

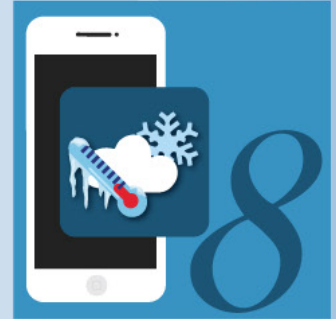
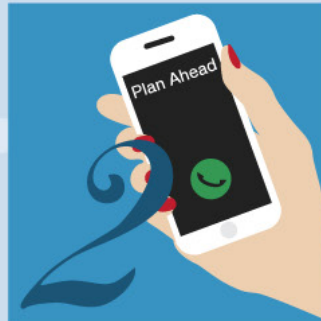
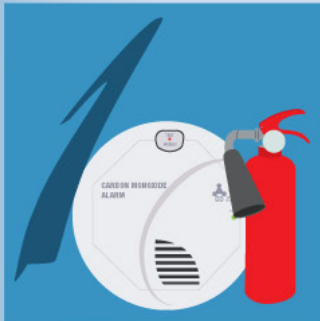
# DUNK & ASSOCIATES / SYSTEMS 24-7 NEWS24-7



Technology Updates: Digital Board App Update  
Feature Article: Holiday Mental Health Guide  
WSIB HSEp Registration  
2025 Webinar Schedule

## 25th Anniversary CONTEST

Click on each of the below squares to open the 12 days of holiday safety



Click icons to jump ahead to sections



TECHNOLOGY  
UPDATES



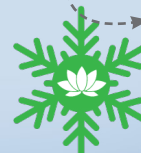
SAFETY  
UPDATES



EXCELLENCE  
UPDATES



LEGISLATION  
UPDATES



WELLNESS  
UPDATES



CERTIFICATION  
UPDATES

# Celebrate 25 Years of Systems 24-7 with Us! Find the Hidden Anniversary Logo and WIN!



To kick off our 25<sup>th</sup> anniversary, we're hiding a special anniversary logo somewhere in Systems 24-7, and **YOU** could win a **\$25 Home Hardware gift card!** Here's how it works:

## 1 Find the Anniversary Logo:

Our 25th-anniversary logo will be hidden somewhere in Systems 24-7 starting January 1, 2025. Be the first to spot it!



## 2 Claim Your Prize:

Send an email to [anniversary@systems24-7.com](mailto:anniversary@systems24-7.com) to let us know you've found it with a screenshot of where it was located. The first person to find it wins! However, you must have **100% of your mandatory training completed** to claim the \$25 Home Hardware Gift Certificate. Make sure you get your training done!



## 3 Keep Looking:

Once the logo is found, we'll move it to a new spot every week. The contest continues all year long, so keep checking and stay sharp!



*Start hunting for the logo on January 1, 2025, and you might just be our next winner!  
Ready to celebrate 25 years of Systems 24-7 with us? Let the adventure begin!*

## IMPORTANT DATE

### Christmas Closure

December 23 - January 1

Can you believe we are heading into the Christmas break already? Wow did the time fly! We wish everyone a Merry Christmas and Happy New Year!

**As a reminder, Dunk & Associates/Systems 24-7 will have the following holiday hours:**

December 23 - 27 - Office Closed  
December 30 - Open Regular Hours  
December 31 - Open Regular Hours  
January 1 - Office Closed  
January 2 - Open Regular Hours



### First Day of Winter

December 21

Winter in Canada can be unpredictable and poses unique hazards to our workplaces, and personal lives. Take steps now to protect yourself. Create your winter safety kit and put it in your vehicle, get your winter tires on, and get those toboggans ready!



Click on images to open complimentary resources

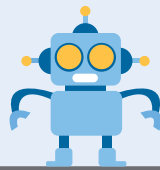
# Systems 24-7 Workshop

## Successes in 2024

Another successful year has come and gone! It's been busier than ever, and we thank each and every one of our clients for their continued support! We strive to make 2025 even better!

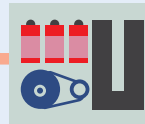
At the end of every year, we always take the opportunity to reflect on what we've been able to achieve, the programs we've delivered, and any other successes.

Have you taken an opportunity to reflect? It's a great way to end the year and highlight your accomplishments.

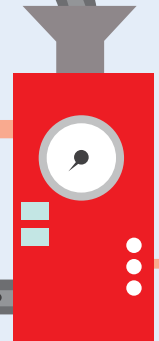


Hosted 13 Webinars, including 3 webinars from our Supervisor Skills Series, covering Performance Management, Employee Engagement and Development, and Managing Absences.

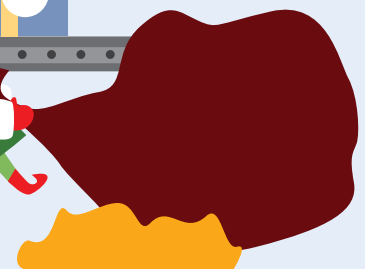
Over 40 New SOPs created including: Cleaning Remediation of Mould, Burns Prevention, Carbon Monoxide Poisoning Prevention, Motor Boat Operation, Pallet Wrapper, AED, Floor Buffer, and more!



Fully JHSC certified/re-certified 140 people in 2024 (as of Dec. 1)



Continuous monitoring and communication of legislative updates and application of changes across all our program content including policies, forms, training, and more.



Development and launch of 18 new Health and Safety Courses including: Psychological Safety, Wildlife Safety, Insects and Poisonous Plants, Pedestrian Safety, Cold Stress Awareness, Safe Handling of Sharps, Scissor Lifts, and more! For a full list of courses, click here (<https://www.systems24-7.com/training-elearning-course-list>)

Development and launch of 5 New Human Resources Courses: Accessible Customer Service, Accessibility for Manitobans Act (AMA), Breaking the Stigma of Mental Health, and Workplace Conflict Resolution (versions for Managers and Workers).

Key updates for Systems 24-7 included: launch of eBoards to our first client including a mobile app, new email templates, additional email customizations, updates to Report it, and modular-based updates for our ability to host SCORM-based training.

In the Excellence program (HSEp):

- Created two new programs based on our member's need for support
- Moved from the WSIB 5-step approach to PDCA (Plan, Do, Check, Act)
- Created a new HSEp Portal with improved resources
- Moved Submissions to a step by step approval process

# Technology Updates

## ANNOUNCEMENT

### Digital Board (v. 1.2.0)

The digital board app has been updated! For those using the digital board app on an Android device, update it in the playstore to ensure you are using the latest version.



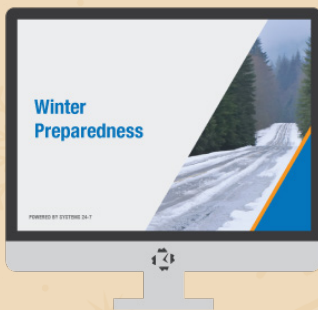
If you need any assistances please email us at [support@systems24-7.com](mailto:support@systems24-7.com)

# SAFETY/HR UPDATES

## NEW COURSES - COMING SOON

### Managing a Multi-generation Workplace

Today's workplace can see up to five generations working side-by-side. It is increasingly important for managers/supervisors to understand both the needs and values that this range of diversity brings to the workplace. This course discusses stereotypes to avoid, the benefits of a multi-generational workforce, building a collaborative team, methods of communication, and knowledge sharing in the workplace between different generations.



### Winter Preparedness

Winter tends to be one of the most dreaded seasons, yet every year we seem to be surprised when it arrives. This module explains how workplaces can be affected by winter weather, discusses the various types of winter weather warnings, and identifies common winter hazards and controls to reduce the risk. This module will equip you with essential tips and strategies to keep warm and safe this coming winter season.

### 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 Updates

## NEW COURSES

### Annual Safety Review 2025

This training module is designed to review and refresh employees on health and safety basics. It covers WHMIS consumer products, types of harassment and responding to incidents of workplace harassment, Safety Committee/Representative responsibilities, environmental hazards, and fire safety. It is important for employees to review Health & Safety topics on a regular basis to refresh the information and keep up to date with any changes that may occur.



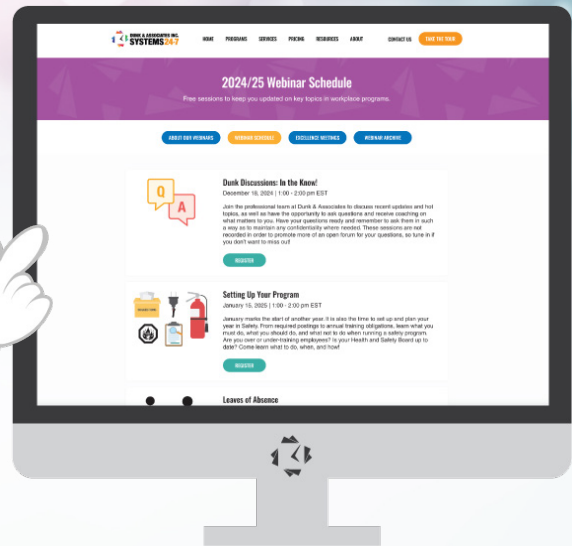
## 2025 WEBINARS

### 2025 Webinar Schedule is Now Posted!

Looking for our 2025 webinar schedule?

[Check it out here!](#)

Our 2025 webinar schedule is now posted!



Dunk & Associates offers a variety of free webinars each year, led by our knowledgeable and experienced staff. These sessions are an excellent way to stay informed about key topics in health and safety, human resources, and legislative updates. Can't attend live? No problem - our webinars are recorded, allowing you to catch up later or share them with your team. Stay engaged and up-to-date with our webinars!

Now posted on our website is the 2025 webinar schedule with registration links:

<https://www.systems24-7.com/webinars>

Subscribe to our YouTube channel for all recordings: <https://www.youtube.com/@systems24-7>

# Compliance Packages Posted

For those clients using our Safety 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 Updates

### FEATURED ARTICLE

### Holiday Mental Health Guide

They say the holidays are the most wonderful time of the year. However, this isn't always the case for everyone. The added stressors of gifts and gatherings can take a toll on our mental health. Remember, not everyone has large families or friend groups. It's ok to be alone over the holidays. Here are some tips to keep your mental health in check as you celebrate the season.

#### Practice self-compassion

The holidays can bring up many emotions. Recognize the emotions you feel and remember to be kind to yourself.

#### Volunteer or give back

Consider spending time this holiday season giving back. Pick a volunteer role that is meaningful to you, like volunteering to foster a pet, visiting the elderly who may not have many friends or family left, or help out at a community shelter or kitchen.

#### Connect with others

Whether family, friends, co-workers or a new community group, reach out and connect with others.

#### Move your body

Physical exercise can have a profound effect on your mental health. It's easy to want to stay inside and do nothing with the cold and the darkness, but swap out even just one 30 minute TV show and take a brisk walk instead.

#### Get outside

With the colder weather, we tend to want to stay inside, but there is plenty to do outside over the holidays. Take a hike on nature trails, walk the neighbourhood to look at the lights and holiday displays, build a snowman, toboggan, skate, ski or snowboard, or even spend some time bundled up in the sun.

#### Fuel your body

Baked goods and tasty treats tend to be the norm at holiday gatherings. While you don't want to deprive yourself of the treats that make you happy, remember the food you eat is fueling your body and mind. Don't forget to also include your fruits, veggies, and protein.

#### Hydrate

While beverages may be flowing over the holidays, remember to stay hydrated. Make sure to mix in some glasses of water in between your tasty beverages.

***These tips are suggestions on how best enjoy the holiday season. Remember that moderation is key and will keep you feeling your best during one of the busiest times of the year.***





# CERTIFICATION UPDATES



## Plan Ahead: 2025 JHSC Certification Refresher Training Now Available!

The 2025 schedule for JHSC Certification Training (Ontario only) is now live, featuring a variety of Part 1, Part 2 and Refresher sessions to meet your needs!

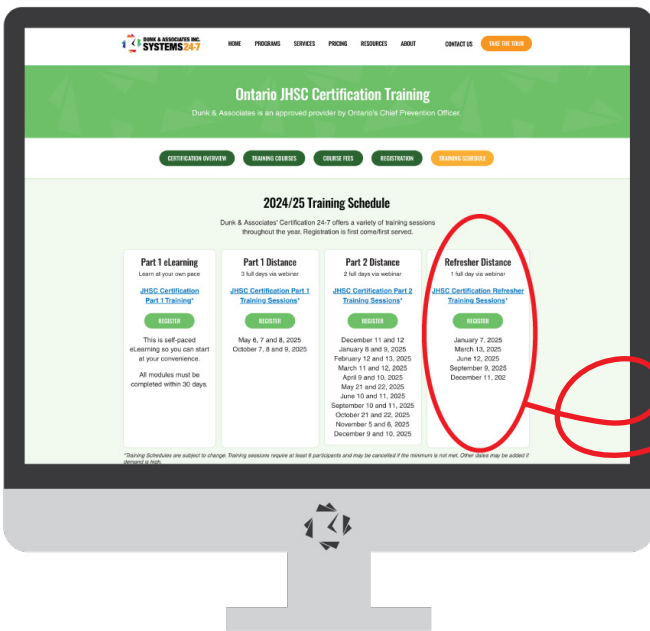
As approved providers of the new JHSC Certification Training for over three years, Dunk & Associates is here to help you stay JHSC certified and compliant. Remember, JHSC certification is valid for three years, so if your certification expires in 2025, now is the time to plan your refresher.

### Why Book Early?

Refresher training must be completed before your certificate expires, and we recommend scheduling your session at least six months in advance. This allows time for unforeseen circumstances and ensures your certification stays up to date.

#### Important Notes:

- If you were certified prior to the 2016 standard, you can still attend a refresher without impacting your grandfathered status.
- Extensions cannot be granted for expired certifications, so don't delay!



**2025 Refresher Training Dates**

January 7, 2025  
March 13, 2025  
June 12, 2025  
September 9, 2025  
December 11, 2025

**Training Details:**

**Time:**  
8:00 AM - 4:00 PM

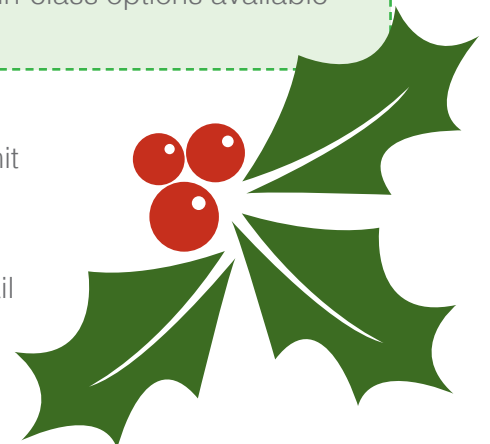
**Cost:**  
\$150 (Dunk & Associates clients)  
\$175 (public)

**Location:**  
Virtual and in-class options available

Did you complete your original JHSC training with a different provider? No problem! You're welcome to register with us. Simply download and submit the registration form [here](#).

Looking for full JHSC Certification Training (Parts 1 and 2)? We've got you covered. In addition, for customized in-class sessions or further details, email us at [cert@systems24-7.com](mailto:cert@systems24-7.com).

**Stay proactive—secure your 2025 training spot today!**





## Dunk & Associates WSIB Health & Safety Excellence Program (HSEp)

### What is the HSEp?

WSIB's HSEp recognizes an Employer's and workplace's efforts in safety. This program integrates the strengths of the previous Safety Groups and Workwell programs. This model provides a clear road map for Ontario businesses to improve health and safety, achieve recognition, and help make Ontario a healthier and safer place to work.

Whether you are just getting started or want to build on your existing Health and Safety program, the HSEp can help you reach your goals.

Participants can earn both financial and non-financial rewards and create safer workplaces and cultures.

**Dunk & Associates does not take a percentage of the Employer earned rebate. We never have, and we never will.**

### What Dunk Offers

Dunk & Associates offers more than just documents and legal jargon. We engage with each member and meet you where you are on your safety journey. Whether one employee or 10,000, we have the resources to assist you in building your safety program. Dunk has created two programs for you to choose from based on your service needs for the program (Self-Directed HSEp and HSEp Plus). Inclusions for each program are provided in this package.

Dunk & Associates is an approved provider of the HSEp in Ontario. We have been a provider with the WSIB since 2003 and are now **one of the largest and most experienced approved HSEp providers**. We are "leaders in safety" and our team of professionals is comprised of a variety of specialists in safety, human resources, claims management, and administrative supports. Dunk is only a phone call away for our HSEp members. We specialize in making the **HSEp journey simple for our members**. Dunk has the necessary resources to achieve HSEp success.

At an additional cost, we provide other online services such as eLearning, policies/procedures, and simple processes with fully developed supports for every industry sector in Ontario. Including those regulated by the Canadian Labour Code.

# EXCELLENCE UPDATES

## REMINDER

### Mandatory Webinars for HSEp

This is your friendly reminder that all Guidance & Instruction webinars are mandatory for all of our HSEp Members (both the Self-Directed HSEp and HSEp Plus). 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. 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.



## 2025 HSEp WEBINARS

### Health and Safety Excellence program Guidance and Instruction

January 14, 2025 | 9:00 am - 12:00 pm EST

### Health and Safety Excellence program Guidance and Instruction

April 15, 2025 | 9:00 am - 12:00 pm EDT

### Health and Safety Excellence program Guidance and Instruction

June 17, 2025 | 9:00 am - 12:00 pm EDT

### Health and Safety Excellence program Guidance and Instruction

October 14, 2025 | 9:00 am - 12:00 pm EDT

### Health and Safety Excellence program Orientation

December 2, 2025 | 9:00 am - 12:00 pm EST

Health and Safety  
Excellence program  
**Approved provider**  
**wsib 2024**

# Excellence Updates

Health and Safety  
Excellence program  
Approved provider  
wsib 2024

## FEATURED ARTICLE

### Introducing Our New HSEp Programs

Can you believe the HSEp is entering its fifth year in 2025? Since the program rolled out in 2020, we've observed some members struggle more than others and require more support with the program. As mentioned in our October 15th webinar, we've made major changes to our program delivery, including:

- Step-by-step submissions instead of one large submission at the end
- Changed to the Plan, Do, Check, Act method instead of the WSIB 5-Steps of Implementation
- Created a new Dunk HSEp Portal with more resources, including training for most topics

In addition to changes to program delivery, Dunk has found a win-win solution for our members. Some require more assistance from us, and some don't. Once your current HSEp run expires, you're able to customize the program to meet your needs.

The first program is the Self-Directed HSEp. This program is a self-directed model where members follow topic instructions and attend webinars to receive updates and guidance on changes to the existing program. The cost per topic in the Self-Directed HSEp is \$550 per selected topic.

The Self-Directed HSEp includes:

- One administrative profile on the Dunk HSEp Portal
- Access to newsletters, topic resources, templates, and instructions for your selected topics. All of these resources are customizable to your workplace.
- Ability to complete topic training on the Dunk HSEp Portal if your business has less than 50 employees. Exported training is available for those employers with over 50 employees for most topics. Some topic training will need to be developed based off your newly created program, which is why training is not available for all topics.
- Up to 3 submission reviews per topic step. After 3 submissions, you will be transitioned to the HSEp Plus Program to continue in the program at additional cost.
- One review of any required AER's as identified by the WSIB.
- Unlimited inbound phone or email supports related to your topics to assist you in your HSEp journey. There will be no process related supports as this program is self-directed. Quick verification questions will be allowed.

Remember, webinar attendance is mandatory for all members. If you cannot attend the webinar live, you must watch the recording within 2 weeks and send an email to [excellence@systems24-7.com](mailto:excellence@systems24-7.com) to let us know you've watched it. Failure to attend or watch the webinar will result in HSEp Self-Directed members transitioning to the HSEp Plus Program at additional cost or be removed from the program all together.

The second Program is called HSEp Plus. The cost for this program is \$1000 per topic. The HSEp Plus provides more support and follow-up to help you easily move through the program. After an analysis of data in the last 4 years, Dunk has observed members who do not attend webinars or follow instructions, requiring more support to get through the program, at an additional expense to Dunk. Under the HSEp Plus program there are more touchpoints and assistance available.

In addition everything included in the Self-Directed program, the HSEp Plus program also includes:

- Up to three administrative profiles on the Dunk HSEp Portal
- Ability to complete topic training on the Dunk HSEp Portal, up to a maximum of 1000 employees
- Unlimited submission reviews to finalize your topic submissions
- Assistance creating step-by-step deadlines with follow-up from Dunk one week before the established due date
- 1 written standard (Policy/SOP) review per topic
- Unlimited inbound phone or email support related to your topics or processes
- 1 Topic selection meeting prior to topic selection on the WSIB Digital Portal

To assist with the cost, effective January 1st, 2025, the WSIB will be providing a \$1000 registration credit to all members for new action plans created after that date.

If you are in a current HSEp run, you will remain under the existing program until your topics are completed. When you enroll for the next run, you will choose either the Self-Directed HSEp or HSEp Plus. Keep in mind if you select the Self-Directed program and do not meet the terms and conditions for the program, you will be moved to the HSEp Plus program at additional cost to continue on.

If anyone has any questions on these new programs, please feel free to reach out to us by phone at 1-866-754-8839 or by email [excellence@systems24-7.com](mailto:excellence@systems24-7.com).



# December Webinar

Register now for our next upcoming monthly webinar.



## Dunk Discussions: In the Know!

December 18, 2024 | 1:00 - 2:00 pm EST

Join the professional team at Dunk & Associates to discuss recent updates and hot topics, as well as have the opportunity to ask questions and receive coaching on what matters to you. Have your questions ready and remember to ask them in such a way as to maintain any confidentiality where needed. These sessions are not recorded in order to promote more of an open forum for your questions, so tune in if you don't want to miss out!

**REGISTER**

Our 2025 webinar schedule is now available. Register today to save your seat, it's **FREE!**

**2025 WEBINAR LIST**



# Wellness Updates

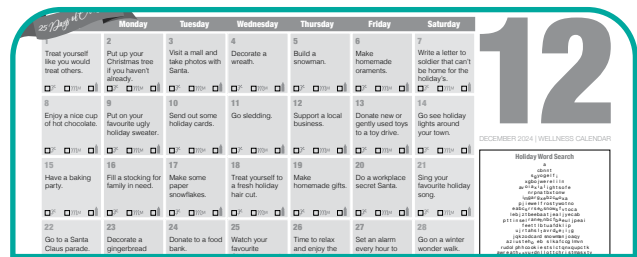
## 2024 WELLNESS CALENDAR

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.



2024 FULL COLOUR & INTERACTIVE

Download



2023 BLACK & WHITE  
(Printer friendly)

Download

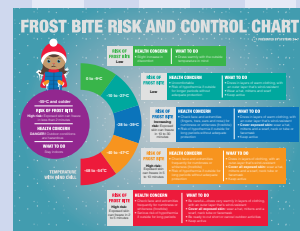
## YOUR OTHER COMPLIMENTARY RESOURCES THIS MONTH



Click on each image to expand and download



Check the Halls



Frost Bite Risk and Control Chart



Workplace Parties and Holiday Impairment

THANKS FOR READING.  
SEE YOU IN



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

