

# DUNK & ASSOCIATES / SYSTEMS 24-7

# NEWS 24-7

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# 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!*



## SUPERVISOR SKILLS

# Conflict Management

Dealing with conflict between employees in the workplace can be challenging, but conflict in the workplace is inevitable. What matters most is how those conflicts are resolved. Unresolved conflict can be detrimental to the workplace, with impact going beyond the parties directly involved.

Join us as we discuss how to identify conflict in the workplace, and learn strategies of how to effectively manage conflict resolution.

**Join us for our next Supervisor Skills Webinar: Conflict Management**

**FEBRUARY 20th, 2025**

**1:00 pm – 3:00 pm EST**

90-minute webinar + 30-minute Q&A



### Ticket Price

- \$35/person (private clients)
- \$40/person (public)

Applicable taxes will apply



### Who should attend?

- Owners
- Managers and Supervisors
- Anyone wishing to further their professional development



### Attendee's Takeaways:

- Understand common causes of workplace conflict.
- Effectively identify, manage, and resolve conflict among employees.
- Learn strategies to prevent conflict in the workplace.
- Participation certificate
- Access to the webinar recording

**Download Registration Form Here**

**Sign up today by visiting [systems24-7.com/webinars](https://systems24-7.com/webinars)**

# FIRE EXTINGUISHER SAFETY

## NEW PROGRAM - *Currently Ontario Only*

We're excited to introduce our Fire Extinguisher Safety Program! Dunk is your new partner in ensuring safety, compliancy, and preparedness for emergencies.

Find more information visit: <https://www.systems24-7.com/fire-extinguisher-safety-program>

### Why This Matters

Did you know that regular fire extinguisher maintenance is not just a good practice but a legal requirement under the Ontario Fire Code and NFPA10 (Portable Fire Extinguisher Standard)? If you are not compliant and you have a fire, you could have a conflict with your insurance: **Here is what you need to know:**

#### Monthly Fire Extinguisher Check: Quick and Essential!

Did you know that a quick monthly check can ensure your fire extinguishers are damage-free, properly pressurized, and easily accessible? Here's what to look for:

- **Clear Hose and Nozzle:** Ensure they are free of obstructions.
- **Weight Check:** Verify the extinguisher is above the minimum capacity.
- **Pressure Gauge:** Make sure the tank is within the green zone.
- **Shake the Tank:** Give it a good shake to keep the contents ready for action.

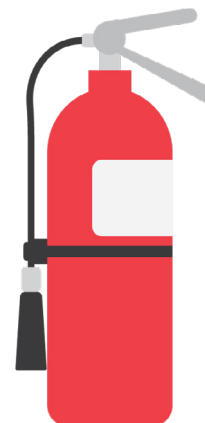
*Stay safe by making this simple check a part of your routine!*

**Annual Maintenance:** A yearly maintenance completed by a qualified technician is required to ensure your fire extinguisher is in top shape.

**Internal Maintenance & Hydrostatic Testing:** Depending on your extinguisher type, the NFPA10 Standard regulates time intervals when your fire extinguisher requires internal maintenance and hydrostatic testing to ensure the structure of your fire extinguisher is not compromised.

**Recharging:** Some fire extinguishers can lose pressure, whether it is from a leaking seal or accidental moving of the handle. Ensuring your extinguishers are properly charged is a must in Fire Safety prevention.

**Our New Service:** Compliant, Convenient, and Cost-Effective!



**With our certified technicians and comprehensive inspection process, you can rest easy knowing your fire extinguishers are compliant and ready for action. Here is what we provide in our new program:**

**Fire Extinguisher & Accessory Sales:** Need new Fire Extinguishers purchased and installed? Let us provide and install your extinguishers, mounts (vehicle/wall), signage, covers, and more.

**Annual Inspections:** Our experts perform detailed checks to ensure compliance with safety codes.

**Internal Maintenance:** During internal maintenance of a fire extinguisher, we disassemble the unit to inspect and clean all internal components, ensuring there are no blockages or corrosion. We check the pressure gauge, refill or recharge the extinguisher if necessary, and replace any damaged parts. Finally, we reassemble the extinguisher and conduct a pressure test to confirm it is functioning correctly.

**Hydrostatic Testing:** Hydrostatic testing is performed to ensure the structural integrity and safety of cylinders. This test helps detect any leaks or weaknesses that could cause the extinguisher to fail during use. By pressurizing the extinguisher with water and checking for any drops in pressure, we can confirm that it will operate reliably in an emergency.

**Recharging\*:** We handle any necessary recharges, keeping your extinguishers ready for action.

*\*Depending on the extinguisher and environmental conditions, if we must remove the extinguisher from the workplace, a temporary one is provided. We offer a one-year warranty on all internal maintenance and hydrostatic testing.*

### Take Action Today!

Regular fire extinguisher maintenance isn't just a regulation—it's critical for your team's safety. Avoid fines, stay compliant, and keep your workplace protected by booking your inspection and refill today.

Add more value! This service can also be blended with our other onsite health and safety services, such as workplace Inspection for a discounted fee. For those who already receive annual onsite compliance inspections, inspection of fire extinguishers will be included at no additional fee.

Our work is guaranteed with a one-year warranty on any internal maintenance or recharge. Travel fees are waived within the Hamilton and Niagara Region areas.

Email us at [support@systems24-7.com](mailto:support@systems24-7.com) or call us at 1-866-754-8839 to inquire about or schedule your service.

# TECHNOLOGY UPDATES


UPDATE

## Direct Linking within Libraries

An update has been released to Systems 24-7 to allow admins to copy the direct link of a library resource. This can be very helpful for various reasons - pointing employees to the right direction to content on your site, adding a link on your dashboard to specific library resources, and more. To copy the link, select the administer resources option within your specific library. Beside each resource is a link icon to allow you to copy the URL of each item.

Resource Name

Health and Safety Policy Statement



Check it out here

Policies

ADMINISTER HEADERSADMINISTER RESOURCESADD HEADERADD RESOURCEREVIEW RESOURCE

Select Licensee:Dunk & Associates

Select Company:Dunk Marketing

Service Type:All x

Header:All x

Resource:All x

Search

☐ Enable Sorting

Resource Name	Service	Header	Display To	Date Posted	Last Revision Date	Next Review Date	Authoring Options
Health and Safety Policy Statement	Health & Safety	Section 01 - Health & Safety Statement	Everyone	January 1, 2024	January 1, 2024		

Questions?

Email us at [support@systems24-7.com](mailto:support@systems24-7.com)



## Compliance Packages Posted

For those clients using our Safety and HR Professional Services, your compliance packages are posted. Log on to **Systems 24-7** and select the Compliance Package feature to view your instructions.

All assignments must be completed to keep your program in compliance.

# 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.



# SAFETY & HR UPDATES

## FEATURED ARTICLE

### New Year, New Start

As cliché as it sounds, January is a time of new beginnings. A fresh new year is upon us, and with it comes optimism and hope. Let's apply the same hope and optimism to your Health & Safety and Human Resource programs.

If 2024 wasn't a glowing success, let's not dwell on the past. Use this fresh start to approach your program with fresh eyes and outlook. If components of your program were unsuccessful, revisit the cause and determine what can be done to improve your program. For example, if your workplace saw an increase in injuries, dig deep and find the root cause. Are employees aware of how to work safely? Have they read and understood SOPs (Safe Operating Procedures) and your Hazard Assessments? Do these items exist in your workplace? Hint, legislation requires these so they should!

For some organizations, your Health & Safety and HR programs are a robust, well-oiled machine, and that's fantastic! Keep up the great work! Approach with caution though – you don't want to lose any momentum or interest. Find ways to make tweaks and improvements. Can the reporting of incidents and reporting to compensation boards be improved? Have you considered using Dunk & Associates Report It feature? Check out what Report It can do for your workplace [here](#).

Last but certainly not least, don't be afraid to ask for help! Running effective Health & Safety and Human Resource programs takes a lot of work, time, and effort. If all of this falls on your shoulders, reach out and ask other members of your organization for help. And don't forget about Dunk! We can help too! Whether you need to bounce ideas off our Professional staff or need assistance drilling down into reports and features of Systems 24-7, we are here to help! Call us toll-free at 1-866-754-8839 or send an email to [support@systems24-7.com](mailto:support@systems24-7.com).



**Let's make 2025 the best year yet!**

# CERTIFICATION UPDATES

## ANNOUNCEMENT

### 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!

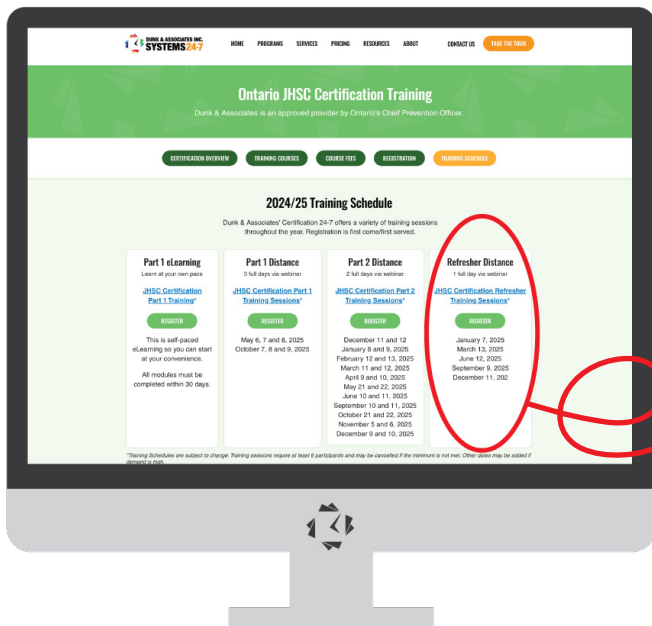
As approved providers of the new JHSC Certification Training for over three years, Dunk & Associates is here to help you stay JHSC certified and compliant. Remember, JHSC certification is only valid for three years, so if your certification expires in 2025, now is the time to plan your refresher.

### 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!**



## 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.

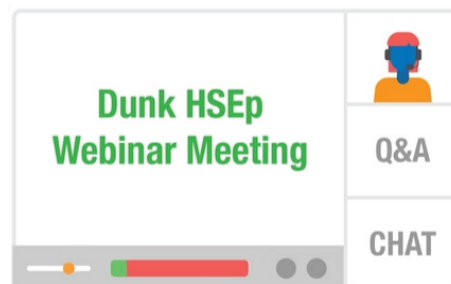


# EXCELLENCE UPDATES

## REMINDER

### All Guidance & Instruction Webinars are Mandatory in 2025

Just a friendly reminder that all Guidance & Instruction webinars are mandatory for all of our HSEp Members. Attendance is taken for each webinar, if you're not attending, you can view recordings on the Dashboard of the Dunk Portal. The link to register for this and future webinars is on your portal 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. ATTENDANCE IS A MUST FOR YOU TO BE SUCCESSFUL IN THIS PROGRAM.

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

## LAST RECORDED WEBINAR

### HSEp GUIDANCE AND INSTRUCTION WEBINAR

Recorded on: October 15, 2024

Health and Safety  
Excellence program  
Approved provider



2025

# EXCELLENCE UPDATES

Health and Safety  
Excellence program  
Approved provider



2025

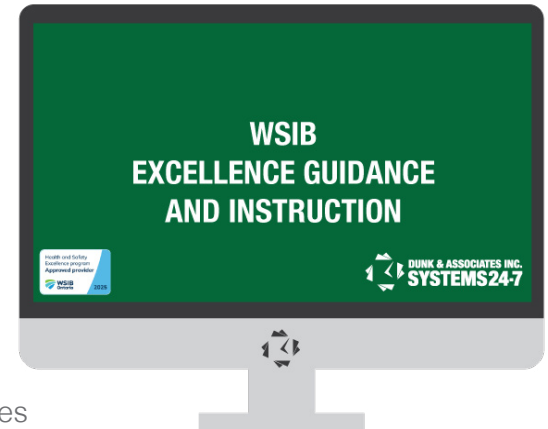
## FEATURED ARTICLE

### Why Are The Guidance & Instruction Webinars So Important?

Wow, where did the year go? We can't believe 2024 is the past and now our focus is on 2025. We hope everyone is prepared for the winter as Jack Frost has definitely nipped at our noses.

After the WSIB's recent enhancements to HSEp and Dunk's recreation of the program as a result, I have been asked by our members, "why are all webinars mandatory?"

The answer is simple. It's important for our members to stay up to date and current with the program to achieve success on your HSEp journey. As our tenured members can attest to, the program and expectations from the WSIB change. Change signifies growth, and the WSIB has made significant enhancements, both from a program and rebate standpoint for 2025. These enhancements will guarantee the longevity of the HSEp. We also experience changes in focus from the WSIB Validation Team from time to time. As the program grows and evolves, you can most likely expect more changes down the road.



In order to communicate these enhancements, we host quarterly mandatory Guidance and Instruction webinars which provide our members with in-depth explanations of the changes, how it relates to our members, and, most importantly, how you can bridge the gap in your current HSEp cycle to be successful and achieve your rebate. These webinars provide those in attendance a chance to network with other members, ask clarifying questions, become informed on upcoming legislative changes, and get a high-level overview of the HSEp process to keep them on track. If you cannot attend our webinars, they are recorded and will be posted on our Dunk HSEp Portal within 48 hours of the webinar. If you watch the recording, you must send Dunk an email to let us know as we track attendance.

As per December's newsletter article, Dunk has officially launched two HSEp programs for members to choose from once their current cycle has completed (Self-Directed HSEp and HSEp Plus). The details of each program are included in our registration brochure. Before the development of these new programs, Dunk conducted research on the success and required support levels to get through the program. We found that members who did not attend our Guidance and Instruction webinars, had difficulties completing the program and required more time, effort, and support to get them through the program successfully. In some cases, topics were not salvageable and had to be deferred resulting in the members not receiving a rebate.

Dunk has realized there was a need for more support and follow-up depending on our members experience and time commitment. Businesses who require this extra assistance would fall into the HSEp Plus program. Businesses who can follow Dunks' detailed topic instructions and keep up to date on the program enhancements through attending all our webinars would fall under Self-Directed program. You can't be in the Self-Directed program and not attend all our Guidance and Instruction webinars and expect to successfully complete the program.

As always, we are here to discuss the new programs when you're ready to begin your next HSEp cycle. Join us on at our next Guidance and instruction webinar on January 14th where we will show you the new HSEp Portal!

# UPCOMING WEBINARS

Registration is **FREE** for all our monthly webinars.  
Seats are limited, register today!



**REGISTER**

## Setting Up Your Program

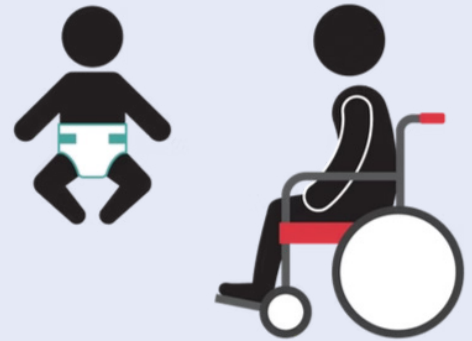
January 15, 2025 | 1:00 - 2:00 pm EST

January marks the start of another year. It is also the time to set up and plan your year in Safety. From required postings to annual training obligations, learn what you must do, what you should do, and what not to do when running a safety program. Are you over or under-training employees? Is your Health and Safety Board up to date? Come learn what to do, when, and how!

## Leaves of Absence

February 19, 2025 | 1:00 - 2:00 pm EST

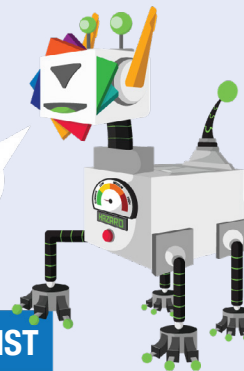
Employees are allowed to take leaves from work under special circumstances, such as illness, bereavement, parental leave, and many more. Are you aware of the leave entitlements for your employees as well as your legal responsibilities associated with job-protected leaves? In this session, we will discuss types of leave and eligibility, the differences between statutory leaves and other absences (such as personal days not covered by law), job protection responsibilities during a leave, and much more. Come with your questions on managing leaves of absence.



**REGISTER**

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

**2025 WEBINAR LIST**



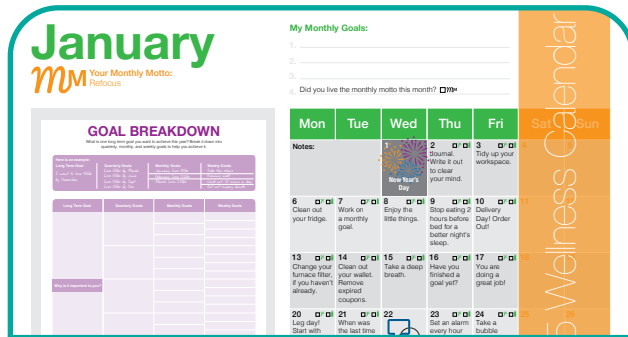
## **RECORDED WEBINARS**

Employee Recognition | Recorded: November 20, 2024

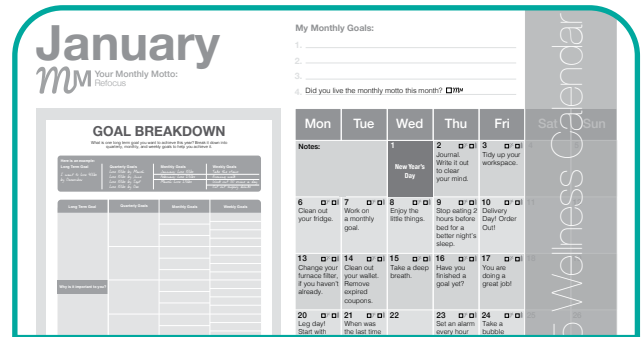
# WELLNESS UPDATES

## 2025 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.



**2025 FULL COLOUR  
& INTERACTIVE**  
Download



**2025 BLACK & WHITE**  
(Printer friendly)  
Download

## YOUR OTHER COMPLIMENTARY RESOURCES THIS MONTH



Click on each  
image to expand  
and download



**Be a Germ  
Buster!**



**Emergency  
Preparedness**



**Extreme Cold**



# LEGISLATION UPDATES

## OVERVIEW OF IMPORTANT UPDATES

Dunk & Associates continues to monitor legislation updates and implement changes to program content and training modules to ensure you are always kept up to date. To see a recap of the recent changes, please [click here](#).



OVERVIEW OF MAJOR CHANGES	WHAT DOES THIS MEAN FOR EMPLOYERS?
NOVA SCOTIA	
<p><b>Stronger Workplaces for Nova Scotia Act - Passed</b></p> <p>The following amendments take effect <b>January 1, 2025</b>:</p> <p><b>Labour Standards Code:</b></p> <ul style="list-style-type: none"><li>• Employees will be entitled to 5 days of unpaid sick leave per calendar year, in addition to the 3 unpaid days for medical appointments and family illness currently in the Labour Standards Code</li><li>• A new unpaid 27-week leave for serious illness or injury is available for employees to recover from a serious illness or injury</li></ul> <p><b>Occupational Health &amp; Safety Act:</b></p> <ul style="list-style-type: none"><li>• The Act has added a definition of “health &amp; safety” to now include both physical and psychological health and safety.</li></ul>	<p><b>Protected Leaves</b></p> <p>Make sure you are updating your company’s policies on protected leaves of absence to include the additional 5 days of unpaid sick leave and the new 27-week leave for serious illness or injury, effective January 1, 2025.</p> <p>If you are a Full-Service Human Resources client with Dunk &amp; Associates, your HR program has been updated to reflect these amendments.</p> <p><b>Health &amp; Safety</b></p> <p>Ensure all employees are aware that the definition of “Health and Safety” includes both physical and psychological health and safety in the workplace.</p>

# LEGISLATION UPDATES

## OVERVIEW OF IMPORTANT UPDATES

OVERVIEW OF MAJOR CHANGES	WHAT DOES THIS MEAN FOR EMPLOYERS?
ONTARIO	
<p><b>WSIB Fee Reductions</b></p> <p>WSIB is lowering the average premium rate for Ontario businesses in 2025 to \$1.25 per \$100 of insurable payroll, the lowest it has been in more than 50 years.</p> <p>The 2025 decrease means the average premium rate has been reduced by more than 50% over the last decade, resulting in cumulative savings for businesses of approximately \$18.6 billion since 2017.</p> <p>Compared to 2024 alone, Ontario businesses will save approximately \$150 million, which can be invested in new jobs, technology, and health and safety improvements.</p>	<p>Click <a href="#">here</a> for more information and to access your 2025 premium rates.</p>

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

