

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



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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 from 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 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 Committee 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 (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

UPDATES

Complete By Date

An update was made to Systems 24-7 to allow more customization to the way courses are profiled. When adding a **“complete by”** date to a course (meaning a date in which you require the assigned training to be completed by), a new setting is available. Now administrators can require this timeframe from the date the employee begins the training.

For example, employees must complete their Worker Awareness training within 30 days of starting it.

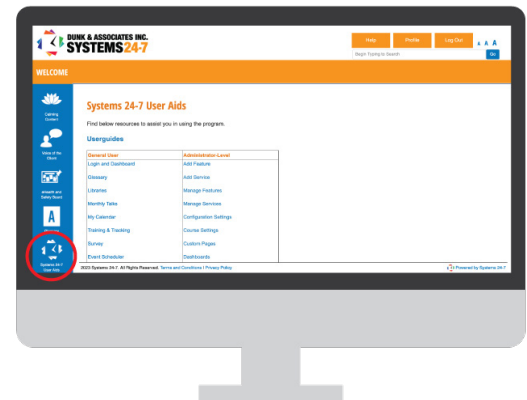
Complete By:

Within Time Frame	▼
Within Course Started	▼
30	Day

All userguides have been updated to reflect this change and are available under the **“User Aids”** page.

Please note, there is further setting that Dunk & Associates can enable which would require employees to restart the course from the beginning if this complete by date passes. This means all previous progress is lost and they must begin again.

For more information, please email support@systems24-7.com



SCORM courses in All-in-One

The All-in-One feature allows administrators to group together certain tasks or training within a single page. It provides ease and clarity for the user on what is required to be completed. You can select any type of item on the system, for example, training, policies, forms, etc. All items will be placed in a chart and users will be able to complete each item within that page just by clicking on them. This is a great tool for things like Employee Orientation when a number of items need to be checked off before the employee starts their first scheduled shift or within their first week of training.

As a new update to the All-in-One Feature, any SCORM-based training can now be linked within this widget.



TECHNOLOGY UPDATES

WHAT'S NEW WITH SYSTEMS 24-7

Admin > System Report > All-in-One Reports

All-in-One Reports

You've asked and we've delivered. For those using our All-in-One Add-On, there are **two** new reports available on Systems 24-7! These are for the All-in-One widget.

All-in-One Reports

All-in-One Summary Report

All-in-One Summary Report

Detailed All-in-One Items Report

Detailed All-in-One Items Report

All-in-One Summary Report: This report shows which employees have not started an All-in-One, which ones are in progress (and what % of items they have completed), and which employees have 100% completed an All-in-One.

All-in-One Summary Report							GENERATED BY: DATE GENERATED: JUL 25, 2023 11:59 AM	
Department	Last Name	First Name	Employee Number	All-in-One	Items Completed	Items Incomplete	Percentage of Completion	
Administration's (Bob. Office)	Admin	Super		Employee Orientation	0	25	0.00%	
Administration's (Bob. Office)	Admin	Super		Test All-in-One	0	20	0.00%	
Administration's (Bob. Office)	g	test 1		Employee Orientation	0	25	0.00%	
Administration's (Bob. Office)	g	test 1		Test All-in-One	0	20	0.00%	
Administration's (Bob. Office)	quo again	tracl		Employee Orientation	0	25	0.00%	
Administration's (Bob. Office)	quo again	tracl		Test All-in-One	0	20	0.00%	
Administration's (Bob. Office)	Uno	Merger		Employee Orientation	0	25	0.00%	
Administration's (Bob. Office)	Uno	Merger		Test All-in-One	0	20	0.00%	
Administration's (Bob. Office)	User	Bobcoygeon		Employee Orientation	0	25	0.00%	
Administration's (Bob. Office)	User	Bobcoygeon		Employee Orientation	0	25	0.00%	
Administration's (Bob. Office)	User	Bobcoygeon		Employee Orientation	0	25	0.00%	
Administration's (Bob. Office)	User	Bobcoygeon		Test All-in-One	0	20	0.00%	

Detailed All-in-One Items Report: This report shows for each employee and All-in-One the list of items in the All-in-One, and whether the employee has completed each item or not.

Detailed All-in-One Items Report								GENERATED BY: DATE GENERATED: JUL 25, 2023 12:51 PM	
Department	Last Name	First Name	Employee Number	All-in-One	All-in-One Item Feature	All-in-One Item	Date Complete		
Administration's (Bob. Office)	Admin	Super		Employee Orientation	Policies	Health and Safety Policy Statement	-		
				Employee Orientation	Policies	Test Doc 1	-		
				Employee Orientation	Policies	Test Doc 2	-		
				Employee Orientation	Surveys	Test Survey 1	-		
				Employee Orientation	Surveys	Test Survey 2	-		
				Employee Orientation	Training & Tracking	Test Complete By Fixed Date	-		
				Employee Orientation	Training & Tracking	Test Complete By Fixed Date 2 Module 1	-		
				Employee Orientation	Training & Tracking	Test Complete By Fixed Date 2 Module 2	-		
				Employee Orientation	Training & Tracking	Test Complete By Fixed Yearly Assignment 2 Module 1	-		

Never heard of the All-in-One? The All-in-One feature allows administrators to group together certain tasks or training within a single page. It provides ease and clarity for the user on what is required to be completed. You can select any type of item on the system, for example, training, policies, forms, etc. All items will be placed in a chart and users will be able to complete each item within that page just by clicking on them. This is a great tool for things like Employee Orientation when a number of items need to be checked off before the employee starts their first scheduled shift or within their first week of training.

Want to learn more? Send us an email at 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.

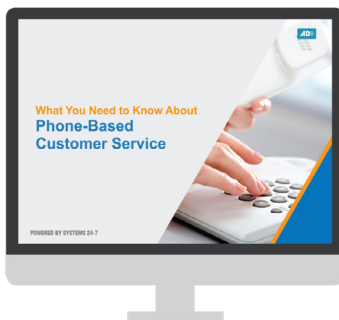
For health and safety, all assignments must be completed to keep your program in compliance.

SAFETY AND HR UPDATES

NEW COURSES

Performance Management:

Performance management is more than just a performance review or disciplinary action for performance infractions. It is a continuous process used to identify, measure, communicate, develop, coach, and reward employee performance. Applying the fundamentals from this training to your performance management practices will ensure you are setting your employees up for success and providing supporting information for you to make important decisions relating to the overall business success.



What you need to know about phone-based customer service:

In this course, we provide you with the tools needed to overcome the challenges faced during phone-based interactions and show you how to develop rapport with your customers to feel confident in interacting over the phone and managing difficult conversations.

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

Working from Home Safely

Employees working from home, or remotely, have become a part of standard practice in today's workforce. One of the biggest differences this brings is that you may be isolated or home alone throughout the day, or you may have to share your space with others, such as roommates, family members, children, etc. This also means that monthly workplace inspections and other safety matters will all need to be considered by the employee at home.

People often feel a sense of safety when at home, therefore, sometimes safety items are forgotten or overlooked while working from home.

Fires, burns, chemical poisoning, musculoskeletal disorders, cyber security attacks, long periods of isolation, as well as slips, trips, and falls, are all considered common hazards that individuals may face when at home. However, we've developed the list below to highlight some safety guidelines to control the common hazards identified:



- Have smoke and carbon monoxide alarms on each floor. Make sure to check batteries annually and replace them when necessary. This might seem obvious to some, but these items are usually forgotten. Try setting an alarm on your phone or writing down a reminder in your calendar!



- Prepare a first aid kit and leave it in a practical location out of reach from children. Include items such as bandages, gauze, tweezers, disposable gloves, medical tape, scissors, etc. Don't forget to restock it as needed, so you're prepared for any emergency.



- Make sure all chemicals are properly stored and labeled within your home. Consider the ones that are used regularly such as propane tanks, hairspray, or other aerosol cans, cleaning supplies, nail polish remover, medicine, and bleach.



- Take breaks and take them in full. Try your best to maintain a work routine. Check your posture daily and pay attention to how you sit, stand, and move items around the house. Stretch and exercise regularly to build strong muscles and enhance your mental health.



- Change passwords frequently. Use two-factor authentication for additional security. Use anti-virus software to protect your computer and other electronics.



- Remember to socialize. Reach out to a colleague or a friend. Join a weekly meet-up group like a recreational sports team, book club, or spin class.



- Maintain good housekeeping by ensuring hallways and pathways are clear, floors are clean and dry, wires are neatly and properly stored, and counters are disinfected. Sometimes employees that work from home only consider the office or space they are utilizing to complete their work, however, if they are still using the kitchen to make coffee, taking bathroom breaks, and hanging out in the living room on lunch break, then you must consider the house as a whole.

Remember, safety concerns don't stop when you work from home!

EXCELLENCE UPDATES

FEATURED ARTICLE

Exciting Announcement for Small Business HSEp!

**SMALL BUSINESS
HSEP** *will be extended for another year (until December 2024)*

**EXCITING!
NEWS!**

We've just received word from the WSIB that the Small Business HSEp will be extended for another year (until December 2024)! This means that all the Small Business HSEp financial rewards will remain the same (i.e. \$1000 registration credit and double rebate), as well as the program requirements. The WSIB will be evaluating the program through early 2024 and has hinted that changes will come in 2025.

What does this mean to you?

1. For those members who recently completed their 2022 program and were hesitant to register for the 2023 program, you now have more time to register and complete the program before the program changes.
2. For those businesses under 100 employees who have not yet registered for the Small Business HSEp, there is more time to register for the program and achieve the current financial rewards.
3. For those Small Business HSEp Members who have a current Action Plan and are working on the 2023 program, you now have more time to complete your topic implementation as you can go past the November 1st, 2023, deadline, as long as it aligns with your Action Plan expiry date.

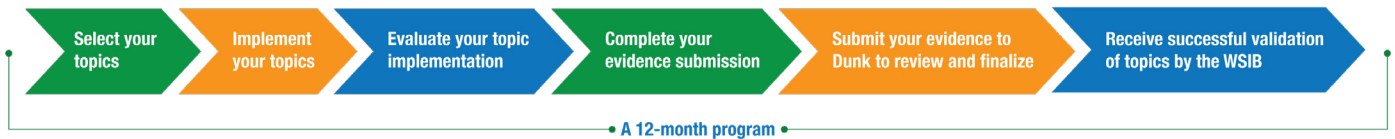
Dunk will be updating our registration forms over the next couple of weeks and updated copies will be available on our Dunk Website (<https://www.systems24-7.com/wsib-excellence-program>). If you want to register today, please use the existing forms on the site. Just disregard the November 1st due date due to the extension announcement.

If you have any questions or are interested in joining the Small Business HSEp, please feel free to reach out to Dunk at excellence@systems24-7.com or by phone at 1-866-754-8839.

EXCELLENCE UPDATES

FEATURED ARTICLE

The Importance of Timelines



As you know, HSEp is a 12-month program, which means you have 12 months to:

- Select your topics
- Implement your topics
- Evaluate your topic implementation
- Complete your evidence submission
- Submit your evidence to Dunk to review and finalize
- Receive successful validation of topics by the WSIB

If this seems like a lot to do in 12 months, you're right! Especially when you account for the 60-day "Living and Breathing" period after your training has been completed. But don't worry! Create realistic, achievable timelines to measure your progress. If you're in the HSEp for members with more than 100 employees, this has already been done in your work plan. However, for the Small Business HSEp, no work plan is required, so timelines must be set on your own to measure progress and stay on track.

From the WSIB's lens, there is only one timeline you need to meet, the Action Plan Expiry date (the date your topics expire). This date is 12 months from when your topics have been approved on the WSIB portal. Don't forget that it takes time to prepare the work plan and go through the approval process for employers with more than 100 employees, so your registration timeline will be different from your topic timeline. This WSIB sends email reminders both 60 and 30 days before the Action Plan expiry date and Dunk follows up with you around 30 days. However, this may be too late.

As per the terms and conditions of joining HSEp with Dunk, you must have your topic evidence submissions to us by the 10-month mark to allow enough time to finalize your submission. It takes time to review and provide feedback on your submissions, as well as the time it takes our members to make updates. Remember, we have many members with similar timelines and expiry dates, meaning we may be reviewing and assisting multiple members at the same time. Please be patient and allow us time to complete the review process.

Continue reading on next page

EXCELLENCE UPDATES

FEATURED ARTICLE

The Importance of Timelines Continued

To successfully complete the program within your registration period, the timelines you have set to measure your progress in the HSEp must be followed. We know unexpected issues pop up from time to time. **To accommodate for the unexpected, here are some tips to help you set timelines:**

- Steps 1 and 2 can be completed at the same time and with the resources we provide you. The policies are prewritten and need to be customized for your workplace. Next, a communication must be sent to all employees. It won't take long to do this unless your policy approval process takes time. It's still ok to communicate the topic and policy if you know it's only a formality and no changes would be made.
- Plan and account for the time it will take to train employees. Consider the number of employees you have and their engagement/participation levels.
- Schedule the 60-day "Living and Breathing" period to take place during your business's "busy time". This allows you to get your work done while taking a break from HSEp and seeing how your topic implementation worked before evaluating it.
- Generally speaking, the evaluation step can be time-consuming. Plan at least 8 hours to conduct a proper evaluation. Remember to evaluate all aspects of your workplace and get feedback from employees.
- Step 5 can be done immediately after Step 4 and, depending on how you want to communicate your successes and improvements (identified during your evaluation), it may only take a few minutes to prepare a communication and email it out to all employees.

Once Steps 1 through 5 are complete, compile your evidence submission and attach your supporting evidence. Remember to be clear, concise, and convincing. From start to finish, you're looking at about 6 to 7 months to complete your topics. This allows about 3 months of wiggle room to adjust your timelines for unexpected issues that may arise.

Every year, we come across members who have expiring Action Plans that send us their evidence submissions a day or two before the Action Plan expires. At that point, there isn't much that can be done. The only options that are available to members is to extend the Action Plan expiry date (with proper reasoning) for a fee or defer your topics and forfeit the current year so they can be taken again. With this option, you would have to start at the beginning and redo everything.

Our goal is to ensure our members receive their rebates and we do everything we can to support you through your journey to help you be successful. However, it is the member's responsibility to meet the required deadlines in the program. The onus is on you to do the work and get it to Dunk in the required time frames. If you're noticing your program implementation is going sideways, call us and we will work together to get you back on track.

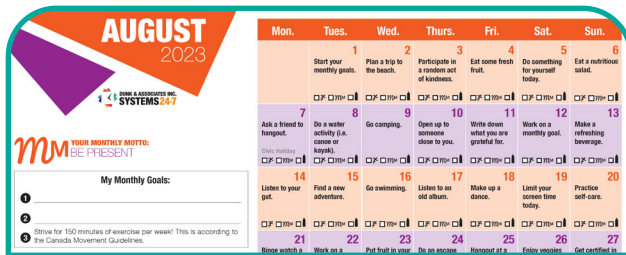
As always, we are here to answer questions and help you set timelines to measure your progress in the program. There are great rewards for successfully completing HSEp and Dunk has never had a member fail their topics if they do the work and adhere to the timelines they set.

WELLNESS UPDATES

2023 WELLNESS CALENDAR

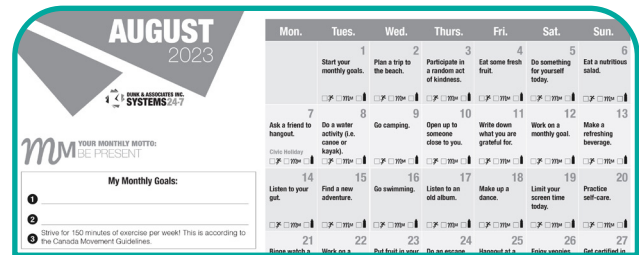
Building wellness into your daily activities can take some time. Learning new habits takes work! Each year Dunk & Associates publishes a wellness calendar full of activities, daily tips and monthly mottos. Each month is different from the next and includes fun challenges to help with work wellness and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



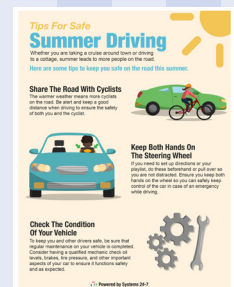
Click on each image to expand and download



Safety at Work and at Home

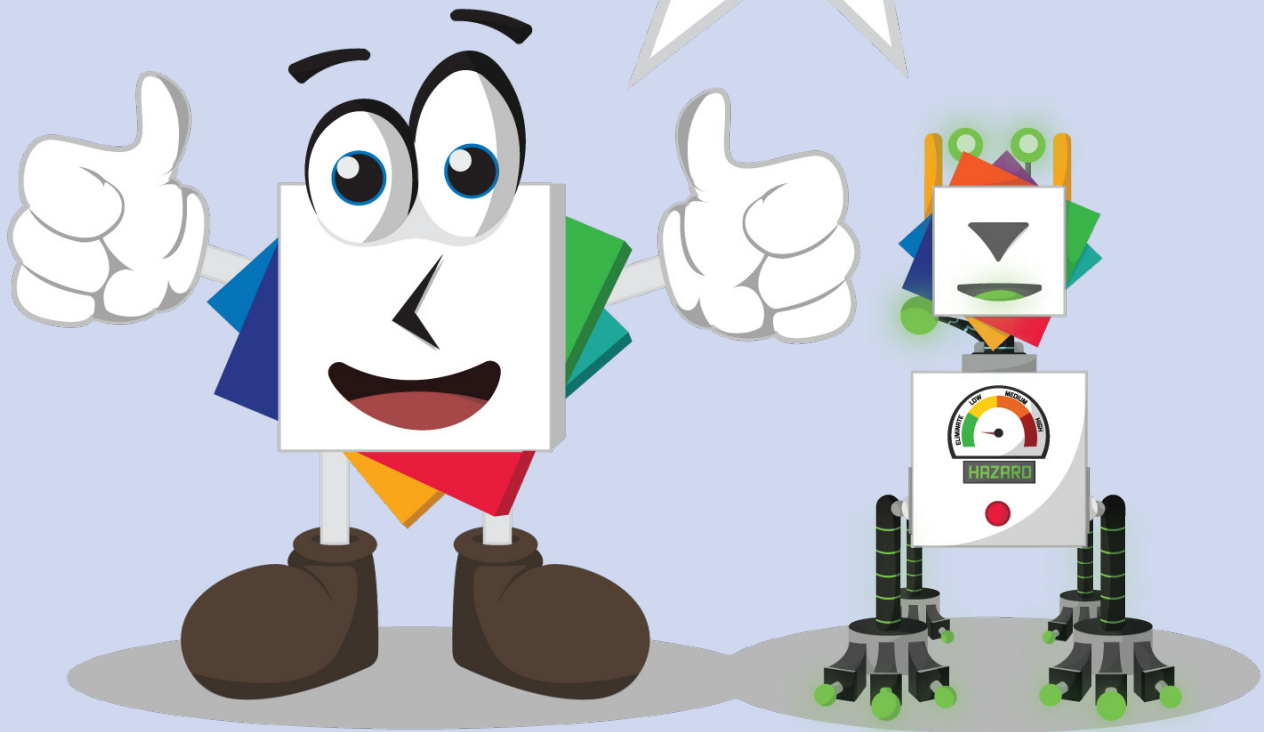


Safety Doesn't End at Work



Tips For Safe Summer Driving

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



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

