

Systems 24-7 Online Training List

As of October 14, 2020

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Courses Recommended for Due Diligence

- Accessibility for Ontarians with Disabilities Act (AODA)
- Accident Investigation
- Fire Safety
- Personal Protective Equipment
- Return to Work for Managers
- Return to Work for Workers
- Supervisor Competency
- The Law (Canadian Labour Code)
- WHMIS 2015 (Current Standard)
- Work Refusal
- Worker Awareness Training
- Workplace Inspections
- Workplace Violence, Harassment and Bullying

New COVID-19 Courses

COVID-19 Organizational Considerations

This module reviews the organizational considerations that need to be addressed to reduce the risk of spreading COVID-19. It includes cleaning and disinfecting, housekeeping, waste management and ventilation.

COVID-19 Organizational Considerations - Healthcare

This module reviews the organizational considerations that need to be addressed to reduce the risk of spreading COVID-19. It includes cleaning and disinfecting, housekeeping, waste management and ventilation.

COVID-19 The Basics of Protection

This course will walk you through the basics that may be in your workplace or should be considered when you return to your workplace. As always, we will be guided by the Governments experts leading us through the **COVID-19** protocols as we do return to *“the new normal.”*

COVID-19 The Basics of Protection – Healthcare

This course will walk you through the basics that may be in your workplace or should be considered when you return to your workplace. As always, we will be guided by the Governments experts leading us through the COVID-19 protocols as we do return to *“the new normal.”*

Material Handling - Protect your Employees from COVID-19

This module outlines the precautions that need to be taken when handling materials during the COVID-19 pandemic.

Personal Protective Equipment For COVID-19

This module outlines the PPE requirements during the COVID-19 pandemic as suggested by Public Health and the World Health Organization in order to help protect against the spread of COVID-19.

Personal Protective Equipment For COVID-19 – Healthcare

This module outlines the PPE requirements during the COVID-19 pandemic as suggested by Public Health and the World Health Organization in order to help protect against the spread of COVID-19.

Protecting Yourself Outside of Work from COVID-19

This module outlines the precautions that employees should take outside of work to protect them from exposure to COVID-19.

Protecting Yourself Outside of Work from COVID-19 - Healthcare

This module outlines the precautions that employees should take outside of work to protect them from exposure to COVID-19.

Safety Committee and Representative Training During COVID-19

Operating a business during the COVID-19 pandemic requires Safety Committee Members and Safety Representatives to play an active role in controlling the spread of COVID-19 through inspections, identifying hazards and potential exposure risks, investigations, participating in work refusals, etc. This module is designed to help your committee members and representatives understand their roles and responsibilities during the COVID-19 pandemic.

Signage and Screening for COVID-19

This module outlines the screening precautions and signage required to protect workplaces from the exposure to COVID-19.

Signage and Screening for COVID-19 - Healthcare

This module outlines the screening precautions and signage required to protect workplaces from the exposure to COVID-19.

Safety Courses

Accident Investigation

(Versions include provincially specific, CLC, and Non-Compensation)

Accident investigation is about preventing a recurrence by determining the direct cause and identifying the indirect causes of an incident so that it does not happen again. Accident investigation is a critical component in a hazard identification and control program and is an integral part of a successful health and safety program. This course will review who is responsible for the various tasks through the investigation process, the applicable legislation and definitions regarding accident investigation.

Aerial Lift Training

Aerial lifting devices are typically used throughout construction, industry, and warehousing. However, the versatility and safety factors incorporated into these devices allow them to be utilized in almost any environment. This course will give the reader an understanding of the hazards associated with elevated lifts and will cover the law as it pertains to elevated lifts, pre-operation inspection, relevant personal protective equipment, and will specifically cover scissor lifts.

Asbestos Awareness

Asbestos is a common, yet serious health hazard found in many workplaces. This course is designed to provide an overview of asbestos and its associated hazards and to provide readers with the tools required to identify hazards related to asbestos-containing materials in the workplace. The Asbestos Awareness program will teach employees about the applicable legislation and regulations that apply to asbestos, the common types and dangers, where it can be found, related health effects, and how to avoid potential exposure.

Asbestos Controls

Carrying on from Asbestos Awareness, Asbestos Controls aims to educate Safety Committees and Management on the three main methods for controlling asbestos and how to protect workers from exposure. Readers will receive practical information on safe practices, emergency response and the duties and responsibilities of both management and the safety committee to prevent and respond to reports of asbestos exposure.

Back Care 210: Healthcare

Back injuries account for approximately one in every five workplace injuries/illnesses. Employees in the healthcare industry face many potential injuries/illnesses as their jobs require heavy lifting, awkward positions and many other hazards. Many of these injuries/illnesses are avoidable with proper education and awareness. This course will review the anatomy of the back and spine, contributing factors to back injury, safe lifting techniques, body management and sample exercises to increase strength and decrease the risks of injury.

Back Care 220: Retail

Back injuries account for approximately one in every five workplace injuries/illnesses. Employees in the healthcare industry face many potential injuries/illnesses as their jobs require heavy lifting, long periods of standing and many other hazards. Many of these injuries/illnesses are avoidable with proper education and awareness. This course will review the anatomy of the back and spine as well as the Guidelines for Movement Safety, including task planning, body positioning, and load handling.

BBQ Assembly and Safety Tips - Retail

Retailers who sell BBQs often provide assembly services. Employees who perform these assembly tasks must receive training to do so. This course will provide the reader with the knowledge portion on how to correctly assemble a BBQ in conjunction with the manufacturer's instructions.

Bloodborne Pathogens

Bloodborne pathogens are bacteria, viruses and microorganisms that are present in human blood. They can infect and cause disease in people who are exposed to blood containing the pathogen. These microorganisms can be transmitted through contact with contaminated blood and body fluids. This course covers common types of bloodborne pathogens that generally pose the greatest risk to workers, types of transmission and controls that can be put in place, different types of personal protective equipment that may be used, proper housekeeping, and emergency response.

Board of Directors Roles and Responsibilities for Health and Safety

(This course is for Ontario only)

Part of being a competent board member is having the knowledge and skills to perform well in your role, but also to work with the knowledge that the organization has done everything reasonable to protect the health and safety of each and every individual within its employ. The purpose of this course is to assist board members in understanding their duties and responsibilities as they relate to health and safety.

Chain Saw Safety

At home or at work, if not used correctly, a chain saw can be a dangerous tool. This course will go over the mandatory safety requirements for anyone using a chain saw. Material covered includes types of chain saws, types of injury causes, parts of a chain saw, how to operate a chain saw, and chain saw hazards.

Confined Spaces

(Versions include provincially specific and CLC content)

A confined space is a fully or partially enclosed space. The employer is responsible for ensuring that the requirements of the legislation and regulations are complied with in the workplace. This course will review province-specific regulations that govern confined spaces, hazards of confined space, atmospheric testing, permits, safety procedures, and training and duties of the confined space entry team.

Confined Spaces US

A confined space is a fully or partially enclosed space. The Occupational Health and Safety Administration (OHS) confined space standard establishes the uniform requirements to ensure that the hazards of confined spaces in U.S. workplaces are evaluated, safety procedures implemented, and that the proper hazard information is transmitted to all affected workers. The employer is responsible for ensuring that the requirements of the OHS standard are complied with in the workplace. This course will review the confined space requirements under the OHS, hazards of confined space, atmospheric testing, permits, safety procedures, and training and duties of the confined space entry team.

Construction Ladder and Stilt Safety

(Versions include content for AB, BC, MB, NB, NFL, NS, PEI, QU, SK only)

According to a workplace's policy, all employees who are required to use ladders or stilts as part of their job are required to receive training on the proper use of the equipment. The primary goal of ladder and stilt safety is to prevent injuries from slips and falls while using these and this course will assist the employee in understanding and interpreting the Ladder Safety Program. Material covered includes a review of applicable government legislation, how to conduct a ladder inspection prior to use, the four types of ladders, and safety tips when using ladders or stilts.

Construction Safety Basics

(Versions include provincially specific content)

Working on a construction site poses unique safety hazards that other workplaces do not. It is important that workers have an understanding of construction safety basics in order to keep themselves and others safe while on the jobsite. This course will

review obligations under the law according to the OHSA, roles and responsibilities for all workplace parties, hazard identification, personal protective equipment, safety basics, office safety, preventing violence, and preventing back injuries.

Construction Trenching and Shoring

(Versions include content for AB, BC, MB, NB, NFL, NS, PEI, QU, SK only)

Construction work can be dangerous with work involving trenching and shoring activities tending to be the most hazardous in the industry. Excavations are required for the installation and repair of utility lines, replacement of water and sewer lines, swimming pool construction and even grave digging. These projects vary considerably, each with its own set of unique problems. This course will focus on the risks of trenching and shoring activities and provide information on how to work safely. Material covered includes applicable legislation pertaining to trenching, review of soil types, cave in causes and trench stability, sloping, trench boxes/shields, and shoring.

Controlling the Spread of Infection and Viruses

This course covers how to control the spread of infection and viruses. The course discusses common types of viruses, diseases and bloodborne pathogens that generally pose the greatest risk to workers, types of transmission and controls that can be put in place, different types of personal protective equipment that may be used, proper housekeeping, and emergency response.

Crane Operator Training

Cranes and rigging may pose serious safety hazards to operators and people who work around them. Crane accidents have caused severe personal injuries and even death, as well as damage to materials and equipment. The goal of this theory-based course is to help the reader, as operators, eliminate hazards associated with the operation of overhead cranes and rigging. Upon successful completion of this training, operators are required to pass a test to demonstrate comprehension of the safety rules, policies and procedures for the safe operation and use of overhead cranes. Material covered includes potential workplace hazards, steps prior to operation, the three-step process, types of cranes, crane components, pre-use inspections, attachments, using the crane, and emergency procedures.

Crossing Guard Basic Safety

Crossing guards are an important part of the community. They keep children safe while crossing the road and make motorists aware of pedestrians. Crossing guards also face hazards everyday due to the nature of their job and must be aware of those potential hazards and how to keep themselves safe. This course will cover the applicable law, roles and responsibilities, hazard identification and reporting, crossing guard hazards, personal protective equipment, WHMIS, and return to work.

Decanting

Decanting is the transferring of a chemical or fuel from one container into another (usually from a large to a smaller container). The purpose of this course is to teach employees how to take the steps to eliminate or minimize the risks associated with decanting chemicals and fuels in the workplace or work site. Material covered includes labelling, safety checks, general operating instructions, bonding, and grounding.

Dog Bite Prevention

Any dog can bite, including a dog that you may know. Encountering an aggressive dog in the course of work is a safety concern. This course will help the employee understand the potential hazard of dog bites for workers who work inside and outside people's homes. Material covered includes looking at what the problem is, who is at risk, reading the warning signs, effects of dog bites, what pet owners need to know, steps to protect yourself, what to do when approaching a house, what to do when in danger, and the reporting process.

Due Diligence and the Law

(Versions include provincially specific content)

Occupational Health and Safety legislation and regulations set out the minimum standards for health and safety in workplaces as well as the duties and responsibilities of all workplace parties. This course is designed to raise awareness and working knowledge of the province's Occupational Health and Safety legislation and regulations. Material covered in this course includes due diligence, legislation, roles and responsibilities, worker rights, competent supervisor, safety committee, workplace inspections, workplace violence, harassment and bullying, hazard recognition, training, reporting and investigations, and non-compliance.

Electrical Bed Safety

Electrical beds, like any piece of mechanical equipment, can pose a safety risk to those who operate them and those that use them. It is important to be aware of these potential hazards and how to keep yourself and the person using the bed, safe. This course covers general precautions when operating an electrical bed, bed operation, assist rails and side rails, pendant lockout, hazards, and potential injuries.

Electrical Safety

Electricians and others who work with electricity require additional electrical safety training due to a number of factors, including changes to code, laws and regulations, equipment, and practices. This course provides a well-rounded approach to electrical safety basics and will increase understanding of the dangers of electricity from a shock protection as well as an arc flash protection point of view. Material covered includes hazards of electricity, isolating circuits LOTO (lockout, tagout), working on energized equipment, personal protective equipment, other considerations, portable electric tools, work area safety, and electrical systems.

EpiPen Training: General

An allergic reaction is a body's immune system response to an allergen, such as a bee sting or peanut butter. Over the past few decades, there has been an increase in the number of people who have severe allergies and can have an allergic reaction that can potentially be life threatening. Therefore, it is necessary to be prepared and to be able to handle this crisis. This course will review how to recognize the symptoms of an allergic reaction and how to give epinephrine using an EpiPen. Material covered includes how to react if someone has a severe allergic reaction, types of allergic reactions, types of allergens, how to identify a severe allergic reaction, and how to use an EpiPen.

EpiPen Training: School

An allergic reaction is a body's immune system response to an allergen, such as a bee sting or peanut butter. Schools have an increasing number of children who have severe allergies and can have an allergic reaction that can potentially be life threatening. It is necessary for school personnel to be able to handle this crisis. This course will review how to recognize the symptoms of an allergic reaction and how to give epinephrine using an EpiPen. Material covered includes knowing your school's plan for children with severe allergic reactions, types of allergens, how to identify a severe allergic reaction, and how to use an EpiPen.

Ergonomics

Ergonomics is an applied science concerned with designing and arranging spaces to maximize their efficiency for the people who use them. Ergonomics is matching the job to the worker and focuses on how work affects workers. This course will review the scope of ergonomics, areas of specialization (physical, cognitive, and organizational), ergonomic hazards, and how to control the hazard.

Fall Protection Awareness Program

This course is an introductory program in fall protection principles and is intended to be used as a guide only. All persons must be further trained to use fall arrest equipment in strict adherence with individual manufacturer's instructions and according to safe work practices. Fall protection is a method to prevent a person from falling or by reducing the distance of a fall to limit physical damage. This course will review the anatomy of the fall, slips, trips and falls, fall protection equipment, other fall protection methods, anchor systems, parts of a system, inspections, storage and maintenance, how to put on a harness, and the fall protection plan.

Fire Safety

Fire is a chemical reaction involving rapid oxidation or burning of a fuel. It needs three elements to occur; fuel, oxygen, and heat. This course will review how fires are classified, how to prevent fires from occurring, how to identify and inspect fire extinguishers, how to extinguish small fires, when not to fight a fire, what to do if someone catches on fire, and how to evacuate a burning building.

Flash Burn, Arc Eyes, and Welders Flash

Everyone requires their eyes to complete their work safely. Eyes, especially the cornea, can be damaged easily by exposure to ultraviolet radiation from the sun and other sources of ultraviolet light. Corneal damage from a flash burn may cause pain, changes in vision or loss of vision entirely. The purpose of this course is to provide those who work with welding with the tools and information needed to protect their eyesight, work safely and ensure a quick recovery time should a flash burn occur. Material covered includes flash burn, flash burn prevention, and diagnosis and treatment.

Fuel Fired Heaters

When used correctly, temporary heaters can make a working environment much more comfortable. When used incorrectly, they present a significant risk of fire or explosion. This course will review propane cylinder safety, different types of cylinders, propane heaters, propane and cylinder storage, transporting/moving cylinders, and precautions to take if you smell, hear or see gas.

Fuel Handling

The goal of this course is to give employees the information and skills to safely dispense fuel from your organizations' private fuel supply, to prevent fuel-related accidents and incidents, and to give the knowledge to be prepared and use good judgment while handling petroleum products. Material covered includes how to properly and safely dispense fuel in accordance with legislation, responsibilities regarding the safe operation of the fuel pump, the safety devices and equipment at the facility, how to identify potentially dangerous situations before an incident occurs and the need for emergency procedures and what is expected of you during such an incident.

Fuel Handling – Marina

(This course is for Ontario only)

The goal of this course is to give employees the information and skills to safely dispense fuel from your organizations' private fuel supply, to prevent fuel-related accidents and incidents, and to give the knowledge to be prepared and use good judgment while handling petroleum products. Material covered includes how to properly and safely dispense fuel in accordance with legislation, responsibilities regarding the safe operation of the fuel pump, the safety devices and equipment at the facility, how to identify potentially dangerous situations before an incident occurs and the need for emergency procedures and what is expected of you during such an incident.

Gas Pump Safety - Video

This video provides the viewer with safety tips on how to pump gas safely.

Hair Care at Work

In today's society, how people style their hair is based on their own personal flair. While this may work in a social environment, while at work subtle changes may need to be made for their own safety and the safety of others. The purpose of this course is to give the employee some insight as to why hair can be a hazard so they can make appropriate styling decisions for work. Material covered includes understanding why hair care is important and understanding what changes the reader may need to make to their hair at work.

Hand Washing - Video

This video provides you with instructions on proper handwashing techniques.

Heat Stress Prevention

Employees who are exposed to extreme heat or work in hot environments may be at risk of heat stress. Exposure to extreme heat can result in occupational illnesses and injuries. This course will help the employee understand the potential hazards of heat stress. Material covered includes types of heat stress, heat strain, first aid measures, health effects and risk factors for heat stress, what you can do in advance and types of controls to implement to prevent heat stress, what the law says an employer must do, and simple methods to measure and monitor the heat.

Hot Work Permits

Hot work is any work using open flames or sources of heat that could ignite materials in the work area. This course will review how to recognize work that requires the use of hot work permits and how to implement the hot work permit process.

Housekeeping

Housekeeping is a basic but important part of accident and fire prevention. Effective housekeeping can help eliminate hazards and increase efficiency in completing a job while poor housekeeping frequently contributes to accidents by hiding hazards that can lead to injuries. This course will review hazards from poor housekeeping, the benefits of good housekeeping, planning a housekeeping program, elements of the program, and will provide some safety tips.

How to Hand Rub Your Hands - Video

The purpose of this video is to provide you with instructions on how to use an alcohol-based hand rub to prevent infection.

How to Hand Wash - Video

The purpose of this video is to provide you with instructions on how to wash your hands.

Infection Control, Respiratory Protection and Fit Testing

Preventing the spread of infections is a concern for healthcare workers, the patients they care for, the patient's families, and their own families. This course will teach employee the risk factors of sharps, when, why, and how to clean and sanitize your hands, respiratory protection, roles and responsibilities of employers and employees, how to use a respirator, food handling and preparation, and foodborne illnesses.

Introduction to Health and Safety Auditing

This course will provide the employee with an introduction to the basic process of conducting an audit of their Health and Safety Management System. Material covered includes why an audit should be conducted, the basics of auditing, the audit process, the audit report, and the roles and responsibilities of management.

Isocyanate Awareness

(Versions include provincially specific and CLC content)

Isocyanates consist of compounds that contain the isocyanate group of chemicals. Isocyanates can be found in many industries across Canada including painting, construction, upholstery manufacturing and ship building. They are both, irritants and sensitizers and even brief exposure can cause serious side-effects later in life. This course is based off of provincial legislation and will review what isocyanates are, health effects from exposure, applicable legislation, how to complete a thorough assessment, types of controls, medical surveillance program, and safety precautions.

Job Hazard Analysis

A job hazard analysis is an analysis of a workplace completed by staff to identify hazards to employees and the public. It is conducted to discover what hazards exist in the performance of a job and to find ways to eliminate or minimize them. This course will review the process of conducting a job hazard analysis.

Keep Your Vehicle Clean and Safe

We use your vehicles in so many areas of our lives and it is essential that we maintain them so that they can be ready for all the various activities we do. The purpose of this course is to give the employee some tips for keeping their vehicle clean and how to check for potential safety issues. Material covered includes the importance of a clean vehicle interior, the important of a clean vehicle exterior, a 'Do It Yourself' safety inspection, and a licensed technician inspection.

Kitchen Safety

This course provides basic safety knowledge for people working within a kitchen environment. Material covered includes racking and storage, material handling, spill response, preventing slips, trips and falls, ladders and step stools, kitchen equipment safety, exposure to hot surfaces in a kitchen, lockout system, knife safety, kitchen knife safety, utility knife safety, personal protective equipment, and hazard reporting.

Kitchen Safety - Club

This course provides basic safety knowledge for people working within a kitchen environment at a clubhouse. Material covered includes racking and storage, material handling, spill response, preventing slips, trips and falls, ladders and step stools, kitchen equipment safety, exposure to hot surfaces in a kitchen, lockout system, kitchen knife safety, safety storage for knives, the right personal protective equipment, safe use practices, utility knife safety, basic housekeeping, and hazard reporting.

Knife Safety

The first step in eliminating knife injuries is to determine if you can remove the use of knives from the workplace. When the removal of knives from the workplace is not possible, an injury prevention program is required. This course will review knife injury prevention, using the right knife for the job, different types of knives, safe storage of knives and blades, personal protective equipment to protect from injury, basic housekeeping, and safe use practices.

Ladder and Step Stool Safety – Retail

(Versions include content for AB, MB, NS, ON, SK only)

It is policy that employees receive training on the proper use of the equipment in the workplace. The main goal of ladder safety is to prevent injuries from slips and falls while using a ladder. This course is designed to give the employee the crucial knowledge and information about the why's and how's of ladder and step stool safety and will help them understand and interpret the Ladder Safety program. Material covered includes applicable government legislation, ladder inspection, types of ladders, and safety tips for using ladders and step stools.

Ladder and Stilt Safety

(This course is for Ontario only)

It is policy that employees receive training on the proper use of the equipment in the workplace. The main goal of ladder safety is to prevent injuries from slips and falls while using a ladder. This course is designed to give the employee the crucial knowledge and information about the why's and how's of ladder and step stool safety and will help them understand and interpret the Ladder Safety program. Material covered includes applicable government legislation, ladder inspection, types of ladders, safety tips for using ladders, and stilt safety.

Ladder Safety

(Versions include provincially specific and CLC content)

It is policy that employees receive training on the proper use of the equipment in the workplace. The main goal of ladder safety is to prevent injuries from slips and falls while using a ladder. This course is designed to give the employee the crucial knowledge and information about the why's and how's of ladder and step stool safety and will help them understand and interpret the Ladder Safety program. Material covered includes applicable government legislation, ladder inspection, types of ladders, and safety tips for using ladders.

Ladder Safety - Retail

It is policy that employees receive training on the proper use of the equipment in the workplace. The main goal of ladder safety is to prevent injuries from slips and falls while using a ladder. This course is designed to give the employee the crucial knowledge and information about the why's and how's of ladder and step stool safety and will help them understand and interpret the Ladder Safety program. Material covered includes ladder inspection, types of ladders, and safety tips for using ladders.

Lawn Equipment Safety

This course is designated for those in the lawn care and maintenance industry. Employees will be taught about the basic hazards they may encounter and how to control them should they arise during the course of their work. Material covered includes personal protective equipment to be used while operating lawn equipment, preparing to perform the task, preparing the equipment before the task, safe operation of equipment, and safety precautions to take.

Lead in the Workplace

It is a worker's legislated right to know the hazards of their working environment. This course will review one of these potential hazards; lead. Material covered is a review of what lead is, why it's hazardous, lead as a designated substance, how it can affect you, what the hazard is, signs and symptoms of lead poisoning, how workplaces protect you from the hazard, and how workplaces dispose of the product.

Lift Truck Operators Training Program – Theory

(Versions include provincially-specific content)

This course is designed to teach the theory portion of lift truck operation. Lift truck operators will still need to complete a practical evaluation following completion of this online course. Material covered includes lift truck terminology, duties and obligations, rights and offences, policy and procedures, classification and recommended types, components and controls, general safety, pre-start inspections, and cautions.

Lift Truck Pedestrian Safety

This training course is designated for those who work in environments with lift trucks. Not only is it important to keep the operators of lift trucks safe, but it is also important to keep pedestrians working around lift trucks safe as well. Being run over or struck by a forklift is one of the leading causes of critical injuries and fatalities in the warehousing and retail sectors. This course will review lift truck hazards, causes of accidents, safeguards, and pedestrian safety.

Lifting Devices

Employees in warehousing, transportation, manufacturing, retails and many other industry sectors have to lift and move materials as part of their jobs. With musculoskeletal disorders becoming a leading cause of occupational injury, this course will give employees the tools they need to work safely with lifting devices in order to protect their bodies. This course will review two-wheeled manual hand trucks, four-wheeled manual hand trucks and carts, powered industrial trucks, conveyors, industrial hoists, ergonomic assist devices, and general precautions when operating these lifting devices.

Loading Dock Safety

A loading dock is a recessed bay in a building or facility where trucks are loaded and unloaded. They are a part of a facility's service or utility infrastructure, typically providing direct access to distribution areas, storage rooms, and freight elevators. This course will review what a loading dock is, loading dock hazards, and how to control those hazards.

Lockout/Tagout Training Program

The Lockout/Tagout Training Program is designed to help prevent costly injuries, fatalities and other losses caused by exposure to uncontrolled energy sources. Lockout/Tag Out is geared for individuals who work with or near machines or equipment requiring energy. This includes maintenance, repair and set-up personnel and operators. This course covers the servicing and maintenance of machines and equipment in which the unexpected energization, or start up of the machines or equipment, or release of stored energy could cause injuries to employees. Material covered includes applicable definitions, types of energy, scope and application, written procedures, preparation for shutdown, multi-lock lockout, restoring the equipment to service, and periodic inspections.

Machine Guarding

(Versions include provincially specific and CLC content)

Serious accidents and injuries such as severe lacerations and amputations can result from inadequate or inappropriate machine guarding. The aim of this course is to inform employees about the different types of machine guards that are used in the workplace, the critical elements of machine guarding, common pitfalls with machine guards and associated safe work practices. Material covered includes applicable legislation, hazards of unguarded machines, drawing in points and entanglement areas, types of guards, and safety devices.

Manual Pallet Pump Truck

Manual pallet pump trucks are used in a multitude of workplaces. The use of pallet trucks to transport loads instead of carrying them saves workers a lot of effort. It also decreases the risk of overexertion injury in jobs that include manual materials handling. Pushing, pulling, and maneuvering pallet trucks, however, still involve some of the old hazards (overexertion) and

creates new ones. This course will review common injuries associated with pallet trucks, safe operation, how to use hand pallet trucks, and will go over the pre-use checklist.

Minor Spill Response

In this course, employees will be provided with the basic knowledge about responding to minor spills. Material covered includes what a minor spill is, what the appropriate response to a minor spill is, how to handle biological spills, the items used in the clean-up, and developing a plan for spill prevention.

Mould

Mould microorganisms are rapidly growing fungi, which can cause mild to severe health symptoms. Mould spores will always be present in buildings, whether blown in through windows or other openings, brought in by ventilation equipment, or tracked in with dust and dirt. This course is intended to give contractors and workers practical information relating to the requirements of working safely with mould. Material covered includes health effects caused by mould exposure, assessing mould hazards, and cleaning mould.

Musculoskeletal Disorders (MSD): Managers

A musculoskeletal disorder (MSD) is an injury or disorder that may be due to exposure to force, awkward postures and repetition. This course is designed specifically for managers, supervisors and employers and will review what an MSD is, how to recognize MSD, how to assess the workplace and work practices for MSD, implementing controls to prevent MSD, and prevention plans.

Musculoskeletal Disorders (MSD): Workers

A musculoskeletal disorder (MSD) is an injury or disorder that may be due to exposure to force, awkward postures and repetition. This course is designed specifically for workers and will review what a MSD is, how to recognize MSD, implementing controls to prevent MSD, and MSD at home.

Office Safety

This course aims to address concepts relating to office safety. Material covered includes hazard identification, using office equipment, office safety tips, accident investigation and reporting, office specific hazards, and WHMIS.

Office Safety

(This course is for Ontario only)

This course aims to address concepts relating to office safety. Material covered includes obligations under the law, roles and responsibilities, health and safety committees and representatives, health and safety partners, due diligence, hazard identification, common office hazards, using office equipment, office safety tips, accident investigation and reporting, office specific hazards, workplace violence, WHMIS, and occupational illness.

Personal Protective Equipment

Personal protective equipment (PPE) protects you by creating a barrier against workplace hazards. Everyone must wear all PPE required by the Occupational Health and Safety Legislation or your employer's policies. This course will review employer responsibilities, employee responsibilities, and PPE requirements.

Personal Protective Equipment: Healthcare

Personal protective equipment (PPE) protects you by creating a barrier against workplace hazards. Everyone must wear all PPE required by the Occupational Health and Safety Legislation or your employer's policies. This course will review employer responsibilities, employee responsibilities, and PPE requirements with a focus on the healthcare industry.

Portable Grinder Safety

A portable grinder is used to grind excess metal from welds, remove rust, and for special finishing operations. Since the grinder is such a common tool, the risks involved with them may tend to be taken for granted. This course will review common hazards associated with portable grinder use, grinder wheel safety issues, wheel mounting safety, proper handling and precautions, and critical safe behaviours for all powered tools.

Power and Hand Tool Safety Awareness

This course should be taken by any workers who use hand and power tools and who are exposed to the hazards of falling, flying, abrasive and splashing objects, or exposed to harmful dusts, fumes, mists, vapors, or gases. Material covered includes power tools, abrasive wheels, pneumatic tools, fuel fired tools, explosive actuated tools, and other tools such as jacks, knives, etc.

Powered Aerial Platform Lift (Elevated Platform)

This course is intended as an introduction to the operation, inspection, and care of powered aerial platforms in general. All intended operators of powered aerial platforms equipment must complete all the identified prerequisite training as listed in this course along with any additional specific training required by their employer.

Preventing Back Injuries and MSD/MSI

Every time you bend over, lift a heavy object, or sit leaning forward, you put stress on the components of your back and spine. Over time, they can start to wear out and become damaged. Acute or immediate injuries to the back can be caused by tearing or straining ligaments and muscles. The best way to prevent back injuries is to develop habits that reduce the strain placed on the back. This course will review proper lifting techniques, ergonomics, types of musculoskeletal disorders, ergonomic hazards, assessing the workplace, and types of controls.

Propane Handling Training Program: Healthcare

Propane is a common gas used at work and at home. In order to use propane safely, workers need to understand propane's characteristics and hazards, legislation that applies, safe use, storage and transport of propane cylinders, and first aid. This course will provide employees with a general understanding of the safe and efficient operation of propane handling, with health safety regulations, and reduce or eliminate injuries or illnesses in the workplace related to handling propane in the Healthcare Industry.

Propane Handling Training Program: Industrial

Propane is a common gas used at work and at home. In order to use propane safely, workers need to understand propane's characteristics and hazards, legislation that applies, safe use, storage and transport of propane cylinders, and first aid. This course will provide employees with a general understanding of the safe and efficient operation of propane handling, with health safety regulations, and reduce or eliminate injuries or illnesses in the workplace related to handling propane in an industrial environment.

Propane Handling Training Program: Retail

Propane is a common gas used at work and at home. In order to use propane safely, workers need to understand propane's characteristics and hazards, legislation that applies, safe use, storage and transport of propane cylinders, and first aid. This course will provide employees with a general understanding of the safe and efficient operation of propane handling, with health safety regulations, and reduce or eliminate injuries or illnesses in the workplace related to handling propane in the retail industry.

Proper Gripping and Handling

Incorrect gripping and handling are among the most common causes of injury at work. It causes work-related musculoskeletal disorders (MSDs), which account for over a third of all workplace injuries. To prevent MSDs, it is important to know how to handle materials in the safest way possible. This course will review the proper way to grip and handle materials to help avoid excessive strain. Material covered includes ergonomics, gripping, posture, force, repetition, and general precautions.

R.A.C.E. and the Hazard Assessment Form

Dealing with hazards in the workplace involves three key steps; recognize the hazard, assess the hazard, control the hazard and evaluate hazard controls. This course will review what a hazard is, health and safety hazards, routes of entry, the different types of agents, psychosocial hazards, and controls for prevention.

Racking and Storage

Workplaces with racking and storage facilities may contain potentially serious hazards. The improper use, selection and installation, or maintenance of racking and storage systems may put workers at risk of injury. This course will review the risks and hazards of racking and storage systems, pre-start health and safety reviews/assessments, introduction to CSA Standard(s), inspections, and maintenance.

Radiation Awareness

Radiation is a process in which energetic particles or energetic waves through a medium or space. Radiation absorbed by the body causes cell changes that may increase the risk of cancer and hereditary effects. It is therefore important for workers, especially pregnant women, to limit their exposure to radiation in their workplaces. This module will review training requirements, will look at what radiation is, will review ALARA, population exposure, radiation and fixed gauges, gamma radiation, the three elements of protecting workers, installation and removal, testing radiation levels, and emergency procedure.

Recognition, Assessment, Control and Evaluation

Dealing with hazards in the workplace involves three key steps; recognize the hazard, assess the hazard, control the hazard, and evaluate hazard controls. This course will review what a hazard is, health and safety hazards, routes of entry, the different types of agents, psychosocial hazards, and controls for prevention.

Return to Work – Managers

(Versions include provincially-specific content)

The goal of Early and Safe Return to Work (ESRTW) is to quickly return workers to suitable employment at little to no lost earnings. The responsibility for achieving this goal primarily lies with the worker and the employer. This course will focus on the role of the manager/employer and will review responsibilities, forms, pre-injury phase, day of the injury, recovery, red flags, and hints and tips.

Return to Work – Workers

(Versions include provincially-specific content)

The goal of Early and Safe Return to Work (ESRTW) is to quickly return workers to suitable employment at little to no lost earnings. The responsibility for achieving this goal primarily lies with the worker and the employer. This course will focus on the role of the worker and will review non-medical ESRTW, required steps for ESRTW plan, injury reporting, communication, and hints and tips.

Roles and Responsibilities of Safety Committees

(Versions include provincially specific and CLC content)

A Safety Committee is made up of workers and employers working together to identify health and safety problems in the workplace. A Safety Committee plays a pivotal role in keeping the workplace safe and is a requirement under Occupational Health and Safety Law. This course will review the history of Safety Committees, requirements of a committee, committee setup, terms of reference, communication, and duties and authorities.

Run Flats and Zipper Ruptures

It is essential that all service technicians be able to identify the signs of potential run flats for the prevention of zipper ruptures, and to ensure the safety of themselves, their fellow co-workers and the customer from injury or fatality. This course will review causes and signs of run flats and zipper ruptures, equipment and PPE to be used, steps to follow, and recommended practices with truck tires.

Running a Safety Committee Meeting

(Versions include provincially specific and CLC content)

Safety Committees play a pivotal role in keeping the workplace safe. In a world of competing priorities, it can be difficult to effectively manage a committee and keep on task. This course offers tips and resources to effectively run a safety committee meeting and hold workers and managers accountable for recommended corrective actions. Material covered includes assigning secretaries and co-chairs, co-chair's duties, meeting frequency, attendance policy, entitlement, the agenda, conducting a meeting, preparing and submitting recommendations, and meeting minutes. This course is based off of provincial legislation.

Safe Driving

For workers who drive either a company vehicle or their own vehicle on the job, safe driving is a matter of occupational safety. This course will review hazards of the road, common causes of accidents, control methods for preventing accidents, driver safety, the vehicle, the environment, winter driving, rules of the road, sharing the road, and aggressive driving.

Safe Handling of Compressed Gas

Compressed gases have a vast number of uses in almost every type of industry. They are sold in containers, commonly referred to as cylinders' as a matter of practicality. This course will review compressed gases and containers, hazards associated with compressed gases and containers, safe handling and use, safe storage, safe transportation, and emergency considerations.

Safe Operation of Automotive Lifts

(Versions include provincially specific and CLC content)

Safe operation of automotive lifts is essential to avoid injuries and accidents and ensure the job is done right. Each employee in the industry must learn the right way to lift a vehicle without causing injury or property damage. Any employee working with automotive lifts must be provided with the tools to work safely. This course will review classification of lifts, types of lifts, operating precautions, lifting safety, lifting/lowering the vehicle, what to avoid when using a lift, accident prevention, maintenance of lifts, and employer responsibilities.

Safe Operation of Golf Carts

Many people do not realize how dangerous a golf cart can be and how different operating a cart is from a motor vehicle like a car or SUV. This course will review cart operation, maintenance and repair, and golf course etiquette.

Safe Use of Automotive Fluids

(Versions include provincially specific and CLC content)

Numerous automotive repair facilities routinely use a variety of automotive fluids that may be considered hazardous. Included are motor oil, solvents, brake fluids, parts washer solutions, paints, antifreeze, and batteries. This course will review the applicable provincial legislation regarding automotive fluids, the hazards associated with different types of fluids, and tips for safe use and storage.

Safety Basics

(Versions include provincially specific and CLC content)

This course provides readers with the knowledge and skills they need to work safely. Safety Basics provides employees with a basic overview of health and safety legislation and regulations in their province and introduces them to the concept of health and safety. Material covered includes applicable law, roles and responsibilities, hazard identification, personal protective equipment, safety basics, office safety, preventing violence, preventing back injuries, and early safe return to work. The content of this course is based off of provincial legislation.

Safety Basics: Health Care

(This course is for Ontario only)

Safety Basics for health care provides readers in the health care field with the knowledge and skills they need to work safely. Safety Basics provides employees with a basic overview of health and safety legislation regulations in their province and introduces them to the concept of health and safety. Material covered includes the law, roles and responsibilities, WHMIS, blood borne diseases, precautions, sharps, back safety, hazard identification and control, housekeeping, aggressive residents/patients, personal protective equipment, discipline for health and safety infractions, occupational illness, early and safe return to work, and safety hints and tips.

Scaffolding Awareness

A scaffold is a temporary structure which provides support for workers and materials used in construction, maintenance, repair, and demolition work and is a valuable aid as it enables workers to perform many jobs which would otherwise not be possible. This course will review scaffold hazards, duties of a competent person, basic scaffold requirements, fall protection and guardrails, and employee training.

Slips, Trips, and Falls Basics

Slips, trips and falls are a leading cause of workplace injuries and result in injuries to over 42,000 workers every year, which accounts for 17% of all lost time injuries. Preventing such injuries should be a key goal of every safe and healthy workplace. This course will review examples and prevention of slips and trips, examples and prevention of different types of falls, and tips for how to minimize injury when falling.

Slips, Trips, and Falls Prevention Program

Slips, trips and falls are a leading cause of workplace injuries and result in injuries to over 42,000 workers every year, which accounts for 17% of all lost time injuries. Preventing such injuries should be a key goal of every safe and healthy workplace. This course will review the differences among slips, trips and falls, identify the hazards that can cause each one, assess slip, trip and fall hazards, select engineering controls to manage these hazards, and establish administrative and work controls to manage hazards.

Spill Response

(Versions include provincially specific content)

This course provides the reader with more extensive information regarding responding to minor spills; those spills where the worker is able to take the necessary measures to control, contain, and clean up spilled materials. Material covered includes applicable legislation, definitions and characteristics of minor spills, the spill response program, response of a minor spill, spill kits, prevention plans, and training.

Supervisor Competency

(This course is for Ontario only)

Under section 8(5) of the OHS Act, it is required that appointed supervisors be competent. Properly training supervisors is part of meeting this requirement. Comprised of 5 modules, Supervisor Competency offers a perspective on the competencies that supervisors require in order to achieve superior workplace management. Superior workplace management results in greater health and safety within the operation and a better understanding of social responsibility in the workplace. The Supervisor Competency training program outlines the activities, knowledge and skills that are expected to enhance a supervisor's performance. By providing examples, the course encourages continuous improvement and strives to make a positive difference in supervisory outcomes in today's workplaces. Upon completion of the 5 modules of the program, supervisors will be issued a competency certificate.

The Globally Harmonized System (GHS)

With the expected implementation of the Globally Harmonized System of Classification and Labeling of Chemicals (GHS) in Canada, WHMIS will change. Canadian employers and the suppliers of chemical products will need to prepare to comply with the revised WHMIS rules. This course provides a basic introduction to the expected changes to WHMIS after GHS. Employees will learn about the expected impacts of these changes for chemical suppliers and employers. Suppliers and employers will gain an appreciation for how they can start to prepare for WHMIS after GHS so that they can ensure as smooth a transition as possible.

The Law CLC

(This course applies to the Canadian Labour Code (CLC) only)

In this course you will learn the law, your roles and responsibilities, hazard identification, and your due diligence as it pertains to the Canadian Labour Code.

Traffic Control Awareness

This course is intended to assist personnel who act as traffic control persons (TCPs) to help improve the health and safety of the worker while they perform traffic control duties. Material covered includes regulations, personal protective equipment, TCP on the job, how to signal, communication and problems, and code of conduct.

Transportation of Dangerous Goods

Each year more and more workers are handling hazardous materials that are moved across Canada by road, rail, water and air. All companies, management and workers need to be educated about the potential hazards involved when transporting these products. This course will review training, enforcement, responsibilities and duties, classifications, packing and risk groups, classes, exemptions, safety marks, documentation, means of containment, and consignor certification and proof of classification.

Trenching and Shoring General Awareness

(This course is for Ontario only)

Studies show that excavation work is one of the most hazardous types of work done in the construction industry. Injuries from excavation work tend to be of a very serious nature and often result in fatalities. The greatest risk comes from an unexpected cave-in, but other hazards include falls, falling objects, lack of oxygen in a close space, etc. This course will review legislation, soil types, inspections, weather, allowable slopes, shoring and benching, prefabricated/trench boxes, and safe access and egress.

Truck Training

Before allowing workers to drive trucks, it is important they have the knowledge and skills required to work safely. This course is designed to give truck drivers a basic overview of what is required to drive trucks safely. Material covered includes driver qualifications, inspection, air brake adjustment, logbook, loading and unloading, and driver violations.

Using the Hazard Assessment Form

A workplace hazard assessment form is a tool used to assess the workplace and identify hazards before they become a problem. It is a requirement under the law that employers know their workplace hazards and implement controls to reduce or eliminate them. This course will teach employees to use the workplace hazard assessment form in conjunction with the recognition, assessment and control principles to deal with all hazards. It is recommended that readers take Recognize, Assess and Control prior to taking this course.

WHMIS 2015

The Workplace Hazardous Materials Information System (WHMIS) has aligned with the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). GHS is a worldwide system. With a common set of rules for classifying hazardous products, common rules for labels, and a standard format for safety data sheets (SDSs). As of December 1, 2018, there must be WHMIS 2015 labels and safety data sheets for all hazardous products in the workplace. This course focuses on the changes to WHMIS with the implementation of GHS. Material covered includes roles and responsibilities, hazard pictograms, hazard classes, labels and their required elements, safety data sheets and how to read them, and will give the reader a chance to apply their knowledge.

Working from Home

This module is designed to help employees set up their workstations when working from home either full time, part time or as a temporary solution (i.e. global pandemic, workplace renovations etc.). The module also includes a PDF print out to help employees to help set up their workstations with proper ergonomics and stretches to help prevent injury.

Work Refusal

(Versions include provincially specific content)

Occupational Health and Safety Legislation gives workers the right to refuse work when it is believed to be unsafe. It is important that workers, employers, supervisors, health and safety representatives and committee members understand this procedure. By completing this course, readers will understand the procedures in refusing unsafe work and what to expect during the process of refusal. Material covered includes the work refusal process and the documentation involved.

Worker Awareness Training

(This course is for Ontario only)

The worker awareness training program is comprised of three modules which are designed to provide all workers with the basics of health and safety, as it is applied to the workplace. On working through this training program, readers will be able to

understand their obligations and role to health and safety within the workplace. Module 1 is an introduction to health and safety, module 2 looks at workplace hazards, and module 3 deals with working together for safety.

Workplace Inspection

Workplace inspections help prevent injuries and illnesses. Through critical examination of the workplace, inspections identify and record hazards for corrective action. This course will review the purpose of a workplace inspection, understanding the workplace elements, five forms of hazards, planning an inspection, conducting an inspection, writing a report, and following up on recommendations.

Workplace Violence, Harassment and Bullying

(Versions include National and BC-specific content)

Workplace violence, harassment and bullying are potential hazards that exist in every workplace and must be treated as we treat all high-rated hazards. Left uncontrolled, harassment and bullying may lead to violence, which can result in injuries. The purpose of this course is to instruct all workplace parties on their role in preventing and dealing with workplace violence, harassment and bullying. Material covered includes what the law says, roles and responsibilities, a look at what workplace violence is, a look at what harassment and bullying is, and program components.

Your 4 Moments for Hand Hygiene

This video provides you with knowledge of Hand Hygiene. It goes over when you should clean your hands, the two methods for cleaning hands, and provides you with practical training.

Human Resources Courses

Accessibility for Ontarians with Disabilities (AODA)

(This course is for Ontario only)

Not every disability is visible. Approximately 15.5% of Ontarians have a disability. These can include vision impairment, deafness or hard-of-hearing, intellectual disabilities, developmental disabilities or even mental health disabilities. The AODA was developed by the Government of Ontario to ensure that the province is accessible for all people and to remove any barriers that it can. It requires that every employer and employee in Ontario take training on the AODA and the Ontario Human Rights Code. In taking this course, participants will learn:

- The intent and purpose of the Accessibility for Ontarians with Disabilities Act (AODA).
- How to interact and communicate with those that have disabilities.
- What policies, procedures and processes are related to providing customer service to those with disabilities.

Change Management

Change is a common thread that runs through all businesses regardless of size, industry and age. Organizations that handle change well will thrive, while those that do not may struggle to survive. This course will review what resistance to change organizations may come across, the change process, Lewin's Change Model, and practical steps for using Lewin's Change Model.

Coaching

Most organizations need to improve employee productivity in order to grow and improve profitability. True productivity doesn't happen when people are only focusing on the financial or technical issues. The key to return on your employee resource investment is to develop sustainable coaching behaviours to achieve the desired business results. This course will

discuss why organizations should coach, what coaching is, what makes coaching different from other forms of mentoring, coaching strategies, and how to be an effective coach.

Communication

Regardless of the size of the organization - whether it's a large corporation, a small company, or even a home-based business – everyone requires good communication skills if they want to succeed. This course will help employees learn how to get their messages across in the right way. Material covered includes key components to effective communication, the different types of communication, considerations for electronic communication, barriers to listening, how to use active listening, key components when responding, and conflict resolution.

Customer Service

In the face of relentless increasing business pressure, stellar service stands out as a way to build competitive difference, revenue, and loyalty. This course tackles the questions of what great customer service is, types of challenging customers, and ways to deal with each type of customer.

Diversity and Inclusion

An inclusive work environment, one that is built on the principles of diversity and inclusion, can make or break a company. This course will review what diversity and inclusion is, the barriers and challenges a company may face, what constitutes 'inclusive language' and how to use it, perspective and goal setting, and respect in the workplace.

Effective Goal Setting

When done effectively, setting goals can unleash the hope of opportunity and the power of action. Framing organizational imperatives into goals that are meaningful and personally relevant not only makes people more likely to achieve the goals that they set, but also helps people to feel energized and have a greater sense of satisfaction while pursuing their goals. This course will give an introduction to goal setting, will review the SMART Model, and will look at how to set goals effectively.

Hiring the EASIE Way

It can be a challenge to find the right candidates for an organization, but it does not have to be impossible. This course will review the benefits of hiring right and hiring the EASIE way.

HR Code of Conduct

(Versions include provincially specific and CLC content)

All employees are required and expected to behave in a respectful, appropriate, legally compliant, and professional manner. The purpose of this course is to make employees aware of the standards they must meet when they carry out their work duties, whether inside or outside the workplace. The information in this course is based off of provincial legislation.

Human Rights Code

(This course is for Ontario only)

The Ontario Human Rights Code was the first law of its kind in Canada. Before June 15, 1962, various laws dealt with different kinds of discrimination. The Code brought them together into one law and added some new protections. This course discusses the Ontario Human Rights Code. Material covered includes legislation, disabilities and barriers, accommodations, roles and responsibilities, and human rights.

Leadership

Facing tough issues and aggressive goals, today's businesses win by preparing genuine leaders who live out the mission and values of their organization. Top businesses know that genuine leaders increase retention, productivity, and bottom-line results. In this course, employees will learn to identify the types of power and their uses, qualities of a leader, will gain knowledge about the different types of leaders, will evaluate their leadership style and how it affects relations, and will identify the key elements of leadership.

Personal Development

Whatever you set your mind to achieve, you can achieve. But only if you have a way to achieve it. This course will give you additional skills to help you achieve your goals by helping you develop a practical set of skills that will improve personal effectiveness both at home and at work. Employees will learn proven techniques that will increase their abilities in key areas: achieving goals, confident communication, assertiveness, handling difficult people, time management, decision-making, self-motivation, and positive mental attitude.

Problem Solving

When you're solving problems, it's all-too-easy easy to skip over important steps in the problem-solving process, meaning that you can miss good solutions, or, worse still, fail to identify the problem correctly in the first place. This course will review the seven-step cycle to solving problems; identify the problem, explore the problem, set goals, gather possible solutions, select a possible solution, implement a possible solution, and evaluate.

Respect in the Workplace

Respect can be defined as consideration for self and of others. Respect in the workplace is important as it leads to better employee morale, increased productivity, and a better working environment. This course will review practices of respect, respect in the workplace, respectful communication, and disrespect in the workplace.

The Art of Delegation

Delegation involves giving another person a task for which the delegator remains ultimately responsible. This course will review why to delegate, barriers to delegation, levels of delegation, and IDEAL steps in delegation.

Time Management

Efficient time management is the key to getting the most out of your day, and to surviving the increased business pressure brought about by economic turmoil. From managing emails to juggling multiple projects, this time management course will help you reach your goals by learning how to budget your time wisely and effectively and help you rethink and re-prioritize on a moment's notice. Material covered includes why time management is so important, best practices, and the costs of bad time management.

Environmental Courses

Battery Storage and Disposal

Batteries can contain chemicals such as lead, mercury or cadmium. If not disposed or stored properly, batteries can pollute the soil, water and potentially harm human health. This course will focus on portable batteries and industrial batteries and cover how to properly recycle and store them.

Energy Efficiency in the Workplace

With the continued volatility of electricity and natural gas pricing, controlling energy expenditures is a primary concern for many organizations. Saving energy has also become a societal issue. Many scientists now say that climate change is underway due primarily to the burning of fossil fuels and the resulting build up of carbon dioxide and other “greenhouse gases” in the atmosphere. This course will review how to develop a workplace energy savings strategy, lighting, equipment, heating and air conditioning, and an electricity savings strategy.

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Energy Efficiency in the Workplace

With the continued volatility of electricity and natural gas pricing, controlling energy expenditures is a primary concern for many organizations. Saving energy has also become a societal issue. Many scientists now say that climate change is underway due primarily to the burning of fossil fuels and the resulting build up of carbon dioxide and other “greenhouse gases” in the atmosphere. This course will review how to develop a workplace energy savings strategy, lighting, equipment, heating and air conditioning, and an electricity savings strategy.

Hazardous and Common Household Waste Disposal

Household waste can be very hazardous and must be disposed of properly. By safely disposing of hazardous wastes, we can protect the welfare of employees and customers and ensure that, when wastes are disposed of correctly, we are not exposing anyone to potentially dangerous items. This course will educate employees about the risks of household waste and instruct them on how to safely dispose of them both at home and in their workplaces. Material covered includes important definitions as they relate to household waste, helpful tips for recycling and storage, how to reduce hazards related to household waste, and how to safely dispose of hazardous household waste.

Wellness Courses

Dental Care

Our teeth are important to us and we need to take care of them so that hopefully they will last us for life. This course will teach the reader a few tips about dental care to help identify when they or someone else may have a dental problem, and the need for good dental care. Material covered includes some causes of bad breath, how to prevent bacteria growth in the mouth, and when to seek medical attention.

Healthy Eating on the Job

Eating is something that we do every day. What we eat and how often we eat are choices that we make. Trying to eat healthy can be a challenge, especially at work. This course will give the employee some ideas and tips for making healthy choices when they need to eat at work. Material covered includes Canada's Food Guide Servings, the four food groups, barriers to healthy eating, and how to make healthy choices when packing a meal or snacks.

Healthy Feet

Our feet help us to go where we need to or want to go and to be without our feet can create challenges in how we live. Protecting your feet can help prevent other health issues, such as lower back pain and foot infections. This course will teach the employee some methods for taking care of their feet. Material covered includes proper footwear, footwear in the workplace, footwear for home, footwear for play, common foot ailments, and how to keep our feet healthy.

Heart Disease and Prevention

Today's lifestyle includes larger portions, processed foods, and sitting down. These can all lead to heart disease. According to the World Health Organization and the CDC, heart disease is the leading cause of death in the UK, USA, Canada, and Australia. The course will teach the employee a few methods to help prevent heart disease. Material covered includes how the heart works, understanding heart disease, risk factors for heart disease, and methods to reduce heart disease.

Head Lice in Children

We encounter people in our work environments, in our families, and in our friends, who have had to deal with head lice. In our schools, it is common as young children play together and share items of clothing.

This course is designed to give an understanding of what head lice are, how to identify lice, preventing the spread of lice, common treatment methods, and a few common myths about lice.

Keep Those Hands Clean

Clean hands help to prevent the spread of bacteria from one person or surface to another, which is why keeping your hands clean should be a focus of daily practice. The purpose of this course is to give the employee an understanding of why we need to keep our hands clean and to offer some tips on how to do this. Material covered includes when to clean your hands, a review of cleaning methods, identify how bacteria is spread, and how to prevent bacteria from spreading.

Lice at Home

Head lice are tiny wingless parasitic insects that live among human hairs, as they feed upon tiny amounts of blood from the scalp. School is a common place where head lice may present as young children play together and share items of clothing. This course will teach the employee how to identify a lice infestation, how to treat family members, and about prevention.

Lunchroom Hygiene

Having a clean place to eat while at work is very important both for hygiene purposes and employee engagement. Keeping lunchroom areas clean will also help to reduce the risk of contracting a bacterial or viral infection. This course will give the reader an understanding of the importance of having a clean lunchroom. Material covered includes safe food storage, food preparation, proper handwashing, where bacteria grows, keeping your lunchroom clean, and lunchroom etiquette.

Stress Busters

Stress affects most of us. It is how our mind and body react to changes. Being able to recognize and identify what causes stress is important to being able to manage it in a way that will prevent physical or mental illness. This course is designed to help employees manage stress, whether at home, work, or play. Material covered includes looking at what stress is, symptoms of stress, recognizing the causes of stress, and methods to reduce stress.

Home Healthcare Courses

Advance Care Planning

Advanced Care Planning is a process which allows a person to make their wishes known regarding their future health and/or personal care. This course will give the reader the tools to help them guide a client or a client's family in the understanding of Advance Care Planning. Material covered includes definitions pertaining to Advance Care Planning, Speak Up Canada, the five steps to Advance Care Planning, provincial/territory specifics regarding forms, terms and documents that are legally accepted, and the difference between Advance Care Planning and having a Power of Attorney or Personal and/or Health Care Directive.

Bed Bug Prevention and Control

Bed bugs are small insects which feed on our blood, infest our homes and invade our beds. It is important to have an understanding of bed bugs in order to keep your homes and client's homes bed-bug free through constant observation, inspection, identification, notification, and control. This course will cover how to identify a bed bug, the signs and symptoms of a potential bed bug problem, the modes of transmission of bed bugs, and control measures to prevent transmission.

Client Aggression

In homecare, workers may come in contact with clients who exhibit inappropriate behaviour; from aggressiveness to violence. As an employee, workers need to be able to protect themselves from harm. This module will give readers some methods to work safely with clients who exhibit aggressive behaviour. Material covered includes how to work with an aggressive client, types of aggressive behaviour, and methods and techniques to help protect themselves from harm.

Confidentiality

Workers in the health care industry are privileged to information about their patients that is confidential in nature. Whether they work in a facility or in a patient's home, they must keep a patient's information confidential. This course is designed to give the employee an understanding of regulations pertaining to confidentiality and how to apply them in home care. Material covered includes important definitions pertaining to confidentiality, protected health information, consents for care, protecting privacy and maintaining confidentiality, and disclosing of protected health information.

Hearing Etiquette

One in four adult Canadians has some degree of hearing loss with 4.74% of the population being deaf or hard of hearing. This course is designed to give the employee an understanding of hearing loss, and an appreciation of challenges faced by being hard of hearing. The employee will learn a few tips and tricks to help them be heard easily and clearly by a person who may be hard of hearing. Material covered includes causes of hearing loss, a self-test for hearing loss, diagnosing hearing loss, living with hearing loss, and hard of hearing etiquette.

Heart Disease Prevention in Home Healthcare

Today's lifestyle includes larger portions, processed foods, and sitting down. These can all lead to heart disease. According to the World Health Organization and the CDC, heart disease is the leading cause of death in the UK, USA, Canada, and Australia. The course will teach the employee a few methods to help prevent heart disease. Material covered includes how the heart works, understanding heart disease, risk factors for heart disease, and methods to reduce heart disease.

Incident Reporting Process

As part of the Canadian Patient Safety Institute and Accreditation Canada Standards, reporting on incidents that occur in an Agency is part of the Quality Improvement Initiative in Home Care. The purpose of this course is to give the employee an understanding of what an incident is, the types of incidents that may happen, how and what to report, and the incident reporting process.

Infection Control

Preventing the spread of infections is a concern for healthcare workers, the patients they care for, the patient's families, and their own families. The purpose of this course is to teach the employee methods to prevent the spread of an infection. Material covered includes universal precautions to take to prevent infections, reporting of infections in the workplace for patients and yourself, methods of spreading infection, sources of infection, and hand hygiene.

Infection Reporting

An infection report is a tool to assist in gathering information on the most common types of infection we see in our workplace. The reports and trends analysis helps to determine what we could have done differently to prevent an infection and/or prevent the spread of an infection. This module is designed to give an understanding of how infection reporting is handled in a homecare agency following the Accreditation Canada Standards. Material covered includes important key terms, infections to report, Accreditation Canada Regulation on Infection Reporting, reporting infections, and quality improvement initiative.

Patient Complaint Reporting

Patient complaints and concerns in the work environment come from patient perceptions or an expectation that has not been met by an employee and/or the agency. This course is designed to give the employee an understanding of how complaints are handled in a homecare agency following Accreditation Canada Standards. Material covered includes types of complaints, Accreditation Canada regulation on complaints, patient rights and complaints, quality improvement initiative, and reporting complaints.

Safety and Bathing

Working in a facility, safety issues regarding bathing a patient are addressed by the facility and bathrooms are adapted for the patients, but in a person's home, the appropriate equipment may not be there. This course will teach the employee a few safety tips for bathing a patient. Material covered includes the safety of the patient during bathing, the safety of the employee during bathing, statistics related to injury in the bathroom, identifying bathroom risks for bathing, and preventing injury of the patient.

Safety and Medical Devices in the Home

Many people who receive home care services require the use of a medical device, or several medical devices, depending on their care needs. Workers need to know how to use a patient's device, and what to do if there is a malfunction in the equipment, to ensure patient safety. This course is designed to give the employee an understanding of safety regulations while working with medical devices in a patient's home. Material covered includes regulations of approved equipment, recall of devices, devices used in a patient's home, maintenance of devices, calibration and repairs, education on devices, and logs for devices.

Working with the Visually Impaired

We work with people in their homes, and we want them to be safe there. Some patients may have had visual impairment for many years and have developed methods to safe be at home. For others, this may be a new challenge that will take some adjustments. The purpose of this course is to teach the reader a few tips and methods for working with a patient who has vision loss and help them to be safe in their own home. Material covered includes types of visual impairment, adaptations in the home, how you can help, a self test for visually impaired, and resources for people with visual impairment.

Long-Term Care Courses

Caring for Residents with Dementia

About 60 - 80% of people in Canada that suffer from dementia, live in long-term care facilities. This course will review what dementia is so that the learner has an understanding of the disease process and how to manage residents as their disease progresses. Material covered includes an overview of dementia, the stages of dementia, and the specific changes in the disease and its management.

Celiac Disease and Gluten-Related Disorders

It is estimated that 1 in 133 people in Canada are affected by celiac disease and gluten-related intolerances. This course provides an overview of celiac disease and gluten sensitivities and will train learners on how to identify gluten in a diet and to help prevent residents of the home from being exposed.

Communication Techniques

Communication is a critical skill in nursing care. It is the process by which humans meet their survival needs, build relationships, and experience joy. In nursing, communication is used to gather information to teach, persuade and express caring and comfort. Staff who communicate effectively are better able to initiate change that promotes health, establish a trusting relationship with residents and other support persons, and prevent legal problems associated with providing care. Effective communication is also essential for establishing therapeutic relationships. This course will review communication and its process, types and modes of communication, barriers to communication, therapeutic communication techniques, and therapeutic relationships.

Contenance Care and Bowel Management

Urinary incontinence and fecal incontinence are commonly encountered in nursing home residents and are associated with significant morbidity and utilization of health care resources. The purpose of this course is to maintain an interdisciplinary team approach to continence care and bowel management, to facilitate improvement in bladder and bowel function in those who can improve, and to prevent deterioration of bladder/bowel function. Material covered includes physiology of urinary elimination, maintaining normal elimination, urinary incontinence and management, types of urinary incontinence, physiology of defecation, maintaining regular defecation, bowel incontinence and interventions, and assessment and documentation.

Emergency Codes in LTC

Emergency codes are used in health care facilities worldwide to alert staff to various emergencies. The use of codes is intended to convey essential information quickly and with minimal misunderstanding to staff, while preventing stress and panic among visitors. The purpose of this course is to review the common emergency codes that are used in long term care and provide staff with background knowledge on how to respond and activate them. Every facility will have its own policies and procedures with in-depth disaster plans that staff are responsible for learning in conjunction with this course. Material covered includes codes black, blue/pink, brown, green, grey, purple, red, silver, white, and yellow.

Entrapment

(This course is for Ontario only)

Each year, residents of long-term care homes experience mild to serious injuries, including death, after becoming entrapped by rails on their beds or falling in their attempt to get over or around them. Overall, there is a desire to remove rails on all residents' beds unless there is good medical reason for them. The purpose of this course is to educate all staff and volunteers on bed rail safety. Material covered includes Ministry of Health Regulations, intended purpose of bed rails, the benefits and risks, the seven areas of entrapment, assessing the situation for use of bedrails, and staff responsibilities.

Escorting Residents

(This course is for Ontario only)

Volunteers contribute immensely to the quality of life of the residents and to the quality of working life of people employed in the long-term care facility. This course will familiarize volunteers about safety measures and policies before escorting residents while they are out of the secure residential and treatment area and to ensure that patients are escorted in the least restrictive and most dignified means possible. Material covered includes the resident bill of rights, resident safety, facility policies, and guidelines to follow during the activity.

Hypoglycemia Management

1 in 3 people currently lives with diabetes or pre-diabetes and one of the most common diabetes related emergency room visits is due to hypoglycemia. The purpose of this course is to help employees understand what hypoglycemia is and how to recognize the signs and symptoms as well as how to treat, prevent and manage these in residents.

Infection Prevention and Control Part 1

Health care providers are charged to take all measures possible to protect the health and safety of their residents. The purpose of this module is to educate readers on the best practices surrounding the prevention and spread of infection and the control of infection in times of outbreak. Material covered includes infection transmission, universal practices, hand hygiene, the use of personal protective equipment, types of isolation, and the roles of staff.

Infection Prevention and Control Part 2: Environmental Services

Properly cleaning and disinfecting in Long-Term Care facilities is important to stopping the spread of infections through indirect contact transmissions. It will also prevent the staff and residents from becoming ill. This training module is intended for environmental and cleaning staff to ensure that the critical elements and methods of cleaning and disinfection are incorporated into health care facility procedures. Material covered includes key terms including cleaning and disinfection, proper chemical dilutions, dedicated equipment/space and care of equipment, factors that determine cleaning frequency, correct sequence of cleaning, and waste handling, sharps safety, and biological spills.

Infection Prevention and Control Part 2: PSWs and Registered Staff

Properly cleaning and disinfecting in Long-Term Care facilities is important to stopping the spread of infections through indirect contact transmissions. It will also prevent the staff and residents from becoming ill. This module is intended for PSWs and Registered Staff to ensure that the critical elements and methods of cleaning and disinfection are incorporated into health care facility procedures. Material covered includes terms/definitions, cleaning, disinfecting, waste handling, sharps safety, biological spills, and linens.

Infection Prevention and Control Part 2: Volunteers

Properly cleaning and disinfecting in Long-Term Care facilities is important to stopping the spread of infections through indirect contact transmissions. It will also prevent the staff and residents from becoming ill. This module is intended for volunteers to ensure that the critical elements and methods of cleaning and disinfection are incorporated into health care facility procedures. Material covered includes cleaning equipment used, disinfecting equipment used, and what to do if a biological spill occurs.

Infection Prevention and Control Part 3

Respiratory and gastroenteritis outbreaks occur in LTC homes throughout the year but are more common from the fall to early spring. These can lead to substantial morbidity and mortality in the residence. The purpose of this module is to assist LTC homes with the prevention, detection, and management of respiratory and gastroenteritis outbreaks which arise from the transmission of common pathogens. Material covered includes the Long Term Care Health Act, the role of the Public Health Unit, roles and responsibilities of the LTC homes, outbreak prevention, respiratory outbreak, gastroenteritis outbreak, implementing control measures, documentation/special considerations, and declaring the outbreak over.

Pain Management

Health care and its views towards pain has drastically changed over the last thirty years. Severe pain is now viewed as an emergency situation deserving prompt treatment. Untreated pain can increase morbidity and mortality in long-term care. This course will review the nature and physiology of pain, types of pain, pain misconceptions, consequences of untreated pain factors affecting pain, assessment of pain, treatment of pain, and documentation.

Palliative Care

(This course is for Ontario only)

While people of all ages may need palliative services, most people who use them will be the elderly. The purpose of this module is to educate all registered staff and personal support workers in long-term care about palliative care and their roles and responsibilities. Material covered includes the palliative framework in Ontario, what palliative care is, palliative care staff competencies, the goal of palliative care, palliative care plan, symptoms and treatment, and spiritual care and supporting families.

Prevention of Resident Abuse and Neglect

The goal of long-term care homes is to create environments where residents feel at home, are treated with respect, and have the supports and services they need for health and well-being. The purpose of this course is to ensure that all team members are informed and understand all concepts and expectations surrounding the prevention and reporting of resident abuse and neglect. Material covered includes recognizing abuse and neglect, prevention of abuse and neglect, the role of team members, handling complaints, and mandatory reporting.

Resident Safety

(This course is for Ontario only)

Resident safety is a fundamental principle of long-term care. The purpose of this course is to review most of the areas where resident safety is a concern so staff can learn to anticipate adverse effects and implement safety interventions. Material covered includes an overview of resident safety, work environment safety, equipment safety, infection prevention and control, medication administration, restraints and entrapment, falls prevention, responsive behaviours, choking prevention, skin and wound care, and risk management.

Responsive Behaviours

(This course is for Ontario only)

Behavioural disturbances occur in up to 75% of nursing home residents, most of them with dementia. More than half will exhibit 2 or more problem behaviours. The purpose of this course is for team members to be competent in caring for residents with cognitive impairments such as dementia. This means having the necessary knowledge and strategies to safely respond to residents who demonstrate verbal or physically reactive behaviours. Material covered includes a review of what responsive behaviours are, what the triggers of responsive behaviours are and how this impacts the resident, the nature of dementia, assessing the resident and determining the cause of the responsive behaviour, resolving triggers, and BSO program and process.

Safe Use of Therapeutic Equipment

(This course is for Ontario only)

Nurses and personal support workers have one of the highest incidents of work related back injuries of all occupations and the use of therapeutic equipment has been increasing in healthcare. The purpose of this course is to educate health care workers on the different therapeutic equipment that can be used in long term care, when each one should be used, and the safety tips behind it. Material covered includes mobility and benefits, body mechanics, resident transfers, types of therapeutic equipment, assessment, and documentation.

Skin and Wound Care

(This course is for Ontario only)

Wounds are a serious health care issue with profound personal, clinical and economic implications. The purpose of skin care and wound management is to identify residents at risk for breakdown, to prevent and manage skin breakdown, to reduce pain and infections, to reduce overall incidence of pressure ulcers, and to promote an optimal level of function for the resident for their comfort and quality of life. This course will review anatomy and physiology of skin, wound healing, types of wounds, prevention, assessment, skin/wound programs and staff responsibilities.

The Ontario Long-Term Care Home Act and Regulations

(This course is for Ontario only)

Ontario's Long-Term Care Homes Act, 2007 (LTCHA) and Ontario Regulation 79/10 (Regulation) made under the Act came into force on July 1, 2010. The LTCHA is designed to help ensure that residents receive safe, consistent, high-quality, resident-centered care. The purpose of this course is to provide a general overview of the LTCHA and the Ontario Regulations that pertain to the frontline staff and volunteer's roles and responsibilities. Material covered includes the Resident Bill of Rights, mission statement, safe and secure homes, care plans and plan of care, nursing and personal support services, required programs, responsive behaviours, altercations and behaviours, and restorative care.

The Resident Bill of Rights

(This course is for Ontario only)

Long-term care homes are places where seniors can live and receive care services such as nursing and personal assistance. In 1987, the Bill of Rights for Residents of Ontario Nursing Homes became law. This course will review the laws of Ontario and the Resident Bill of Rights, dignity and respect, prevention of abuse and neglect, care services, consent and choices, minimizing of restraining, communications and concerns or complaints, and other rights.