

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

Systems 24-7

Announcement: Report It

Important Dates: Victoria Day Closure, Safety and Health Week

Excellence Program: Small Business Health and Safety Leadership Awards

Featured Article: What Is Not Documented



[Click here for Star Wars safety posters](#)

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IMPORTANT DATES


Office Closures

The Dunk & Associates office will be closed on both **Friday, May 19th** and **Monday, May 22nd** for the Victoria Day Long Weekend.



Dunk & Associates will be closed on both Friday, May 19th and Monday, May 22nd for Victoria Day.

We wish you a safe and happy day with your friends and family.



Safety & Health Week

Together
we can create
safe workplaces
and
communities

MAY 1-6 2023

#SafetyAndHealthWeek

Safety and Health Week

May 1 - 6, 2023



The goal is to focus employers, employees, partners and the public on the importance of preventing injury and illness in the workplace, at home and in the community.

<https://www.ccohs.ca/events/safety-and-health-week/>

LET THE COUNTDOWN BEGIN

SYSTEMS 24-7 EXPO

EXPO
SYSTEMS
24-7

*We look forward to
seeing you there!*

**Mississauga Convention Centre
May 16, 2023**

[Click For Event Details](#)

[Click For Event Agenda](#)

*The last day to buy tickets is May 8th.
You still have some time. Get them today!*

[Click For Event Tickets](#)

www.systems24-7.com



Toll free: 1-866-754-8839

TECHNOLOGY UPDATES

ANNOUNCEMENTS

Report It: NOW LIVE!

We are excited to let you know that the new Report It feature is launched on Systems 24-7 and is currently in BETA testing (one of the final steps in software development where testing is done by target users). This is a large, brand-new, and robust feature, which will allow companies the ability to develop any form online for documentation and tracking. You'll also be able to add a unique process for verification and approval. This tool could be used for a variety of purposes, such as accident/incident investigation forms, work refusals, vacation requests, workplace inspections, timesheets, hazard reports, discipline records, and more.

As with all our tools, the forms that you create are permission-based, meaning they are only made available to employees based on their access and permission level. Submitted forms are then tracked on Systems 24-7 for reporting and documentation by managers/supervisors and other administrators.

Systems 24-7 Report It Overview

What is Report It?
Report It is an online form builder with extreme flexibility. It's easy to use, share, and track and it fits right on your Systems 24-7 platform. The best part, all the data that is collected can be reported on to track performance indicators and trends. **Use more gathering paperwork, just add a system report!**

Report It gives your company the ability to create online forms and reports to track any information, such as workplace inspections, accident/incident reports, requests for accommodation, disciplinary actions and more. With a variety of templates designed by Dunk & Associates Inc., you can save, customize, and set up your own internet reporting flows and processes.

Report It Features

- Fully Customizable**
Build inspections, audits, checklists, breakdowns, and any other custom form.
- Form Templates**
Not sure where to start? Our professionals have created a variety of samples to get you started. Make it your own by customizing it and you're off!
- Manage Workflow**
Assign questions or pages to be completed by other members within your organization. You can reset a one-time with each assigned task and flag a follow-up upon completion.
- Capture More**
Users can upload evidence to support their forms, including images, documents, presentations, pdf, or video files.
- Business Insights**
Use the information collected in forms to track performance indicators and trends.
- Modified Duties and Lost-Time Tracking**
Track and document injuries to support employees in an early and safe return to work.
- Unlimited Technical Support**
Sometimes it helps to work with the experts. Our team is here to make your implementation as smooth as possible.

Benefits of Report It

- ✓ Easily keep all forms up-to-date company-wide.
- ✓ Pull and analyze data on all forms through the Systems Report feature.
- ✓ Save time by electronically assigning and verifying to managers/supervisors.

www.systems24-7.com Call us today to get started! Toll Free: 1-866-754-8839

Let your forms work for you.
Introducing Report It, an online form builder with extreme flexibility. The best part, all the data that is collected can be reported on to track performance indicators and trends.

- Fully Customizable**
Build inspections, audits, checklists, breakdowns, and any other custom form.
- Business Insights**
Use the information collected in forms to track performance indicators and trends.
- Sample Inspection Form**
Overview of Sample Inspection Form
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www.systems24-7.com



If you're interested in using this feature, please email 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.

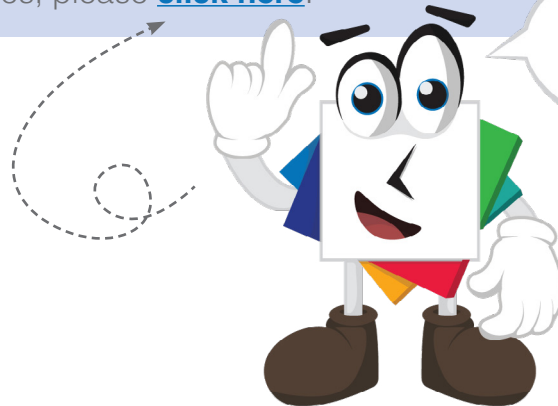
For health and safety, all assignments must be completed to keep your program in compliance.

SAFETY AND HR UPDATES

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

What Is Not Documented

Most of us have heard, “if it is not documented, it did not happen”. For most of the time that is true. The reality is that we cannot document everything. Imagine trying to document every rule, every instruction, every direction to staff. Lately we find that is what’s being asked of supervisors.

Have you ever heard, “you did not tell me that”? Do you have employees who you need to write everything down and record conversations because they will challenge you that this was not said? Here are a few ideas on how to determine what to document and what not to document.



Consider common sense items – now think carefully on this. Do you need to write down that employees are not to steal from you, stand on the tops of ladders, or speed on a delivery job? Some unions would have us believe this, however, general knowledge does not always require documentation. What it does require is evidence that the information truly was “general knowledge”. How do you prove general knowledge? For example, a lawyer will call upon a variety of staff and ask them; “did you know that taking cash from the register for personal use is stealing?”. If the employees answer “yes”, we can prove that stealing is prohibited in the workplace, and this is determined to be general knowledge. This is probably an obvious one, but what about operating a piece of equipment that has been taken out of service for repair, or using a piece of equipment that an employee was not trained on?

What about employee directions? Generally this is not needed for every employee, especially in an environment where effective SOPs/SWPs exist. But what about that verbal direction on a question? The best practice is when an employee has multiple questions and wants answers, depending upon the circumstances, have the employee send you the notes or an email confirming the direction you gave. We find this is very useful for employees to receive directions from upper management on work and projects.

When in doubt document, or record audio. One construction firm, openly records the audio in all meetings (including client meetings) as evidence of what was said, directed, promised and understood. When we first learned this, we were skeptical. However, it is much easier than note taking, memo writing, and worrying about what was missed. Something to consider, but ensure you have a policy and disclose this at every meeting. Keep in mind, this can also be used against you if you have failed to deliver or meet the needs of the conversation.

Just a few opinions and points to ponder!

EXCELLENCE UPDATES

FEATURED ARTICLE



Small Business Health and Safety Leadership Awards

Now accepting submissions for our 2023 awards!

Win up to \$10,000 by telling the WSIB what your small business has done over the past year to improve your workplace health and safety.

We know how hard small business owners and operators work to keep their employees healthy and safe.

That's why each year the WSIB recognizes the health and safety achievements of **independently-owned and operated businesses with fewer than 50 employees** through WSIB's Small Business Health and Safety Leadership Awards.

Entering is easy – just answer the questions on the WSIB's [submission form](#) and email it back to them.

The WSIB will review the entries and create a short list of the top candidates. They will ask short-listed businesses to provide supporting materials (like photos, documents, video, etc.) for the answers provided on the submission form.

The top three businesses will receive a monetary prize:

Gold
\$10,000

Silver
\$6,000

Bronze
\$4,000

Submissions are due by **May 19, 2023**.

Read how to enter on the next page

EXCELLENCE UPDATES

FEATURED ARTICLE

Small Business

Health and Safety Leadership Awards

Now accepting submissions for our 2023 awards!

Who Can Enter:

- Businesses registered with the WSIB whose account is in good standing (i.e., all premiums and other amounts owing to the WSIB are paid up-to-date, no convictions under the Workplace Safety and Insurance Act)
- Independently-owned and operated businesses that have at least one employee (not including the owner/operator) but less than 50 employees
- During the life of their business, entrants must **not** have:
 - Any fatalities in the workplace
 - Any convictions by the Ministry of Labour, Immigration, Training and Skills Development for violations under the *Occupational Health and Safety Act* (OHSA) and its regulations or the *Employment Standards Act* (ESA)
- Past winners are not eligible to re-apply for five years

How to Enter:



Download and save the [submission form](#) on your computer or device, and enter your responses in the text fields



Send your completed submission form to smallbizsafety@wsib.on.ca

Shortlisted businesses will be asked to send supporting information for the answers provided in the submission form. The types of files you can send the WSIB include photos, documents, videos, signage, certifications, etc.

Please email the WSIB at smallbizsafety@wsib.on.ca if you have questions about the submission process – They're there to help.

Interested in taking health and safety in your business to the next level?

Keeping your team safe and healthy at work is good for business. WSIB's [Health and Safety Excellence program](#) (HSEp) helps you make your workplace safer while earning rebates on your WSIB premiums. If interested in HSEp, please reach out to Dunk & Associates at excellence@systems24-7.com for more information.

MAY WEBINARS

Register now for our monthly webinars

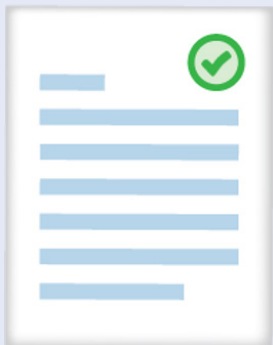
COACHING CLINIC (HR AND SAFETY)

Tuesday, May 9th, 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](#)



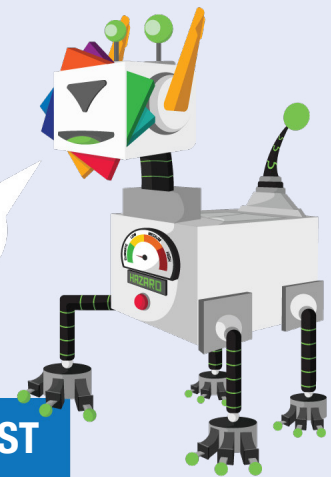
WRITING AN INVESTIGATION REPORT

Wednesday, May 17, 2023 | 1:00pm - 2:00pm EDT

What should be in your report and what do you keep to the side? What happens to the notes of the investigation? What do you share and with whom? Investigations are not as easy as they sound and we must keep it simple but truthful. During this webinar we will instruct on good report writing and provide templates and examples for your next investigation.

[REGISTER](#)

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



[2023 WEBINAR LIST](#)

[RECORDED WEBINARS](#)

[SECURITY IN ONLINE PROGRAMS AND LIFE CYCLE](#) | April 19, 2023.

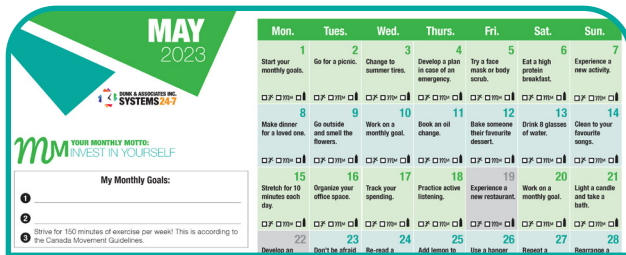
[Download Presentation Only](#)

WELLNESS UPDATES

2023 WELLNESS CALENDAR

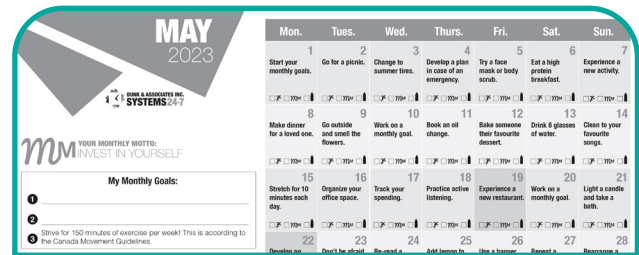
Building wellness into your daily activities can take some time. Learning new habits takes work! Each year Dunk & Associates publishes a wellness calendar full of activities, daily tips and monthly mottos. Each month is different from the next and includes fun challenges to help with work wellness and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



Body Mechanics Safety Talk



Firework Safety Poster



May the 4th Safety Posters

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**
- 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 Bowers | *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!**

