator has declined a time off request through the Employee Scheduler program.

*The notification centre user guide has been updated for these new templates and is posted on the User Aids page.*



Not sure what the employee scheduler is? The employee scheduler is an add-on of Systems 24-7 which allows managers to build schedules online in Systems 24-7. Employees can view their schedule and request time off. Managers can set their own parameters for approval time and easily report on the number of shifts, days off, total hours worked and more. Want to learn more? Email [support@systems24-7.com](mailto:support@systems24-7.com).

## 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.

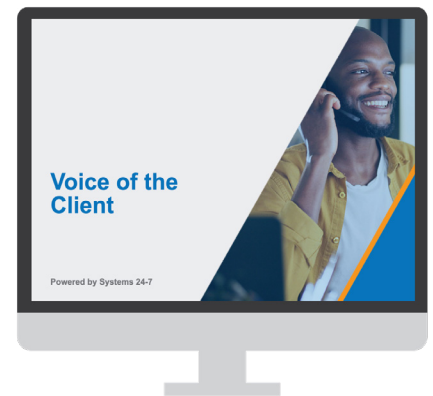
For health and safety, all assignments must be completed to keep your program in compliance.

# SAFETY AND HR UPDATES

## NEW COURSES

### New Course: Voice of the Client Training

In order to retain existing clients and attract new business, it is imperative to listen to clients' wants and needs. This course will explore what "voice of the client" is and why it is important in your business. It covers how to implement "voice of the client" procedures into your workplace so that client feedback is being used to make meaningful improvements in your workplace.



## 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](#).



# SAFETY AND HR UPDATES

## FEATURED ARTICLE

If you haven't heard the news, Dunk & Associates is excited to invite you to attend our **Systems 24-7 Expo on Tuesday, May 16th at the Mississauga Convention Centre in Mississauga, Ontario**. This event is open to everyone near and far! The Expo will offer a variety of engaging and informative sessions designed to help you build the skills necessary to create a safer and healthier workplace.

Why did we decide to host this Expo? Firstly, because it's been a while since we've been able to see you, secondly because it's hard to find great leadership development conferences that are affordable in a time when all nickels and dimes matter, and thirdly because our businesses need it – we need something to get us inspired, re-focused, and refreshed!

The sessions will be led by experts in the fields of occupational health and safety, human resources, risk management, employee wellness, technology, and more. Each session is carefully crafted to provide practical and actionable information that you can use to make a real impact in your workplace. **Presentations include:**

- Effective Coaching Strategies for High Performance and Success
- Health and Safety, Workplace Leadership and the Post-Pandemic/ Endemic Workplace
- Financial Wellness in the Workplace
- Hacking the Hackers! Protecting your Company with Secret Weapons!
- Increase Your Chances of Survival: Defibrillators in the Workplace
- Revolutionizing Workplace Safety: Report it and eBoards
- And more!

At the Expo, you will have the opportunity to network with other health and safety professionals and learn from their experiences. We will be also launching two brand new features; Report it and eBoards! There will be ample opportunities for demonstration, discussion, and collaboration, so you can share your own insights and learn from others. In addition, come and visit our vendor fair where you'll have the opportunity to win amazing prizes!

Whether you're a health and safety or HR professional, an employer, manager/supervisor, JHSC member, or just looking for a great opportunity to learn, our Expo has something for everyone. Join us for an exciting and educational experience that will help you build the skills you need to create a safer and healthier workplace for all.

The cost to register is only \$65 per ticket plus tax and booking fees. Lunch and refreshments are included in the ticket price. Pricing after April 12th is \$75 per person plus HST and booking fees.

**Click the links below to learn more about the event and register! For those coming from outside Ontario, our website offers information on nearby accommodation with a discounted room rate.**

**Event Information:** <https://www.systems24-7.com/systems24-7expo>

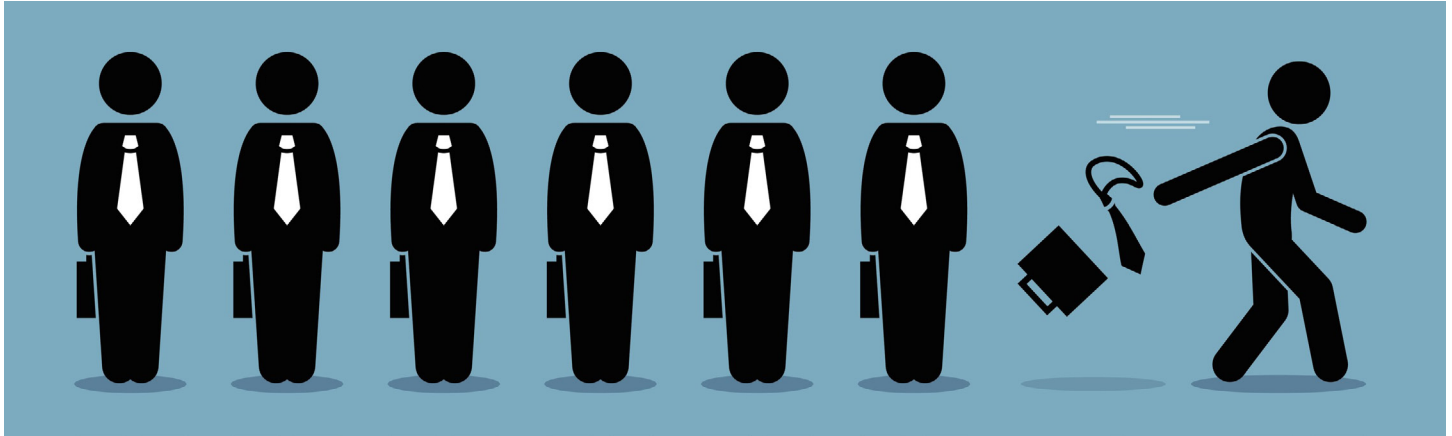
**Registration:** <https://www.eventbrite.ca/e/systems-24-7-expo-tickets-514159283257>

Want to see the agenda for the day? Click [here](#).



# EXCELLENCE UPDATES

## FEATURED ARTICLE



## Get Yourself a Back-Up!

No one knows when an employee will leave, but it does happen. Over the last few years, it seems to happen more often. Why is it happening? Are there any specific reasons this is happening? That's not what this article is about. If you find out though, please let us know. What we are focusing on for this article is making sure you have a backup to your HSEp Implementation.

Dunk has noticed that there has been an increase in our main HSEp contacts who have left their employers during the implementation of the program. Having a backup who knows where the main contact left off is vital to the continuation of the program. Being able to pick up where they left off will ensure that your topics will be successful in achieving a rebate.

We know that everyone is busy and there seems to be fewer resources to rely on, but if you do not have an HSEp backup who is aware of where you are in the program journey and where all your documents are stored, we strongly suggest you get one. You never know when it will happen and the last thing you want is to be caught unprepared. You've paid to be in the program and it would be a shame to have to defer your topics and lose out on the whole year because you don't know where to start to get back on track.

Of course, Dunk will do everything they can to assist you, but there are a few things that we cannot control, such as the time left in your approved action plan, where your supporting documents are kept, and the finer details of your topic implementation. The success of your program hinges on all of these.

When this happens, or even before it happens you should have at least one person as an HSEp backup as a minimum. They can also help you create HSEp content, follow up with your employees to complete training, gather evidence, assist in the evaluation step, and take over without skipping a beat if your main contact leaves.

### **If your main contact does leave, it is important to:**

- Do a recap of where they left off in the program and where resources are stored before they leave.
- Hand off the program to the backup
- Notify Dunk of the change so we can add access to our portals, add them to our distribution lists, and get things back on track if possible.
- Discuss with Dunk how this will impact your HSEp

***Being prepared is crucial to the success of your program and your ability to achieve rebates are dependent on this!***





# 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 March 7th. Don't forget to send us an email to let us know you watched the recording to [excellence@systems24-7.com](mailto:excellence@systems24-7.com) so we can add your attendance to the list.



## UPCOMING HSEp WEBINARS

**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

**Small Business HSEp: Steps 1, 2, 3 and Orientation** | Recorded on: March 7th, 2023

# APRIL WEBINARS

Register now for our monthly webinars

## **SECURITY IN ONLINE PROGRAMS AND LIFE CYCLE**

Wednesday, April 19th, 2023 | 1:00pm - 2:00pm EDT

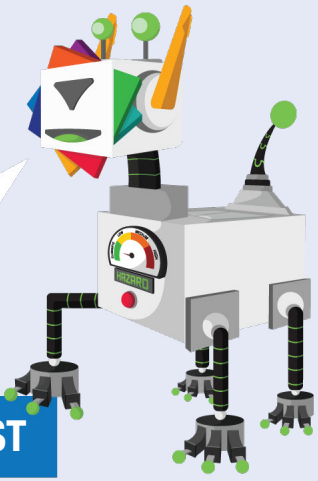
There are many best practices that we should follow when it comes to online security – but what if they are more than just best practices. In 2023, online security shouldn't just be “something nice to do”, they should be a priority both personally, and as a business. Join us as we discuss security in online programs and the life cycle of hosting web applications. We'll learn how websites really work. Don't worry, you don't need to be techy to understand this webinar – this is for everyone!



**REGISTER**

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

**2023 WEBINAR LIST**



## **RECORDED WEBINARS**

**Workplace Harassment: Why the Increase in Incidents?** | Recorded: March 15, 2023





# Event Schedule

Systems 24-7 Expo

## Time

## Topic/Presenter

- 8:30 - 9:00 AM • **Expo Sign-In, Brunch, & Networking**
- 9:00 - 9:15 AM • **Welcome, Housekeeping & Overview**  
Brian Dunk | *Dunk & Associates*
- 9:15 - 9:45 AM • **Overview of Prevention Initiatives at the Ministry of Labour, Immigration, Training and Skills Development**  
Richard Burton | *Manager of the Health and Safety Training Administration and Certification Unit, Ministry of Labour, Immigration, Training and Skills Development's Prevention Division.*
- 9:45 - 10:15 AM • **Effective Coaching Strategies for High Performance & Success**  
Uchiche Ezurike-Bosse | *My Empowered Living*
- 10:15 - 10:30 AM • **Fitness Break**  
Matrixx Ferreira and Myles Methner | *Iron Performance Center*
- 10:30 - 10:45 AM • **Thriving at Home: How to Stay Healthy While Working Remote**  
Matrixx Ferreira and Myles Methner | *Iron Performance Center*
- 10:45 - 11:45 AM • **Health and Safety, Workplace Leadership and the Post-Pandemic/Endemic Workplace**  
Jeremy Warning and Deanah Shelly | *HR Lawyers, Mathews Dinsdale & Clark LLP*
- 11:45 AM - 12:00 PM • **Increase Your Chances of Survival**  
Dean Turner | *Fast Rescue*
- 12:00 - 12:30 PM • **Lunch & Safety Tid Bits**  
Nancy Dunk | *Dunk & Associates*
- 12:30 - 1:00 PM • **Vendor Fair & Networking**
- 1:00 - 1:30 PM • **Supporting the Business Case for Investing in a Health and Safety Program**  
Janet Bewers | *CRSP, CHSC, Certified Sales Professional and Health and Safety Consultant, Workplace Safety and Insurance Board*
- 1:30 - 2:00 PM • **Hacking the Hackers! Protecting your Company with Secret Weapons!**  
Brian Dunk & Craig McKinnon | *Dunk & Associates*
- 2:00 - 2:30 PM • **Financial Wellness in the Workplace**  
Loui Nedanis and Brian McGonegal | *RBC Group Advantage*
- 2:30 - 2:45 PM • **Break**
- 2:45 - 3:15 PM • **Revolutionizing Workplace Safety: Report it and eBoards**  
Jackie Watson | *Dunk & Associates*
- 3:15 - 3:45 PM • **Closing Remarks & Retirement Well Wishes, Giveaways**  
Nancy Dunk & Brian Dunk | *Dunk & Associates*

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

