

Updates and New Features 2023



January 2023

Report It: NOW LIVE!

We are excited to let you know that the new Report It feature is launched on Systems 24-7 and is currently in BETA testing. This is a large, brand-new, and robust feature, which will allow companies the ability to develop any form online for documentation and tracking. You'll also be able to add a unique process for verification and approval. This would be a tool that could be used for a variety of purposes, such as accident/incident investigation forms, work refusals, vacation requests, workplace inspections, timesheets, hazard reports, discipline records, and more.

As with all our tools, the forms that you create are permission-based, meaning they are only made available to employees based on their access and permission level. Submitted forms are then tracked on Systems 24-7 for reporting and documentation by managers/supervisors and other administrators.

If you're interested in using this feature, please email support@systems24-7.com.

New Course: MSD & Me

This new course is designed to replace Back Care (health care and retail), ergonomics, and Musculoskeletal Disorders (workers and managers). This course has 6 modules that include video, animation, and activities to keep learning engaging. We want to provide you with time to communicate - on January 1, Dunk & Associates will be removing the old courses from your training profile and replacing them with the new MSD & Me course. Employees will receive this new course as incomplete training. This is because MSDs continue to be the highest-rated hazard in the workplace, so taking this new and updated training will assist in reducing the risks..

Product Spotlight: All-in-One

The All-in-One feature allows administrators to group together certain tasks or training within a single page. It provides ease and clarity for the user on what is required to be completed. You can select any type of item on the system, for example, training, policies, forms, etc. All items will be placed on an online checklist, and users will be able to complete each item within that page just by clicking on them. This is a great tool for creating an employee journey. For example, create an All-in-One with items for a new employee's orientation, or things they should do within their first 90 days of hire, etc.

Interested in seeing the All-in-One in action, join our next Learning Systems 24-7 webinar, or email us at support@systems24-7.com.

Coming Soon: Naloxone Training

The Ontario government is launching a first-of-its-kind program to make free naloxone kits (and free training) available at workplaces where there is a risk of staff witnessing or experiencing an opioid overdose. In 2021, 2,819 people died from opioid-related causes in Ontario – the highest number on record and up from 366 in 2003. Naloxone is a life-saving medication that can temporarily reverse an opioid overdose, restore breathing within two to five minutes, and allow time for medical help to arrive. Of the workers who died from opioid-related causes last year, 30% were employed in construction – by far the most impacted industry. Bars and nightclubs have also seen increased opioid usage and accidental overdoses, often because of recreational drugs laced with deadly opioids.

Dunk & Associates will be creating Naloxone training compliant with the Occupational Health and Safety Act for our Ontario employers who require it. We are aiming to have this training available on Systems 24-7 by late February/March. To read more about this from the Ontario Government, [click here](#).

February 2023

Report It: NOW LIVE!

We are excited to let you know that the new Report It feature is launched on Systems 24-7 and is currently in BETA testing. This is a large, brand-new, and robust feature, which will allow companies the ability to develop any form online for documentation and tracking. You'll also be able to add a unique process for verification and approval. This would be

a tool that could be used for a variety of purposes, such as accident/incident investigation forms, work refusals, vacation requests, workplace inspections, timesheets, hazard reports, discipline records, and more.

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If you're interested in using this feature, please email support@systems24-7.com.

New Course: Crane Safety Awareness

This course discusses the hazards and safe work practices associated with cranes. It covers various types of cranes, as well as operator responsibilities, safe practices, inspections, shutdown and maintenance.

Disclaimer: This course provides an overview of crane safety only and is not designed to substitute for certified operator training. Only certified operators shall operate cranes.

Product Spotlight: Event Scheduler

Managing classroom training sessions, workplace inspections, monthly meetings, etc. can be a challenging task. The event scheduler allows you to schedule events through the portal, control registrations and confirm attendance. Administrators can print attendance sheets, upload sign-in records, track who attended and who missed it, e-mail participants, generate certificates and report on completion.

An event isn't just for organizing training, it could be a wellness conference, an inspection, a staff social gathering, etc.

Do you have external trainers come into your workplace? No problem. You can allow third-party access to a specific event to allow the training provider the ability to confirm attendance themselves. Take a back seat when organizing and managing external training. For more information on this feature, email us at support@systems24-7.com.

Coming Soon: Naloxone Training

Starting June 1, 2023, employers must provide naloxone in the workplace if there is a risk of a worker overdosing in the workplace as prescribed by the Occupational Health and Safety Act.

Not all employers have to comply with the OHSA requirements to provide naloxone in the workplace. Employers must provide a naloxone kit when an employer becomes aware, or ought reasonably to be aware, of the following scenarios:

- There is a risk of a worker opioid overdose.
- There is a risk that the worker overdoses while in a workplace where they perform work for the employer.
- The risk is posed by a worker who performs work for the employer.

For a limited time, those employers can get free naloxone training and nasal spray naloxone kits through Ontario's Workplace Naloxone Program.

Dunk & Associates is currently creating Naloxone training compliant with the Occupational Health and Safety Act for our Ontario employers who require it. The training includes how to recognize an opioid overdose, instructions on how to administer naloxone, and a review of hazards related to the administration of naloxone.

To read more about this from the Ontario Government, click here: <https://www.ontario.ca/page/naloxone-workplace>
Ontario Regulation 559/22: <https://www.ontario.ca/laws/regulation/r22559>

2023 Annual Safety Review

Dunk & Associates has created a new Annual Safety Review course for 2023 that encompasses legislative basics and common hazards in the workplace. This course will be available as of March 1st, 2023. This course is quick and designed as a review/refresh for all employees and demonstrates an employer's due diligence should there be an incident in the workplace. Having employees completely redo all their courses is time-consuming and not required, but employers need to ensure that employees are kept up to date with safety information. Therefore, a new refresher course

will be released each year for employees to complete online. If you have any questions or concerns, please call to speak to one of our professionals at 1-866-754-8839.

March 2023

Update: Invoicing and Credit Card Payments

Dunk & Associates has recently updated to QuickBooks and you may notice that our invoices have changed. It's important to know what an invoice looks like for security reasons. Below is the invoice that you may be familiar with, vs. what they now look like.

NEW! Any invoice over \$50 may be paid via credit card. A 3.5% administration fee will be applied to your invoice total. To pay an invoice via credit card, email accounting@systems24-7.com.

If you opt to pay by credit card, you will receive a second invoice with the administration fee added and then be able to select "Review and Pay" from your invoice to pay the invoice online. For example, this is how the page will appear (refer to the newsletter for a sample).

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If you ever have questions about invoicing, please contact us at 1-866-754-8839.

We are Happy to Introduce: Hank the Hazard Hero and Spotty

Hi! I'm Hank the Hazard Hero and this is my trusty sidekick Spotty! We look forward to helping you SPOT hazards to keep you all safe and healthy in your workplace. Refer to the newsletter for images of our new mascots.

Update: Final Test Re-take Options

An update has been released to Systems 24-7 to allow your company to decide how employees must take the final test when they fail it. If you wish, a company can now determine if an employee fails a final test that they:

- Must re-take all test questions (this is the default); or
- Only re-take the questions that they failed

Updates have been made to the Edit Configuration Settings User Guide and the Training & Tracking User Guide regarding this new setting. These guides have been posted on the user aids page of your Systems 24-7 site. If you wish to apply this setting or if you have questions, please email support@systems24-7.com so we can assign the permission to your company to configure the final test options.

[Download Configuration Settings - Administration Guide](#)

[Download Training & Tracking - Basic User Guide](#)

New Courses

Annual Safety Review 2023

This training module is designed to review and refresh employees on health and safety basics. It covers WHMIS responsibilities, Workplace Violence and Harassment types and risk factors, and reporting requirements for hazards, incidents, and near misses. It also includes basic information on MSDs, how to prevent them, and methods used for hazard recognition. It is important for employees to review Health & Safety topics on a regular basis to refresh the information and keep up to date with any changes that may occur.

Naloxone Training

This training meets the requirements of the Ontario Naloxone Training. It covers how to recognize and overdose, how to administer Naloxone (video), and hazards related to the administration of Naloxone. It also includes general information on opioids and addiction as well as an overview of the Good Samaritan Drug Overdose Act.

Ontario JHSC Certification

Have you had turnover or changes in your committee? When was the last time you checked that you have the required number of certified members? Dunk & Associates is approved by the Chief Prevention Office to offer both Part 1 and Part 2 JHSC Certification training in Ontario. Under Ontario's Occupational Health and Safety Act, companies in Ontario with 20 or more employees are required to have a Joint Health and Safety Committee (JHSC) that complies with the Act. For most, that means having at least 2 committee members - 1 worker and 1 management representative - certified in health and safety. We do, however, encourage all members to be certified. JHSC certification training can also be used for training health and safety representatives.

In addition, certification is excellent competency building for managers and supervisors and is a great resumé builder! Dunk & Associates offers a discounted price to our private clients. For more information and to register, [click here](#).

April 2023

Day of Mourning - April 28, 2023

The National Day of Mourning, observed on April 28th, is not only a day to remember and honour those lives lost or injured due to a workplace tragedy, but also a day to collectively renew our commitment to improve health and safety in the workplace and prevent further injuries, illnesses and deaths. Whether employees are currently working remotely or onsite, we encourage organizations, communities, and individuals to hold or support an event, or to simply observe a moment of silence at 11:00 am on April 28. Consider sharing or playing CCOHS' moment of silence video in your workplace to honour those who have died, or suffered injury or illness due to a work-related tragedy.

<https://www.youtube.com/watch?v=FTC-jFSVbtg>

<https://www.ccohs.ca/events/mourning>

New! Important Updates Page

For administrators on Systems 24-7, we have added a new resource in the Admin section of Systems 24-7 called "Important Updates". This new page is designed to help administrators stay up-to-date with what is new and updated on Systems 24-7. Check out new features, get access to our newsletters, see what's changed in the legislation across Canada over the month, and more. It's just another way for us to keep you in the know!

Add Course Scores

An update has been made to the add course scores page to allow administrators to determine whether the course score should be added as mandatory or optional to the employee's Training and Tracking page. This is meaningful for courses that have not yet been assigned, but the administrator wants to upload a record to. Please note that user guides have been updated and posted under the Training and Tracking page.

New Employee Scheduler Email Templates

The following new email templates are available for those using the Employee Scheduler. Like our other email templates in the notification centre, these can be customized to suit your communication needs.

- **Time Off/Shift Change Request Submitted:** This email is sent to selected administrators when a user has submitted a time off request through the Employee Scheduler program.
- **Time Off/Shift Change Request Updated:** This email is sent to selected administrators when a user has updated a time off request through the Employee Scheduler program.
- **Time Off/Shift Change Request Cancelled:** This email is sent to selected administrators when a user has cancelled a time off request through the Employee Scheduler program.
- **Time Off/Shift Change Request Approved:** This email is sent when an administrator has approved a time off request through the Employee Scheduler program.
- **Time Off/Shift Change Request Denied:** This email is sent when an administrator has declined a time off request through the Employee Scheduler program.

The notification centre user guide has been updated for these new templates and is posted on the User Aids page.

Not sure what the employee scheduler is? The employee scheduler is an add-on of Systems 24-7 which allows managers to build schedules online in Systems 24-7. Employees can view their schedules and request time off. Managers can set their own parameters for approval time and easily report on the number of shifts, days off, total hours worked and more. Want to learn more? Email support@systems24-7.com.

New Course: Voice of the Client Training

In order to retain existing clients and attract new business, it is imperative to listen to clients' wants and needs. This course will explore what "voice of the client" is and why it is important in your business. It covers how to implement "voice of the client" procedures into your workplace so that client feedback is being used to make meaningful improvements in your workplace.

May 2023

Safety and Health Week: May 1-6, 2023

The goal is to focus employers, employees, partners and the public on the importance of preventing injury and illness in the workplace, at home and in the community.

<https://www.ccohs.ca/events/safety-and-health-week/>

Report It: NOW LIVE!

We are excited to let you know that the new Report It feature is launched on Systems 24-7 and is currently in BETA testing (one of the final steps in software development where testing is done by target users). This is a large, brand-new, and robust feature, which will allow companies the ability to develop any form online for documentation and tracking. You'll also be able to add a unique process for verification and approval. This tool could be used for a variety of purposes, such as accident/incident investigation forms, work refusals, vacation requests, workplace inspections, timesheets, hazard reports, discipline records, and more.

As with all our tools, the forms that you create are permission-based, meaning they are only made available to employees based on their access and permission level. Submitted forms are then tracked on Systems 24-7 for reporting and documentation by managers/supervisors and other administrators.

[Systems 24-7 Report It Overview](#)

[Report It Poster - Let's get digital](#)

[Report It Poster - Let your forms work for you](#)

June 2023

World Environment Day: June 5th, 2023

Environmental wellness and protecting our earth shouldn't be just 1 day a year, but on this day, we recognize World Environment Day. This event brings together millions of people from across the globe and engages them in the effort to protect and restore the Earth. Here is a poster on "Environmental Wellness" full of tips on how you can do your part to help the environment.

[Environmental Wellness Poster](#)

First day of Summer: June 21st, 2023

Summer is officially here! Make sure to enjoy yourself this summer, but remember to know your own limits, work safely in the heat, take breaks when needed, and be aware of ticks and other pests.

Here are some summer safety posters:

[Cooling Techniques Poster](#)

[Deer Ticks Poster](#)

[Heat-Related Illness Summary Poster](#)

[Tips for Safe Summer Driving Poster](#)

Office Closure: Canada Day, June 30th - July 3rd

Our next newsletter won't be coming out until July 4th after the long weekend, so as a reminder we will be closed June 30th until July 3rd for Canada Day. We wish everyone a happy and safe holiday.

Special Offer for Dunk & Associates Private Clients

For a limited time only, save \$100* per learner on the cost of Part 1 distance learning and join our Part 1 distance class on Tuesday, August 29 to Thursday, August 31, 2023. Limited seats are available for this session and will be filled on a first-come, first-served basis.

Distance learning is instructed over three days, live with an instructor. Regular pricing for distance learning is \$415 per learner.

To register, complete the form [here](#). *Sale applies to distance learning only for the August session listed above.

Report It: NOW LIVE!

We are excited to let you know that the new Report It feature has launched on Systems 24-7 and we are currently taking client feedback to expand the system. This is a large, brand-new, and robust feature, which will allow companies the ability to develop any form online for documentation and tracking. You'll also be able to add a unique process for verification and approval. This tool could be used for a variety of purposes, such as accident/incident investigation forms, work refusals, vacation requests, workplace inspections, timesheets, hazard reports, discipline records, and more.

As with all our tools, the forms that you create are permission-based, meaning they are only made available to employees based on their access and permission level. Submitted forms are then tracked on Systems 24-7 for reporting and documentation by managers/supervisors and other administrators. If you're interested in using this feature, please email support@systems24-7.com.

[Systems 24-7 Report It Overview](#)

[Report It Poster - Let's get digital](#)

[Report It Poster - Let your forms work for you](#)

New Course: Fibre Optic Cable Safety Awareness

This program contains general information only and is intended to give workers practical information relating to the requirements of working safely with fibre optic cables.

July 2023

National Injury Prevention Day: July 5th, 2023

National Injury Prevention Day is a day to raise awareness about the effects of preventable injuries. Here at Dunk & Associates we practice and educate injury prevention every day, at home and work and strive to promote healthy workplaces.

International Self-Care Day: July 24th, 2023

International Self-Care Day is a day where we encourage the practice of focusing on doing the things that help your mental, physical, and spiritual health. Self-care is an important part of healthy living and healthy workplaces. Here are some wellness resources that can help encourage self-care.

[10 Ways to Relax and Reduce Stress](#)

[Important of Taking Breaks Poster](#)

[Listen to Your Body Poster](#)

Feature Spotlight: Report It

Report It revolutionizes the way you build online forms, offering unparalleled flexibility and convenience. Seamlessly integrated into your Systems 24-7 platform, this user-friendly tool empowers you to effortlessly create, complete, and

monitor forms with ease. No longer will you be burdened by the tedious task of paperwork collection.

With Report It, your company gains a powerful solution to track vital information. From workplace inspections and accident/incident reports to work refusals, accommodation requests, vacation requests, hazard reports, disciplinary actions, and more, the possibilities are limitless. You can even customize processes, assigning specific questions or pages to different members within your organization.

Rest assured, our permission-based approach ensures that forms are accessible only to authorized employees, based on their access and permission levels. Submitted forms are recorded on Systems 24-7, enabling managers, supervisors, and administrators to generate insightful reports and maintain documentation effortlessly.

[Systems 24-7 Report It Overview](#)
[Report It Poster - Let's get digital](#)
[Report It Poster - Let your forms work for you](#)

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To register, complete the form [here](#). *Sale applies to distance learning only for the August session listed above.

Safety Updates: Canada Wildfires

As wildfires in Canada blaze across the country, air quality in major cities can be poor and other regions face intense heat. In these situations, we want to remind everyone to stay indoors as much as possible and follow some of the tips below. Stay safe!

[Wildfire Preparation Safety Talk](#)
[Wildfire Response Safety Talk](#)
[Wildfire Smoke Poster](#)

August 2023

Civic Holiday: August 7th, 2023

Dunk & Associates is open during the civic holiday! If you're off, remember safety first when barbequing, bike riding, hiking, or travelling during this time.

[BBQ Safety Poster](#)
[Bicycle Safety Talk](#)
[Hiking Safety Poster](#)
[Summer Travelling Tips](#)

Labour Day: September 4th, 2023

The September newsletter will not be out until after the long weekend, so as a reminder Dunk & Associates will be closed Friday, September 1st, and Monday, September 4th for the Labour Day weekend. We wish everyone a safe and happy holiday, and remember school is starting so practice safety and awareness around buses.

[Back to School Safety Tips Poster](#)
[School Bus Safety Poster](#)

Technology Update: Complete by Date

An update was made to Systems 24-7 to allow more customization to the way courses are profiled. When adding a "complete by" date to a course (meaning a date in which you require the assigned training to be completed by), a new

setting is available. Now administrators can require this timeframe from the date the employee begins the training. For example, employees must complete their Worker Awareness training within 30 days of starting it.

All user guides have been updated to reflect this change and are available under the “User Aids” page. Please note, that there is a further setting that Dunk & Associates can enable which would require employees to restart the course from the beginning if this complete-by date passes. This means all previous progress is lost and they must begin again. For more information, please email support@systems24-7.com.

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Distance learning is instructed over three days, live with an instructor. Regular pricing for distance learning is \$415 per learner. To register, complete the form [here](#). **Sale applies to distance learning only for the August session listed above.*

SCORM courses in All-in-One

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

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

What's New on Systems 24-7: All-in-One Reports

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

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

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

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

Want to learn more? Send us an email at support@systems24-7.com.

New Courses

Performance Management

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

What you need to know about phone-based customer service

In this course, we provide you with the tools needed to overcome the challenges faced during phone-based interactions

and show you how to develop rapport with your customers to feel confident in interacting over the phone and managing difficult conversations.

September 2023

First Day of Fall: September 23rd, 2023

We know it feels like we are still in Summer but with Fall arriving that gives us a chance to prepare for colder winter months ahead of us. That means cleaning eavestroughs, taking out those winter tires, getting up-to-date on any flu shots and taking out your winter clothes and PPE from storage, or even start saving for the holidays.

[Financial Well-Being Poster](#)

[Preventing Slips, Trips, and Falls: Footwear Poster](#)

[Your Guide to Seasonal Savings Poster](#)

World Suicide Prevention Day: September 10th, 2023

Each year thousands of people take their life and for every suicide, there are others making suicide attempts or having thoughts of suicide. Focusing attention on the issue and raising awareness helps us all play a role in supporting those experiencing suicidal thoughts and mental health struggles.

[10 Healthy Habits to Improve Your Mental Health Poster](#)

[Am I Being Kind to Myself Poster](#)

[Mental Illness Signs Poster](#)

New Feature: Employee Training QR Codes

Do you ever wish that each employee could be assigned their own unique QR code which can be scanned to quickly view a report of what training is complete, incomplete, or both?

Systems 24-7 now has this unique and helpful feature! Use this both internally or externally! If an inspector ever walks in, employees can log into Systems 24-7 and access their QR code to share under their profile. When the QR Code is scanned, the person has access to their training records, without requiring access to Systems 24-7.

In addition, there are also other unique ways to use the new QR code feature. For example, why not promote your training completion on your business cards or other materials? Your unique QR code can be downloaded and printed wherever you wish to use it. To use this new feature, please email support@systems24-7.com to have it enabled for your company. **This feature is at no cost.**

New Course: Handling Abusive Customers

Dealing with abusive customers can be challenging and sometimes even scary. This course will help to prepare you to handle abusive customers by providing insight into their frustration, methods to handle these customers and applying that knowledge in case scenarios.

Coming Soon: Active Attacker Awareness Course

While active attacker and targeted violence incidents are quite rare, they are highly impactful. Being prepared to act can make all the difference. For this reason, many organizations, like yours, are taking action to prepare their staff to be aware of active attacker incidents in the workplace and effectively respond should an attack occur.

October 2023

Thanksgiving Closure: October 6th - October 9th 2023

A friendly reminder that Dunk & Associates/Systems 24-7 will be closed on both Friday, October 6th and Monday, October 9th for the Thanksgiving long weekend. Click on the images below for some Thanksgiving Safety Posters.

[A Safe Holiday Feast Poster](#)

[Thanksgiving Safety Poster](#)
[Thanksgiving Turkey Safety Poster](#)

World Mental Health Day: October 10th, 2023

The overall objective of World Mental Health Day is to raise awareness of mental health issues around the world and to mobilize efforts in support of mental health.

<https://www.who.int/campaigns/world-mental-health-day>
[Mental Health Awareness Poster](#)

Invisible Disabilities Week: October 15 th - 21st, 2023

Learn about Invisible Disabilities and recognize yourself with the ID cards [here](#).

Halloween: October 31st , 2023

Halloween is a day to have fun with your family and colleagues, but remember safety first!

[Halloween Safety Poster](#)
[Halloween Reminders Post](#)

Certification Sale: Save 20%

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

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

New Feature: New Course Assigned Email Template

A convenient new email template is now available in the notification centre! When this email is enabled, it will notify employees of any newly assigned training. This is sent when new courses are manually added, if a training profile is updated, and/or if the employee's department or categories change resulting in new training, etc.

Turn on this email and keep employees up-to-date with what is required on your system! As always, this email can be customized. Administrators with permission to the Notification Centre can enable the email, determine who it goes to, and edit the default template as required. Have any questions? Email us at support@systems24-7.com.

Systems 24-7 Add-on Sale (Save 13%)

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

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

This discount will be valid for the duration of your contract with Dunk & Associates/Systems 24-7. When you renew, you will continue to receive the discounted add-on. This offer is not available for those on a shared site and must be invoiced prior to December 1st to receive the discounted price. To see a list of our Add-on features, [click here](#).

Coming Soon: Active Attacker Awareness Course

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

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

Registration Open for Supervisor Skills Development: Harassment Investigation Training

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

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

For more information and to register, [visit us here](#).

WHMIS Update

WHMIS 2015 has now been legislatively changed from WHMIS 2015 back to WHMIS. For most workplaces, the most notable change is the adoption of a new physical hazard class, chemicals under pressure, the adoption of a non-flammable aerosols hazard category, and new subcategories for flammable gases. There are also some updates to information required on SDSs and labels including modifications concerning the physical and chemical properties in section 9 of the SDS.

There is a 3-year transition period where Employers and Suppliers have until December 14th, 2025, to update their SDSs, labels, and training to bring them into compliance. As of October 1st, 2023, Dunk & Associates/Systems 24-7 has revised the WHMIS 2015 module to be called WHMIS and all necessary updates have been made. Employees are not required to re-take the module (unless the Employer chooses to). Instead, attached is a Safety Talk called WHMIS Update which can be delivered and signed off on by all employees. All new hires must still complete their WHMIS training as required. If you are a Full Service Health & Safety client with Dunk & Associates, this safety talk has already been posted on your website as part of the October Compliance Package.

[WHMIS Update Safety Talk](#)

JHSC Refresher Training is CPO-Approved!

We are excited to inform you that Dunk & Associates has been approved by the CPO to offer our JHSC Certification Refresher training! Dunk & Associates is able to offer both in-class and distance training. Although we do not currently have any sessions booked, we want to assess the demand of our clients to offer a JHSC Refresher Training course in 2023. [Read our newsletter for full details](#).

Fire Prevention Week: October 8th - October 14th, 2023

Fire Prevention Week helps educate people about the leading risks of home and workplace fires and ways to prevent them to better protect themselves and others. Here are some posters to help prevent fires near you.

[Fire Emergency Poster](#)

[Workplace Fire Safety Poster](#)

[Fire Safety Poster](#)

[Emergency Preparedness Poster](#)

[Fire Extinguisher Sign \(Printable\)](#)

November 2023

Registration Open for Supervisor Skills Development: Harassment Investigation Training

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

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

For more information and to register, [visit us here](#).

IT & Graphics Department Brown Out

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

Systems 24-7 Add-on Sale (Save 13%)

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

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

This discount will be valid for the duration of your contract with Dunk & Associates/Systems 24-7. When you renew, you will continue to receive the discounted add-on. This offer is not available for those on a shared site and must be invoiced prior to December 1st to receive the discounted price. To see a list of our Add-on features, [click here](#).

New Course: Active Attacker Awareness

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

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

Coming Soon: Radio Frequency Safety Awareness

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

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

protect yourself.

Certification Sale: Save 20%

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

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

Ontario JHSC Certification 2024 Schedule Released

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

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

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

2024 Public Webinar Schedule Coming Soon!

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

Keep your eyes peeled on our [website](#) as the schedule with registration links will be released within the next few weeks.

Complimentary Resources for November

[Changing Tires Safety Talk](#)

[Preventing Slips, Trips, and Falls Poster](#)

[10 Tips to Avoid Winter Slips, Trips, and Falls Poster](#)

December 2023

Christmas Break

Dunk & Associates Inc./Systems 24-7 will be closed the following days for the Christmas Holiday.

December 22, 2023 to January 1, 2024

We wish everyone a safe and happy holiday and we will see you in the new year! Please enjoy some holiday safety posters:

- [12 Days of Holiday Safety](#)
- [Outdoor Christmas Safety](#)
- [Holiday Wellness Poster](#)

IT & Graphics Department Brown Out

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

Recent Important Legislation Updates

When the law changes, it rarely hits the mainstream news. Don't worry, Dunk & Associates does the work for you! Each month we monitor the changes and communicate them to you here! If the update has or will result in changes to training, we are responsible for making them. For our private Health and Safety or HR clients, we update the relevant policies and programs and communicate with you regarding any changes in your compliance packages.

To see a list of recent changes, please [click here](#).

2024 Public Webinar Schedule is Now Posted

Looking for our 2024 webinar schedule? [Check it out here!](#)

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

Complimentary Resources for December

[Emergency Preparedness: Cold Weather Storms](#)

[Winter Preparedness Kit Checklist](#)

[Winter Safety Reminders](#)

[Winter Car Survival Kit](#)

[16 Safety Tips for Winter Driving](#)