

# Health and Safety E-Learning Catalogue

January 2019



**CANADA & BERMUDA TERRITORIAL  
EMPLOYEE RELATIONS**



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# ACCIDENT INVESTIGATION

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A practical approach to investigating workplace accidents, with an emphasis on how to find the root cause - and prevent similar occurrences from happening again.

Duration: 1 hour

Prerequisite: none

## Course Description

An investigation is an "after the fact" response. It is a process that uncovers hazards or problems that can be eliminated so similar events will not happen in the future.

This course is an introduction to accident investigation. It presents a practical approach to investigating workplace accidents by emphasizing how to find the root cause(s), conduct an investigation, and make effective recommendations to prevent similar occurrences from ever happening again.

The course includes case studies and other examples to illustrate the concepts as well practical tools such as sample forms and checklists. Quizzes throughout the course and an exam help to measure and encourage learning.

Topics include:

- What to investigate and why
- Being prepared (policies/procedures, team, investigation kit)
- What to do first (providing medical care, dealing with the immediate risk)
- How to conduct an Investigation
  - Secure and evaluate the accident scene
  - Collect evidence and gather facts
  - Interview witnesses
- Analyze and find the "root cause"
- Report and Follow Up

Upon completion of this course you will know how to:

- Be prepared with a policy, team, and investigation kit;
- Conduct a complete investigation, including how to assess the accident scene, collect evidence and interview witnesses;
- Conduct an analysis and find the root causes;
- Report and follow up.

Target Audience

- Committee members, managers, supervisors and workers who may be involved in accident investigation
- Facility managers, human resources managers, senior managers and others with responsibilities for conducting an investigations or implementing changes resulting from an investigation

# ACCIDENT INVESTIGATION IN ONTARIO

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A practical approach to investigating Ontario workplace accidents, with an emphasis on how to find the root cause - and prevent similar occurrences from happening again.

Duration: 1 hour

Prerequisite: none

## Course Description

An investigation is an "after the fact" response. It is a process that uncovers hazards or problems that can be eliminated so similar events will not happen in the future.

CCOHS' Accident Investigation in Ontario e-Learning course is an introduction to accident investigation within Ontario workplaces. It presents a practical approach to investigating workplace accidents by emphasizing how to find the root cause(s), conduct an investigation, and make effective recommendations to prevent similar occurrences from ever happening again.

Developed by CCOHS in collaboration with WSPS, this course also features case studies, review quizzes, "Ask a Question", and access to resources from CCOHS and WSPS. Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- What to investigate and why
- Being prepared (policies/procedures, team, investigation kit)
- What to do first (providing medical care, dealing with the immediate risk)
- How to conduct an Ontario Workplace Investigation
  - Secure and evaluate the accident scene
  - Collect evidence and gather facts
  - Interview witnesses
- Analyze and find the "root cause"
- Report and Follow Up

Upon completion of this course you will know how to:

- Be prepared with a policy, team, and investigation kit;
- Conduct a complete investigation, including how to assess the accident scene, collect evidence and interview witnesses;
- Conduct an analysis and find the root causes;
- Report and follow up.

Target Audience

- Ontario joint health and safety committee members, managers, supervisors and workers who may be involved in accident investigation
- Facility managers, human resources managers, senior managers and others with responsibilities for conducting an investigations or implementing changes resulting from an investigation

# AODA ACCESSIBLE CUSTOMER SERVICE REGULATION

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Comply with the AODA Accessible Customer Service Standard training requirement with ease and confidence.

Duration: 45 minutes

Prerequisite: none

## Course Description

The Accessibility for Ontarians with Disabilities Act (AODA) requires public and private sector organizations to comply with mandatory standards that remove and prevent barriers to accessibility for people with disabilities. AODA is the law, and the province is enforcing accessibility standards. The first set of standards to come into effect relates to customer service and affects organizations that provide goods and services to the public. All organizations with at least one employee performing customer service communications or duties are required to train staff on this standard.

Get ready with this online course designed to help your organization comply with the AODA Accessible Customer Service Standard training requirement. Learn to apply the requirements of the AODA Customer Service Regulation to your work environment so that you can provide accessible service to your customers.

Topics include:

- Specific advice on interacting with persons with disabilities
- Communication techniques
- Assistive devices
- Service animals
- Support people

Interactive learning activities, self-testing and video clips help to illustrate and reinforce concepts. Upon finishing the course, you will be able to print a Certificate of Completion.

Target Audience

The accessibility standard for customer service applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

# AODA IASR EMPLOYMENT STANDARD

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Learn how to comply with the AODA's IASR Employment Standard.

Duration: 30 minutes

Prerequisite: none

## Course Description

The Accessibility for Ontarians with Disabilities Act (AODA) requires public and private sector organizations to comply with mandatory standards that remove and prevent barriers to accessibility for people with disabilities. AODA is the law, and the province is enforcing accessibility standards.

This course on the AODA was designed to help you learn about the Integrated Accessibility Standards Regulation (IASR) Employment Standard.

Interactive learning activities throughout the course will help you apply the requirements of the IASR Employment Standard to your work environment. Upon finishing the course, you will be able to print a Certificate of Completion.

Topics include:

- Recruitment, assessment, and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- The return to work process
- Performance management
- Career development and advancement
- Redeployment

After completion of the course you will be able to:

- Apply the requirements of the Employment Standard to your organization
- Ensure all policies and procedures at your workplace are Employment Standard compliant
- Understand some of the barriers people with disabilities can face in the workplace.

Target Audience

The Integrated Accessibility Standards Regulation applies to all Ontario organizations that provide goods, services or facilities to the public or to other organizations and have at least one employee in Ontario.



# AODA IASR GENERAL REQUIREMENTS

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Learn how to comply with the AODA's IASR general requirements.

Duration: 30 minutes

Prerequisite: none

## Course Description

The Accessibility for Ontarians with Disabilities Act (AODA) requires public and private sector organizations to comply with mandatory standards that remove and prevent barriers to accessibility for people with disabilities. AODA is the law, and the province is enforcing accessibility standards.

The Integrated Accessibility Standards Regulation (IASR) is comprised of three standards: Information and Communication, Employment, and Transportation. The IASR has a number of general requirements that apply to all three standards.

This course on the AODA was designed to help you learn about these IASR general requirements and the Ontario Human Rights Code.

Interactive learning activities are included to help you apply the requirements of the IASR and the Ontario Human Rights Code to your work environment. Upon finishing this course, you will receive a Certificate of Completion.

Topics include:

- Accessibility policies and plans
- Accessibility features and considerations
- IASR training
- The Ontario Human Rights Code and disability

After completion of the course you will be able to:

- Understand the general requirements of the IASR
- Implement compliant accessibility policies and plans at your workplace
- Consider accessibility features when procuring goods or services
- Understand disability as defined in the Ontario Human Rights Code
- Meet the requirements of the Ontario Human Rights Code regarding disability.

Target Audience

The Integrated Accessibility Standards Regulation applies to all Ontario organizations that provide goods, services or facilities to the public or to other organizations and have at least one employee in Ontario.

# AODA IASR INFORMATION AND COMMUNICATION STANDARD

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Learn how to comply with the AODA's IASR Information and Communication Standard.

Duration: 20 minutes

Prerequisite: none

## Course Description

The Accessibility for Ontarians with Disabilities Act (AODA) requires public and private sector organizations to comply with mandatory standards that remove and prevent barriers to accessibility for people with disabilities. AODA is the law, and the province is enforcing accessibility standards.

The Integrated Accessibility Standards Regulation (IASR) is comprised of three standards: Information and Communication, Employment, and Transportation.

This course on the AODA was designed to help you learn about the IASR Information and Communication Standard.

Interactive learning activities are included to help you apply the requirements of the IASR Information and Communication Standard to your work environment. Upon finishing this course, you will receive a Certificate of Completion.

Topics include:

- Accessible formats and communication supports
- Safety information
- Accessible websites
- Educational training and materials
- Libraries

After completion of the course you will be able to:

- Understand the IASR Information and Communication Standard
- Implement compliant accessibility policies and plans regarding information and communications at your workplace
- Explain the responsibilities libraries have under the Information and Communication Standard.

Target Audience

The Integrated Accessibility Standards Regulation applies to all Ontario organizations that provide goods, services or facilities to the public or to other organizations and have at least one employee in Ontario.

# AODA IASR TRANSPORTATION STANDARD

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Learn how to comply with the AODA's IASR Transportation Standard.

Duration: 1 hour

Prerequisite: none

## Course Description

The Accessibility for Ontarians with Disabilities Act (AODA) requires public and private sector organizations to comply with mandatory standards that remove and prevent barriers to accessibility for people with disabilities. AODA is the law, and the province is enforcing accessibility standards.

The Integrated Accessibility Standards Regulation (IASR) is comprised of three standards: Information and Communication, Employment, and Transportation.

This course on the AODA was designed to help you learn about the IASR Transportation Standard.

Interactive learning activities are included to help you apply the requirements of the IASR Transportation Standard to your work environment. Upon finishing this course, you will receive a Certificate of Completion.

Topics include:

- General requirements
- Accessibility plans
- Conventional, specialized and other transportation service providers
- Municipalities

Upon completion of the course you will be able to:

- Understand the IASR Transportation Standard
- Implement compliant accessibility policies and plans at your workplace.

Target Audience

The Integrated Accessibility Standards Regulation applies to all Ontario organizations that provide goods, services or facilities to the public or to other organizations and have at least one employee in Ontario.

# ASBESTOS IN THE WORKPLACE

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Learn to recognize, assess and manage asbestos-related risks in the workplace.

Duration: 1 hour

Prerequisite: none

## Course Description

The versatility of asbestos has led to its widespread use in many locations, including workplaces. While the presence of asbestos in newly-installed products has diminished greatly in Canada in recent decades, many older applications remain in homes, buildings and products. Asbestos materials are a potentially serious workplace hazard, and people who inhale asbestos fibres are at risk of developing critical, often fatal, illnesses.

This course equips employers and workers who are not directly involved in asbestos-related industries with the knowledge to recognize, assess and manage asbestos-related risks in the workplace.

Topics include:

- Asbestos basics and hazards
- Asbestos uses in the workplace
- Managing asbestos hazards and taking action
- Helpful resources

Upon completion of the course you will be able to:

- Explain possible sources of asbestos in your workplace
- Identify situations that could pose a risk of asbestos exposure
- Understand how asbestos hazards are assessed
- Describe common asbestos management practices
- Determine when external resources may be required to help manage asbestos risks
- Access legislation and other resource materials on how to manage asbestos in the workplace

Target Audience

- Employers and workers who are not directly involved in asbestos-related industries
- Health and safety advisors and committee members
- Building owners
- Property managers

## ASSEMBLING THE PIECES TOOLKIT

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Get practical advice for implementing the *National Standard of Canada for Psychological Health and Safety in the Workplace*.

Duration: 1 hour

Prerequisite: none

### Course Description

This toolkit is designed to support organizations working to implement the *National Standard of Canada for Psychological Health and Safety in the Workplace* (the Standard). As a companion to the "Assembling the Pieces Implementation Guide" and the Standard, this toolkit provides practical advice for implementing key elements of the Standard, as well as links to tools that will assist organizations in taking action towards implementation.

This course was developed by the Mental Health Commission of Canada.

### Target Audience

This course is recommended for employers, senior leaders, human resource managers, and occupational health and safety professionals.

# BEING A MINDFUL EMPLOYEE: AN ORIENTATION TO PSYCHOLOGICAL HEALTH AND SAFETY IN THE WORKPLACE

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Gain an understanding of the 13 factors that influence psychosocial health and safety in the workplace.

Duration: 75 minutes

Prerequisite: none

## Course Description

This training program is about psychological health and safety in the workplace. The goal is to help you, as an employee, understand the 13 psychosocial workplace factors from the *National Standard of Psychological Health and Safety in the Workplace* and what you can do to help yourself and others in the workplace.

This course was developed by the Mental Health Commission of Canada.

Upon successful completion of the final quiz, learners will be able to print a certificate of completion.

### Target Audience

This course is recommended for anyone interested in learning more about mental health at work.

# BULLYING IN THE WORKPLACE

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Understand the signs and effects of bullying, and take action to prevent it.

Duration: 1 hour

Prerequisite: none

## Course Description

Bullying is defined as a repeated, persistent and continuous behavior, as opposed to a single negative act. Generally, perceiving a power imbalance between the victim and the perpetrator, the victim feels inferior whether this imbalance is there or not.

Although other types of violence receive more media attention, workplace bullying is of great importance and can affect many people.

Topics include:

- Defining bullying
- Effects of bullying
- Preventing bullying
- Recognizing and removing the risks
- Specific control strategies
- Putting the knowledge to work

Upon completion of the course you will be able to:

- Understand the effects of bullying in the workplace, on the organization and on its workers
- Recognize the signs of bullying and why it happens
- Identify the roles of the employers, managers, supervisors and employees in recognizing and preventing bullying
- Use tools to assist the victim, co-workers, supervisors and the employer to recognize, assess and control bullying in the workplace

Target Audience

This course is recommended for health and safety committee members, managers, supervisors and workers.

## BUSINESS CASE FOR HEALTH AND SAFETY

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Learn what benefits can be gained from health & safety in your workplace.

Duration: 30 minutes

Prerequisite: none

### Course Description

Responsible business owners, managers, and supervisors want to know the benefits to be gained when considering any workplace initiative. This awareness-level course will introduce participants to many positive reasons for adopting a proactive approach to health and safety. This course is offered to promote awareness of this important issue.

Topics include:

- What is Health and Safety? An Overview
- Benefits for Employers and Organizations
- How Employees Benefit
- Developing a Health and Safety Program

Upon completion of the course you will know how to:

- Describe five types of benefits that employers and their organizations can attain by managing health and safety
- Describe both the short-term and long-term benefits of health and safety
- Explain how employees can also benefit
- Understand the costs that can be reduced by managing health & safety
- List the elements of a basic health and safety program

Target Audience

- Managers and supervisors
- Business Owners
- Anyone who wants to learn about the value of organizational health and safety



## **BUSINESS CASE FOR WORKPLACE WELLNESS**

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Get an overview of the key steps to establishing a successful workplace wellness program, and the business case for investing in workplace health.

Duration: 30 minutes

Prerequisite: none

### **Course Description**

As organizations look to maintain or gain a competitive edge, there is considerable pressure to justify spending on all programs. Although research shows that workplace wellness programs have become an essential and cost-effective core business strategy for organizations of all sizes, developing a program that meets specific needs can be challenging without a strategic approach and well-defined metrics to evaluate progress.

This course provides an introduction to establishing a successful workplace wellness program, and the business case for investing in workplace health.

Topics include:

- Why workplace wellness programs are vital to the success of any organization
- How the health of Canadians is influencing the cost of doing business
- Program design
- Workplace wellness – keys to success

Upon completion of the course you will know how to:

- Describe the benefits of workplace wellness programs
- Understand some of the major health issues impacting workers in Canada and how it affects an organization's performance
- Explain the return on investment of workplace wellness initiatives
- List the keys to success of an effective workplace wellness program

Target Audience

- Business owners
- Managers and supervisors
- Anyone who wants to learn about the value of workplace wellness

## CANADA LABOUR CODE, PART II: AN OVERVIEW

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Understand your duties as a manager or supervisor under the Canada Labour Code, Part II. Ideal for employees in federally-regulated businesses and organizations.

Duration: 1 hour

Prerequisite: none

### Course Description

The *Canada Labour Code, Part II* ("the Code") governs the health and safety of employees in the federal jurisdiction. Managers and supervisors represent the employer in the workplace and are responsible to carry out the duties of the employer in the work areas that they manage. This course, Canada Labour Code Part II, will give you the basic understanding of the requirements of the Code and how it is applied. Case studies and other examples are included to illustrate the concepts. This course is a useful starting point for those who will be taking training on health and safety committees, WHMIS and other occupational health and safety topics.

Topics include:

- The Internal Responsibility System
- Rights and duties of employers (managers and supervisors)
- Ways to meet employer duties
- Due diligence
- Rights and duties of employees
- Responsibilities of policy and workplace health and safety committees and representatives
- Workplace inspections
- Resolving complaints and work refusals
- Accident/Incident investigation
- Enforcement and consequences of non-compliance
- Criminal liability

Upon completion of the course you will know how to:

- Understand his duties as a manager or supervisor under the Canada Labour Code, Part II
- Work with employees and the health and safety committee to identify and control work hazards
- Resolve complaints and work refusals
- Assist in an accident investigation

Target Audience

- Managers, supervisors and employees in federally-regulated businesses and organizations, such as
  - federal government
  - crown corporations
  - communications
  - banking
  - interprovincial transportation (trucking, railways, and airlines)
- Human resources and health and safety professionals working in federally-regulated organizations

# COMPRESSED GASES

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Learn best practices on the use, handling, storage, and transport of compressed gases.

Duration: 1 hour

Prerequisite: none

## Course Description

Gases are compressed to make them easier to handle and transport, and are used in industry and laboratories for a variety of different operations. These gases have their own unique physical, chemical and mechanical hazards which must be understood in order to work safely.

Learn about the hazards associated with the storage and handling of compressed gases, and how you can work with them safely using industry-proven best practices. References to legislation, standards and guidance materials are provided where appropriate. To complement this course, it is recommended that hands-on training is performed at the facility level regarding the specific use, handling and storage policies and practices used at your organization.

Topics include:

- Definitions, uses, and legislation
- Hazards associated with compressed gas use, handling, storage, and transport
- General safe handling and transportation procedures
- General storage requirements
- Specific uses and safety considerations

Upon completion of the course you will be able to:

- Define a compressed gas
- Outline their uses and benefits
- Describe legislative requirements associated with the use of compressed gases
- Understand the hazards associated with the use, storage, handling, and transportation of compressed gas cylinders
- Understand the proper use and selection of regulators and needle valves
- Identify faulty regulators, lines, or cylinders (i.e. Leaks)
- Identify specific safe handling considerations for:
  - Welding, brazing, and other allied uses
  - Laboratory use
  - Use of cylinders for breathing assistance

Target Audience

Anyone who is required to use, handle, or transport compressed gas cylinders.

# CONFINED SPACE MANAGEMENT

---

Learn the essential components of a confined space program in the workplace, as well as emergency preparedness, due diligence and best practices.

Duration: 1.5 hours

Prerequisite: Confined Spaces - The Basics

## Course Description

This course will assist those who have responsibility for confined spaces on their worksites. Building on the concepts introduced in "Confined Spaces - The Basics", this course describes the essential components required to establish and manage a confined space program in the workplace, as well as important considerations for emergency preparedness. Confined Spaces Management also defines the duties and responsibilities of workplace parties, including due diligence and best practices.

Although this course covers the basics of most legal requirements, there may be some variation between jurisdictions. Where possible, links are provided to documents that cover legal requirements for some jurisdictions.

Case studies and other examples are included to illustrate the concepts as well practical tools such as sample forms and checklists. Quizzes throughout the course and an exam help to measure and encourage learning.

Topics include:

- Responsibilities for Confined Space Safety
- Compliance Issues
- Elements of a Confined Space Program
- Emergency Response Planning
- Record keeping
- Resources

Upon completion of this course, you will be able to:

- Understand your roles and responsibilities regarding confined spaces;
- Appreciate the seriousness of confined space hazards and importance of confined space controls;
- Appreciate the lack of predictability of confined space hazards and the importance of appropriate emergency response;
- Identify the essential components of a confined space program and be able to develop and manage a program specific to your workplace;
- Identify specific training needs for supervisors, workers and emergency response team members, including contractors;
- Recognize the need for any specific entry and work procedures;
- Plan for confined space emergencies at your workplace;
- Keep appropriate records.

Target Audience

- Managers, supervisors, or those who control access to confined spaces and/or direct workers/contractors to enter and work in confined spaces
- Anyone with responsibility for establishing or managing a confined space program in the workplace.

# CONFINED SPACES: THE BASICS

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Learn about confined spaces, the identification and control of hazards that can be encountered and key steps to working safely.

Duration: 3 hours

Prerequisite: none

## Course Description

This 3-part course will educate you on confined spaces, the identification and control of hazards that can be encountered, and key steps to working safely.

- Part 1: Hazard Awareness covers how to recognize confined spaces and the types of hazards that may be present
- Part 2: Hazard Control covers how to control the hazards
- Part 3: Working Safely covers proper ways to enter and work in a space as well as emergency planning

Although the course covers the basics of most legal requirements, there may be some variation between jurisdictions. Links are provided, wherever possible, to documents that cover legal requirements for some jurisdictions.

"Confined Spaces: The Basics" is equivalent to the general theory and information provided by a classroom course, however it does not provide the "hands on", workplace-specific training that allows workers to confidently put the theory learned into actual practice in the workplace. Employers must ensure that this additional workplace-specific training is provided for confined space workers.

Case studies and other examples are included to illustrate the concepts as well practical tools such as sample forms and checklists. Quizzes after each part and an exam help to measure and encourage learning.

Topics include:

- Responsibilities of Employers, Supervisors, Workers and Contractors
- Recognizing a Confined Space
- Hazard Awareness in Confined Spaces
- Confined Space Permit Systems
- Preparing for Confined Space Entry and Work
- Working Safely in Confined Spaces
- Emergency Planning for Confined Spaces

Upon completion of this course, you will:

- Know your duties and responsibilities in performing confined space work
- Recognize the characteristics that define a permit-required confined space
- Understand the types of confined space hazards and why they are potentially harmful
- Know the types of control measures used to ensure a space is safe before and during entry
- Be able to conduct a proper pre-entry assessment and preparation of the confined space
- Understand the necessary procedures for working inside a confined space
- Know what to do in the event of a problem or emergency situation

#### Target Audience

- Workers (including outside contractors) who enter and perform work in confined spaces in the workplace
- Managers, supervisors, health and safety committee members

Individuals with control or authority over confined spaces and/or work being performed in confined spaces would also benefit from the e-course **Confined Space Management**. This second course outlines your legal duties and responsibilities and provides additional focus on details such as establishing and managing a confined space program.

# CONTRACTOR HEALTH AND SAFETY

---

An overview of health and safety issues in contract work, providing a framework in which owners, employers, and contractors can get the work done safely.

Duration: 1 hour

Prerequisite: none

## Course Description

Employing contractors to work for you is a common practice today, but are you clear on your responsibilities regarding their health and safety? Owners, employers and contractors, involved in a contract have responsibilities to ensure that the work is done safely and according to the health and safety legislation in their jurisdiction.

This course is a basic overview of health and safety issues in contract work. It provides a framework in which owners, employers, and contractors can fulfill their responsibilities and get the work done safely. Although legislation may differ from one jurisdiction to another, the principles introduced in this course can help establish due diligence. Contractor Health and Safety identifies the elements of a contract safety program from start to finish. Quizzes, examples and case studies are used to help the learning process.

Topics include:

- Definitions & Legal Requirements
- Pre Contract Activities
- Contract Documentation
- Awarding a Contract
- Contract Management & Compliance
- Contract Evaluation

Upon completion of this course, the participant will be able to:

- Identify the legal responsibilities of key participants in a contract
- Know what health and safety information should be included in a contract
- Understand the requirements for effective contract management and compliance with workplace health and safety responsibilities
- Evaluate the effectiveness of a contract agreement

Target Audience

- Owners and employers
- Contractors
- Managers and supervisors
- Joint Health & Safety Committee members involved in contract development, or in developing a contract health and safety program

# CONTRACTOR HEALTH AND SAFETY IN ONTARIO

---

An overview of health and safety issues in contract work, providing a framework in which owners, employers, and contractors in Ontario can get the work done safely.

Duration: 1 hour

Prerequisite: none

## Course Description

Hiring contractors is common practice nowadays, but are you clear on your responsibilities regarding their health and safety? This course is a basic overview of the health and safety issues involved when contracting work in Ontario. It provides a framework in which owners, employers, contractors, and workers can fulfill their responsibilities and ensure that contracted work is done safely and according to the legal requirements in Ontario.

Learn how to build health and safety into your contractor program and demonstrate due diligence by complying with requirements of Ontario's OHS Act and Regulations and incorporating best practices.

Developed by CCOHS in collaboration with WSPS, the course features case studies, review quizzes, "Ask a Question", and access to resources from CCOHS and WSPS. Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Definitions & Legal Requirements
- Pre Contract Activities
- Contract Documentation
- Awarding a Contract
- Contract Management & Compliance
- Contract Evaluation

Upon completion of this course, the participant will be able to:

- Identify the legal responsibilities of key participants in a contract
- Know what health and safety information should be included in a contract
- Understand the requirements for effective contract management and compliance with workplace health and safety responsibilities
- Evaluate the effectiveness of a contract agreement

Target Audience

- Owners and employers in Ontario
- Contractors in Ontario
- Managers and supervisors in Ontario responsible for hiring contractors
- Joint Health & Safety Committee members involved in contract development, or in developing a contract health and safety program



## DEALING WITH A HOSTAGE SITUATION

---

Gain the practical and mental skills required to cope with and handle a hostage situation.

Duration: 1 hour

Prerequisites: Dealing with Difficult or Hostile Customers and Dealing with Robbery

### Course Description

One of the most stressful experiences a worker can be subjected to is being held against his or her will. Research has shown, however, that preparing for “the worst” – by having a basic understanding of what may happen and how it may affect you – can reduce the impact of such an event.

Although a hostage situation is unlikely, the possibility cannot be discounted and the impact to the individual and company is high. The management team still needs to understand what to do in the case of such an incident. This course provides management at any facility, store or branch, with the knowledge and practical skills to deal with a short-term hostage event. The course will look at the possible background to such an event, the psychological pressures on all concerned, the key requirement and skills of rapport building, and the resolution of such an incident.

Video clips are included to illustrate key concepts, while quizzes throughout help to measure and encourage learning.

This course deals with issues a manager will face when confronted with a short-term hostage taking inside their facility. It will build on the basic communication skills already covered in the prerequisite courses, Dealing with Difficult or Hostile Customers and Dealing with Robbery.

Topics include:

- Mental preparation
- Assessment and identification
- Psychological pressures
- Rapport building
- Communication and dealing with external authorities
- Post-event issues

Upon completion of the course you will be able to:

- Recognize the psychological aspects of a short-term hostage situation, as well as staff, customer and robber reactions to stress
- Know the roles and responsibilities of management
- Know post-event best practices
- Understand the use of rapport building techniques
- Control your psychological response to an incident

Target Audience

This course is recommended for managers, supervisors and workers who may encounter or be involved in a short-term hostage event such as when a robbery goes wrong and the perpetrators remain inside the target facility.

## DEALING WITH DIFFICULT OR HOSTILE CUSTOMERS

---

Learn strategies to successfully handle a difficult or hostile situation with a customer.

Duration: 1 hour

Prerequisite: none

### Course Description

Dealing with the general public on a daily basis normally involves minimum stress. However, there may be times when customer or client concerns escalate into a stressful or potentially explosive situation, for both the staff and the customer.

This course provides workers with an overview of the stresses and pressures that exist when dealing with customers who are volatile and/or hostile. Participants will develop a broad skill set to cope with these situations and will also learn practical communication and coping techniques to handle the situation and enhance personal performance.

Video clips are included to illustrate key concepts, while quizzes throughout help to measure and encourage learning.

Note that the course does not cover robbery or physical assault. These topics are addressed in the **Dealing with Robbery** e-course.

Topics include:

- Assessing customers
- Human communication techniques
- Verbal, vocal and non-verbal techniques
- Communication skills
- Building rapport
- Coping techniques

Upon completion of the course you will be able to:

- Recognize hostile situations, and customer or client issues
- Use communication zones
- Understand rapport building techniques and the role of positive communication
- Control your own communications and stress responses to hostile customers and clients

Target Audience

This course is recommended for workers who deal with members of the public on a regular basis. Managers and supervisors, as well as other workers who may encounter similar situations, even within the workplace, will also benefit from this course.

## DEALING WITH ROBBERY

---

Learn the mental and practical skills to successfully handle a robbery.

Duration: 1 hour

Prerequisite: Dealing with Difficult or Hostile Customers

### Course Description

If you are in the unfortunate position of being involved in a robbery, you need to be aware of your body's physical and mental reactions. This awareness, in combination with safety procedures and techniques, will allow you to safely communicate with the robber and to handle the highly stressful situation.

This course provides managers, supervisors and workers with the CORE mental and practical skills to successfully deal with a robbery incident. Identify different types of robberies, understand the psychological aspects involved, and discover advice and techniques that can be used to defuse both soft and hard robberies. Participants will also learn about post-robbery procedures, from the practical aspects to the emotional aftermath.

This course includes a number of video clips to illustrate key concepts. Quizzes throughout the course help to measure and encourage learning.

Note that the course builds on the customer communication skills developed in the **Dealing with Difficult or Hostile Customers** e-course.

Topics include:

- Typical psychological and physiological reactions to robbery
- Communication skills during a robbery
- Recognizing and understanding different types of robberies
- Post-robbery procedures, including robbery box, reporting and recording, and emotional and mental well-being

Upon completion of the course you will be able to:

- Recognize different types of robbery and your stress reaction in the event of a robbery
- Know the application of CORE skills for a robbery (Cope; Observe and listen; Respond appropriately; End the incident successfully)
- Understand your role during and following a robbery
- Control your psychological and physical reactions to a robbery

Target Audience

This course is recommended for managers, supervisors and workers who are at risk of a robbery or similar violent confrontation.

# DEVELOPING AN OCCUPATIONAL HEALTH AND SAFETY PROGRAM

---

Learn the basics of developing a successful occupational health and safety program.

Duration: 1 hour

Prerequisite: none

## Course Description

When developing an occupational health and safety (OH&S) program, many organizations ask, "Where do we start?" In this course, organizations of all sizes can learn how to build an effective program. Participants are introduced to the key elements of an OH&S program so that they can develop one that's suitable for their organization and regulatory environment. The importance of senior management commitment and effort from all levels of the organization is also stressed, along with tips for fostering involvement.

The course also features case studies, review quizzes, and "Ask a Question". Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Elements of an OH&S program
- Hazard identification
- Risk assessment
- Basic hazard control methods
- Policy / management commitment
- Roles and responsibilities
- Continuous improvement

Upon completion of the course you will know how to:

- Describe at least four benefits of an effective OH&S program
- List the key elements of an OH&S program
- Take the essential first steps in developing a program
- Create an action plan to establish a successful OH&S program
- Explain how managers, supervisors, and front line employees can participate
- Access resources to build and maintain an OH&S program

Target Audience

- Managers and supervisors
- Health and safety committee members
- Human resources specialists
- Health and safety advisors

# DEVELOPING YOUR WORKPLACE VIOLENCE AND HARASSMENT PROGRAM IN ONTARIO

---

Learn how to comply with the requirements of Ontario's *Occupational Health and Safety Act (OHS Act)* regarding workplace violence and harassment.

Duration: 2 hours

Prerequisite: Prior technical knowledge of health and safety is not a requirement. However, familiarity with workplace processes and practices is helpful.

## Course Description

Violence or harassment in the workplace can affect all business sectors and occupations. Customers, clients, patients, students, workers, intimate partners, or family members may hurt, threaten, or harass workers while they are on the job.

In this e-course you will learn how to comply with the requirements of Ontario's *Occupational Health and Safety Act (OHS Act)* regarding workplace violence and harassment.

Ontario's requirements for protecting workers from violence and harassment are complex. Your best defense is to provide your senior managers, supervisors and workers with initial and ongoing violence and harassment prevention training.

Participants will learn why it is important to address violence and harassment in the workplace, specific legal duties for compliance, how to develop an effective program, and how to prepare for domestic violence should it enter your workplace.

Developed by CCOHS in collaboration with WSPS, this course features interactive learning through assessment tools, case studies, review quizzes, "Ask a Question", and access to resources from CCOHS and WSPS. Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Introduction: A work environment where violence and harassment is tolerated has clear financial consequences. This section tells you why you need to care about violence and harassment in the workplace.
- Legislation: Ontario's OHS Act sends a strong "take action" message to employers. Find out what the employer's specific legal responsibilities are to prevent workplace violence and harassment.
- Develop a program: Preventing and controlling workplace violence and harassment doesn't have to be complex. Apply the simple four step process and tools to build an effective violence and harassment program.
- Domestic violence: 70% of domestic violence victims are also abused at work by the abuser. Find out how you can be prepared when domestic violence comes into the workplace.

Upon completion of the course you will know how to:

- Describe the negative impact of workplace violence and harassment on employees and their organization.
- Identify the employer's legal responsibilities to prevent workplace violence and harassment according to Ontario's OHS Act and other related legislation.
- Describe and apply knowledge of the hazard recognition, assessment and control process and tools to develop a violence and harassment prevention policy and program.
- Identify the employer's legal responsibility to take reasonable precautions to protect an employee from the risk of physical injury due to domestic violence in the workplace.

### Target Audience

The course has been designed to assist employers with the development of effective policies and programs, using input from managers, supervisors, joint health and safety committees, health and safety representatives, and workers.

# DOMESTIC VIOLENCE IN THE WORKPLACE

---

Learn why domestic violence is a workplace issue, and what employers and employees can do about it.

Duration: 1 hour  
Prerequisite: none

## Course Description

Domestic violence is a pattern of behavior used by one person to gain power and control over another with whom he/she has or has had a personal relationship. It may include physical violence, sexual, emotional and psychological intimidation, verbal abuse or manipulation, stalking, and the use of electronic devices to harass and control.

Although domestic violence may not be recognized by some employers or workers as a workplace hazard, it can interfere with the victim at work and impact a workplace – and employers should address this issue.

Topics include:

- Defining domestic violence
- Including domestic violence as part of a violence prevention program
- Taking action
- Disclosure
- Elements of a workplace domestic violence education program

Upon completion of the course you will:

- Understand the effects of domestic violence in the workplace, on the organization and on its workers
- Recognize the signs of and symptoms of domestic violence
- Identify the roles of the employer, supervisors and employees in supporting victims, and preventing related workplace violence
- Use the practical suggestions to include domestic violence in your workplace's violence prevention program.

Target Audience

This course is recommended for employers, employees, managers, and supervisors.

# DUE DILIGENCE IN OCCUPATIONAL HEALTH AND SAFETY

---

Discover practical steps to implement due diligence in your workplace.

Duration: 1 hour

Prerequisite: none

## Course Description

The term "due diligence" is commonly used when describing the need to manage workplace health and safety risks. You will learn about the legal significance of due diligence while also exploring the four main factors that determine the level of action required to achieve it. More importantly, you will learn about best practices that can be implemented to help you develop a safety culture that supports the achievement of due diligence for the safety and the protection of the people that work and visit your workplace.

Topics include:

- Due diligence: the basics
- Applications in occupational health and safety law
- Factors to consider
- Establishing and practicing due diligence

Upon completion of the course you will know how to:

- Define "due diligence" as used in the context of occupational health & safety
- Explain when and how due diligence is used as a legal defense
- Understand the four factors determining the level of action required to achieve due diligence
- Recognize the basic elements of an occupational health & safety program for any workplace
- Explain the roles and responsibilities of employers, supervisors, and workers
- Take practical steps to establish due diligence in your workplace

Target Audience

- Employers
- Management and supervisors
- Workers
- Health & safety committee members



# ELECTRICAL HAZARDS

---

A basic overview of electrical hazards and safety issues commonly encountered in workplaces. Learn about electrical hazards and preventive devices such as fuses and circuit breakers.

Duration: 1 hour

Prerequisite: none

## Course Description

This course is an introduction to electrical safety in the workplace. The learner is provided with a basic overview of electrical hazards and safety issues commonly encountered in workplaces including construction, manufacturing, utilities, retail, agricultural and office environments. The course describes the basics of electricity and how to recognize electrical hazards and covers different types of preventive devices such as fuses and circuit breakers. It is intended for managers, supervisors and workers who are not formally qualified to work with electrical equipment and energized parts. The course does not cover lockout, nor is it intended for workers who work directly with electrical equipment or installations who must have specific training and qualifications.

Case studies and other examples are included to illustrate the concepts. Quizzes throughout the course and an exam help to measure and encourage learning.

Topics include:

- Understanding electricity and electrical hazards
- Electrical injuries (effects on the body)
- Hazard control: electrical equipment and devices
- Electrical hazards in the workplace
- How to recognize hazardous situations

Upon completion of this course you will be able to:

- Recognize the types of electrical hazards that exist in the workplace;
- Identify common electrical injuries and why they occur;
- Recognize that fuses, circuit breakers, and ground fault circuit interrupters can work to reduce the risk of hazardous conditions;
- Understand that equipment or tools require preventive maintenance and act appropriately in resolving these issues;
- Identify and understand the electrical hazards associated with powerlines, extension cords, overused outlets and live parts.

Target Audience

- Managers, supervisors, and workers who may encounter electrical hazards in the workplace but who are not formally qualified to work with electrical equipment
- Health and safety committee members
- Facilities managers
- Anyone who may need general awareness of electrical safety

## EMERGENCY PREPAREDNESS FOR WORKERS

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Provides workers with a basic understanding of preparing for workplace emergencies, and what they should know about their employer's emergency response plan.

Duration: 1 hour

Prerequisite: none

### Course Description

Emergencies can occur at any time and while prevention is the key to avoiding emergencies, it's important that everyone at the workplace be prepared if, and when, they do occur. This course provides workers with a basic understanding of what is required to prepare for workplace emergencies, how they can be ready to respond as well as what they should know about their employer's emergency response plan.

This introductory course is best supplemented with additional training on the specific emergency response plan at your workplace. Emergency Preparedness for Workers does not address community-wide emergencies not directly related to the workplace, including pandemic planning.

The course features case studies, review quizzes, and "Ask a Question". A final examination to measure learning is also included.

Topics include:

- Key Steps to Emergency Preparedness
- Rights and Responsibilities of Employers and Workers
- Identifying Potential Emergencies
- Activating the Response
- Evacuation and Assembly Procedures
- Emergency Response Details
- Training Requirements

Upon completion of this course, the participant will be able to:

- Describe the key steps in pre-planning emergencies
- Identify potential emergencies in the workplace
- Explain roles in emergency planning and response.

Target Audience

- Anyone working with an emergency response plan for their workplace
- Health & safety committee members making informed recommendations regarding their organization's emergency response plans.

# EMERGENCY RESPONSE PLANNING

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Develop and implement a response plan for emergencies at - or affecting - your workplace.

Duration: 1.5 hours

Prerequisite: none

## Course Description

Preparing for emergencies protects lives, property, and the future of your organization. It's an important part of your workplace health and safety program. This introductory course provides guidance for developing and implementing a response plan for workplace emergencies (emergencies at - or affecting - your workplace, including off-site emergencies involving your organization's staff). The course does not address community-wide emergencies (pandemic planning) not directly related to the workplace.

Emergency Response Planning features case studies, review quizzes, and "Ask a Question". A final examination is also included.

Topics include:

- The Key Steps to Emergency Preparedness
- Establishing the Planning Team
- Identifying Potential Emergencies and Assessing Risk
- Assessing Your Organization's Emergency Response Capabilities
- Building the Emergency Response Plan
- Implementing the Plan: Preparing to Respond
- Evaluating Effectiveness and Continuous Improvement

Upon completion of this course, the participant will be able to:

- Describe the key steps in emergency planning
- Identify and assess potential emergencies and their organization's response capacity
- Create an emergency response plan outline
- Develop a process for continuous improvement of the plan

Target Audience

- Anyone with responsibility for developing, implementing and maintaining emergency response plans
- Managers and administrators, making decisions about the need or the improvement of emergency response plans
- Health & safety committee members making informed recommendations regarding their organization's emergency response plans
- Supervisors who may participate in emergency planning exercises

# ENVIRONMENTAL MANAGEMENT SYSTEMS

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Learn how to develop an effective environmental management system.

Duration: 2 hours

Prerequisite: none

## Course Description

Gain the knowledge you need to implement a fully functioning environmental management system suited to the needs of your organization.

This course is divided into two modules covering the following topics:

- Introduction to Management Systems
- Elements of an Environmental Management System

This course follows the management system standards commonly applied in Canada. The module on environmental management systems is based on ISO 14001:2004 standard requirements.

Pop-ups, checklists, case studies, external links, review questions, and activities to apply learning are used throughout. A record of completion is provided upon successful completion of the final exam.

### Introduction to Management Systems

Implementing a management system can seem like a daunting task, but it need not be. Management systems are tools that help an organization continually improve its health, safety and environmental performance. They contain organizational elements that follow a continuous cycle of planning, implementing, checking, and improving.

This module introduces the basic elements of health, safety and environmental management systems, describing the main components of management systems and how they can benefit an organization. It then outlines the key steps in a management system certification process. The course finishes with a self-evaluation to help you determine if you are ready to begin this process.

### Elements of an Environmental Management System

Environmental management systems are designed to continually identify and control environmental hazards and decrease their associated risks at the workplace. This module helps you to understand:

- How a management system can benefit your organization
- The commitment and resources you will need in order to successfully implement a management system
- How you can adapt the management system to suit the specific needs of your organization

Upon completion of this course, participants will be able to:

- Recognize the differences between a program and a management system
- Know the benefits of implementing a management system
- Demonstrate the knowledge and understanding of leadership in developing implementing and maintaining management systems
- Know the PDCA approach used in management system standards.
- Know the elements of an environment management system and how to apply them
- Develop required procedures, policies and other related documents
- Understand and meet the requirements of the ISO 14001 standard

### Target Audience

This course is recommended for employers, managers, supervisors and health, safety and environmental professionals who have a responsibility to develop, implement and maintain an environmental management system in the workplace.

# FEDERAL HAZARD PREVENTION PROGRAM

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Federally-regulated? Understand your hazard prevention program responsibilities

Duration: 1 hour

Prerequisite: none

## Course Description

Every federally-regulated workplace must implement and maintain a hazard prevention program (HPP) according to the Canada Occupational Health and Safety Regulations. This course explains in practical terms the requirements of the HPP in the Regulations, section by section. Examples, checklists and tips will help you get the job done.

The course also features case studies, review quizzes, and "Ask a Question". Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics Include:

- The implementation plan
- Hazard identification and assessment
- Preventative measures
- Education and training
- Program evaluation and review
- Reports and records

Upon completion of this course, participants will be able to:

- Develop, implement and manage a hazard prevention program appropriate for your workplace
- Apply the internal responsibility system (IRS) when implementing a hazard prevention program
- Conduct a gap analysis or audit
- Identify and assess hazards
- Implement preventative measures
- Evaluate the overall effectiveness of a hazard prevention program

Target Audience

- Managers and supervisors in federally-regulated businesses and organizations, such as
  - Federal government
  - Crown corporations
  - Communications
  - Banking
  - Interprovincial transportation (trucking, railways, and airlines).
- Human resources and health and safety professionals working in federally regulated organizations

## **FIRE SAFETY: THE BASICS**

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Discover what workplace fire hazards are and the safe use of fire extinguishers.

Duration: 1 hour

Prerequisite: none

### **Course Description**

Workplace fire hazards exist and need to be addressed. This course is designed for everyone who needs to know the basics of fire safety in the workplace.

Participants will gain knowledge of fire safety basics, including the causes of workplace fires, prevention practices and guidelines for evacuation. This interactive e-Course provides guidance for the correct use of fire extinguishers for different classes of fires. Includes tips on first-aid procedures for common fire-related injuries.

The course includes case studies with discussion summaries and other examples to illustrate the concepts as well practical tools such as sample forms and checklists. Quizzes throughout the course and an exam help to measure and encourage learning.

Topics include:

- Causes of Fires
- Fire Prevention Practices
- Evacuation Plan
- Combating Fires
- Fire Related Injuries

Upon completion of the course you will know how to:

- Recognize fire hazards and various classes of fire extinguishers
- Know how to use the correct fire extinguisher for different classes of fire
- Understand the evacuation procedures and evacuate your work area in case of fire
- Control fire hazards and follow fire prevention practices

Target Audience

- Supervisors
- Facilities staff
- Fire safety team members
- Facilities managers
- Health and safety committee members
- Workers who need basic fire safety awareness

# GHS: HAZCOM 2012 FOR WORKERS

---

Learn about the Hazard Communication Standard 2012 (1910.1200).

Duration: 1 hour

Prerequisite: none

## Course Description

The course familiarizes workers with the HazCom system used across the United States to provide safety information and training about hazardous chemicals in their workplaces. Participants will learn about the Hazard Communication Standard 2012 (1910.1200) which adopted the “Globally Harmonized System of Classification and Labelling of Chemicals” (GHS). The course covers the pictograms (symbols) and their meaning, the labels on hazardous chemicals, the hazards of each class, and safety data sheets (SDSs).

The course integrates examples, practical advice, and interactive quizzes within the learning.

Topics include

- Components of the new label format
- The new HazCom (GHS) classes and their pictograms
- Safety data sheets (SDSs) and their format
- Helpful resources

Upon completion of the course you will be able to:

- Understand the labels
- Recognize the pictograms (symbols) for each hazard class
- Identify the hazards for each class
- Understand the importance of the SDS
- Find additional information about the hazards and protective measures from SDSs

Target Audience

- Workers in workplaces where chemical products are used
- Students in science and technology programs
- Young workers preparing for a new job
- Those with responsibilities for training and compliance



# GLOBAL GHS FOR WORKERS

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Learn about GHS as a system that will harmonize chemical information in workplaces world wide.

Duration: 1 hour

Prerequisite: none

## Course Description

The Globally Harmonized System of Classification and Labelling of Chemicals (GHS) is an international initiative to develop a standardized hazard classification and communication system.

This course familiarizes you with the GHS system and how this system will be used in workplaces, and includes valuable practical advice and basic health and safety measures. Some of the general duties of employers and suppliers are also covered.

The information in this e-course is based on the publication "Globally Harmonized System of Classification and Labelling of Chemicals (GHS), 3rd revised edition". It provides a general overview of GHS, from a worker's perspective; however, does not reflect how GHS may be implemented in any specific jurisdiction or country. It does not cover how to classify a chemical.

Topics include

- Overview of GHS
- Overview of groups and classes
- Labels
- Physical hazards
- Health hazards
- Safety data sheets (SDSs)

Upon completion of the course you will be able to:

- Understand GHS labels
- Recognize the pictograms for each GHS hazard class
- Identify the hazards linked to each class
- Find additional information about hazards and protective measures from SDSs.

Target Audience

Anyone interested in an overview of GHS focusing on hazard classes, and on labels and SDSs.

# HAZARD IDENTIFICATION, ASSESSMENT AND CONTROL

---

Assess the hazards and risks in your workplace and implement an effective control program.

Duration: 3 hours

Prerequisite: none

## Course Description

Hazards exist in every workplace, but how do you know which ones have the most potential to harm workers? By identifying hazards at your workplace, you will be better prepared to control or eliminate them and prevent accidents, injuries, property damage and downtime. After all, you can't fix problems you don't know about.

This three-module course outlines proven techniques for identifying hazards, assessing risks and controlling hazards for everyday situations.

Accurately identifying, assessing, and controlling hazards is an essential part of a properly functioning occupational health and safety program. This course will help employers, managers and members of health and safety committees improve their health and safety performance. They will learn effective and proven methods of hazard identification, assessment, and control. The three modules of this course cover essential topics such as hazard mapping, workplace inspections, risk assessment techniques, and the hierarchy of controls.

Please note that this course does not cover complex hazard and risk assessment methods used for identifying hazards in the design stages of a plant, system or process.

Topics include:

- Defining hazard identification and risk assessment and why they are important
- Hazard identification methods (including hazard mapping, job hazard analysis, checklists, and workplace inspections)
- Two comprehensive risk assessment methods (Basic Qualitative method and Semi-Quantitative)
- Selection and implementation of appropriate controls
- Hierarchy of controls

Upon completion of the course you will know how to:

- Develop a comprehensive approach to hazard identification appropriate for your workplace
- Assess the hazards in your workplace, and determine which ones should be eliminated or controlled first
- Identify the types of hazard controls that are commonly used in various situations
- Implement a hazard control program
- Assess the effectiveness of the control measures that you have implemented

Target Audience

- Management and supervisors
- Health and safety committee members
- Maintenance and facilities staff

# HEALTH AND SAFETY AWARENESS FOR ONTARIO SUPERVISORS

---

Learn about Ontario's Occupational Health and Safety Act (OHSA), and your key role as a supervisor.

Duration: 1 hour

Prerequisite: none

## Course Description

Everyone in the workplace, from the employer to the newest worker, has important duties to keep the workplace and workers safe. Under the law, a supervisor is any person who has authority over others or the workplace itself. People who supervise use many other titles, including manager, team leader, or group coordinator. The duties will vary depending on the position, but as a supervisor, you will take direction from your employer, and give direction to the workers you supervise. It is important for you to understand the health and safety responsibilities that everyone has in the workplace.

This course explains your role and duties as a supervisor regarding health and safety at the workplace, why it is important to know what Ontario's Occupational Health and Safety Act (OHSA) and regulations require, and outlines how to recognize, assess, control and evaluate hazards to keep your workers safe.

Workers and health and safety committee members are encouraged to take the Health and Safety Awareness for Ontario Workers course.

Topics include:

- The duties of supervisors, employers and workers under the OHSA
- A supervisor's role in health and safety policies and programs
- The rights of workers, and how supervisors play a key role in fulfilling these rights
- Common workplace hazards and occupational illnesses, and how to identify and control them to keep workers safe

Upon completion of the course you will:

- Know your health and safety responsibilities and rights as a supervisor in Ontario
- Understand the importance of the internal responsibility system (IRS), and the duties of the employer, supervisor and worker
- Be aware of how to keep your workers safe from common workplace hazards
- Know when to involve the employer and where to get additional help

Under the new Occupational Health and Safety Awareness and Training regulation of the OHSA, which comes into force on July 1, 2014, all employers in Ontario must ensure that their supervisors complete a basic health and safety awareness training program. This course meets this requirement.

Case studies, quizzes and a final exam help to measure and encourage learning. Upon finishing the course, participants will be able to print a Certificate of Completion. With the purchase of a multi-seat account, employers are able to track and demonstrate that their supervisors have successfully completed the course.

Target Audience

This course is recommended for supervisors in Ontario workplaces, and employers may also find this course helpful.

# HEALTH AND SAFETY AWARENESS FOR ONTARIO WORKERS

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Learn about Ontario's Occupational Health and Safety Act (OHSA), and your rights and responsibilities as a worker.

Duration: 1 hour

Prerequisite: none

## Course Description

This course explains your rights and responsibilities as a worker on the job in Ontario, and what the province's Occupational Health and Safety Act (OHSA) requires from workers, supervisors and employers.

It is important to understand what the law says and means so that you know your roles and responsibilities, and how this knowledge helps you to stay safe at work. You also need to be aware of common hazards in the workplace, and what to watch out for.

Managers, supervisors, and employers are encouraged to take the Health and Safety Awareness for Ontario Supervisors course.

Topics include:

- The rights of workers under the OHSA: the right to know, the right to participate, and the right to refuse unsafe work
- The duties of workers under the OHSA
- The duties of employers and supervisors under the OHSA
- The roles of joint health and safety committees and health and safety representatives
- Common workplace hazards and occupational illnesses

Upon completion of the course you will:

- Know your health and safety responsibilities and rights in Ontario
- Understand the importance of the internal responsibility system (IRS), and the duties of the employer, supervisor and worker
- Be aware of common workplace hazards, including repetitive movements; slips, trips and falls; working near vehicles; using or working near machinery; and workplace violence
- Know where to go for help

Under the new Occupational Health and Safety Awareness and Training regulation of the OHSA, which comes into force on July 1, 2014, all employers in Ontario must ensure that their workers complete a basic health and safety awareness training program. This course meets this requirement.

Case studies, quizzes and a final exam help to measure and encourage learning. Upon finishing the course, participants will be able to print a Certificate of Completion. With the purchase of a multi-seat account, employers are able to track and demonstrate that their workers have successfully completed the course.

Target Audience

This course is recommended for Ontario workers and joint health and safety committee members. Managers, supervisors and employers may also find this course helpful.

# HEALTH AND SAFETY COMMITTEES

---

Learn how to establish a new committee, how a committee can perform its functions and how it can be effective.

Duration: 1 hour

Prerequisite: Prior technical knowledge of health and safety is not a requirement. However, familiarity with workplace processes and practices is helpful.

## Course Description

The Health and Safety Committees e-learning course developed by the Canadian Centre for Occupational Health and Safety (CCOHS) provides a practical introduction to Health and Safety Committees. It offers guidance on how to establish a new committee, how a committee can perform its functions and how it can be effective. It introduces the course participant to the roles and responsibilities of a committee and its members. The many sample checklists, policies and other useful documents can be customized for any specific work environment. The Health and Safety Committees e-course is a flexible, easy and cost-effective way to get the committee off to a great start.

Topics include:

- What is a committee?
- Establishing a committee
- An effective committee
- Resolving issues
- Workplace inspections - great checklists
- Investigations
- Committee's role in resolving work refusals
- Sample policies, inspection checklists, accident report form and many others
- Quizzes to test participants' knowledge

Upon completion of this course you will be able to:

- Fulfill your duties as a Committee member
- Respond to workplace concerns
- Investigate accidents
- Assist in resolving workplace issues
- Identify and take steps to control work hazards
- Know where to find the best possible sources of health and safety information

Target Audience

- Health and Safety Committee Members
- Human resources and managers with responsibilities for health and safety, training and compliance

# HEALTH AND SAFETY COMMITTEES IN THE CANADIAN FEDERAL JURISDICTION

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Understand your responsibilities when it comes to health and safety committees under the Canada Labour Code, Part II

Duration: 1 hour  
Prerequisite: none

## Course Description

The *Canada Labour Code, Part II* requires employers to provide health and safety training to members of policy and work place committees and health and safety representatives. The *Health & Safety Committees in the Canadian Federal Jurisdiction* e-course, developed by the Canadian Centre for Occupational Health and Safety (CCOHS), can be used as a part of the required training.

The course provides a practical introduction to policy and workplace health and safety committees and discusses the roles and responsibilities of a committee and its members. It offers guidance on how to establish a new committee, have it function effectively and how to resolve health and safety concerns. The course will help health and safety committee members and representatives bring the "internal responsibility system" into practice and help meet training requirements specified in the *Canada Labour Code, Part II*.

Topics include:

- Legal requirements
- Roles of committees
- Committee structure
- An effective committee
- Resolving issues
- Committee's role in work refusals
- Workplace inspections
- Investigations

Upon completion of this course you will be able to:

- The purpose and duties of the health and safety committee
- Your duties as a committee member
- Responding to workplace health and safety concerns
- Conducting workplace inspections
- Investigating and reporting on accidents and incidents
- Assisting in resolving workplace issues, including work refusals

Target Audience

- Health and safety committee members in the Canadian federal jurisdiction
- Health and safety representatives
- Human resources personnel and managers

# HEALTH AND SAFETY FOR MANAGERS AND SUPERVISORS

---

Managers and supervisors have the front-line responsibility to protect workers and keep the workplace safe. In this online course, learn how to recognize hazards and take effective preventive actions to prevent injuries and foster a safety culture at your workplace.

Duration: 7-8 hours

Prerequisite: Prior technical knowledge of health and safety is not a requirement. However, familiarity with workplace processes and practices is helpful.

## Course Description

This popular course provides managers and supervisors with the information they need to prevent workplace injuries and illnesses, and to develop a safety culture in the workplace.

Topics include:

- Safety principles and risk management
- Legislation
- Rights and responsibilities of managers, supervisors and workers
- Hazard recognition and control measures
- Fire prevention and emergency preparedness
- Hazards and control measures for chemical, physical and biological hazards
- Ergonomics — practices to prevent musculoskeletal disorders
- Workplace inspection and accident investigation
- Developing and implementing effective workplace programs

Upon completion of this course you will be able to:

- Find applicable OH&S legislation
- Know your health and safety responsibilities
- Determine ways of meeting your OH&S responsibilities
- Identify hazards and develop safe work practices
- Take leadership in developing and implementing an OH&S program
- Understand consequences of non-compliance
- Exercise due diligence

Target Audience:

- Managers
- Supervisors
- Foremen
- Occupational health nurses
- Anyone who wants to understand and improve workplace health and safety

Credits – This e-course includes the following credits/points:

- Board of Canadian Registered Safety Professionals (BCRSP) 0.5 CM Point (approval #11375)
- Canadian Registration Board of Occupational Hygienists (CRBOH) 1.0 Maintenance Points (approval #2013-103)

# HEALTH AND SAFETY FOR MANAGERS AND SUPERVISORS IN ONTARIO

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Get the information you need to help prevent injuries and foster a safety culture at your Ontario-based workplace.

Duration: 7-8 hours

Prerequisite: Prior technical knowledge of health and safety is not a requirement. However, familiarity with workplace processes and practices is helpful.

## Course Description

Developed by CCOHS in collaboration with WSPS, this intensive but popular course provides managers and supervisors in Ontario with the information they need to carry out their health and safety responsibilities, prevent workplace injuries and illnesses, and develop a positive safety culture at work.

Topics include:

- Introduction to Health and Safety Training for Managers
- Safety Principles and Risk Management
- Legislation
- Hazard Recognition and Control
- Emergency Preparedness and Fire Prevention
- Occupational Hygiene
- Ergonomics
- Workplace Inspection and Accident Investigation
- Program Development and Implementation

Upon completion of this course you will be able to:

- Find OH&S legislation that is applicable to Ontario
- Know your health and safety responsibilities in Ontario
- Determine ways of meeting your OH&S responsibilities
- Identify hazards and develop safe work practices
- Take leadership in developing and implementing an OH&S program
- Understand consequences of non-compliance
- Exercise due diligence

Target Audience:

- Managers
- Supervisors
- Forepersons / Team leads
- Others with an interest in workplace health and safety

Credits – This e-course includes the following credits/points:

- Canadian Registration Board of Occupational Hygienists (CRBOH) 1.0 Maintenance Points (approval #2017-25)



## HEALTH AND SAFETY FOR OFFICE MANAGERS

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Recognize potential hazards and health and safety concerns in the office and how to prevent them, with a focus on your legal responsibilities as a manager.

Duration: 1 hour

Prerequisite: none

### Course Description

Injuries and illnesses occur in offices just as in industrial or other workplace environments, and they can be every bit as painful and costly. This course is a practical introduction to office health and safety for managers and supervisors, who are responsible for providing a safe and healthy workplace for their staff. Learn about the potential hazards and health and safety concerns in the office and how to prevent them. The range of topics covered includes ergonomics, stress, lighting, indoor air quality, slips, trips and falls, and WHMIS.

Topics include:

- Legislation
- General office safety including slips, trips and falls, fire evacuation, and WHMIS (chemicals)
- Office ergonomics
- Indoor air quality, lighting, noise, and temperature
- Other workplace issues such as stress, violence, driving, travel, etc.
- Return to work
- Exercising due diligence

Upon completion of this course, the participant will:

- Know and understand their health and safety responsibilities
- Know what occupational health and safety (OHS) legislation applies to them
- Show leadership for health and safety issues
- Be able to identify hazards and help resolve issues
- Be able to show "due diligence"

Target Audience

- Office Managers and supervisors
- HR professionals will also find the course helpful

## HEALTH AND SAFETY FOR SENIOR EXECUTIVES: LEGISLATION & LIABILITY

---

Learn how to reduce liabilities and increase organizational compliance through high-performance health and safety leadership.

Duration: 1 hour

Prerequisite: none

### Course Description

OH&S legislation places health and safety responsibility at the top of an organization. Senior executive and management must take “all reasonable care to ensure corporate compliance”. Also, the Bill C-45 Amendments to Canada’s Criminal Code requires corporate officers or directors to exercise the reasonable care needed to stop reckless corporate health and safety violations. This online course describes these responsibilities and provides examples of the recommended and required activities to help build and maintain a high-level health and safety program.

Topics include:

- The Internal Responsibility System
- Employer duties and responsibilities
- General compensation requirements for Canadian Provinces and Territories
- Enforcement, prosecutions and criminal liability
- Due diligence
- High performance Health and Safety Programs
- Essential components of a Workplace Health and Safety System

Upon completion of the course you will know how to:

- Understand senior management’s role in a complete health and safety program
- Describe the legal context for senior executives and their health and safety responsibilities
- Establish the importance of health and safety culture within an organization
- Discuss the components of a strong health and safety program

Target Audience

- Senior Executives
- Chief Executive Officers
- Upper Management and Supervisors

# HEALTH AND SAFETY FOR SMALL BUSINESS

---

An effective health and safety program benefits small businesses by protecting employees and customers from crippling accidents and losses.

Duration: 1 hour

Prerequisite: none

## Course Description

This course introduces owners and managers to the types of health and safety problems that can occur in small businesses. It offers practical information and tips regarding strategies to identify hazards and manage risks and describes how to develop a health and safety program including emergency planning and hazard management. The course also includes extensive lists of free resources available from health and safety organizations.

The course features case studies, review quizzes, and "Ask a Question". Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- The Business Case for Health and Safety
- Legislation and Responsibilities of Employer and Employees
- Key Health and Safety Issues in Small Businesses
- Elements of the Health and Safety Program
- WHMIS and Occupational Hygiene
- Emergency Preparedness
- Fire Protection
- Ergonomics
- Inspections
- Accident Investigation

Upon completion of this course, the participant will be able to identify:

- Elements of the business case for health and safety
- Responsibilities of employers and employees for workplace safety
- Key components of a health and safety program
- Components of the national WHMIS program
- How to recognize and manage chemical hazards
- Basics of emergency preparedness and fire protection
- Common ergonomic problems and their solutions
- Effective techniques for inspections and accident investigations

Target Audience

- Owners, managers and employees of small businesses;
- Health and safety representatives
- Health and safety committee members

## IMPAIRMENT AND CANNABIS IN THE WORKPLACE

---

Gain an understanding of your role in addressing impairment in the workplace, using cannabis as an example.

Duration: 1 hour

Prerequisite: none

### Course Description

Employers have an obligation to make sure that all workers have the ability to do their jobs safely. Being impaired at work – whether caused by alcohol, drugs, or another source – can affect our ability to focus, make decisions, follow instructions, and handle equipment and tools.

This course focuses on impairment and the steps a workplace can take to address this issue, using cannabis as an example. Key steps include educating and training supervisors and employees on recognizing and dealing with impairment, providing clear guidance to all parties, and using a fair and consistent approach when applying policies and procedures.

Topics include:

- Impairment
- Effects of cannabis as an example
- Testing for cannabis
- Program development
- Employer, supervisor, and employee roles
- Human rights and the duty to accommodate

Upon completion of this course, the participant will be able to identify:

- Describe the impact and causes of impairment
- Understand the effects of cannabis as an example of a substance that causes impairment
- Know the importance of having a workplace policy and corresponding procedures about impairment
- Understand the roles of the employer, supervisor, and employee
- Describe the role of human rights in terms of impairment

Target Audience

- Managers and supervisors
- Health and safety committee members
- Human resources specialists
- Health and safety advisors

# INDOOR AIR QUALITY: AN INTRODUCTION

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Learn about the importance of Indoor Air Quality (IAQ), the factors that affect it, how to deal with problems, and how to prevent them.

Duration: 1 hour

Prerequisite: none

## Course Description

The quality of the air we breathe during our work can affect our health, comfort and productivity. This course will help you understand the factors that contribute to good indoor air quality (IAQ) in offices and non-industrial workplaces. It describes "sick building syndrome" and its causes, such as poor distribution of fresh air, pollutants originating inside and outside the building, and humidity. The course provides practical advice on how to investigate and respond to indoor air problems.

The course features case studies, review quizzes, and "Ask a Question". Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- IAQ as a workplace issue
- Sick building syndrome
- Factors affecting IAQ
- IAQ legislation and standards
- How to conduct an investigation
- Safeguarding IAQ

Upon completion of the course you will know how to:

- Describe reasons why good indoor air quality is important
- List key factors that contribute to indoor air quality
- Reference applicable legislation and standards
- Respond to indoor air quality complaints
- Describe preventive measures that can be taken to safeguard or improve IAQ.

Target Audience

- Managers and Supervisors
- Workers
- Health & Safety Committee Members
- Facility Managers and Building Operators
- Property Managers / Commercial Realtors
- Human Resources Specialists
- Health & Safety Advisors

# JOINT HEALTH AND SAFETY COMMITTEES IN ONTARIO

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Learn how to establish and operate an effective joint health and safety committee in Ontario to maintain a safer workplace.

Duration: 1 hour

Prerequisite: none

## Course Description

In Ontario, a joint health and safety committee is required by law in many workplaces, including those with 20 or more workers. Ontario legislation also requires employers to provide special training to select committee members.

This course is a flexible and cost-effective way to get your committee off to a great start. It offers guidance on how to establish a new committee, how a committee can perform its functions and how it can be effective. Members will learn how to fulfill their principal duties, while employers will understand how committees assist in ensuring workplace health and safety. The many sample checklists, policies and forms can be customized for any specific work environment.

Developed by CCOHS in collaboration with WSPS, this course also features case studies, review quizzes, "Ask a Question", and access to resources from CCOHS and WSPS. Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- The roles of committees in ensuring health and safety in the workplace
- How a committee is established
- An effective committee
- Resolving issues
- Workplace inspections
- Accident and incident investigations
- The committee's role in resolving work refusals

Upon completion of the course you will know how to:

- Fulfill your duties as a committee member
- Respond to workplace concerns
- Investigate accidents
- Assist in resolving workplace health and safety issues
- Identify and take steps to control workplace hazards
- Find helpful health and safety information, including resources from CCOHS and WSPS

Target Audience

- Joint health and safety committee members in Ontario
- Human resources and other managers in Ontario who have responsibilities for health and safety, training and compliance

## LADDER SAFETY

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What you need to know in order to work safely with ladders, including inspection, set up, and safety while on the ladder.

Duration: 40 minutes

Prerequisite: none

### Course Description

This course provides a practical introduction to working safely with ladders (step, extension, and fixed ladders). The course focuses on the duties of the employee when using a ladder – inspection before use, proper set up of ladder, and how to work safely while on the ladder. Case studies and other examples are included to illustrate concepts, and the quizzes throughout the course as well as the exam help measure learning.

This course is intended to increase ladder safety awareness for use at work and at home. It is appropriate for various work environments including manufacturing, municipalities, utilities, and office environments. It may be applicable in construction environments, although construction specific issues such as scaffolding are not covered in this e-course.

Topics include:

- Types of ladders and their uses
- Ladder inspection
- Setting up various types of ladders
- Guidelines for safe ladder use
- Storage and maintenance

Upon completion of this course you will:

- Understand the different uses of ladders made from various materials
- Know how to inspect a ladder
- Know how to select the right ladder (height and material) for the job
- Know how to set up a ladder correctly
- Know how to work safely on a ladder
- Know how to store and maintain a ladder
- Find additional information on ladder safety

Target Audience

- People who use ladders at work (maintenance or light labour personnel), or at home
- Supervisors with responsibilities to train personnel and make purchasing decisions

# LADDER SAFETY IN ONTARIO

---

What you need to know in order for your Ontario workplace to work safely with ladders, including inspection, set up, and safety while on the ladder.

Duration: 30 minutes

Prerequisite: none

## Course Description

This course provides a practical introduction to working safely with ladders (step, extension, and fixed ladders). The course focuses on the duties of the Ontario-based employee when using a ladder – inspection before use, proper set up of ladder, and how to work safely while on the ladder. Case studies and other examples are included to illustrate concepts, and the quizzes throughout the course as well as the exam help measure learning.

This course is intended to increase ladder safety awareness for use within Ontario workplaces and at home. It is appropriate for various work environments including manufacturing, municipalities, utilities, and office environments. It may be applicable in construction environments, although construction specific issues such as scaffolding are not covered in this e-course.

Developed by CCOHS in collaboration with WSPS, this course also features case studies, review quizzes, "Ask a Question", and access to resources from CCOHS and WSPS. Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Types of ladders and their uses
- Ladder inspection
- Setting up various types of ladders
- Guidelines for safe ladder use within Ontario
- Storage and maintenance

Upon completion of this course you will:

- Understand the different uses of ladders made from various materials
- Know how to inspect a ladder
- Know how to select the right ladder (height and material) for the job
- Know how to set up a ladder correctly
- Know how to work safely on a ladder
- Know how to store and maintain a ladder
- Find additional information on ladder safety

Target Audience

- People who use ladders at work (maintenance or light labour personnel), or at home
- Ontario supervisors with responsibilities to train personnel and make purchasing decisions



# LOCKOUT

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Recognize hazardous situations and know when lockout is required to control electrical or other energized hazards.

Duration: 1 hour

Prerequisite: Electrical Hazards (recommended)

## Course Description

Every year in Canada, workers are injured or killed because equipment, machinery or processes were not properly locked out. Lockout is used during operations such as maintenance, repair, cleaning and replacement of machinery, during which normal control measures may not be working, and new hazards may occur.

The purpose of lockout is to identify and prevent the accidental release of "hazardous energy" that can result in workplace injuries and deaths.

Topics include:

- What is Hazardous Energy?
- Hazardous Energy Sources in the Workplace
- What is Lockout?
- Importance and Purpose of Lockout
- When to Lock Out
- How to Implement Lockout
- Elements of Hazardous Energy Control
- Training Requirements

Upon completion of this course you will know how to:

- Recognize hazardous energy sources and the potential for workplace injuries
- Understand what Lockout is and how it controls hazardous energy
- Know when Lockout should be used and how it should be done
- Recognize that workplace programs and training are needed in workplaces

Target Audience

- Managers, supervisors and workers who may encounter or have to control hazardous energy sources in the workplace.
- Facility managers, workplace committee members and others who may need general awareness of the controlling hazardous energy will benefit from this awareness course.

# MANAGING PAIN FROM PHYSICAL AND PSYCHOSOCIAL WORKPLACE DEMANDS

---

Explore strategies to manage the pain resulting from physical and psychosocial demands in the workplace.

Duration: 1 hour  
Prerequisite: none

## Course Description

All pain is real. For some, it is a debilitating part of their everyday experience in the workplace. One in five people experience ongoing pain, from low back pain to carpal tunnel syndrome to migraines. Understanding more about workplace demands and why things hurt can help treat pain, while adjusting daily lifestyle practices can have a significant impact on improving pain levels, health, and performance.

This course explores the physical and psychosocial demands common to the modern workplace and the influence they have on musculoskeletal disorders and the experience of pain.

Topics include:

- How and why we experience pain
- How the physical demands of the workplace influence pain
- How the psychosocial demands of the workplace influence pain
- The link between workplace physical and psychosocial demands
- Lifestyle practices to reduce pain and improve physical and mental health

Upon completion of this course you will know how to:

- Understand pain and why we experience it
- Explain the impact that physical and psychosocial demands have on musculoskeletal disorders
- Incorporate strategies to reduce pain
- Access resources to improve physical and mental health

Target Audience

- All workers, including managers, supervisors and health and safety committee members
- Anyone wanting to learn more about pain management

# MANUAL MATERIALS HANDLING

---

Identify and control risk factors associated with manual materials handling to prevent injuries at your workplace.

Duration: 1 hour

Prerequisite: none

## Course Description

Every workplace includes tasks that involve manual materials handling: lifting, lowering, carrying, pushing, pulling, holding or restraining. When the work exceeds a worker's physical capabilities, however, serious injuries can result.

Learn how to prevent manual material handling (MMH) injuries at your workplace by developing the skills needed to identify and control risk factors associated with MMH work.

This course includes case studies with discussion summaries and other examples to illustrate the concepts, as well as practical tools such as sample forms and checklists. Quizzes throughout the course and an exam help to measure and encourage learning.

Topics include:

- The importance of manual materials handling safety
- Risk factors focused on a LOAD, TASK, CONDITIONS model
- Injury prevention
- Lifting techniques and exercise to prevent back injuries
- Mechanical aids, pushing, pulling and shoveling
- Specific load types, jobs and tasks

Upon completion of the course you will know how to:

- Describe common injuries that can arise from MMH
- Identify risk factors that can contribute to injuries and recognize when work may exceed one's physical capacity
- Reduce fatigue, thereby preventing injuries
- Access information about injury prevention for specific MMH tasks

Target Audience

Employers, supervisors and managers, and workers can all benefit from taking this course. Employers will learn how to reduce injuries associated with MMH, while supervisors and managers will learn how to recognize when work may exceed a worker's physical capacity. Workers will learn to identify when work may be too physically strenuous, and to notify a supervisor about these conditions.

## MENTAL HEALTH: AWARENESS

---

Gain a better understanding of why mental health in the workplace matters.

Duration: 30 minutes

Prerequisite: none

### Course Description

About one in five Canadians experience mental health issues at some point during their working years. According to the Mental Health Commission of Canada, it is estimated that mental illness costs the Canadian economy more than \$50 billion per year in terms of healthcare service use, lost workdays and work disruptions. A healthy Canadian economy – and a healthy workplace – relies on healthy minds.

This course provides an introduction to the complex issue of mental health in the workplace, and explains why it is so important. You will learn the difference between mental well-being and mental illness, factors that put people at risk, and the roles of early intervention and promotion of mental well-being at work.

Developed in collaboration with High Point Wellness Centre, this awareness course serves as a precursor to more detailed courses in the mental health series:

- Mental Health: Health and Wellness Strategies
- Mental Health: Signs, Symptoms & Solutions
- Mental Health: Psychologically Healthy Workplaces
- Mental Health: Communication Strategies

Upon completion of the course you will be able to:

- Describe the impact of mental illness in the workplace
- Explain the difference between mental illness and stress
- List common risk factors of mental illness
- Recognize signs of mental illness at work and the importance of early intervention
- Describe ways to promote mental well-being in the workplace
- Access other sources of information about mental health in the workplace.

### Target Audience

This course is recommended for employers, managers, supervisors and front-line workers interested in learning about mental health at work.

## **MENTAL HEALTH: COMMUNICATION STRATEGIES**

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Learn strategies to communicate effectively about mental health in workplace.

Duration: 1 hour

Prerequisite: none

### **Course Description**

People with mental illness successfully work across the full spectrum of workplaces. Some people disclose their mental illness and some do not.

This course will explore communication strategies for both employees and employers/managers/supervisors to have that conversation about mental health issues, with the overall goal to help educate and increase awareness in the workplace.

Upon completion of the course you will:

- Understand the prevalence of mental health issues in the workplace
- Know how to help break the stigma regarding mental health issues
- Identify key steps that workplaces can take
- Develop good communication skills, including active listening
- Have confidence when helping co-workers to discuss mental health issues.

You may also be interested in the other courses in our series on mental health in the workplace, developed in collaboration with High Point Wellness:

- Mental Health: Awareness
- Mental Health: Health and Wellness Strategies
- Mental Health: Signs, Symptoms & Solutions
- Mental Health: Psychologically Healthy Workplaces

Target Audience

This course is recommended for employers, employees, managers, and supervisors interested in mental health in the workplace.

## **MENTAL HEALTH: HEALTH AND WELLNESS STRATEGIES**

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Take steps to improve your mental fitness in the workplace.

Duration: 1 hour

Prerequisite: none

### **Course Description**

The workplace is one of the key environments that affect our mental well-being and our health. While there is an acknowledgement and growing awareness of the role of the workplace in promoting or hindering mental wellness, employees can also take their own steps towards mental fitness.

This course will empower you to improve your own mental well-being by building a strong resilience to stress – a process referred to as mental fitness. Through learning how to leverage the power of the body's response to stress and by practicing specific lifestyle habits, you can elevate your health and performance while effectively managing high levels of stress.

Upon completion of the course you will be able to:

- Recognize your signs, symptoms and sources of stress
- Describe the impact that stress has on your health and performance
- Define mental fitness and specific ways to improve and maintain it
- Elevate your health and performance through lifestyle habits that promote mental well-being.

You may also be interested in the other courses in our series on mental health in the workplace, developed in collaboration with High Point Wellness:

- Mental Health: Awareness
- Mental Health: Signs, Symptoms & Solutions
- Mental Health: Psychologically Healthy Workplaces
- Mental Health: Communication Strategies

### **Target Audience**

This course is recommended for employers, employees, managers, and supervisors interested in mental health in the workplace.

## **MENTAL HEALTH: PSYCHOLOGICALLY HEALTHY WORKPLACES**

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Promote the mental health of employees by developing a psychologically healthy workplace.

Duration: 1 hour

Prerequisite: none

### **Course Description**

There is growing evidence of the global impact of mental illness. Cutting across age, gender, education and social strata without prejudice, mental disorders are among the most important contributors to the burden of disease and disability worldwide – and we will see continued dramatic increases in mental illness if action is not taken.

A psychologically safe and healthy workplace promotes emotional well-being, and presents minimal risk to employee mental health. By making changes to your workplace environment, and offering support to employees, you can reduce the duration and severity of mental illness, and enhance recovery.

This course will examine best practices in developing a psychologically healthy workplace.

Upon completion of the course you will:

- Understand the impact that mental illness has on Canadian workplaces
- Learn how our experience at work impacts our mental health
- Understand the promotion of mental well-being at work benefits both employees and employers
- Learn reasons for a national standard in Canada for psychological health and safety
- Know best practices for the promotion of mental well-being at work.

You may also be interested in the other courses in our series on mental health in the workplace, developed in collaboration with High Point Wellness:

- Mental Health: Awareness
- Mental Health: Health and Wellness Strategies
- Mental Health: Signs, Symptoms & Solutions
- Mental Health: Communication Strategies

Target Audience

This course is recommended for employers, employees, managers, and supervisors interested in mental health in the workplace.

# MENTAL HEALTH: SIGNS, SYMPTOMS AND SOLUTIONS

---

Recognize the signs of mental illness at work, and learn to develop solutions.

Duration: 1 hour

Prerequisite: none

## Course Description

Everyone occasionally feels anxious, blue or sad, but these feelings usually pass within a couple of days. When a person has anxiety or depressive disorder, it significantly interferes with daily life, makes normal functioning impossible, and causes pain for both the person and those who care about them.

Although it is difficult to quantify the impact of work itself on personal identity, self-esteem and social recognition, most mental health professionals agree that the workplace environment can have a significant impact on an individual's well-being.

This course will explore the signs, symptoms, and solutions for mental illnesses commonly experienced in the workplace.

Upon completion of the course you will be able to:

- Recognize the signs of common mental illnesses at work
- Review practical situations and case studies including depression, phobias, anxiety disorders, and abuse/dependence issues
- Use communication skills and strategies in a workplace setting
- Understand the importance of getting help and support including accommodation and best practices for return-to-work strategies.

You may also be interested in the other courses in our series on mental health in the workplace, developed in collaboration with High Point Wellness:

- Mental Health: Awareness
- Mental Health: Health and Wellness Strategies
- Mental Health: Psychologically Healthy Workplaces
- Mental Health: Communication Strategies

## Target Audience

This course is recommended for employers, employees, managers, and supervisors interested in mental health in the workplace.



# MUSCULOSKELETAL DISORDERS (MSDs): AWARENESS

---

Work-related MSDs can be painful and costly. Learn more about the risks.

Duration: 20 minutes

Prerequisite: none

## Course Description

Musculoskeletal disorders (MSDs) are a potential risk for all sectors and occupations. They can cause discomfort, fatigue, pain, injury, and illness to workers. In fact, work-related musculoskeletal injuries are the most frequent type of lost-time injury and are the largest source of lost-time worker compensation costs in Canada.

This course is offered of charge by CCOHS to promote awareness of this important issue, and complements the full e-course offering: **MusculoSkeletal Disorders (MSDs): Prevention**.

Topics include:

- What are work-related MSDs
- The three stages of musculoskeletal injuries
- Risk factors
- Common causes
- Prevention tips

Upon completion of the course you will:

- Know the main characteristics of work-related MSDs
- Learn common causes of MSDs
- Get practical tips about lifting and other manual material work
- Understand the importance of developing a prevention program

Target Audience

- All workers, including managers, supervisors and health and safety committee members
- Anyone wanting to learn more about musculoskeletal disorders

# MUSCULOSKELETAL DISORDERS (MSDs): PREVENTION

---

Identify the causes of work-related MSDs and develop an ergonomics program to reduce the risk of injuries.

Duration: 1 hour

Prerequisite: none

## Course Description

They're known by different names but work-related musculoskeletal disorders (WMSDs, or just MSDs) have one thing very much in common: they can cause discomfort, fatigue, pain and injury among workers.

MSDs are often caused by work that involves repetitive motion, forceful movements, and awkward body postures that are done for periods of time. Mainly the wrists, back, legs, shoulders, necks, muscles and joints are affected. This course focuses on good ergonomics principles and work organization as key prevention measures.

Ideal for both offices and manufacturers, this course covers the causes of MSDs, how to develop and use ergonomics as a way to prevent injuries in the workplace, and the importance of having an ergonomic and training program. It can also be used as a practical resource for participants in employee training sessions.

The course also features case studies, review quizzes, and "Ask a Question". Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Hazard identification
- Examining evidence of WSMD
- Risk assessment
- Developing and implementing controls
- Job hazard analysis
- Education and training
- Program evaluation and audits
- Recommending changes

Upon completion of this course you will know how to:

- Identify the causes of WMSDs
- Understand the basic elements of workplace ergonomics
- Identify ergonomic hazards in order to prevent injuries
- Develop an ergonomics program and set goals for your workplace;
- Develop training and education tools
- Involve managers and employees in the program

Target Audience

- Managers, supervisors and workers
- Employees working from home
- Occupational health nurses, occupational therapists, and chiropractors
- Health and safety representatives and health and safety professionals

# NANOTECHNOLOGY AND HEALTH

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Gain an understanding of nanotechnology to help identify and safely control sources and products containing nanomaterials in your workplace.

Duration: 30 minutes

Prerequisite: none

## Course Description

Nanotechnology is a broad name given to a wide range of technologies and materials that create, manipulate, or use particles of an extremely small size – roughly between 1 and 100 nanometres (nm). A nanometre is 1 billionth of a metre.

These nanomaterials can be both naturally occurring and man-made, and workers can be exposed during manufacturing (handling powders, performing maintenance, machining, sanding) and by use of many consumer products (such as computer screen coatings, sunscreen, and cosmetics).

This awareness course discusses nanomaterials that may be found in Canadian workplaces, the potential health hazards they present, and how workers can be protected.

Topics include:

- Defining nanotechnology
- Nanomaterials and how they are made
- Are nanomaterials a health hazard?
- Areas and activities where exposure can occur
- Controlling/eliminating worker exposure to nanomaterials
- The role of the health and safety committee

Upon completion of this course you will know how to:

- Describe nanotechnology
- Identify sources and products containing nanomaterials in your workplace
- List ways to control and prevent exposure and potential health effects
- Understand the importance of housekeeping, maintenance, and disposal of materials

Target Audience

- Managers and supervisors
- Health and safety committee members
- Health and safety advisors

# OCCUPATIONAL AND ENVIRONMENTAL CANCER: RECOGNITION AND PREVENTION

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This course is designed for primary healthcare providers and anyone with an interest in recognizing and preventing occupational and environmental cancer.

Duration: 1-1.5 hours

Prerequisite: none

## Course Description

Many Canadians encounter carcinogens in their workplace or environment. Sometimes this exposure will cause cancer. Recognition of cancer from occupational or environmental causes is difficult because, in most cases, these cancers cannot be distinguished from other cancers.

This course teaches primary health care providers how to recognize occupational and environmental cancers and how to respond to this finding. Insights are provided into how the recognition of occupational and environmental cancer risks can lead to prevention. Case studies will highlight key points and allow participants to apply lessons learned.

Access to numerous free resources including online occupational and environmental cancer links, and Screening and Detailed Exposure History Questionnaires, is also provided.

This e-course was developed by members of the National Committee on Environmental and Occupational Exposures (NCEOE) in cooperation with CCOHS and funded by the Canadian Partnership Against Cancer (CPAC) through the Primary Prevention Action Group (PP-AG).

Topics include:

- Definition and incidence of occupational and environmental cancer
- Importance of recognizing occupational or environmental cancer and/or ongoing carcinogen exposures
- Types of scientific research used to identify carcinogens
- Authoritative carcinogen lists, by chemical, occupation and cancer site
- Components of an exposure history
- How to interpret an exposure history
- How to follow up on your conclusions
- Radon and asbestos case studies
- Cancer clusters

Upon completion of this course, the participant will be able to:

- Name common types of occupational and environmental cancer
- Describe how carcinogens are identified
- Find and use published lists of carcinogens
- Take and interpret an exposure history
- Identify steps to take if an occupational or environmental cancer is suspected or your patient is being exposed to a carcinogen
- Assess a cancer cluster report
- Apply the recognition process to other occupational and environmental diseases

Target Audience

- Family physicians
- Medical specialists
- Nurses

- Nurse-practitioners
- Other primary healthcare providers
- Anyone with an interest in learning about the recognition and prevention of occupational and environmental cancer

# OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS

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Learn how to develop a health and safety management system.

Duration: 2 hours

Prerequisite: none

## Course Description

Gain the knowledge you need to implement a fully functioning health and safety management system suited to the needs of your organization.

This course is divided into two modules covering the following topics:

- Introduction to Management Systems
- Elements of an Occupational Health and Safety Management System

This course follows the management system standards commonly applied in Canada, and covers the requirements for an occupational health and safety management system (OHSMS) as specified in OHSAS 18001:2007 and CSA: Z1000-06.

Pop-ups, checklists, case studies, external links, review questions, and activities to apply learning are used throughout. A record of completion is provided upon successful completion of the final exam.

### Introduction to Management Systems

Implementing a management system can seem like a daunting task, but it need not be. Management systems are tools that help an organization continually improve its health, safety and environmental performance. They contain organizational elements that follow a continuous cycle of planning, implementing, checking, and improving.

This module introduces the basic elements of health, safety and environmental management systems, describing the main components of management systems and how they can benefit an organization. It then outlines the key steps in a management system certification process. The course finishes with a self-evaluation to help you determine if you are ready to begin this process.

### Elements of an Occupational Health and Safety Management System

A management system improves your ability to identify and remove hazards and decrease health and safety risk at the workplace. This module helps you to understand:

- How a management system can benefit your organization
- The commitment and resources you will need in order to successfully implement a management system
- How you can adapt the management system to suit the specific needs of your organization

This module uses a case-study approach that guides you through the implementation process. Checklists also help you to understand the steps in detail.

Upon completion of this course, participants will be able to:

- Recognize the differences between a program and a management system
- Demonstrate leadership in the development and implementation of a health and safety management system
- Understand the PDCA approach used in management system standards
- Know the elements of a health and safety management system and how to apply them
- Identify the differences in elements between OHSAS 18001:2007 and CSA Z1000-06
- Create the procedures, policies and other related documents needed to implement an OHSMS
- Develop an OHSMS that conforms to either the CSA Z1000-06 standard or the 18001:2007 standard

Target Audience:

This course is recommended for employers, managers, supervisors and health, safety and environmental professionals who have a responsibility to develop, implement and maintain a health and safety management system in the workplace.

# OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEMS

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Get started on developing a health, safety and environment management system.

Duration: 3 hours

Prerequisite: none

## Course Description

This course is divided into three modules covering the following topics:

- Introduction to Management Systems
- Elements of an Occupational Health and Safety Management System
- Elements of an Environmental Management System

Gain the knowledge you need to implement a fully functioning health, safety, and environmental management system suited to the needs of your organization.

This course follows the management system standards commonly applied in Canada, and covers the requirements for an occupational health and safety management system as specified in OHSAS 18001:2007 and CSA: Z1000-06. The module on environmental management system is based on the ISO 14001:2004 standard requirements.

Pop-ups, checklists, case studies, external links, review questions, and activities to apply learning are used throughout. A record of completion is provided upon successful completion of the final exam.

### Introduction to Management Systems

Implementing a management system can seem like a daunting task, but it need not be. Management systems are tools that help an organization continually improve its health, safety and environmental performance. They contain organizational elements that follow a continuous cycle of planning, implementing, checking, and improving.

This module introduces the basic elements of health, safety and environmental management systems, describing the main components of management systems and how they can benefit an organization. It then outlines the key steps in a management system certification process. The course finishes with a self-evaluation to help you determine if you are ready to begin this process.

### Elements of an Occupational Health and Safety Management System

A management system improves your ability to identify and remove hazards and decrease health and safety risk at the workplace. This module helps you to understand:

- How a management system can benefit your organization
- The commitment and resources you will need in order to successfully implement a management system
- How you can adapt the management system to suit the specific needs of your organization

This module uses a case-study approach that guides you through the implementation process. Checklists also help you to understand the steps in detail.

### Elements of an Environmental Management System

Environmental management systems (EMSs) are designed to continually identify and control environmental hazards and decrease their associated risks at the workplace. This module helps you to understand:



- How a management system can benefit your organization
- The commitment and resources you will need in order to successfully implement a management system
- How you can adapt the management system to suit the specific needs of your organization

Upon completion of this course, participants will be able to:

- Recognize the differences between a program and a management system
- Demonstrate leadership in the development and implementation of a health and safety/environmental management system
- Understand the PDCA approach used in management system standards
- Know the elements of a health and safety management system and an EMS and how to apply them
- Identify the differences in elements between OHSAS 18001:2007 and CSA Z1000-06
- Develop the necessary procedures, policies and other related documents required for OHSMS or EMS implementation
- Understand how to meet the requirements of the ISO 14001 standard
- Develop an OHSMS that conforms to either the CSA Z1000-06 standard or the 18001:2007 standard

#### Target Audience

This course is recommended for employers, managers, supervisors and health, safety and environmental professionals who have a responsibility to develop, implement and maintain a health, safety and environmental management system in the workplace.

# **OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEMS: AWARENESS**

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Understand the principles and theory involved in the use of management systems.

Duration: 20 minutes

Prerequisite: none

## **Course Description**

A management system is a set of organizational elements involved in a continuous cycle of planning, implementation, evaluation, and continual improvement. This cycle is directed toward the improvement of any project or system that needs to be managed in a continuous sustainable manner.

This awareness course introduces employers to the principles and theory involved in two kinds of management systems – the occupational health and safety management system (OHSMS) and the environmental management system (EMS) – and serves as a precursor to the full e-courses on:

- Occupational Health and Safety Management Systems
- Environmental Management Systems

This course follows the management system standards commonly applied in Canada, and covers the requirements for an occupational health and safety management system as specified in OHSAS 18001:2007 and CSA: Z1000-06. The course on environmental management system is based on ISO 14001:2004 standard requirements.

### **Target Audience**

Anyone involved with developing management systems will benefit from this awareness course.

## OFFICE ERGONOMICS

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A practical introduction to office ergonomics, focusing on problems and injuries related to the use of computers and other office equipment.

Duration: 1 hour

Prerequisite: Prior technical knowledge of health and safety is not a requirement. However, familiarity with workplace processes and practices is helpful.

### Course Description

CCOHS' Office Ergonomics e-learning course provides a practical introduction to office ergonomics. The course deals specifically with problems and injuries related to the use of computers and other office equipment.

The goal of the course is to provide you with the knowledge to help find solutions to ergonomic issues in your workplace.

Topics include:

- Musculoskeletal disorders (MSDs)
- MSD risks
- Stages of MSDs
- Applying ergonomics to components of the office environment
- The workstation and the worker
- Exercises
- References, quizzes and an exam to test participants' knowledge

Upon completion of this course you will be able to :

- Recognize the early signs of discomfort that can arise while working with office equipment
- Learn the factors responsible for such discomfort
- Participate in assessing, controlling and preventing Ergonomic problems and injuries

Target Audience

- Workers and supervisors, whether experienced or new to modern office work
- Health and Safety Professionals
- Human Resource Experts

## OFFICE ERGONOMICS IN ONTARIO

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A practical introduction to office ergonomics within Ontario, focusing on problems and injuries related to the use of computers and other office equipment.

Duration: 1 hour

Prerequisite: Prior technical knowledge of health and safety is not a requirement. However, familiarity with workplace processes and practices is helpful.

### Course Description

CCOHS' Office Ergonomics in Ontario e-learning course provides a practical introduction to Office Ergonomics. The course deals specifically with problems and injuries related to the use of computers and other office equipment.

Developed by CCOHS in collaboration with WSPS, this course also features case studies, review quizzes, "Ask a Question", and access to resources from CCOHS and WSPS. Those who score at least 80% on the final exam will be able to print a certificate of completion.

The goal of the course is to provide you with the knowledge to help find solutions to ergonomic issues in your workplace.

Topics include:

- Work-related Musculoskeletal Disorders (WMSD)
- Ergonomic Risks
- Stages of WMSD
- Applying ergonomics to components of the Office Environment
- The Workstation and the Worker
- Exercises
- References, quizzes and an exam to test participants' knowledge

Upon completion of this course you will be able to :

- Recognize the early signs of discomfort that can arise while working with office equipment
- Learn the factors responsible for such discomfort
- Participate in assessing, controlling and preventing Ergonomic problems and injuries

Target Audience

- Ontario workers and supervisors, whether experienced or new to modern office work
- Health and Safety Professionals
- Human Resource Experts

## OFFICE HEALTH AND SAFETY

---

Develop a health and safety program and recognize potential hazards in an office environment.

Duration: 1 hour

Prerequisite: none

### Course Description

Although offices are not always thought of as hazardous places to work, an injury or illness that happens in an office can be just as serious and costly as that which occurs in any other workplace.

This course provides a practical introduction to office health and safety for managers, supervisors and employees, including health and safety committee members. It describes how to develop a health and safety program and introduces potential hazards in an office environment. The material includes steps that can be taken to address important office health and safety concerns, to prevent injuries and illnesses. Learning is reinforced through quizzes, case studies and an exam. Links to more detailed information in CCOHS' OSH Answers collection are provided.

Topics include:

- How to develop a health and safety program
- Potential hazards in an office environment
- Ergonomics
- Lighting
- Workplace Stress
- Indoor Air Quality
- General Safety
  - Slips, Trips and Falls
  - Safe Lifting
  - Safe Storage of Office Materials
  - Hazardous Equipment
- Chemical Hazards
- Electrical Hazards
- Fire Prevention and Evacuation

Upon completion of this course you will:

- Identify key components of a health and safety program;
- Recognize the elements of an ergonomically correct workstation;
- Recognize and control for the potential health effects of poor lighting;
- Recognize causes of, and control workplace stress;
- Identify factors that affect indoor air quality
- Recognize ways to reduce or eliminate general safety hazards (e.g. slips, trips and falls) and electrical hazards;
- Identify chemical hazards in an office;
- Identify procedures to follow in case of a fire.

Target Audience

- Office managers, supervisors, and employees
- Health and safety committee members
- Human Resources (HR) professionals

# **ORIENTATION ON HEALTH AND SAFETY FOR NEW AGRICULTURAL WORKERS**

New agricultural employees need to know about their health and safety responsibilities, legislation, hazards, and how to work safely.

Duration: 1.5 hours

Prerequisite: none

## **Course Description**

Agricultural operations include a wide range of situations, from farms to animal husbandry. Every agricultural operation is a workplace, and every workplace has hazards. This two-part course provides a general introduction to occupational health and safety for new agricultural workers. New workers include:

- People of all ages who are starting a new job
- Young workers under the age of 25
- People transferred from other parts of the organization
- Those whose workplace processes and hazards have changed

Participants will gain knowledge of workers' rights that are protected by health and safety legislation, understand the role of health and safety programs within a workplace, and learn how to identify job-related hazards and how to work safely.

This course also provides guidance on hazards that are common to agricultural operations: working alone, violence, working with chemicals, slips and falls, lifting by hand, machinery and equipment, confined spaces, electricity, and handling animals.

This course is highly interactive. Pop-ups, external links, review questions, and activities are used to apply learning throughout. There is a self-assessment quiz to test understanding of the material at the end of Part 1. At the end of Part 2, those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Recognizing workplace hazards
- Occupational health and safety law
- General approaches to working safely
- Working safely – specific hazards
- Preparing for emergencies
- Who to ask for help

Upon completion of the course you will be able to:

- Explain the three fundamental rights of workers in health and safety legislation
- Describe the general duties of employers and workers
- List the six basic types of workplace hazards
- Understand how workplace hazards are controlled and steps you can take to protect yourself
- Recognize the basic elements of an occupational health and safety program
- Know who to ask for help with health and safety matters

Target Audience

This course is suitable for workers in all agricultural organizations of all sizes.

# ORIENTATION ON HEALTH AND SAFETY FOR NEW WORKERS

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New employees need to know about their health and safety responsibilities, legislation, job related hazards, and how to work safety.

Duration: 1 hour

Prerequisite: none

## Course Description

Every workplace has hazards. This course provides a general introduction to occupational health and safety for all new workers.

Participants will gain knowledge of their workplace rights under health and safety legislation, understand the role of health and safety programs within a workplace, and learn how to identify job-related hazards in order to work safely.

The course also features case studies, review quizzes, and "Ask a Question". There is a self-assessment quiz to test understanding of the material at the end of Part 1. At the end of Part 2, those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Recognizing workplace hazards
- Occupational health and safety law
- General approaches to working safely
- Working safely – specific hazards
- Preparing for emergencies
- Occupational health and safety programs
- Who to ask for help

Upon completion of the course you will know how to:

- Explain the three fundamental rights of workers in health and safety legislation
- Describe the general duties of employers and workers
- List the six basic types of workplace hazards
- Understand how workplace hazards are controlled and steps you can take to protect yourself
- Recognize the basic elements of an occupational health and safety program
- Know whom to work with regarding health and safety matters

Target Audience

This course is suitable to workers in organizations of all sizes, and in all industries and occupations, including:

- People new to the workforce
- Young workers, under the age of 25
- People transferred within their organization
- All workers where processes and hazards have changed in the workplace

# PANDEMIC AWARENESS

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How to stay healthy and help stop an influenza pandemic from spreading.

Duration: 20 minutes

Prerequisite: none

## Course Description

Most of our lives are a combination of work, family and community involvement. A pandemic can affect all of these areas. Being informed and knowing what to do during a pandemic can help minimize the impact. This course describes what a pandemic is, how an influenza virus spreads, and the impact a pandemic may have on workplaces, our communities and us.

This course complements the one-hour Pandemic Planning course which outlines how having a business continuity plan will reduce the impact of a pandemic on both the employees and organization.

Topics include:

- What is a pandemic?
- The influenza virus and how it spreads
- Being prepared
- What might happen
- What can we do?
- Staying healthy
- How to help stop the spread of the virus

Upon completion of this course, you will:

- Know the main characteristics of an influenza (flu) pandemic
- Understand how the flu virus spreads
- Understand the impact of pandemic on your workplace, home and community
- Know ways to help stay healthy and reduce the spread of the virus
- Know how to be prepared at home and in your community
- Be able to find reliable information during a pandemic

Target Audience

- All workers, including supervisors and managers
- Anyone wanting to learn more about influenza pandemic



# PANDEMIC PLANNING

---

Understand a pandemic and what you need to do to prevent one.

Duration: 1 hour

Prerequisite: none

## Course Description

Planning for a pandemic is essential. Being informed and prepared will help minimize the impact in our daily lives. This course will help organizations understand the issues that need to be considered during pandemic, and the importance of being prepared. It emphasizes steps that workplaces can take to plan for employee absences, describes the elements of a business continuity plan, as well as actions that may help slow the spread of the virus and keep employees healthier.

This course expands on information in the introductory Pandemic Awareness course.

The course features case studies, review quizzes, and "Ask a Question". Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- What is a pandemic?
- The influenza virus and how it spreads
- Why prepare?
- Business continuity plan
- Health and safety concerns when working at home
- Staying healthy
- Being prepared at home
- Helping your community
- Finding reliable information

Upon completion of this course, you will:

- Know the main characteristics of an influenza (flu) pandemic
- Understand how the flu virus spreads
- Be able to establish a business continuity plan to help prepare your workplace
- Know health and safety concerns about working at home
- Know ways to help stay healthy
- Be prepared at home and in your community
- Be able to find reliable information during a pandemic

Target Audience

- All workers
- Managers and supervisors and those with planning responsibilities
- Anyone wanting to learn about planning for a pandemic.

# PERSONAL PROTECTIVE EQUIPMENT: THE BASICS

---

Get covered on the basics of PPE, including practical tips for safe use, PPE programs, limitations and legal responsibilities.

Duration: 1 hour

Prerequisite: none

## Course Description

This course provides a practical introduction to the most common types of personal protective equipment (PPE) used to protect against common workplace hazards, such as chemicals, noise and mechanical injury. The basics of PPE are covered, including practical tips for safe use, PPE programs, limitations and legal responsibilities. This course does not cover specialized PPE - equipment used by emergency responders or to protect against biohazards. It also does not cover fall protection equipment or supplied-air respirators. Additional resources, links and printable lists are provided throughout the course as well as examples and detailed images to better illustrate concepts. The quizzes after each section as well as the exam help measure learning.

Topics include:

- Common PPE
- Hazard control
- PPE program
- Responsibilities of workers, supervisors and employers
- Basic information and safety tips for the most common types of PPE:
  - Head protection – e.g. hard hats
  - Foot protection – e.g. safety shoes
  - Eye/face protection – e.g. safety glasses
  - Hearing protection - e.g. ear plugs, muffs
  - Hand protection - e.g. gloves
  - Respiratory protection
  - High-visibility clothing

Upon completion of this course you will know :

- The appropriate PPE for many workplace hazards
- The basics of selection, fit, care, and use
- The importance of regular inspection and maintenance of PPE
- The limitations to PPE as a hazard control method
- That there are legal requirements regarding PPE

Target Audience

- Workers, managers, and supervisors working in an industrial setting, on construction or demolition sites, and in the forestry and mining industries
- Health and safety committee members in these sectors
- Not for workers who use specialized PPE e.g. emergency responders (firefighters, hazmat teams) or workers dealing with biohazards

## PREVENTING FALLS FROM SLIPS AND TRIPS

---

Prevent workplace injuries that are the result of slips, trips or falls from the same level. Understand the causes of falls, and how to take preventive measures.

Duration: 1 hour

Prerequisite: Prior technical knowledge of health and safety is not a requirement. However, familiarity with workplace processes and practices is helpful.

### Course Description

Falls from slips and trips are common workplace occurrences that can result in serious injuries and disabilities. This course offers guidance on how to prevent injuries in the workplace that are the result of slips, trips or falls from the same level. It provides workers, managers, supervisors and health and safety committees with practical information, tips and examples to help them to understand the causes of falls, and to take preventive measures.

The course focuses on the two most common types of falls: falls at the same level and falls on stairs. Fall hazards of these types exist in most workplaces including offices, service sector, manufacturing and construction.

Topics include:

- Basic cause of falls
- How slips and trips occur
- Roles of floor surfaces, stairs, walkways, housekeeping, obstructions, spills, and outdoor issues
- Worker and employer responsibilities
- Prevention of slip and trip hazards on surfaces and floors
- Prevention of slip and trip hazards on stairs

This course does not cover falls from heights or situations such as working on ladders.

Upon completion of this course you will:

- Understand the causes of slip, trip and fall accidents;
- Understand the importance of preventing falls;
- Know good housekeeping practices and methods that help prevent falls.

Target Audience

- Workers - new and experienced
- Managers, supervisors
- Health and safety committees, facility managers
- Human resources and safety professionals with responsibilities for training and compliance

## PREVENTING FALLS FROM SLIPS AND TRIPS IN ONTARIO

---

Prevent workplace injuries that are the result of slips, trips or falls from the same level. Understand the causes of falls, and take preventive measures.

Duration: 1 hour

Prerequisite: none

### Course Description

About 17,000 Ontario workers are injured each year in falls reported to the WSIB. The majority of these injuries result from falls from the same level – namely, slips and trips. This course offers guidance on how to prevent these types of injuries in the workplace. It provides workers, managers, supervisors and health and safety committees with practical information, tips and examples to help them to understand the causes of falls, and to take preventive measures.

This course focuses on the two most common types of falls: falls at the same level and falls on stairs. Fall hazards of these types exist in most workplaces including offices, the service sector, manufacturing and construction.

Developed by CCOHS in collaboration with WSPS, this course also features case studies, review quizzes, "Ask a Question", and access to resources from CCOHS and WSPS. Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Common causes of falls
- How slips and trips occur
- Roles of floor surfaces, stairs, walkways, housekeeping, obstructions, spills, and outdoor conditions
- Worker and employer responsibilities
- Prevention of slip and trip hazards on surfaces, floors, and stairs

Upon completion of this course you will:

- Understand the importance of preventing falls
- Be able to identify the main causes of slip, trip and fall accidents in the workplace
- Know methods and practices that help prevent falls

Target Audience

- Ontario workers - new and experienced
- Managers and supervisors in Ontario
- Joint health and safety committees, facility managers
- Human resources and safety professionals in Ontario who have responsibilities for training and compliance

# PREVENTING HEARING LOSS FROM WORKPLACE NOISE

---

Reduce or eliminate noise exposure in the workplace.

Duration: 1 hour

Prerequisite: none

## Course Description

Noise is a common health hazard in the workplace. Exposure to loud noise can cause stress, and make it difficult for people to talk over the noise. Prolonged exposure to excessive levels of noise can result in permanent hearing loss. This course provides an introduction to noise in the workplace and explains some of the technical basics of noise. The main focus of the course is hearing loss prevention and the ways to eliminate or reduce noise exposure.

Topics include:

- Noise in our World and Workplaces
- How Noise Affects our Health and Well-being
- Components of a Hearing Loss Prevention Program
- Prevention Strategies:
  - Make the workplace quieter
  - Protect workers' hearing
  - Administrative practices

Upon completion of this course, participants will be able to:

- Understand how noise can damage hearing
- Recognize situations when noise levels may be hazardous
- Describe the main components of a hearing loss prevention program
- Plan, select and use hearing protectors
- Identify methods of controlling workplace noise exposure

Target Audience

- Managers and supervisors
- Workers
- Health & safety committee members
- Human resources / disability management personnel
- Health & safety advisors.

# RETURN TO WORK IN ONTARIO

---

An overview of Return to Work (RTW) requirements in Ontario and strategies and resources for a successful RTW program.

Duration: 1 hour

Prerequisite: none

## Course Description

Workplace injury and illness prevention is a shared responsibility of Ontario employers and employees. If an injury or illness occurs, it's important for the employer and the injured employee to focus on getting that employee back to meaningful and suitable work as soon as medically possible. This e-Course provides an overview of return to work (RTW) requirements in Ontario and offers strategies and resources for setting up a successful RTW program.

Developed by CCOHS in collaboration with WSPS, this course also features case studies, review quizzes, "Ask a Question", and access to resources from CCOHS and WSPS. Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Costs of Workplace Injuries and Illness
- Return to Work Requirements in Ontario
- Elements of a Return to Work program
- Getting Your Employee Back to Work
- Claims Management and Monitoring
- Factors that Influence Return to Work
- Keys to Successful Return to Work

Upon completion of this course, you will:

- Have the required knowledge as to the who, what, why, when and how of a Return to Work Program
- Be able to apply best practices while working with your injured employee, their attending medical professional and other parties involved
- Be able to implement a plan to get your injured worker back to work with mutually satisfying results

Target Audience

- Ontario Managers and Supervisors
- Human Resources Representatives/Professionals
- Health and Safety Professionals

## RETURN TO WORK: THE BASICS

---

A practical overview of Return to Work strategies, solutions and program implementation, for a successful return to work.

Duration: 1 hour

Prerequisite: Prior knowledge of workplace health and safety programs, policies and processes would be helpful.

### Course Description

Workplace injury and illness prevention is the responsibility of everyone in the workplace. However, when an illness or injury occurs, it is important for the employer and the injured worker to focus on getting back to meaningful and productive work as soon as medically possible. This course provides a practical overview of Return to Work strategies, solutions and program implementation.

Topics include:

- Cost Effects of Workplace Injuries and Illness
- Return to Work – Definition, Importance and Workplace Policy
- Key Return to Work Concepts
- Getting Your Employee Back to Work
- Claims Management and Monitoring
- Factors that Influence Return to Work
- Keys to Successful Return to Work

Upon completion of this course, you will:

- Possess the required knowledge as to the what, why and how of a Return to Work Program
- Be able to apply best practices while working with your injured employee, their attending medical professional and other parties involved
- Be able to implement a plan to get your injured worker back to work with mutually satisfying results

Target Audience

- Managers and Supervisors
- Human Resources Representatives/Professionals
- Health and Safety Professionals

## SAFE DRIVING: BACKING UP

---

Driving a vehicle for work? Learn how to back up safely.

Duration: 1 hour

Prerequisite: none

### Course Description

This course is designed to help you reduce the chances of becoming involved in an incident while backing up a vehicle. In organizations with a vehicle fleet, incidents that occur when backing up significantly contribute to overall incident numbers.

You will learn the seven fundamentals of safe backing, including how to avoid the need to back up, looking back, circle check, how to back up slowly, using a guide, avoiding distractions, and practice.

Developed in collaboration with Thinking Driver, the course includes videos to provide an interactive e-learning solution. Quizzes throughout help to measure and encourage learning.

Upon completion of the course you will know how to identify:

- Strategies to reduce the need to back up
- How and when to complete a circle check
- How to ensure you have a good field of vision to the rear when backing is required
- Safe speeds for backing maneuvers
- How to use a guide to assist you
- Distractions that can increase risk
- How to practice your skills to improve your ability to back up safely.

### Target Audience

This course is recommended for all employees who drive either company or personal vehicles (for company purposes). It is also very suitable for all employees to learn the methods of safe backing for their personal benefit.



# SASKATCHEWAN ASBESTOS AWARENESS: UNDERSTANDING THE RISK

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Learn to recognize, assess and manage asbestos-related risks in the workplace.

Duration: 1 hour

Prerequisite: none

## Course Description

Asbestos materials are a potentially serious workplace hazard, and people who inhale asbestos fibres are at risk of developing critical, often fatal, illnesses. This course provides the participant with the knowledge to recognize and manage asbestos-related risks in the workplace.

Quizzes throughout the course and an exam at the end of the course help to measure and encourage learning. The course was developed by CCOHS in collaboration with the Saskatchewan Construction Safety Association (SCSA).

This course is not intended for workers involved in the removal of asbestos.

Topics include:

- Asbestos basics and hazards
- Asbestos uses in the workplace
- Managing asbestos hazards and taking action
- Helpful resources

Upon completion of the course you will know how to:

- Explain possible sources of asbestos in your workplace
- Identify situations that could pose a risk of asbestos exposure
- Understand how asbestos hazards are assessed
- Describe common asbestos management practices
- Determine when external resources may be required to help manage asbestos risks
- Access legislation and other resource materials on how to manage asbestos in the workplace

Target Audience

- Employers and workers who are not directly involved in asbestos-related industries
- Health and safety advisors and committee members
- Building owners
- Property managers

## STRESS IN THE WORKPLACE

---

We face enormous demands in our fast-paced, multi-tasking society. Learn to handle the associated workplace stress.

Duration: 1 hour

Prerequisite: none

### Course Description

Numerous studies and surveys all have come to the same conclusion: stress in the workplace impacts workers and the organizations for which they work. Too much job stress harms health, safety and well-being.

This course introduces participants to the complex issue of stress in the workplace, including what workplace stress is, its causes and negative impacts. Workers and managers alike will learn to identify signs of workplace stress, as well as measures to prevent, eliminate or reduce stress in the workplace.

Particular emphasis is placed on the importance of organizational factors - including the ways in which work is organized. Strategies for employers and workers to manage personal stress will also be addressed. Note that this course does not address "critical stress", as may be experienced in response to a traumatic or catastrophic event.

This course includes case studies with discussion summaries and other examples to illustrate the concepts, as well as practical tools such as sample forms and checklists. Quizzes throughout the course and an exam help to measure and encourage learning.

Topics include:

- Causes of workplace stress
- Organizational factors vs. individual/personal factors
- Impact on workers and organizations
- Workplace stress as a health and safety hazard
- Recognizing the signs of workplace stress
- What employers can do
- Managing stress
- Tips to help prevent, eliminate and reduce workplace stress

Upon completion of the course you will know how to:

- Describe stress within a workplace context
- Explain why workplace stress is a health and safety hazard
- List common causes of workplace stress
- Recognize common signs of workplace stress
- Describe how employers, managers and supervisors can prevent, eliminate or reduce workers' workplace stress
- Describe how workers can prevent, eliminate or reduce the effects of workplace stress
- Access other sources of information about workplace stress

Target Audience

This course is suitable for all levels of organizations, including managers, supervisors, and front-line workers.

# TDG FOR CARRIERS

---

What carriers need to know about TDG.

Duration: 5.5 hours

Prerequisite: Prior technical knowledge of the TDG system is not a requirement. However, experience as a driver and familiarity with practices in the transportation industry is helpful.

## Course Description

Carriers are the people who transport dangerous goods, which may also include loading and unloading shipments. They must be fully qualified and trained for their work. The six modules of this course provide a detailed description of the parts of the TDG regulations that carriers must know. This includes documentation, safety marks, means of containment, emergency response and special cases for road transport. Examples and quizzes reinforce learning.

Each module has a self-assessment to test understanding of the material. A record of completion is provided upon successful completion of the exam.

Topics include 6 modules:

1. Overview: Provides an introduction and overview of the Transportation of Dangerous Goods (TDG) system, the Act and Regulations, including training, classification, documentation, safety marks, means of containment and emergencies.
2. Documentation of Dangerous Goods: Explains the purpose of documentation, the information requirements for shipping documents, and the requirements for consignors, carriers and consignees.
3. Safety Marks: Explains the purposes and kinds of safety marks and the requirements for safety marks, including how they are displayed and when they can be removed.
4. Means of Containment: Describes the various types of containers for dangerous goods, the UN Packaging system and other standards for means of containment, certification safety marks, and other requirements to receive, handle and store means of containment.
5. Emergency Response: Describes the various types of dangerous occurrences, the requirements for reporting and responding to leaks and spills, the use of the Emergency Response Guidebook, and Emergency Response Assistance Plans (ERAPs).
6. Special Cases for Road Transport: Describes exemptions or partial exemptions from the requirements of the Regulations and explains when they can be used.

Upon completion of this course you will be able to:

- Apply and understand the purpose of the TDG Act and Regulations
- List and understand your responsibilities as a carrier under the Act and Regulations
- Apply the requirements for documentation and safety marks
- Ensure that means of containment are properly loaded and unloaded
- Understand and fulfill your obligations in the event of an emergency, including reporting
- Make appropriate use of applicable exemptions for road transport

The course reflects Amendment 6 (February 2008) to the TDG Regulations, as well as Amendment 8 (June 2009) to the Transportation of Dangerous Goods Act, 1992.

Target Audience

Recommended for anyone who transports dangerous goods

Guidelines for Training Criteria:

Transport Canada has prepared guidelines to help understand the training requirements in Part 6 of the Transportation of Dangerous Goods Regulations. For further information on the guidelines, see <http://www.tc.gc.ca/eng/tdg/clear-part6-121.htm>. The guidelines indicate what Parts of the Regulations should be included in a person's specific training. This e-course covers the topics listed in Training Guideline D.

# TDG FOR CONSIGNORS/CONSIGNEES

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What you must know when shipping and receiving dangerous goods

Duration: 5 hours

Prerequisite: Prior technical knowledge of the transportation of dangerous goods system is not a requirement. However, familiarity with warehousing, shipping and receiving are helpful.

## Course Description

Consignors and consignees are the people who are responsible for shipping and receiving dangerous goods in the TDG system. They must be fully qualified and trained for this work. The five modules of this course provide a detailed description of the parts of the TDG regulations that consignors and consignees must know.

Examples and quizzes reinforce learning and each module has a self-assessment to test understanding of the material. A record of completion is provided upon successful completion of the final exam.

Topics include 5 modules:

1. Overview: Provides an introduction and overview of the Transportation of Dangerous Goods (TDG) system, the Act and Regulations, including training, classification, documentation, safety marks, means of containment and emergencies.
2. Classification of Dangerous Goods: Describes how dangerous goods are classified for road and rail transport, the 9 hazard classes, and the relationship of TDG classes to shipping requirements.
3. Documentation of Dangerous Goods: Explains the purpose of documentation, the information requirements for shipping documents, and the requirements for consignors, carriers and consignees.
4. Safety Marks: Explains the purposes and kinds of safety marks and the requirements for safety marks, including how they are displayed and when they can be removed.
5. Means of Containment: Describes the various kinds of containers for dangerous goods, the UN Packaging system and other standards for means of containment, certification safety marks, and other requirements to receive, handle and store means of containment.

Upon completion of this course you will be able to:

- Apply and understand the purpose of the TDG Act and Regulations
- List the responsibilities of consignors and consignees under the Act & Regulations
- Describe the requirements and process for classifying dangerous goods and applying the appropriate labels and other safety marks to means of containment
- Know the information requirements for shipping documents as they apply to consignors, carriers and consignees
- Know how to use standards and technical specifications to select appropriate means of containment for dangerous goods
- Describe the requirements for preparing, receiving, handling and storing means of containment

The course reflects Amendment 6 (February 2008) to the TDG Regulations, as well as Amendment 8 (June 2009) to the Transportation of Dangerous Goods Act, 1992.

Target Audience

Recommended for shippers and receivers.

Guidelines for Training Criteria:

Transport Canada has prepared guidelines to help understand the training requirements in Part 6 of the Transportation of Dangerous Goods Regulations. For further information on the guidelines, see <http://www.tc.gc.ca/eng/tdg/clear-part6-121.htm>. The guidelines indicate what Parts of the Regulations should be included in a person's specific training.

This e-course covers the topics listed in Training Guideline B and C.

## TDG: AN OVERVIEW

---

An introduction to the TDG Act and Regulations.

Duration: 1.5 hours

Prerequisite: Prior technical knowledge of the transportation of dangerous goods system is not a requirement. However, familiarity with practices in the transportation industry is helpful.

### Course Description

This course provides an overview of the Transportation of Dangerous Goods (TDG) system and helps promote awareness and good practice in all aspects of the TDG. Terms and concepts and the requirements of the Canadian TDG regulations are clearly explained.

Examples and quizzes reinforce learning. A record of completion is provided upon successful completion of the final exam.

Topics include:

- Introduction and overview of the Transportation of Dangerous Goods (TDG) system
- The Act and Regulations, including training, classification, documentation, safety marks, means of containment and emergencies.

Upon completion of this course you will be able to:

- Apply and understand the purpose of the TDG Act and Regulations
- List company responsibilities under the Act and Regulations
- List employee responsibilities under the Act and Regulations
- Describe the main training and training certification requirements as they apply to road vehicle transport

The course reflects Amendment 6 (February 2008) to the TDG Regulations, as well as Amendment 8 (June 2009) to the Transportation of Dangerous Goods Act, 1992.

Target Audience

Recommended as an overview for all employees

Guidelines for Training Criteria:

Transport Canada has prepared guidelines to help understand the training requirements in Part 6 of the Transportation of Dangerous Goods Regulations. For further information on the guidelines, see <http://www.tc.gc.ca/eng/tdg/clear-part6-121.htm>. The guidelines indicate what Parts of the Regulations should be included in a person's specific training.

This e-course covers the topics listed in Training Guideline A.

# TRANSPORTATION OF DANGEROUS GOODS

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A comprehensive TDG course for managers and supervisors.

Duration: 7.5 hours

Prerequisite: Prior technical knowledge of the Transportation of Dangerous Goods (TDG) system is not a requirement. However, familiarity with commercial chemicals and the transportation industry is helpful.

## Course Description

People who handle, ship, carry or receive dangerous goods must be fully qualified, trained and certified for their work.

This course consists of eight modules that provide detailed descriptions of all aspects of the TDG system. The course will help managers and supervisors meet their responsibilities to ensure that all work involving dangerous goods is done properly according to the requirements of the TDG Act and Regulations.

Examples and quizzes reinforce learning and each module has a self-assessment to test understanding of the material. A record of completion is provided upon successful completion of the final exam.

Topics include 8 modules:

1. Overview: Provides an introduction and overview of the Transportation of Dangerous Goods (TDG) system, the Act and Regulations, including training, classification, documentation, safety marks, means of containment and emergencies.
2. Training, Inspection and Compliance: Describes the responsibilities of employers under the Act and Regulations, particularly for training and certification of employees, plus information on inspection and enforcement of the Act.
3. Classification of Dangerous Goods: Describes how dangerous goods are classified for road and rail transport, the 9 hazard classes, and the relationship of TDG classes to shipping requirements.
4. Documentation of Dangerous Goods: Explains the purpose of documentation, the information requirements for shipping documents, and the requirements for consignors, carriers and consignees.
5. Safety Marks: Explains the purposes and kinds of safety marks and the requirements for safety marks, including how they are displayed and when they can be removed.
6. Means of Containment: Describes the various kinds of containers for dangerous goods, the UN Packaging system and other standards for means of containment, certification safety marks, and other requirements to receive, handle and store means of containment.
7. Emergency Response: Describes the various types of dangerous occurrences, the requirements for reporting and responding to leaks and spills, the use of the Emergency Response Guidebook, and Emergency Response Assistance Plans (ERAPs).
8. Special Cases for Road Transport: Describes exemptions or partial exemptions from the requirements of the Regulations and explains when they can be used.

Upon completion of this course you will be able to:

- Understand the requirements of the TDG system for employers, consignors, carriers and consignees
- Assess the requirements for training and certification of employees with TDG duties
- Establish effective procedures for the classification and documentation of dangerous goods
- Ensure that the correct safety marks are applied to suitable means of containment



- Develop systems for appropriate emergency planning and response

The course reflects Amendment 6 (February 2008) to the TDG Regulations, as well as Amendment 8 (June 2009) to the Transportation of Dangerous Goods Act, 1992.

#### Target Audience

- Strongly recommended for managers and supervisors with TDG responsibilities
- Recommended for employers and owners with TDG responsibilities
- Consignors, carriers, consignees and others with TDG responsibilities who prefer a comprehensive course on the TDG system

#### Guidelines for Training Criteria:

Transport Canada has prepared guidelines to help understand the training requirements in Part 6 of the Transportation of Dangerous Goods Regulations. For further information on the guidelines, see <http://www.tc.gc.ca/eng/tdg/clear-part6-121.htm>. The guidelines indicate what Parts of the Regulations should be included in a person's specific training.

This comprehensive e-course covers all of the topics listed in Training Guidelines A, B, C and D for all TDG positions.

# TRAVEL SAFETY FOR CANADIAN BUSINESSES

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Practical solutions for increasing traveller safety and dealing with travel incidents.

Duration: 1 hour

Prerequisite: none

## Course Description

When an employee is sent off-site, including abroad, for business, that location becomes their workplace. The responsibility for duty of care extends beyond Canada's borders.

This course is designed to highlight issues people may face while travelling, including situations that may involve violence and other criminal activity, while providing a number of practical solutions for increasing the safety of travellers. Participants will be introduced to duty of care requirements, basic threat and risk analysis steps, and the essential components of a travel risk management program. A number of practical solutions to increase safety for travellers and to prepare organizations and managers to deal with a safety incident are also included in the course.

The course is delivered using an interactive e-learning solution. Quizzes throughout help to measure and encourage learning.

Topics include:

- Duty of care requirements and Canadian legislation
- Duty of care and risk analysis
- Organizational and individual preparation
- Dealing with an incident and post-incident support

Upon completion of the course you will be able to:

- Identify the requirements and areas where you need to prepare your organization, yourself and other travellers
- Conduct a travel risk assessment
- Learn about personal safety and security measures
- Know what roles the traveller and the organization have during a travel incident
- Understand the basics of incident response, including post-incident response

Target Audience

This course is recommended for employees who travel for work or who deal with travellers on a regular basis, supervisors and management.

## VIOLENCE IN THE WORKPLACE: AWARENESS

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Understand this important workplace issue - what it is, who's affected, and what you can do about it.

Duration: 20 minutes

Prerequisite: none

### Course Description

Workplace violence is a serious issue that affects all business sectors and occupations and the safety and security of every employee and employer. This course is to promote the awareness of this very important issue, and as a precursor to the other Workplace Violence e-courses: Recognize the Risk and Take Action, and Establish a Prevention Program.

Topics include:

- What is workplace violence?
- Behaviours associated with workplace violence
- Sources of violent behaviour in the workplace
- Workplace violence prevention legislation

Upon completion of this course you will know:

- Who is affected by workplace violence
- Workplace violence is an important workplace issue
- The broad definition of workplace violence with respect to the types of behaviours and the source of the behaviour
- The legal obligation of employers have to protect employees from workplace violence

Target Audience

- Committee members, managers, supervisors and workers
- Facility managers, human resources managers, senior managers and others with health and safety responsibilities

If you are a worker or front line supervisor and need more information on how to recognize and prevent workplace violence, see ***Violence in the Workplace - Recognize the Risk and Take Action***.

If you need to develop and implement a workplace violence prevention program in your organization, see ***Violence in the Workplace - Establish a Prevention Program***.

## **VIOLENCE IN THE WORKPLACE: ESTABLISH A PREVENTION PROGRAM**

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Learn to develop an effective workplace violence prevention program - and take action to reduce the potential for workplace violence.

Duration: 1.5 hours

Prerequisite: none

### **Course Description**

Workplace violence is a serious issue that affects all business sectors and occupations. It affects the safety and security of every employee and employer. It claims a high personal cost from the emotional trauma and physical injury experienced by the victims, their family and co-workers. It also brings a high cost to employers in terms of public image, increased absenteeism, lost productivity, high employee turnover, and increased insurance/compensation costs.

This course introduces managers, supervisors and employees to the key components of an effective workplace violence prevention program, providing them with knowledge and tools to take action to eliminate or minimize the potential for workplace violence.

Topics include:

- Defining the scope of workplace violence, including harassment
- Legal Obligations
- Workplace Violence Prevention Policy
- Hazard Assessment
- Developing Preventive Measures
- Reporting and Investigating
- Emergency Response Planning
- Victim Assistance
- Incident Follow-up
- Training and Education

Upon completion of this course you will be able to:

- Understand the complexity of workplace violence and harassment
- Identify the components of a workplace violence prevention policy
- Identify requirements for implementing and maintaining a workplace violence prevention program
- Assess your workplace for violence hazards
- Identify violence prevention measures
- Identify incidents of workplace violence
- Recognize workplace violence response procedures

Target Audience

Managers, supervisors and workers involved in the development or implementation of a workplace violence prevention policy.

The related course ***Violence in the Workplace: Recognize the Risk and Take Action*** helps frontline supervisors and workers develop a clear understanding of what workplace violence is, what preventive measures can be taken and the importance of reporting incidents.

# **VIOLENCE IN THE WORKPLACE: RECOGNIZE THE RISK AND TAKE ACTION**

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Develop a clear understanding of what workplace violence is, the consequences of workplace violence and find out what preventative measures can be taken.

Duration: 1 hour

Prerequisite: none

## **Course Description**

Wherever people interact at work there is a potential for violence, regardless of the job. This course helps frontline supervisors, workers and anyone else with an interest in workplace safety develop a clear understanding of what workplace violence is, the consequences of workplace violence and preventive measures that can be taken.

Topics include:

- Defining the scope of workplace violence, including harassment
- Risk factors of workplace violence
- Why workplace violence is an important issue
- How to reduce the risks
- Preventive measures
- What to do when involved in an incident of workplace violence
- Legal responsibilities of employers to prevent workplace violence

Upon completion of this course you will:

- Understand the complexity of workplace violence and harassment
- Identify incidents of workplace violence
- Know what occupations and jobs are at higher risk for violence
- Understand why workplace violence is such an important issue
- Know what to do if you are involved in or witness a violent situation
- Understand what the employer should do, including their legal responsibilities

Target Audience

This course is designed for frontline supervisors and workers.

If you need to develop and implement a workplace violence prevention program in your organization, see the course, ***Violence in the Workplace - Establish a Prevention Program***.

## WHMIS 2015: AN INTRODUCTION

---

Learn about possible changes to WHMIS requirements after GHS implementation.

Duration: 30 minutes

Prerequisite: none

### Course Description

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. Its goal is to have a common set of rules for classifying hazardous products, common rules for labels, and a standard format for safety data sheets (SDSs).

This course focuses on the changes to WHMIS with the implementation of GHS. GHS has not replaced WHMIS. GHS has, however, created some important changes to WHMIS. Suppliers and employers will have to respond to these changes.

Participants will learn the basics about the impact of these changes for chemical suppliers and employers. Suppliers and employers will gain an appreciation for how they can start to work with WHMIS 2015 so that they can ensure as smooth a transition as possible.

Topics include:

- How the implementation of GHS has changed WHMIS requirements for employers and suppliers
- An introduction to key issues and steps that suppliers and employers can take

Upon completion of the course you will understand:

- Why GHS has been implemented
- The main features of WHMIS 2015
- Key differences between WHMIS 1988 and WHMIS 2015 requirements
- Steps that can help you prepare for WHMIS 2015

Target Audience

This course is suitable to workers and managers in organizations of all sizes, in industries and occupations where WHMIS-controlled products are found.

# WHMIS 2015 FOR MANAGERS AND SUPERVISORS

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Understand and meet your health and safety responsibilities under WHMIS 2015.

Duration: 1.25 hours

Prerequisite: Prior technical knowledge of health and safety is not a requirement. However, familiarity with workplace processes and practices is helpful.

## Course Description

The system used across Canada to provide safety information about hazardous products in the workplace has changed. This course will help you understand and meet your health safety responsibilities as a manager or supervisor under WHMIS 2015. You will learn about your duties, pictograms and their meanings, product labels, and safety data sheets. Practical advice and guidance on basic health and safety measures are also included so you can take steps to protect your workers, and prevent injuries and illnesses.

WHMIS 2015 includes new standardized classification criteria, label requirements and safety data sheet requirements. As a manager or supervisor, you need to know your duties, ensure that your workers are trained, label all hazardous products properly, and make sure up-to-date safety data sheets are accessible.

Topics include:

- Basics of WHMIS and Duties of the Employer
- Duties And Responsibilities As A Manager Or Supervisor
- Components of a WHMIS 2015 Program
  - Hazard Communication
  - WHMIS Classes and their pictograms
  - Labels
  - Safety Data Sheets (SDSs)
- Safe Use And Handling Of Hazardous Materials
- Education And Training
- Helpful Resources

Upon completion of this course you will be able to:

- Describe your duties and responsibilities as a manager or supervisor under WHMIS 2015 regulations
- Identify the WHMIS classes and pictograms and their meanings
- Recognize the types of information provided on supplier labels and workplace labels
- Understand the information on safety data sheets and be able to find information on hazards and preventive measures
- Understand the importance of controlling hazards to protect employees working with hazardous products
- Find additional information on hazardous products

Target Audience

- Managers and supervisors in workplaces where chemical products are used
- Human resources and safety professionals with responsibilities for training and compliance

# WHMIS 2015 FOR OFFICE ENVIRONMENTS

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Learn the basics of WHMIS 2015 to improve safety in your office environment.

Duration: 1 hour

Prerequisite: none

## Course Description

In an office environment, chemicals can come in the form of cleaners, paints, flammable aerosols, and gas cylinders, which all have their own unique set of hazards. People who work in these environments must understand how to identify and deal with these hazards. WHMIS (Workplace Hazardous Materials Information System) information helps workers to identify these products, understand their specific hazards, and store, handle and use them safely.

This e-course explains common chemical hazards found in office buildings and provides learners with the core knowledge required to meet legislated WHMIS 2015 education requirements. In addition, participants will need training and instruction specific to their worksite conditions and procedures.

Topics include:

- WHMIS 2015 basics
- WHMIS 2015 in the office environment
- WHMIS hazard classes, labels, and safety data sheets
- Emergency preparedness

Upon completion of the course you will know how to:

- Describe the legal responsibilities of suppliers, employers and workers
- Know when a product is a hazardous product
- Understand the meaning of each WHMIS hazard pictogram
- Evaluate and use the information on a WHMIS supplier label
- Explain when workplace labels are needed
- Know what information must be on a workplace label
- Understand key information on safety data sheets
- Find information on safe work practices and emergency procedures
- Explain how WHMIS contributes to health and safety in an office environment
- Name examples of hazardous products in a typical office setting
- Describe basic safe work practices for different types of hazardous products.

Target Audience

Anyone who works in an office building, including: workers, supervisors, managers, building operations personnel, and cleaning/custodial staff.



## WHMIS 2015 FOR WORKERS

---

WHMIS 2015 is in force, and suppliers can now ship chemical products with WHMIS 2015 labels and Safety Data Sheets (SDSs). Workers now need education on WHMIS 2015.

Duration: 1 hour

Prerequisite: none

### Course Description

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. Its goal is to have a common set of rules for classifying hazardous products, common rules for labels, and a standard format for safety data sheets (SDSs).

This course familiarizes you with the "WHMIS 2015" system and how it is used in workplaces. Learning about WHMIS 2015 is part of the knowledge that you need to protect yourself and your co-workers from hazardous products.

Topics include:

- Overview of WHMIS
- Overview of hazard groups and classes
- Labels
- Physical hazards
- Health hazards
- Safety data sheets (SDSs)

Upon completion of the course you will be able to:

- Understand labels
- Recognize the pictograms (symbols) and understand the hazards that they represent
- Identify the hazards represented by each hazard class
- Find additional information about hazards and protective measures on SDSs.

Target Audience

This course is suitable for workers in organizations of all sizes, in industries and occupations where hazardous products are found.

# WHMIS 2015: UNDERSTANDING SDSs

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Gain a thorough understanding of safety data sheets in this intermediate level course.

Duration: 1.25 hours

Prerequisite: Successful completion of WHMIS 2015 for Workers or WHMIS 2015 for Managers and Supervisors would be beneficial although not required.

## Course Description

This intermediate level course covers the standard 16-section format introduced in WHMIS 2015, providing you with a thorough explanation of a safety data sheet (SDS).

Under WHMIS law, suppliers and manufacturers must inform workplaces about the hazards and safe use of their products. They meet this requirement by providing the employer with an SDS for each hazardous product. SDSs are important resources that allow you to identify the hazards of the products you use and to protect yourself from those hazards, including safe handling and emergency measures. Understanding them is critical to your safety.

Note that this course does not include instruction on writing SDSs or in-depth evaluation of SDSs for quality assurance.

Topics include:

- An overview of WHMIS 2015
- The four main purposes of an SDS:
  - Identification of the product and supplier
  - Hazard identification
  - Prevention
  - Response
- Other information found on an SDS

Upon completion of this course you will:

- Understand the purpose of an SDS, and how they are part of Canada's right-to-know system
- Identify the information that is required to be disclosed on an SDS
- Recognize the significance of the required information on a label and in the different sections of an SDS
- Understand the terms commonly found on an SDS
- Know where to get additional information

Target Audience

- Workers, supervisors, and health and safety committee members
- Anyone who uses SDSs

# WORKING AT HEIGHTS

---

Learn to assess and control hazards related to working at heights.

Duration: 1 hour

Prerequisite: none

## Course Description

Working at heights is a common activity, but it can pose serious hazards. Falls frequently result in severe injuries or fatalities. Protect your workers by managing the risks of working at heights. Learn to assess and control hazards related to working at heights, including fall prevention and fall protection. This introductory course should be supplemented by further instruction and hands-on training that is specific to the job, worksite and equipment.

This course does not cover falls from the same level. Please refer to our Preventing Falls from Slips and Trips course.

Topics include:

- Assessing hazards and safe working practices
- Fall prevention techniques
- Minimizing fall injuries with fall protection measures
- Emergency preparedness
- Safe use of ladders, scaffolds, lifts and platforms

Upon completion of the course you will know how to:

- Identify common hazards related to work at heights
- Describe the preferred order (hierarchy) of preventive measures for work at heights
- Use safe work practices for preventing falls
- Understand common methods of minimizing injury should a fall occur
- Take action to prepare for emergencies related to work at heights

Target Audience

This course is recommended for employers, managers, and supervisors, including those who manage contractors. Workers and contractors who perform work at heights, as well as health and safety committee members, will also benefit from taking this course.

# WORKPLACE INSPECTIONS

---

Learn about the types of inspections to conduct, who should participate, and what to look for.

Duration: 1 hour

Prerequisite: none

## Course Description

Inspections are an essential element of your health and safety program. This course will teach you how to effectively prepare, conduct, and document workplace inspections. Learn about the types of inspections, as well as the roles of key participants: employers, supervisors, workers, and health and safety committees. You'll also find out about the importance of inspection reports and follow-up.

This course features links to resources, review questions, and activities. Those who score at least 80% on the final exam will be able to print a certificate of completion.

Topics include:

- Types of inspections and who participates
- Understanding hazards and preventive measures
- Preparing for inspections
- Conducting effective inspections and reporting
- Inspection monitoring and follow-up

Upon completion of the course you will know how to:

- Explain how inspections contribute to workplace health and safety
- Identify common workplace hazards
- Describe how employers, supervisors, workers, and health and safety committee members contribute to the inspection process
- Participate in the preparation of inspection checklists/protocols for your workplace
- Conduct more effective workplace inspections

Target Audience

This course is recommended for employers, managers, supervisors, and health & safety committee members, but anyone who wishes to learn about workplace inspections will benefit from taking this course.

# WORKPLACE VIOLENCE IN THE CANADIAN FEDERAL JURISDICTION: ESTABLISH A PREVENTION PROGRAM

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Learn to develop an effective workplace violence prevention program in compliance with the *Canada Labour Code, Part II* requirements.

Duration: 1 hour  
Prerequisite: none

## Course Description

Workplace violence is a serious issue that affects all business sectors and occupations. It can affect the safety and security of every employee and employer. It claims a high personal cost from the emotional trauma and physical injury experienced by the victims, their families and co-workers. It also brings a high cost to employers in terms of public image, increased absenteeism, lost productivity, high employee turnover, and increased insurance/compensation costs.

This course introduces managers, supervisors and employees in the Canadian federal jurisdiction to the key components of an effective workplace violence prevention program. Learners will gain the necessary knowledge and have the right tools to take action to eliminate or minimize the potential for workplace violence, and to establish a program in compliance with the *Canada Labour Code, Part II* requirements.

Topics include:

- Defining the scope of workplace violence
- Legal obligations
- Workplace violence prevention policy
- Hazard assessment
- Developing preventive measures
- Reporting and investigating
- Emergency response planning
- Victim assistance
- Incident follow-up
- Training and education
- Program review

Upon completion of the course you will know how to:

- Identify the components of a workplace violence prevention policy
- Identify requirements for implementing and maintaining a workplace violence prevention program under the *Canada Labour Code, Part II*
- Assess your workplace for violence hazards
- Identify violence prevention measures
- Identify incidents of workplace violence
- Know workplace violence response procedures

Target Audience

Managers, supervisors and workers at federally-regulated business and organizations who are involved in the development or implementation of a workplace violence prevention policy.

# WORKPLACE VIOLENCE IN THE CANADIAN FEDERAL JURISDICTION: RECOGNIZE THE RISK AND TAKE ACTION

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Understand workplace violence and the requirements for its prevention under the *Canada Labour Code*, Part II.

Duration: 1 hour  
Prerequisite: none

## Course Description

Wherever people interact at work there is a potential for violence, regardless of the job. Frontline supervisors, workers and anyone else in the Canadian federal jurisdiction with an interest in workplace safety can take this course to develop an understanding of the nature of workplace violence, the consequences of workplace violence and preventive measures that can be taken.

This course contains information on the recognition and prevention of workplace violence, with many examples relevant to work done in federally-regulated workplaces, plus information on the requirements for the prevention of violence under the *Canada Labour Code*, Part II.

Topics include:

- Why workplace violence is an important issue
- Defining the scope of workplace violence
- Risk factors of workplace violence
- Preventive measures
- How to reduce the risks
- What to do when involved in an incident of workplace violence
- Legal responsibilities of employers to prevent workplace violence

Upon completion of the course you will know how to:

- Understand why workplace violence is such an important issue
- Understand what workplace violence is
- Identify incidents of workplace violence
- Know if you are at risk for violence because of the work you do, where you work or when you work
- Know what to do if you are involved in or witness a violent situation
- Understand what your employer should do, including legal responsibilities under the *Canada Labour Code*, Part II

Target Audience

Managers, supervisors and workers in federally-regulated business and organizations.

