

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

Special Offer: Certification

Systems 24-7 Announcement: Report It

Important Dates: Office Closure

Featured Article:
Challenging Injury Claims

Excellence Program:
The Evaluation Step



Click icons to jump ahead to sections



**TECHNOLOGY
UPDATES**



**SAFETY
UPDATES**



**EXCELLENCE
UPDATES**



**LEGISLATION
UPDATES**



**HR
UPDATES**



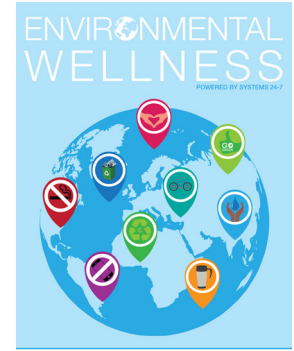
**WELLNESS
UPDATES**

IMPORTANT DATES

World Environment Day June 5th, 2023

Environmental wellness and protecting our earth shouldn't be just 1 day a year, but on this day, we recognize World Environment Day. This event brings together millions of people from across the globe and engages them in the effort to protect and restore the Earth.

Here is a poster on "Environmental Wellness" full of tips on how you can do your part to help the environment.



STRATEGIES TO ENHANCE YOUR ENVIRONMENTAL WELLNESS

1. **Reduce your energy usage.** Turn off your lights and unplug electronics when you're not using them. Use energy-efficient light bulbs and appliances. Use a programmable thermostat to save energy when you're not home.

2. **Recycle properly.** Recycle paper, plastic, glass, and metal. Use recycling bins provided by your community. Recycle your electronics and appliances.

3. **Conserve water.** Take shorter showers. Turn off the tap while brushing your teeth. Fix leaks promptly. Use water-saving devices like low-flow showerheads and faucets.

4. **Use public transportation, carpool, or bike.** Reduce your carbon footprint by using alternative modes of transportation.

5. **Reduce, reuse, and recycle.** Buy products with minimal packaging. Reuse items whenever possible. Recycle paper, plastic, and glass.

6. **Plant native plants.** Native plants are better adapted to your local climate and require less water and fertilizer.

7. **Use eco-friendly cleaning products.** Choose cleaning products that are biodegradable and free of harsh chemicals.

8. **Reduce your meat consumption.** Eating less meat can reduce your carbon footprint.

9. **Use reusable containers.** Bring reusable water bottles and coffee cups to reduce waste.

10. **Support local businesses.** Buying locally produced goods and services reduces transportation emissions.

11. **Use energy-efficient light bulbs.** LED bulbs use less energy and last longer than incandescent bulbs.

12. **Use energy-efficient appliances.** Look for Energy Star-rated appliances when you're shopping for new ones.

13. **Use a programmable thermostat.** A programmable thermostat can save energy by automatically adjusting the temperature when you're not home.

14. **Use a programmable water heater.** A programmable water heater can save energy by automatically adjusting the temperature when you're not home.

15. **Use a programmable dryer.** A programmable dryer can save energy by automatically adjusting the drying time.

16. **Use a programmable furnace.** A programmable furnace can save energy by automatically adjusting the temperature when you're not home.

17. **Use a programmable air conditioner.** A programmable air conditioner can save energy by automatically adjusting the temperature when you're not home.

18. **Use a programmable sump pump.** A programmable sump pump can save energy by automatically adjusting the pump speed.

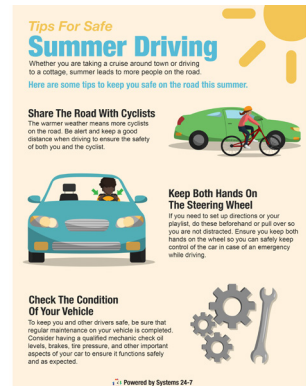
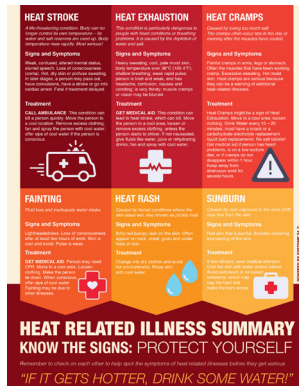
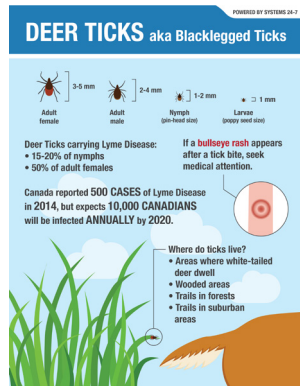
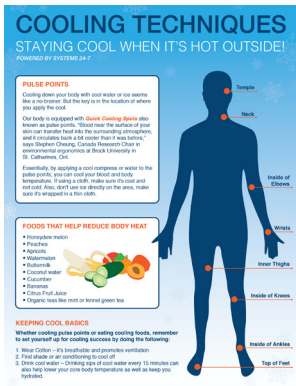
19. **Use a programmable pool pump.** A programmable pool pump can save energy by automatically adjusting the pump speed.

20. **Use a programmable irrigation system.** A programmable irrigation system can save water by automatically adjusting the watering schedule.

First day of Summer June 21st, 2023

Summer is officially here! Make sure to enjoy yourself this summer, but remember to know your own limits, work safely in heat, take breaks when needed, and be aware of ticks and other pests.

Here are some summer safety posters:



Office Closure - Canada Day June 30th - July 3rd

Our next newsletter won't be coming out until July 4th after the long weekend, so as a reminder we will be closed June 30th until July 3rd for Canada Day. We wish everyone a happy and safe holiday.

Dunk & Associates will be closed on both Friday, June 30th and Monday, July 3rd for Canada Day. We hope you have a safe and happy long weekend.


A SPECIAL OFFER

FOR DUNK & ASSOCIATES PRIVATE CLIENTS

For a limited time only, save \$100* per learner on the cost of Part 1 distance learning and join our Part 1 distance class on Tuesday, August 29 to Thursday, August 31, 2023. Limited seats are available for this session and will be filled on a first-come, first-served basis.

Distance learning is instructed over three days, live with an instructor. Regular pricing for distance learning is \$415 per learner.

**For a limited time,
sign-up for only \$315
per learner.**

JHSC Certification Training Overview  **DUNK & ASSOCIATES INC.**
CERTIFICATION 24-7

Dunk & Associates is pleased to now be a CPO approved provider of JHSC Certification Training.

Companies in Ontario with 20 or more employees are required to have a Joint Health and Safety Committee (JHSC) that complies with the Occupational Health and Safety Act (OHSA). For most, that means having at least two JHSC certified committee members - one worker and one management representative. In cases of turnover, we recommend ensuring you have ample certified members on your committee. JHSC Certification can also be used as training for health and safety representatives and competency building for managers/supervisors!

Both Part 1 and Part 2 training must be completed for a member to be fully certified. Please refer to the Important timelines listed on the order form. JHSC Certification training is transferable, meaning employees are not required to re-do their Part 1 or Part 2 training if an employee changes workplace sectors.

Part 1: Health and Safety Basic Certification Training

Dunk & Associates Inc., Part 1 training is designed to cover the learning outcomes outlined in the MLTSD's JHSC Certification Training Standard. At the end of training, learners will be required to write a final evaluation comprised of 31 multiple choice and true/false questions. Learners must achieve at least 75% on their final evaluation to receive their Part 1 certificate. Part 1 training is available as e-learning, distance learning or in-class (by request only). For distance and in-class, has been organized into six modules instructed over three full days. For e-learning, the following modules should take approx. 21 hours depending on learner's speed and pace.

- Module 1: Foundational Knowledge
- Module 2: Safety Committees and How They Work
- Module 3: Hazards and Your Health
- Module 4: Workplace Inspections
- Module 5: Dealing with Hazards
- Module 6: Reporting and Investigations

Part 2: Hazard-Specific Training

Dunk & Associates Inc., Part 2 training is designed to cover the learning outcomes outlined in the MLTSD's JHSC Certification Training Standard. Part 2 training is designed to refresh the knowledge obtained in Part 1 and further develop skills related to the R.A.C.E. process. Unlike other providers, our Part 2 training is generic in nature, meaning the hazards selected can be found in all workplaces, regardless of sector. Our case studies walk through a variety of realistic scenarios which can be found in many workplace settings. At the end of training, learners will be required to complete a group activity based on one of the hazards listed below and then write a final evaluation comprised of 16 multiple choice and true/false questions. Learners must achieve at least 75% on their final evaluation to receive their Part 2 certificate. Dunk & Associates offers Part 2 training over 2 or 3 days via distance or in-class (by request only) completing approx. 10 hours of training.

- Module 1: Review of Key Concepts
- Module 2: Control of Workplace Violence, Harassment and Bullying
- Module 3: Control of Infections, Disease, Virus and Pathogens
- Module 4: Control of Chemical Hazards (WHS/WHMIS)
- Module 5: Control of Musculoskeletal Injuries and Disorders
- Module 6: Control of Slip, Trip and Fall Injuries
- Module 7: Control of Housekeeping, Picking and Storage

www.systems24-7.com • cert@systems24-7.com • 1-866-754-8830

To register, completed the form here:
https://www.systems24-7.com/files/ugd/e88f1e_7dbfb48d-b0804e478010d28f1d28941b.pdf

***Sale applies to distance learning only for the August session listed above.**

TECHNOLOGY UPDATES

ANNOUNCEMENTS

Report It: NOW LIVE!

We are excited to let you know that the new Report It feature has launched on Systems 24-7 and we are currently taking client feedback to expand the system. 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 use, 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 assign a task 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, mp3, 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 approving workflows 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
- 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!
- Modified Duties and Lost-Time Tracking**
Track and document injuries to support employees in an early and safe return to work.
- Capture More**
Users can upload evidence to support their forms, including images, documents, presentations, mp3, or video files.
- Manage Workflow**
Assign questions or pages to be completed by other members within your organization. You can assign a task with each assigned task and flag a follow-up upon completion.

Unlimited Technical Support: Sometimes it helps to work with the experts. Our team is here to make your implementation as smooth as possible.

www.systems24-7.com

Report It is my favourite new tool to use. Take a look at some of these resources to learn more.



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.

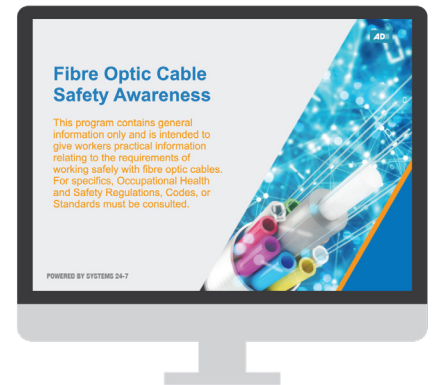
For health and safety, all assignments must be completed to keep your program in compliance.

SAFETY AND HR UPDATES

NEW COURSE

New Course: Fibre Optic Cable Safety Awareness

This program contains general information only and is intended to give workers practical information relating to the requirements of working safely with fibre optic cables.



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

Challenging Injury Claims



Do you have a workplace claim you can't verify? Suspect the injury is non-work related? Facing challenges getting the employee back to work and don't know what to do next? We all face challenging claims and sometimes need help. Below is insight and action you can take to help manage challenging claims. You are not alone; Dunk is here to help you find a successful way forward.

First off, in order to help you decide whether the claim was warranted, you need to consider if there is both proof of the incident and compatibility of the diagnosis to the incident or disablement history. During your investigation consider the following:

- Was the incident occupational or non-occupational? (For example, did the worker come into work on Monday complaining of a sore back, but you discover that they helped move a friend on the weekend?)
- Is there a lack of compatibility of injury to the incident? (For example, the worker is claiming they hurt their knee just walking down the hall)
- Were there witness(es) to the incident?
- Was there a delay in reporting the incident and/or seeking medical treatment?
- Was medical treatment sought after the incident?
- Does the worker have a pre-existing non-work-related injury?
- Timing of the claim (For example summer off, before the Christmas holidays, was previously denied requested time off.

For cases where the worker is declining modified duties, do not be afraid to discuss your concerns with the Compensation Board Case Manager. Submit the written offer of modified duties to the Case Manager so they can review the offer to ensure that the offer is suitable, given the worker's restrictions. Remember, the compensation board has access to all of the medical documentation and has a better understanding of the worker's capabilities. Keep the compensation board well informed as this will be beneficial when objecting to any lost time if the worker declines the modified duties.

Follow up with an objection letter that states the loss of earnings should not be allowed for the claim as you offered suitable modified work to the worker. Within this letter, question the severity of the injury as in order for a worker to remain off work they must be totally disabled and there is the inability to return to suitable modified work. Argue that you do not feel that the injury in question meets that requirement.

However, remember when objecting to the claim focus on the issues and leave out your emotions. Be clear as to why you are objecting and state the facts. Remember that for the compensation board to make an informed decision, it is vital that you present all of the appropriate documentation.

Have any questions about a claim? Dunk & Associates offers claims management services. Contact us today for more information!

Want to learn more? Join us for this month's webinar on June 21, 2023 by clicking [here](#).

EXCELLENCE UPDATES

FEATURED ARTICLE

The Evaluation Step

As summer is now knocking at our door, you should now be implementing your topics. If you do not have an approved workplan, there is still time to complete your topics by the end of the year. Please reach out to Dunk and we can help get you back on track.

We wanted to touch base on the fourth step of implementation, Evaluation.

After your policy has been written, communication has occurred, training is completed and the policy/program is in full swing, the WSIB will be looking to see how your organization formally evaluated the implementation of your topic. The WSIB requires at least 60 days for the topic to live and breathe in your organization before an evaluation can occur. Remember, this is 60 days after the training has been completed.

If possible, we recommend allowing 90 days for the topic to live and breathe, allowing for more data in your evaluation.

If the formal evaluation is conducted before 60 days have passed after training is completed, the WSIB will mark your topic as “Additional Evidence Required” and you will be asked to re-complete your formal evaluation.

The goal of the evaluation step is to determine whether the standards and procedures you have established are understood, effective, and implemented as required by your standard. This is where you need to prove that you are doing what you say you are doing with examples and the training provided to your employees was retained. It is important to ensure your evaluation is comprehensive; meaning that each of the topic requirements found in the WSIB Program Member Guidelines are addressed in your evaluation.

The mandatory topic-specific Dunk Evaluation documents must be completed for this step. The Dunk Evaluation document acts as an audit tool, providing questions that ask you to reflect on the implementation of the topic and ensuring that each of the topic requirements has been met in your implementation. You can find the Dunk Evaluation document under each topic page in the Dunk Excellence Portal.

Although the Dunk Evaluation document is a mandatory and comprehensive tool that is used to evaluate the implementation of your program, we recommend that you supplement this document with another evaluation method. This method could include interviews with employees from various departments, surveys conducted before and after the topic's implementation, an analysis of data to identify changes in trends, or a meeting with your safety committee to reflect on the implementation of the topic.

As always, we are here to support you through your journey. Feel free to reach out to us with your questions by phone at **1-866-754-8839** or by email excellence@systems24-7.com.



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 April 11th. 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

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

Excellence Guidance & Instruction | Recorded on: April 11th, 2023

JUNE WEBINARS

Register now for our monthly webinars

CHALLENGING INJURY CLAIMS

Wednesday, June 21, 2023 | 1:00pm - 2:00pm EDT

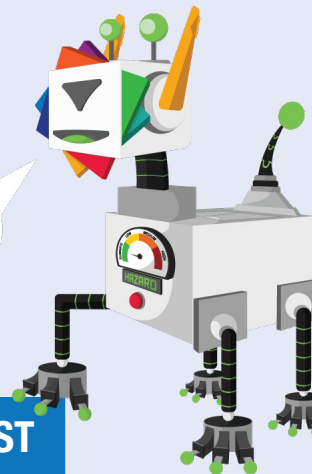
Have a workplace claim you can't verify? Suspect the injury is non-work related? Can't get the employee back to work and don't know what to do next? We all face challenging claims and sometimes need some help. This webinar will provide insight and action you can take to help manage challenging claims. You are not alone; Dunk is here to help you find a successful way forward.



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.

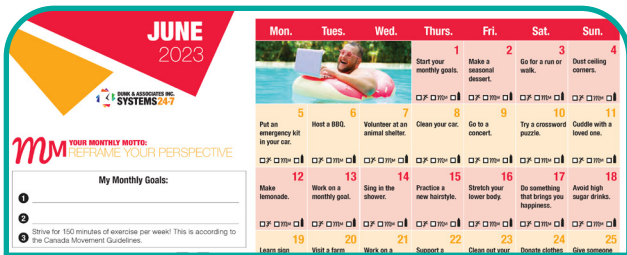
Download Presentation Only

WELLNESS UPDATES

2023 WELLNESS CALENDAR

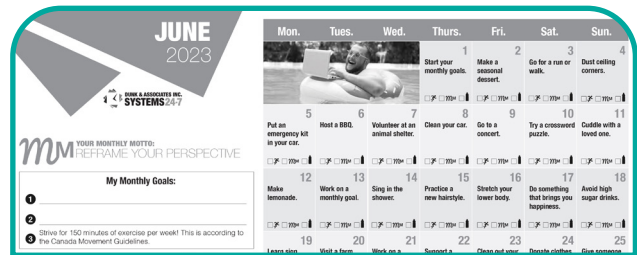
Building wellness into your daily activities can take some time. Learning new habits takes work! Each year Dunk & Associates publishes a wellness calendar full of activities, daily tips and monthly mottos. Each month is different from the next and includes fun challenges to help with work wellness and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

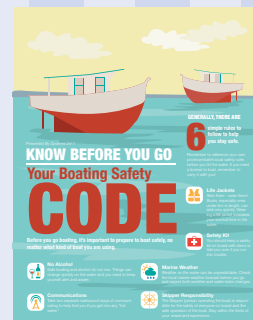
YOUR OTHER COMPLIMENTARY RESOURCES THIS MONTH



Click on each image to expand and download



Protect Workers From Heat Stress



Your Boating Safety Code



Canada Day Parade Safety (For July 1)

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

