

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

SUPERMARKET

Supervisor Skills Development: Harassment Investigation Training

Technology Updates: Brown Out, Add-On Sale

See Spotty, this is why Slip, Trip and Falls Prevention is so important.

New Course: Active Attacker Awareness

Feature Article: Soft Skills Shortage

Ouch! This is not good!

Certification Special Offer

Excellence program: Validation Bumps and Struggles

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Registration Open Now!

Supervisor Skills Development: Harassment Investigation Training

How do you know when the line gets crossed between a conflict in the workplace and when a harassment investigation is required? Dealing with differing personalities will always be a struggle as everyone has different opinions, ways of learning, and expectations. Where is the boundary between conflict and harassment? What are management's rights versus harassment? Is "banter" healthy or is it harassment?

Over the past year, our professional team has spent hours coaching and mentoring supervisors, managers, and owners in harassment investigations. Let us help you build the skills in your management/supervisory team. **Join us on Tuesday, November 21st from 1:00 pm - 2:30 pm EST for a 90-minute hands-on webinar** to discuss when an investigation is required, what should be included, how to document, what information to share, and when to involve a third party. This skill-building webinar will provide tools and training to managers, supervisors, safety committee members, and anyone else who could benefit. We will also share case studies and do group problem-solving to put what we're learning into practice. A variety of templates and tools will also be provided to support your learning.

Cost per person:

- \$35 private clients
- \$40 general public

Following the event a recording will be provided with a certificate.



For more information and to register download the poster [here](https://www.systems24-7.com/supervisorskills) or visit us at:
<https://www.systems24-7.com/supervisorskills>

TECHNOLOGY UPDATES

IMPORTANT NOTICE

Brown Out

The IT & Graphics Departments are closed each year from December 1st to January 1st. During this time, no new requests for work are accepted, including online course development, programming developments, or other specific tech requests. This scheduled brownout allows programmers and designers to clear existing projects off their plates and prioritize upcoming projects for each year. If you require anything, please email support@systems24-7.com to ensure that it is scheduled.



SALE

Add-On Sale

There is no time like the present to Add-On to your Systems 24-7 site! From now until December 1st, receive a 13% discount on all Add-On purchases! Systems 24-7 has many affordable features to help you get the best use out of your site. For example, use our High Fives feature to provide digital high fives to your employees who've done a job well, use the Preventative Maintenance feature to track and schedule your preventative maintenance, or manage all your events using our Event Scheduler.



Systems 24-7 is more than just an LMS or “compliance” software. It’s an employee hub for you to add value to your employee’s job experience. We have many available add-ons to help your organization provide the most value and save time. Work smarter - not harder!



This discount will be valid for the duration of your contract with Dunk & Associates/Systems 24-7.

When you renew, you will continue to receive the discounted add-on.

This offer is not available for those on a shared site and must be invoiced prior to December 1st to receive the discounted price.

To see a list of our Add-on features, [click here](#).

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



Active Attacker Awareness

While active attacker and targeted violence incidents are quite rare, they are highly impactful. Being prepared to act can make all the difference.

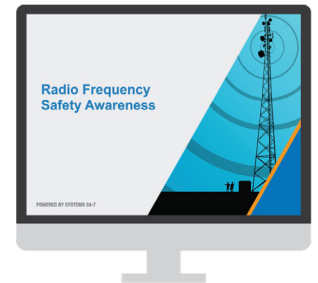
For this reason, many organizations, like your own, are taking action to prepare their staff to be aware of active attacker incidents in the workplace and effectively respond should an attack occur.



Coming Soon: Radio Frequency Safety Awareness

Almost every area of your day-to-day life uses radio frequency (RF) energy. It delivers your morning news through wireless services such as broadcasting (AM and FM radio, TV); lets you place your coffee order through your cell phone; protects you by providing communication for emergency services (police, fire, ambulance); and keeps you connected through the operation of wireless consumer devices such as Wi-Fi, baby monitors, and cordless phones.

By completing this RF awareness training course, you will learn about the possible dangers of exposure and how to protect yourself.



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](#).



CERTIFICATION

SPECIAL OFFER



From September 1st to December 1st only, save 20% off when you register two or more learners for JHSC Certification Part 1 eLearning in Ontario. This offer is available for both our private clients and members of the general public.

**Want to register? Click here for more information:
<https://www.systems24-7.com/fees-and-registration>**

**This discount applies to the session fee and also to purchasing a printed copy of the participant's manual.*

SAFETY AND HR UPDATES

UPDATES

Ontario JHSC Certification 2024 Schedule Released

Thank you to everyone who registered for a JHSC Certification session this year! We have officially fully certified more than 220 JHSC members since February 2022! Our remaining distance classes are currently full until the end of the year, but we're pleased to share our 2024 schedule.

If you're looking for Part 1, Part 2, or Refresher training, visit the website to see an updated list of our training sessions and sign up now to reserve your spot!

<https://www.systems24-7.com/training-schedule>

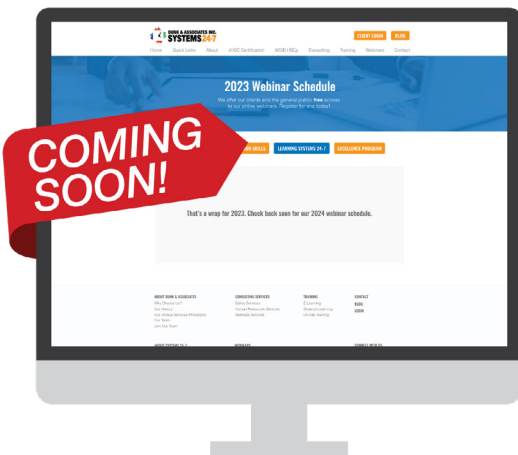
As a reminder, from now until December 1st, save 20% of regular pricing when you register two or more learners for our CPO Approved JHSC Certification Training - Part 1 eLearning.



COMING SOON

2024 Public Webinar Schedule Coming Soon!

Looking for our 2024 webinar schedule? Keep tuned - it's coming soon!



Every year, Dunk & Associates hosts a variety of free webinars! They are an incredible way of staying on top of key topics in health and safety and human resources and keep in the loop on changes in legislation. All of our webinars are facilitated by an experienced staff member, so you can be assured you are getting good information. All webinars are also recorded in case you miss them or want to share within the workplace.

Keep your eyes peeled on our website as the schedule with registration links will be released within the next few weeks: <https://www.systems24-7.com/webinars>

SAFETY AND HR UPDATES

FEATURED ARTICLE

Soft Skills Shortage



One of the greatest challenges in 2023 was recruitment and retention. But is it the soft skill shortage that is causing the most harm? We have generations of employees now who do not know how to communicate effectively, have no idea how to performance manage, and/or discipline without getting harassment complaints. What happened?

For the most part we were so focused on building businesses, surviving COVID, and facing the ever-changing cultural environment that we overlooked core skills. It's time to refocus our efforts on creating better people and that will give us the foundation for productivity, survival, and most importantly satisfaction in the workplace.

Some of the soft skills we suggest you look at investing in and learning are:

- Creating team players
- Emotional intelligence
- Growth mindset
- Time management
- Creativity
- Leading effectively
- Communication
- Managing for success

There are a variety of companies, programs, and educational facilities for this type of learning but what do you need from Dunk & Associates? Are there courses you are interested in? Should we be focusing more on soft skill training for you, our valued client? Let us know. Send an email to support@systems24-7.com and share your thoughts, needs, and wants.

Want a more personal conversation? Jackie, our Director would love to hear from you! Give her a call and let's chat about what you need at 1-866-754-8839!

EXCELLENCE UPDATES

FEATURED ARTICLE

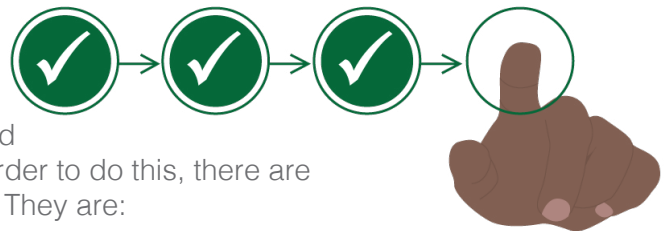
Validation Bumps and Struggles

As the year comes to a close and we sit back and wonder where it has gone, it's time to get those Evidence Boards ready to submit for validation. For those that are at that stage in their HSEp journey, you're probably thinking, "how can I get through the validation as smoothly as possible"? Well never fear, Dunk is here to support you in this process. Today we wanted to share some learnings as members submit their evidence for WSIB validation.

The purpose of the validation is to prove that you have completed the 5 steps of implementation and that you met all of the requirements of the topic that were found in the HSEP - Health and Safety Topics Guide.

Prior to submission, send your completed Evidence board to Dunk & Associates to do a review to determine if we believe your submission demonstrates the program is implemented and effectively "living and breathing" in your workplace. There is a reliance on you, the members, to understand the requirements and meet them in your submission. Don't fret, if you require assistance, we are here to help!

As the HSEp is always improving and as we grow and learn from each submission, we make your journey more efficient. During the validation process, it is the WSIB Validator's goal to make this as seamless as possible and make the end of your journey a positive experience. In order to do this, there are some things they will always look for no matter the topic. They are:



Dates – They must be sequential in order and show that you have implemented the mandatory 60-day "Living and Breathing" period in your topic implementation. Don't worry if some of your dates are out of order. As long as they are explained in your submission and make sense, the validator should accept them.

Training Retention – WSIB like to see that your program is sustainable. By demonstrating training has been retained after your 60 day "Living and Breathing" period. This can be done by randomly interviewing the impacted parties of the topic and ask them a few questions from training. Remember to document so you can show proof. Audio or written documentation is accepted as long as it shows it was retained.

Multiple locations with one account number – If you have multiple accounts with one account number, you can provide a sample of evidence to show that your locations have all met the topic requirements and have implemented them in the workplace. How many locations do I need to submit evidence for? Well depending on how many locations you have; the general rule is 1/3. Speak to Dunk before submitting your Evidence boards for review and we will assist you with this.

Updated Contact Information in the WSIB Digital Portal – This is a big one! If the validator has a small question regarding your submission, they will reach out and call you to clarify. If they can't get ahold of you because your contact information is wrong, it will result in an Additional Evidence Request (AER) and there will be more work for you to do in the program and you only have one shot to get it right. Make sure to take the call or if you are busy call them back ASAP!

Above are just a few tips to ensure that your validation goes smoothly. Remember that you are not in this alone and we, at Dunk & Associates, are here to advocate that your hard work and evidence earned a rebate.

NOVEMBER WEBINARS

Register now for our monthly webinars

COACHING CLINIC (HR AND SAFETY)

Tuesday, November 14, 2023 | 1:00pm - 2:00pm EST

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

INTERNAL HEALTH AND SAFETY AUDITING

Wednesday, November 15, 2023 | 1:00pm - 2:00pm EST

Interested in starting an internal auditing program? Dunk has created a simple plan for internal auditing that any employer can use for Health & Safety. What you don't know can harm your business. Is your safety program meeting legal compliance? Do you have the documentation needed to defend your company in a court of law? What and where are your deficiencies? Learn how to action deficiencies and create plans for improvements. Auditing is a skill set, come and see!

RECORDED WEBINARS

STATEMENT OF ABILITY, WHAT'S YOUR EMPLOYEE CAPABLE OF?

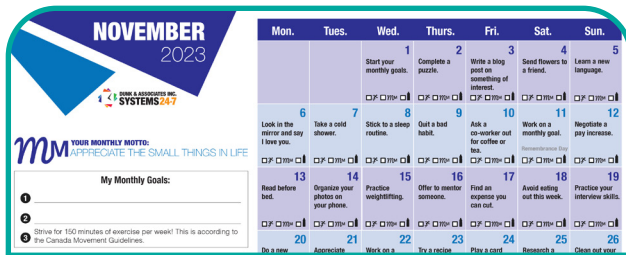
Wednesday, October 18, 2023

WELLNESS UPDATES

2023 WELLNESS CALENDAR

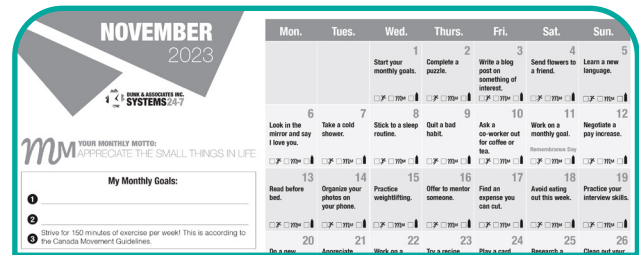
Building wellness into your daily activities can take some time. Learning new habits takes work! Each year Dunk & Associates publishes a wellness calendar full of activities, daily tips and monthly mottos. Each month is different from the next and includes fun challenges to help with work wellness and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



Changing Tires



Preventing Slips, Trips and Falls Footwear



10 Tips to Avoid Winter Slip, Trips and Falls

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



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

