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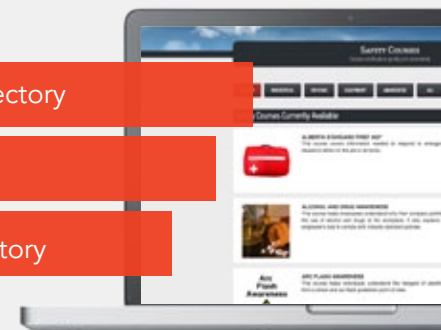
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Changing Headlines by Changing Culture

The front page reads: Worker killed in fall. Man dead after being pinned under forklift at workplace. Girder falls on man at Ottawa job site. Safety group probes fatal scaffold collapse. Alberta sees five fatal workplace accidents in one week.

Headlines like these are deeply disturbing. The most upsetting part about them is that most, if not all, of the incidents that generated these headlines could have been prevented. All too often the incidents are caused by inadequate training, inappropriate equipment use, absence of appropriate controls, lack of proper PPE, poor planning, insufficient hazard assessment, bad choices, and unsafe situations and behaviours that were known but not corrected.

It's hard not to feel that if greater emphasis was placed on safety at these work sites then the headlines would have read differently. Accordingly, we are dedicating this issue of The SafetyNET magazine to safety culture—the enduring emphasis and value placed on safety by everyone at every organizational level. Our feature article (p.14) describes what a safety culture is, outlines its key benefits, explains the challenges faced when trying to create one, as well as provides tips and strategies for creating a culture of safety within your organization. In this issue you will also find suggestions on how to build a safe driving culture (p.6) as well as strong reasons why it's important to always wear your PPE (p.9).

If you are looking for ideas for building safety awareness, read what Encana is doing to keep their people focused on safety (p.11). Also, learn how the Alberta Municipal Health and Safety Association (AMHSA) is looking to online training to become a safety focused association (p.13)

As our network continues to grow, we invite any organization with an interest in online learning, whether it's in developing their own courses or simply making The SafetyNET course library available to their employees and clients, to contact us to discuss becoming a SafetyNET partner.

We look forward to hearing from you and hope you enjoy this edition of The SafetyNET.

Sincerely,

Carmen DeLisle

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Carmen DeLisle

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THE ROAD SAFETY CHALLENGE

Reducing Organizational Collisions through the Creation of a Safe Driving Culture

By Dr. Randy Flemmer

Most organizations aspire to create a culture in which employees take pride in the fact that they drive safely and naturally make safe driving habits and choices every day. But how can this be accomplished?

It is not easy, nor is there a magic bullet.

To create a safe driving culture, organizations must be prepared to support long-term initiatives. Additionally, organizational goals and policies must reflect the importance of safe driving and senior executives must lead the way by example.

Laying the Groundwork

The successful creation of an enduring safe driving culture requires specific actions from three key groups: senior administrators, supervisors and drivers.

Senior administrators must:

- Develop a long-term plan which serves as the context for all driver safety improvement plans.
- Identify at least one systematic, research based process that will be used to plan and implement driver safety improvement programs.
- Establish company expectations, policies and procedures that support continuous driver safety improvement.
- Establish a framework for curriculum development and training within the company.
- Model the desired behaviours.
- Establish communication between stakeholders to keep them informed about the outcomes of the driver improvement program.

- Provide and manage resources to support driver safety improvement.
- Monitor and evaluate the company's improvement programs.
- Serve as facilitators and support for location-based driver improvement coaching.

Supervisors must:

- Facilitate a culture of safe driving and continuous driver improvement.
- Set expectations and create a climate to sustain these expectations.
- Demonstrate attitudes and actions that nurture a safe driving culture.
- Provide ongoing assistance and opportunities for driver growth.
- Foster professional discussion about safe driving principles.

Drivers must:

- Have an attitude that supports safe driving.
- Be competent to perform their job duties.
- Have strategies to assist them to consistently drive safely regardless of conditions, situations and personal factors.

This sounds great in theory, but how can you make this a reality?

Through the Road Safety Challenge.

The Road Safety Challenge is a program that is designed to engage drivers in energy building activities and training sessions that assist and support their buy-in for the safe driving process. Through a four-phase process, a culture of safe

driving is initiated and supported. Over time, this culture becomes an enduring part of the organization.

Phase I: Getting the Big Picture

Safe Driving Vision

For your safe driving initiative to be successful, clear goals must be established and a core vision for the future must be set. Your initial step would be to clarify your organization's safe driving vision, along with short and long term goals that will form the basis of your key performance indicators.

Gap Analysis

Once the goals and vision have been set, you need to complete a full gap analysis of your company and its current practices. This analysis would review:

- Current practices relative to your safe driving vision and goals.
- Provincial and Canadian compliancy laws and regulations.
- How much consistency exists across the company in terms of shared safe driving beliefs, messages, strategies and ideas.

Phase II: Building the Program

Once the gap analysis is complete, you can now start the journey toward creating an enduring safe driving culture through implementation of a variety of programs, initiatives, activities and tools which may include:

- Development of an implementation team who act as program champions.
- Building employee ownership into the process.

“GOALS AND POLICIES MUST REFLECT THE IMPORTANCE OF SAFE DRIVING AND SENIOR EXECUTIVES MUST LEAD THE WAY BY EXAMPLE.”



- Identification of individual program objectives.
- Identification of program key performance indicators.
- Development of short and long term initiatives.
- Measurement and management tools.
- Development of programs that are a mix of broad brush applications and targeted approaches.

Phase III: Program Roll Out

The next step is the actual program roll out. The first and most important objective of the roll out is to get senior administration and most importantly, supervisor buy-in and commitment. Without full and complete commitment from these groups, your initiative will fail. Once their support is obtained, you need to gain employee buy-in, which can be achieved through energy building activities and programs that generate employee enthusiasm. Some possible employee activities (above and beyond regular training) may include:

- Weekly challenges
- Safe driving related tailgate topics

- Success celebrations
- Wearing buttons or stickers

Phase IV: Keeping the Edge

Keeping the edge involves changing external, extrinsic energy into internal, intrinsic energy that will form the foundation for an enduring safe driving culture. To do this, each person in the organization must personalize the process and make a commitment to the overall goal. This requires you to:

- Create ongoing authentic and fierce discussion.
- Have each individual personalize the vision.
- Look for vision moments—moments where people made the right decisions for the right reason.
- Bring new members into the culture through coaching.
- Take personal action: Find it, Live it, Coach it.

The creation of a safe driving culture is a continual work in progress where administrative commitment, resource allocation and consistency of practice are essential elements for success. In the end, a planned program of culture building will save lives, reduce collision costs and minimize revenue loss. ■

Dr. Randy Flemmer is President of Fleet Safety International, a Calgary based organization that specializes in driver training. He is also the creator of the SAFER™ System strategic and behaviour based driver training program. For more information, visit the Fleet Safety International website at www.fleetsafetyinternational.com.



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WHY WEAR A HARD HAT?

By Martin Lesperance

A couple of years ago I was visiting a friend of mine. His 18 year old son, who recently got his first full-time job on a construction site, was complaining that he had to wear a hard hat at work. "It's too awkward," he said. "It's too hot, I get too sweaty with it, and it's really uncomfortable." I responded, "Wait a minute Shaun. I'm going to tell you why they make you wear a hard hat. You might be the safest worker in the country, but there's a guy on the second floor of this construction site who isn't as safe as you are and he lets a hammer fall. Now, if this hammer hits you on the head and you're wearing a hard hat, well, it can still hurt you and you're going to know about it, but chances are you're probably not going to be that seriously injured. But if you're not wearing a hard hat, here's what is going to happen. It's going to hit your skull and it's going to fracture your skull and that's the least of your concerns because it's also going to rupture the blood vessels that go around your brain. It can also rupture blood vessels that are actually in your brain. These blood vessels are going to bleed under quite high pressure, so you're going to end up getting a puddle of blood in and around your brain. This puddle is going to get bigger and bigger. Something has to give and because your skull is hard it isn't going to give. But, because your brain is soft and mushy, it is

going to give. If you're lucky, they'll get you to a big hospital where a neurosurgeon can go inside and relieve that pressure."

"Now you have a brain injury, so you're going to end up in a brain injury ward where you might be for several months. Then you're going to get transferred to a place that is similar to a nursing home where you'll be in a wheelchair. Actually, you're going to be tied to this wheelchair because you don't have muscle control anymore, and the minute they undo the straps that hold you into the wheelchair, you're going to go face first onto the tile floor and there's not a darn thing you're going to be able to do about it. But there's this nurse who is just a couple of years older than you. She's very, very attractive and a lot of fun to be around.

She makes you laugh and helps you back into the wheelchair. You think to yourself, 'Boy, I'd really like to ask her out.' But let's be serious Shaun. She's not going to date a guy who's in a wheelchair, can't remember

his name half the time and has to wear diapers. She's not going to date you. Get over it. You'll never be more than just friends but because she's so nice to you, she gives you the best seat in the house and wheels you to the front picture window where you can watch the cars go up and down the street. In fact, you see a

carload of your friends go by. Actually, they would be your ex-friends now because they stopped visiting you several months ago and you're angry at them for it."

"Now it's dinner time, and someone wheels you to the table. They put a bib on you because you can't feed yourself properly; food just falls all over in front of you. The nurse you don't really like is going to feed you because the nurse that you do like is going off to a party because it's Friday night. That hurts. So now it's bedtime. Someone wheels you back into your room, which you share with three other people, and helps you get into bed. After being tucked in, you lay there and you start thinking. Then you start doing what you do every other night—you lay there and you start crying and you cry yourself to sleep. But just before you go to sleep, one thought goes through your head, the same thought that goes through your head every night just before you fall asleep. As you lay there you think, 'My God, I have another 50 years of this.' That's why you wear a hard hat Shaun." ■



Martin Lesperance is a best-selling author and international speaker on the topic of injury prevention. Drawing on his experience as a former paramedic-firefighter, Martin drives home the point that safety has to be a 24 hour concern in order for it to pay off. For more information, visit www.safety-speaker.com.

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What's the Risk Wally?

How Encana makes safety culture **visual**

By Carmen DeLisle

Encana, a leading North American energy producer, works hard to incorporate innovation into many aspects of their operations and safety is no exception.

After watching a presentation given at a safety conference about “zombie walkers” – workers who become complacent to the risks around them, an Encana HSE team from Alberta decided that they needed to come up with something that they could use to provide Encana workers and contractors with a strong visual reminder of these dangers. That’s when Wally was born.

Wally is a 6 foot tall, man-shaped figure that is hung on the wall in field offices and used to track the type and body location of recordable injuries. Since Wally joined the organization, he has helped to improve awareness, get Encana employees and contractors talking about safety, and assist Encana management to identify injury trends so that additional controls and training could be implemented. Wally was such a huge success in Alberta that he can now be found in Encana locations across Canada.

When it comes to safety, being memorable and impactful is important and Wally has helped Encana do just that. ■





It's About Trust

National businesses and EMS services are teaming up with Rescue 7 Inc. to deliver turnkey emergency response programs to communities across Canada.

Since 1998, Rescue 7 Inc. has been the Canadian leader in assisting organizations to reduce incident rates, meet statutory obligations, and most importantly, save lives. They aim to minimize risks and associated costs by providing professional training and consulting services that foster safe work environments.

Rescue 7 Inc. is a leading provider of health, safety, emergency preparedness, and emergency response services in Canada. Based on real workplace situations and delivered by experienced emergency response professionals, Rescue 7 makes learning easy, enjoyable, and effective. They provide both traditional classroom based training sessions and online blended learning courses on a wide range of topics relating to occupational health & safety.

Rescue 7 offers a wide range of training services including:

- CPR & AED
- Emergency First Aid
- Standard First Aid
- Wilderness First Aid

All of their courses are federally certified through HRSDC, Health Canada, Transport Canada, and through the applicable provincial Workers' Compensation Boards (WCB). All their First Aid, CPR and AED training courses follow the Canadian Heart & Stroke Foundation (CHSF) Guidelines and are offered as bilingual training programs. In addition to their training services, Rescue 7 also offers customized training programs, access to their Safety Tracking Accountability & Reporting (STAR™) System[†], AED units, and accessories to meet the specific needs of your business.

With Rescue 7 Inc. as your partner, you will achieve greater integration, coordination, and preparedness. Contact their office to learn more about their online Standard First Aid course.

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The online Standard First Aid course created by Rescue 7 covers all relevant theory participants need to know before enrolling in a mandatory practical training session. This course was designed as a cost-effective, timesaving alternative for those individuals who need to learn the fundamentals of basic life support, but whose schedules may not permit participation in lengthy lectures. Upon successful completion of both the online theory based training and in-class practical session, participants will be awarded their certification.

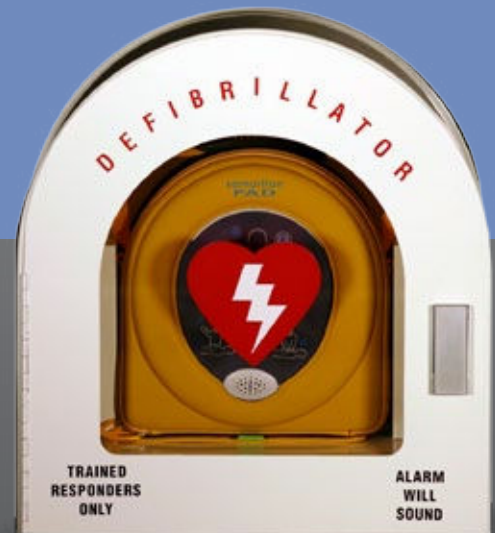
[†]Their web-enabled Safety Tracking Accountability & Reporting (STAR™) System helps to monitor and proactively manage your workforce safety needs in order to meet regulatory compliance commitments. Through their secured portal, STAR™ provides your company with a turnkey set of courses, records of employee training, documented certifications, and renewal notifications.

STANDARD FIRST AID AND CPR ONLINE



Available in Ontario, this blended learning Standard First Aid course covers information needed to respond to a medical emergency either on the job or at home. To receive Standard First Aid Certification, both the online theory and an in-class training session must be successfully completed.

* Blended training - Online theory combined with hands-on practicum





AMHSA: Improving Service by Going Online

The Alberta Municipal Health and Safety Association (AMHSA), a not for profit association, provides health and safety training and support services to over 354 municipalities and associate member organizations throughout the province. Every town, village, municipal district, county, city and specialized municipality in Alberta is a member of AMHSA.

To grow as a safety focused organization, AMHSA provides its members with access to AMHSA's training courses, video library and safety course materials, acts as a certifying partner for the provincial Partnership in Injury Prevention program, and provides safety workshops, presentations and courses tailor made to meet its members' needs. Even with a very successful safety training track record, the organization is constantly striving to do things better. As AMHSA Executive Director Jim Moroney explains, "Although we have been providing excellent training and certification services to our members, I realize that there are always ways you can do things better." One of the advances that AMHSA is researching and hoping to implement in the near future is online learning. "I think

that the possibilities an online course offering would provide [to] our members is very exciting," says Moroney. "At this point in time we are still trying to assess our members' needs and [are] trying to find a cost effective way of implementing this goal, however I believe having an online option would improve our existing model of delivering safety training," Moroney states enthusiastically.

Since AMHSA is an Alberta wide organization, providing safety training in the most cost efficient manner for its members province wide is a challenge. "Keeping the costs to our members as low as possible while maintaining a high standard of training is a challenge and we are always looking at new ways of providing better service to our members." As such, Moroney sees the development of an online training option as one of the ways of providing safety training that is both convenient and cost effective. "Courses such as Hazard Assessment, Contractor Safety, and Principles of Risk Management are examples that would lend well to an online service to our members," says Moroney. One of the other significant benefits of an online training component



is the ability to track training of each employee. "Although the convenience of online courses is unquestionable, the benefit of having a database that can track what type of training each employee in each municipality has had would be invaluable to our members," Moroney explains.

Although its past is something that AMHSA is proud of, its future seems brighter than ever. ■



SAFETY CULTURE

How Great Companies Create It and Others Destroy It

By Dan MacDonald

In the presence of immediate danger, safety is our first and foremost concern. However, when we do something for a very long time without incident, like driving, we can develop a sense of invulnerability, believing that nothing bad is going to happen. As our false confidence grows, so can the frequency with which we take part in risky behaviours such as texting while driving. The issue with the illusion of invulnerability is that it is an illusion; there is still potential danger all around us and the consequences of the potential danger can be extreme.

What makes matters worse is that we often make up excuses to justify, and therefore continue, our risky behaviour. For example, we may convince ourselves that "It was only a short text" or "The traffic was moving very slowly." Excuses like these help to alleviate any guilt that we may have felt for doing what we know we shouldn't have. Overtime, and with enough excuses, we may forget how dangerous our actions really are and permanently buy into our illusion, creating an unsafe habit that is extremely difficult to change.

It should be evident through the examples above and through your own experience that changing personal habits can be very difficult. Now consider the challenge faced when trying to make the habits and behaviours of hundreds of people within an organization safer. Is it even possible? Many will argue that it isn't. However, a few believe that it can be done, but only through the development of a safety culture.

"A strong safety culture is about doing the right thing all of the time, even when no one is looking."

Patrick Cantner, HSE Director, Willbros Canada

A culture is a set of values, norms, beliefs and attitudes that is shared by a group of people. When a strong culture exists, it can have a powerful affect on the behaviours of everyone who is part of it. Many strong cultures already exist around us. Consider a church, a golf course, a prestigious country club, a nightclub or even your grandmother's house. Think about how individual behaviour adapts to each situation. What changes happen when moving from one culture to another? Behaviours are typically very different in a church than a nightclub, even for the same individual.



There are many challenges faced when seeking to create an effective safety culture, a significant one is that it is too easy to be unsafe.



“At least **80%** of the accidents that I’ve investigated weren’t just preventable, they were **readily preventable.**”

In organizations with a strong safety culture, safety is valued above all other things including profitability, productivity or ego. When this happens, safety rules are followed, safety conscious behaviour is the norm, and individual attitudes towards safety are positive and reinforcing. People entering these organizations tend to quickly adapt or discover that they are unwelcome.

“They have obviously spent a considerable amount of time structuring their organization in a way that safety is number one and that it’s just part of the business.”

It doesn’t take long to realize when an organization has a strong safety culture. These organizations are almost fanatical about the safety of their people and it shows in most everything they do from the way they talk, to the way they work, right through to the way they make decisions.

When discussing a tour taken of the Alberta Liquor and Gaming Commission warehouse that is managed by Connect Logistics, Marcia Minto, Program Manager for Government of Alberta OH&S Training & Education stated, “It was really interesting to hear them talk and to watch how their operations function. They integrated safety right into every piece of work that they do.” She explains that the importance placed on safety can be felt as soon as one walks in the door, and it is this feeling that helps new employees to buy into their safety culture. “They have obviously spent a considerable amount of time structuring their organization in a way that safety is number

one and that it’s just part of the business.” Indicators of the importance of safety are everywhere. To get into the warehouse, one must sign in and take a jacket and a badge. The hallways to the warehouse are covered with health and safety information. “They had a board that identified with names and pictures who was on the Health and Safety Committee. Committee minutes were posted for all employees to access. They had numerous health and safety forms readily available for staff and a suggestion box for employees to submit their feedback. They also had a large recognition board displayed with employees’ names, various health and safety bulletins, as well as a large TV monitor mounted in the corner that was showing health and safety related information. All of these forms of health and safety communication were displayed before you even went through the warehouse door. It all sends a message that ‘we run a tight ship here and safety is important’.”

THE REALITY OF SAFETY

Many different types of safety cultures exist across organizations from the good to the bad to the ugly.

The Ugly

In organizations with “ugly” safety cultures, no one wins. In these organizations, excuses for unsafe behaviours are plentiful.

“I forgot.”

“It will take longer.”

“It is more dangerous to wear safety gear than not as it gets in the way.”



“I’ve been doing it this way for many years and have never got hurt.”

“The low risk of falling does not justify the need to wear a harness.”

“It’ll only take a minute.”

In organizations where excuses are common, the excuses too often lead to injuries and fatalities that could have been avoided.

“I’ve investigated over 100 fatal accidents and over 300 disabling injuries in my career. At least 80% of the accidents that I’ve investigated weren’t just preventable, they were readily preventable and the hazard that created the accident had quite often been foreseen. It had been observed, but hadn’t been dealt with.”

*Ted Lane, Occupational Health and Safety Officer,
Alberta Human Services*

The Bad

In some organizations, though safety is extremely important, it is used first and foremost as a way to protect against legal or administrative penalties, criticism or punitive damages. As a result, these employers commonly inundate workers with a barrage of policies and procedures. When asking

why they have to do something, workers are told, "Just follow the rules".

These organizations, focused on having a way to prove that they have done everything reasonably practicable should an incident occur, end up shoving safety down everyone's throats. Over time, workers may come to view safety very negatively.

"What I've found over the years, especially in the Fort McMurray area, [is that] we tend to get a little whitewashed with safety. You can see [it] as soon as you switch to the safety topic. You can see the disengagement in the room and people go 'Ya, ya. We know. We know. We know.'"

Darryl Chipman, Director, CASCA

This situation is in sharp contrast to organizations in which safety is used first and foremost as a way to keep their people safe. In these organizations, the employers' attitudes and approach to safety is very different. They explain that safety is for everyone's protection and they are genuinely concerned with ensuring that everyone works safely and is properly trained so that no harm comes to them. This approach to safety positively impacts the attitude of workers, paving the way for a strong safety culture.

The Good

Many individuals in organizations that do not have a strong safety culture are skeptical that such a thing exists. The reality

is that these organizations do exist and that they can achieve amazing results not only in terms of safety but in productivity and profitability as well. A prime example is Alcoa Inc., the world's leading producer of primary and fabricated aluminum.

In 1987, a new CEO, Paul O'Neill, was brought into Alcoa to turn it around. O'Neill understood that a large company needs to have one focus if any dramatic change is going to take place. He needed to identify the most important priority that everyone in the company could agree upon, no one would argue, and that everyone would work together to achieve. He decided that it needed to be worker safety.

In his opening speech to investors in October 1987, he shared his new focus for the company.

"I want to talk to you about worker safety," he said. "Every year, numerous Alcoa workers are injured so badly that they miss a day of work. Our safety record is better than the general American workforce, especially considering that our employees work with metals that are 1500 degrees and machines that can rip a man's arm off. But it's not good enough. I intend to make Alcoa the safest company in America. I intend to go for zero injuries."

"Now, before I go any further," O'Neill said, "I want to point out the safety exits in this room." He gestured to the rear of the ballroom. "There's a couple of doors in the back, and in the unlikely event of a fire or other emergency, you should calmly walk out, go down the stairs to the lobby, and leave the building."

Silence. The only noise was the hum of traffic through the windows. Safety? Fire exits? Was this a joke? One investor in the audience knew that O'Neill had been in Washington, D.C. during the sixties. Guy must have done a lot of drugs, he thought.

Eventually, someone raised a hand and asked about inventories in the aerospace



"I intend to make Alcoa the safest company in America. I intend to go for zero injuries."

Paul O'Neill, CEO Alcoa Inc.

"I said, 'The board put a crazy hippie in charge and he's going to kill the company,'" that investor told me. "I ordered them to sell their stock immediately, before everyone else in the room started calling their clients and telling them the same thing."

"It was literally the worst piece of advice I gave in my entire career."

Within a year of O'Neill's speech, Alcoa's profits would hit a record high.

division. Another asked about the company's capital ratios.

"I'm not certain you heard me," O'Neill said. "If you want to understand how Alcoa is doing, you need to look at our workplace safety figures. If we bring our injury rates down, it won't be because of cheerleading or the nonsense you sometimes hear from other CEOs. It will be because the individuals at this company have agreed to become part of something important: They've devoted themselves to creating a habit of excellence. Safety will be an indicator that we're making progress in changing our habits across the entire institution. That's how we should be judged."

The investors in the room almost stampeded out the doors when the presentation ended. One jogged to the lobby, found a pay phone, and called his twenty largest clients.

By the time O'Neill retired in 2000, the company's annual net income was five times larger than before he arrived, and its market capitalization had risen by \$27 billion. Someone who invested a million dollars in Alcoa on the day O'Neill was hired would have earned another million in dividends while he headed the company, and the value of their stock would have been five times bigger when he left. What's more, all that growth occurred while Alcoa became one of the safest companies in the world. Before O'Neill's arrival, almost every Alcoa plant had at least one accident per week. Once his safety plan was implemented, some facilities would go years without a single employee losing a workday due to an accident. The company's worker injury rate fell to one-twentieth of the U.S. average.

Reprinted with permission from *The Power Of Habit: Why we do what we do in Life and Business* by Charles DuHigg

Some people may believe that the culture O'Neill created prompted managers to report fewer incidences, resulting in their improved safety numbers, but the opposite was true. In fact, when it was discovered that a gas leak in a small plant in Mexico wasn't reported to the CEO, that division's most senior manager, a highly valued member of the executive team, was immediately let go.

THE CHALLENGE

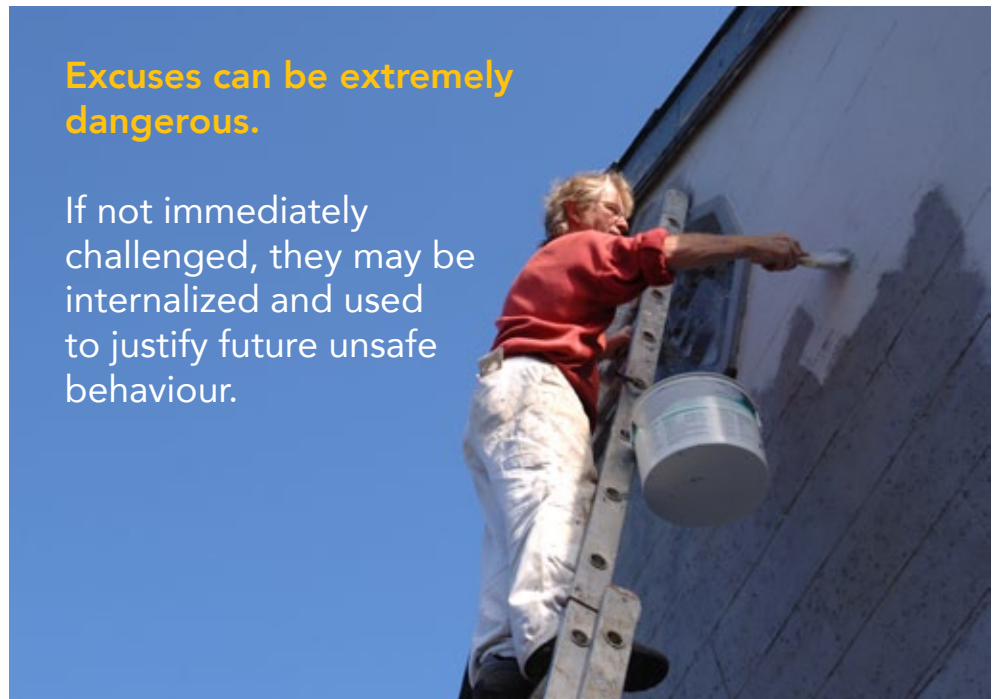
If building a strong safety culture was easy, many organizations would have one. However, there are many challenges faced when seeking to create an effective safety culture, a significant one being that it is too easy to be unsafe.

By nature, we seek to find the easiest way to complete a task, which can make it very tempting to just get a job done without taking the time to do it safely.

"One of my own brothers was working for me on one job. He took an A-frame ladder and leaned it up against a trailer. When I walked by I said, 'What are you doing?' He said, 'I'm going to tie this cable back so it's not drooping so low.' He was thinking of everyone's safety, but his own. I said, 'Come off that ladder and go get the right ladder for the job'. He turned around and said, 'I'm only going to be a minute.' I replied, 'I'm only going to tell you this one more time. Get off the ladder and go get the appropriate extension ladder for the job.' He said, 'Ya, but I'm only going two steps up for the job. I could have already had this done.' In the meantime, I had about 5 or 6 foremen that were watching. I said, 'Why don't you come down and come with me to my office.' I sat him down in my office and issued him a reprimand: one for insubordination (not listening) and one for performing unsafe activities. What I explained to him during our conversation is that, 'The company pays you to be safe; they pay you to take the time to do the job correctly. I appreciate that you're pulling the cable out of the way for everyone but at the same time I don't appreciate how

Excuses can be extremely dangerous.

If not immediately challenged, they may be internalized and used to justify future unsafe behaviour.



you were executing that activity or your attitude towards personal safety because it's a culture that we really need to promote and when we let one guy get away with it, we might as well let the next guy get away with it."

Darryl Chipman, Director, CASCA

In this example, the supervisor intervened and an unsafe act was prevented. However, if this supervisor wasn't around, the unsafe act would have likely occurred.

A key point to realize is that the instant a decision is made to do something unsafe, excuses are made to justify the decision such as, "I'm only going to be a minute," or "I'm only going two steps up for the job." The point in time at which an excuse is made is a defining moment.

Excuses can be extremely dangerous. If not immediately challenged, they may be internalized and used to justify future unsafe behaviour. This inadvertently helps to build the belief that taking the time to do things safely is extra work or an unnecessary burden. This belief, which can become contagious among the members of a group,

can quickly build unsafe attitudes and promote the taking of unnecessary risks.

"I see that attitude of 'What does this have to do with me?' or 'I know what I'm doing' or 'I've been doing this job for a hundred years' or 'I just do my job. I just go in and do my job. Why do I have to worry about that?' and it's that attitude that is very difficult to change."

Marcia Minto, Program Manager for Government of Alberta OH&S Training & Education

Soon all of the hard work that has been put into building a safety culture can be lost.

THE BENEFITS

If it is extremely difficult to create a safety culture yet it can easily be destroyed, why even bother trying to create one? The benefits, the most important one being improved worker safety, far outweigh any potential challenges.

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“If there are problems with safety and people are getting hurt, they don’t want to work for you anymore. They’ll leave.”

strong safety culture is an effective tool to help make this happen.

“We have seen great results in our safety culture initiatives. In 2012 we had a 54% reduction in our recordable incidents and a 41.5% reduction in our Total Recordable Incident Rate (TRIR) and we equate a lot of that to introducing cognitive safety culture initiatives.”

*Patrick Cantner, HSE Director,
Willbros Canada*

Other benefits realized through the development of a strong safety culture include good workers are easier to attract and retain while risk takers are likely to leave the organization. This not only increases overall competency levels across the organization but it also reduces training costs incurred as a result of high turnover.

“If there are problems with safety and people are getting hurt, they don’t want to work for you anymore. They’ll leave.”

*Dan Carter, Director-Central Region & Control Centre,
Kinder Morgan*

It is also important to realize that costs can be decreased, both in terms of lives and capital, through the development of a strong safety culture.

“Last year there were 22 fatal workplace accidents. If you work out the average cost of a fatal or disabling accident in the workplace in Alberta, it’s between 8 and 16 million dollars. This is a lot of money, and don’t forget [that] industry is paying for all of those costs directly or indirectly. We are losing an awful lot of money. We can’t replace the money, we can’t replace the people, and we can’t replace the human costs.”

*Ted Lane, Occupational Health and Safety Officer,
Alberta Human Services*

SIGNS OF A SAFETY CULTURE

If you have not been a part of an organization that has a strong safety culture, how would you know what it looks like when you see it? There are a number of tell-tale signs that indicate its presence.

“In my career, I worked with some difficult joint ventures between international companies and national oil and gas companies. The latter were not necessarily worried about safety per se; it’s a different mentality in some parts of the world. But I saw progress from a pathological to great safety culture in these companies because everyone in the shareholder teams was asking the right questions about safety. Serious incident investigations were personally reviewed by the most senior persons in the company. This sent a right message to everyone that actions would have to be implemented to prevent recurrence. Because everyone paid attention to safety, the culture gradually changed and the joint ventures achieved quite a strong safety culture.”

*Tonia Sulkhova, Global Safety & Health
Manager, Talisman Energy*

While organizations like the one just mentioned demonstrate their culture by asking the right questions and ensuring incident reviews are brought to the attention of senior management, other organizations like Kiewit have other indicators—strong employee buy-in.

“Kiewit is an older company but many of the people who are executing the work

or that work within the company are a fairly young group of people. The management is older and they understand the inherent nature of a safety culture. They have achieved more sustainable buy-in, more acceptance of the rules and a shift in the perception of safety [with a change from] ‘these are the rules’ to ‘this is how we do business’. They have managed to achieve fantastic buy-in from the superintendent level right down to the folks in the field.”

Darryl Chipman, Director, CASCA

In line with its “Nobody gets hurt” objective, Imperial Oil’s safety culture can be identified through the development and enforcement of its safety standards.

“Imperial Oil is really setting the bar [in terms] of driving the safety culture.” He continues, “They have identified and defined risk tolerances associated with employee behaviours and have allocated extensive resources in creating safety standards for their company. They absolutely walk the talk when it comes to holding contractors accountable for meeting or exceeding those standards.”

*Patrick Cantner, HSE Director,
Willbros Canada*

Though these are just a few indicators of the presence of a safety culture, it isn’t hard to find many others when you are in an organization that has a great culture.



Tonia Sulkhova
Global Safety & Health Manager,
Talisman Energy

Tonia Sulkhova has more than 15 years of HSE experience in the oil & gas industry in North America and Europe. She holds M.Sc. degrees in both Environmental Sciences and Safety & Health and is a Certified Safety Professional and Canadian Registered Safety Professional. Ms. Sulkhova leads several workstreams on developing Talisman’s corporate occupational safety standards, improving contractor performance and building a stronger safety culture across Talisman’s operations.

THE SEVEN DEADLY SINS

There are seven things capable of single-handedly killing a safety culture and they do not need to occur frequently to have a deadly effect; a single occurrence can start a domino effect that can wipe out all effort previously invested to build a safety culture. One of the most disconcerting parts is that some organizational leaders do them all the time without even realizing.

1 Double standards

– The use of different sets of rules depending on the situation or people involved is the

most devastating of all the deadly sins. Having a set of rules that does not apply to everyone in the organization, especially management, will invite others to disregard rules, even those designed to save lives.

“I’ve seen this situation happen many times where you get a boss that walks into the shop and on the shop door it reads: ‘Safety glasses must be worn. Hard hats must be worn. Safety boots must be worn.’ We walk into the shop and the boss just walks in with

none of that, because he is the boss, so it doesn’t apply to him. If you do that, your safety won’t work. Don’t expect people to follow something that you tell them unless you do it as well. With safety, there is no ‘them’ and ‘us’. Everybody is on the same side. Everybody follows the same rules.”

*Ted Lane, Occupational Health and Safety Officer,
Alberta Human Services*

2 Top-down policy directives – When a safety policy, procedure or process is created without input from front line workers or from the people whom the policy will affect, it can undermine the safety culture. This common mistake that managers make can cost the company dearly in terms of employee buy-in.

“If you are going to write a policy or a procedure, you always have to involve the people that are part of the process, [those people] who I call the frontline people; these are the experts who do it every day. If you sit in an office and write a policy about someone in the warehouse and you know nothing about that position, how can you effectively communicate a policy to them when they are

the experts? So why not get them involved? Have them assist in writing the policy. I find you get more buy-in from this process.”

*Sharon Cole, OHS Consultant, Alberta Gaming and
Liquor Corporation*

3 Poor attitude and performance – Another deadly sin when it comes to safety culture is allowing cancerous attitudes and poor performance to flourish. You have probably met people with a poor attitude toward safety. These are the people who mutter, “This is BS” during a safety meeting or who believe, “This doesn’t apply to me” because they have been around for so long or they have a relationship with someone high up in the company. Standing by as these poor attitudes and behaviours go unchecked can be extremely dangerous due to their infectious nature. If these attitudes and behaviours are held by



Sharon Cole
OHS Consultant,
Alberta Gaming
and Liquor
Corporation

Sharon Cole graduated from the University of New Brunswick OHS Online Program and has extensive OHS training. She has held positions in the oil industry in Newfoundland and Alberta, and with Municipal and Provincial governments.

Sharon is very passionate about OHS and ensuring people go home safe.

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'Ya. I know he is not doing it, but he is the boss's son' or 'He's the only guy that can do that' or whatever. None of that. Zero tolerance for bad performance and rewards for good performance. We have to show people that we appreciate people following the rules and that's where you get the big cultural change."

Ted Lane, Occupational Health and Safety Officer, Alberta Human Services

or worse, they do the opposite, they can quickly destroy their organization's safety culture.

"The worst thing leaders can do is not follow the company's safety vision. In other words, if you say 'Production done in the absence of safety will not be valued or rewarded' and you allow that to happen, you will destroy the safety culture."

Patrick Cantner, HSE Director, Willbros Canada

someone with a strong personality, they can quickly spread like a cancer to destroy an effective safety culture.

"We have to reward good safety performance and we have to have zero tolerance for bad safety performance and I don't care who you are in that organization or how valuable you are to it. If you can't comply with the safety rules, sooner or later, you got to go. I've heard the excuses a lot,

4 Shifting priorities – Constantly shifting priorities is a common management sin when it comes to sustaining or building safety cultures. All too often organizations claim that safety is their top priority, but then something changes and safety takes a back seat to other things such as profitability or productivity. When this happens, a powerful and lasting message is sent throughout the entire organization that safety is important, but only when it is convenient. This quickly erodes a safety culture.

5 Not walking the talk – When supervisors, managers or company executives say something has to be done or done in a particular way, and then does nothing to enforce it,

6 Punishing good behaviour – Some supervisors, managers and leaders inadvertently punish the very behaviours they are hoping to see more of.

"On one job, I had a guy bump into a light fixture with a zoom boom. He broke a small little cover for the light. It was about \$25 to buy a new cover and 30 minutes in labour



Patrick Cantner
HSE Director,
Willbros Canada

Mr. Cantner has an extensive background as a senior management leader in both the public and private sectors. With 18 years of comprehensive experience, he specializes in the development and implementation of creative strategies to improve safety systems and positively change workplace safety cultures.

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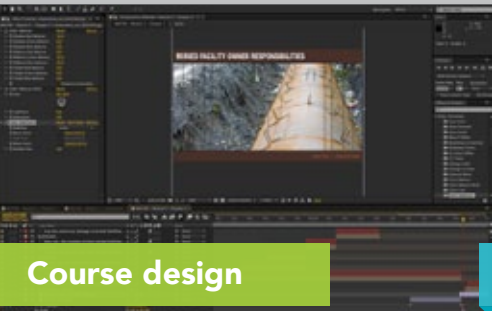
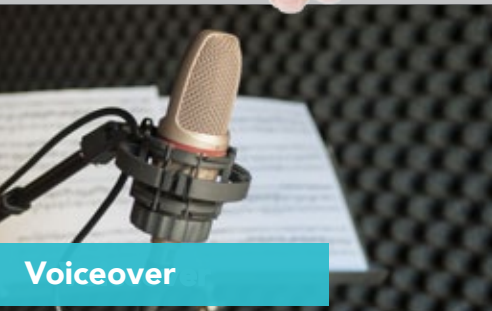
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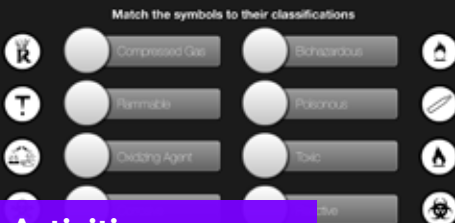


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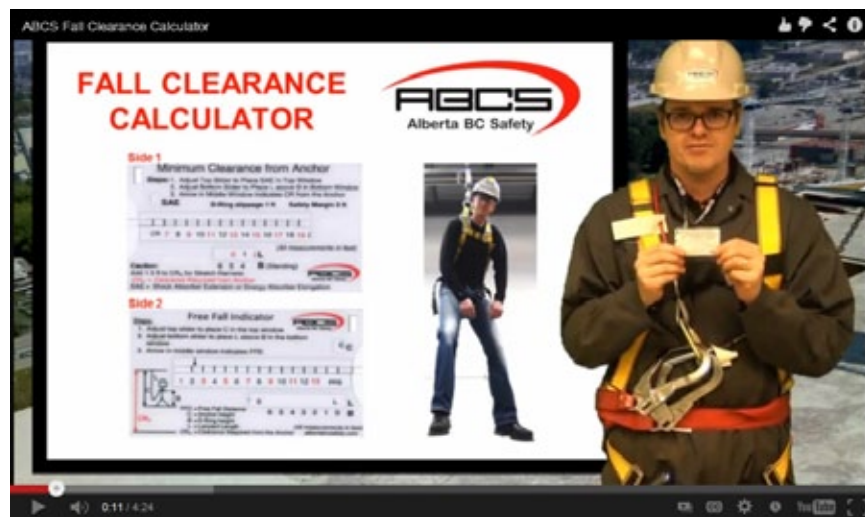
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Complacency is the quiet killer of safety cultures.

costs to change it. He came down off the zoom boom [and] he went in and reported himself. This guy was given 3 days off of work with no pay to sit in camp. This can cause a huge problem encouraging people not to admit their mistakes. Actions like this send a bad message throughout the organization and some people just may stop doing the right thing.”

Darryl Chipman, Director, CASCA

Punishing admirable behaviour or reprimanding those who point out unsafe conditions acts to destroy a safety culture.

“If someone comes forward and then gets yelled at or screamed at from the line manager, this will decrease the likelihood of them coming forward in the future. Employees want to feel empowered to do that and not feel repercussions. If you feel those repercussions, you’re not going to be empowered to stand up and say something.”

Marcia Minto, Program Manager for Government of Alberta OH&S Training & Education

7 Complacency – Complacency is the quiet killer of safety cultures. It can sneak up on organizations, divisions, departments or teams who have been doing things right for a long time without incident. With so much success behind them, it can become easy to forget the importance of ensuring adherence to the policies and procedures that were instrumental to their success. Assumptions are made that everyone knows what needs to be done and will continue to do so in a safe manner. Overconfidence can lead to

the relaxing of rules and procedures, which can trigger a subtle domino effect that becomes the undoing of a safety culture.

TIPS AND STRATEGIES

By this point it may seem that creating and sustaining a safety culture is not only difficult, which it is, but almost impossible. I assure you that it’s not. The following are helpful and inexpensive tips and strategies for creating a strong safety culture within your organization. Depending on your organization and its current culture, some suggestions might work better than others based your particular situation. The key is to identify the ones that make the most sense for your organization then implement them with consistency and determination one at a time to increase your chances of long-term lasting success.

1 Be willing to make sacrifices – It is important to realize that changing a culture will be much more difficult in some organizations than in others. In extreme situations, the transition from a weak safety culture to a strong one can be a painful process but, to make the change, tough choices, sacrifices, and a lot of determination are needed. In situations like these, an organization is likely to take a step backward before it can take steps forward in a safer direction.

“[In] one of the major construction companies in Alberta that I dealt with years ago, their lost time rate was going through the roof; they had some fatalities. They came and asked for help. I met with them

starting with senior management all the way down to supervisors—who are a really key element in effective safety—and workers. They determined that they were going to have a policy of zero tolerance and they implemented it and they stuck to it and they lost work because of it. They had to reduce their sales in the first year because they lost the cowboys who were working for them and they didn’t have enough people to do the jobs. Within 3 to 4 years they came back to where they were and bigger than where they were because they recruited the good guys and these ones stayed even when the company was paying a little less than its competitors because they would rather be there. So when they got back to the same level of sales, they were way more profitable because they were way more efficient and they didn’t have the cost of all the accidents and injuries.”

Ted Lane, Occupational Health and Safety Officer, Alberta Human Services

2 Engage employees – All too frequently safety policies and procedures are developed at the top of the organization and then passed down. A powerful way to improve employee engagement and compliance is to ask employees for their personal opinions, suggestions and solutions on safety related matters. If you are truly interested in their ideas and opinions, they will give them to you and it can have a positive impact on the organization when you implement them.

“We promote the guys to do some of the things in their own way. We just recently had some safety tour paperwork that the guys

Marcia Minto, MBA
Program Manager for Government of Alberta OH&S Training & Education

I have been with the Government of Alberta for 5 years and I currently manage the GoA OH&S Certificate Training Program within Corporate Human Resources. I’m involved in the design, development, evaluation, scheduling, and facilitation of the OH&S courses delivered through the program. I evaluate the quality and effectiveness of different program components like business processes, course content, and our team of volunteer facilitators.

Ted Lane
Occupational Health and Safety Officer, Alberta Human Services

Ted Lane began his career with OH&S in England as an inspector. Ted was subsequently seconded to the British Health and Safety Executive, specializing in the investigation of serious workplace accidents throughout the United Kingdom.

In 2000, Ted returned to Alberta and started work for the Alberta Government as an OH&S Officer.

typically fill out every day. We try to engage the folks in the field and one of the guys says, 'What if we were to change it to pictures on a template and writing it up rather than just a two-page write up on the hazards that we find from that day?' What a great idea, you have three pictures with a few sentences and then you can present that to everyone. This makes it easier to fill out the form, saves time, [it's] easier to review and that idea came right up from the field."

Darryl Chipman, Director, CASCA

3 Encourage candour – A key element of a strong safety culture is open, candid communication. All too often employees are either afraid to or are discouraged from speaking up when someone or something is unsafe, especially if management is involved. However, situations like these are the ones where candour is even more essential. Candid communication may initially feel uncomfortable to someone who is not used to an organizational climate where employees can be extremely blunt and forthright with anyone

in the organization including any level of management, even senior ones. Though done respectfully, nothing is held back when it comes to suggestions for improving and enforcing safety. A person from the frontline can approach a c-level executive and say, "John, you can never come back here without a hard hat. It's too much of a risk and it sends a bad message to everyone who works for you. You need to lead by example." In order to achieve this level of openness, an organization requires a solid foundation of trust and respect for people at all levels. Once achieved, people are no longer afraid to openly call out issues or unsafe behaviours, regardless of the person they are speaking to.

"Going into a workplace, I try to assess what the safety culture is just by observation. I'll go in as an inspector: I'll be wearing my hard hat, my very scary Occupational Health & Safety jacket and I'll probably be tailed around by a bunch of worried managers." Continuing on, "But I'll leave something off. Maybe my ear defenders off one ear or one of the side pieces missing off my

A key element of a strong safety culture is **open, candid communication.**



Darryl Chipman
Director, CASCA

As the monitor for the CASCA division of our parent company CEDA International, I monitor the safety, production and financial performance of CASCA divisions. My team makes efforts to reduce our exposure to hazards by focusing on operational efficiency and empowering our frontline members to provide potential solutions.

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safety glasses or whatever. If some guy that is working a lathe, driving a forklift or tweaking the floor says, 'Hey! Hey you! Get the hell out of here. You get that fixed. You can't come in here like that!' Guess what, that culture works."

*Ted Lane, Occupational Health and Safety Officer,
Alberta Human Services*

4 Lead by example – Leading by example is an effective strategy for building a strong safety culture as actions speak louder than words. When leaders, managers and supervisors all set the example consistently by following policies and procedures and wearing required PPE, it sends a powerful message to all employees that safety is important.

"A really good sign of an effective safety culture is when I get the MD (Managing Director) of the company and he puts all his safety gear on before he walks through the shop floor door."

*Ted Lane, Occupational Health and Safety Officer,
Alberta Human Services*

5 Promote transparency – Transparency is the state in which issues are exposed and performance statistics are openly shared. This exposure indirectly puts pressure on everyone to perform in a safe manner, reducing the likelihood of incidents happening.

Kinder Morgan is an example of a company that promotes transparency. On its public website, it's possible to view safety reports including OSHA recordable injuries and illnesses, avoidable company vehicle accidents, gas pipeline incidents and releases from onshore pipeline right-of-ways, all current and all online.

6 Employee empowerment – Empowerment is a great way to increase employee buy-in and compliance. It involves providing employees with the authority to make decisions that impact organizational safety. Empowerment sends a clear message that your employees are intelligent, capable people who can make important and sometimes tough decisions when it comes to safety.

"Our control centre operators do not have to get approval to shut down a pipeline

"Could you live content knowing that you could have made a difference by talking to him and reminding him there is a safer way?"



if they feel there is an unsafe condition. This is built into our procedures. It's part of our training and they will exercise that option when required. This can cost the organization large sums of money for every minute a pipeline is shut down. In a lot of cases it's a false alarm, but we ensure there are no repercussions for the employee."

*Dan Carter, Director-Central Region & Control Centre,
Kinder Morgan*

7 Make it personal – An important part of creating a strong safety culture is developing personal reasons for employees to work safely. When explaining why safety is important, do it in a way that employees can relate to and ensure that it makes sense for them personally. If you can make that personal connection, it will be more meaningful and can result in a significant change in safety behaviour.

"I was fairly new in the OHS field, when I had a guy come up to me and say, 'Safety is no good and no one can get me to change and do things differently'. He was an offshore worker at the time in Newfoundland, but migrating back and forth from Alberta. He was from the old school as we say. Well, I sat there and listened to him for a few minutes and then I decided on what approach I should use with him. He had a best friend that worked directly with him on the offshore oil rig.

I proceeded to say, 'If you do not want to look after yourself, then at least look after your peers, including your best friend that you work with.' Their families travel together and their kids played together all the

time. I now had his attention. I said, 'Think about it this way. You and your friend were both working on a shift and your friend was doing something that you saw was unsafe and you could have spoken to him and reminded him that there is a safer way but you chose not to. Your shift ends and you proceed to your room to clean up and your friend said he will be there shortly as he just wanted to finish up his task. He never showed up. Shortly after, there is a knock on the door and you are told that your friend had an incident and did not make it. How would you feel then? Could you live content knowing that you could have made a difference by talking to him and reminding him there is a safer way? How will you feel when you have to face his family and his kids back home? You need to think about that.' There was complete silence for 3-4 minutes and then his words to me were, 'I never thought about safety that way.' I knew it had hit home with him. Moving forward from that day, he became one of my best safety-conscious people on the offshore rig."

*Sharon Cole, OHS Consultant, Alberta Gaming and
Liquor Corporation*

8 Communicate frequently – Frequent and regular communication is critical for successful development of a safety culture. To be motivated to become safer, it is important for everyone to know where the company began in terms of safety, where it is at any point in time, and how far it has come. Adam Czarnecki, Human Resource Manager for Great West Kenworth, suggests sending out monthly statistics on injuries. This information can be provided during



Dan Carter
Director-Central
Region and Control
Centre, Kinder
Morgan

Dan Carter has enjoyed a 33 year career in the oil business starting in 1980 with Imperial Oil at the IOCO refinery in Port Moody, British Columbia. He attained his power engineering certifications at BCIT.

In 1995, Dan joined Trans Mountain Pipeline to work in pipeline operations as a Control Centre Operator. He operated pipeline systems for seven years before moving into a supervisory role with Kinder Morgan.



Adam Czarnecki
Human Resource
Manager, Great
West Kenworth

Adam Czarnecki, BA, CHRP, is a winner of the HRIA Award of Excellence, educator, writer, blogger, technology enthusiast, photographer, videographer and social media dabbler.

Adam is also an avid volunteer for many organizations including HRIA, HRAC, SAIT and MRU.

tailgate meetings, toolbox meetings, through bulletin boards, newsletters, emails, texts, or a variety of other mediums. Keep in mind that communication needs to be two-way, not just top-down. Ask questions and seek ideas, suggestions, and opinions.

9 Use appropriate rewards and recognitions – To help support the development of a strong safety culture ensure that safe behaviours and attitudes are rewarded and recognized, not by contests or in ways that might cause incidents to go unreported, but in long-term meaningful ways. Examples include consideration for internal promotions, raises, and bonuses.

“When we have safety positions that are available, we always hire from within. We have programs that are structured. Folks take safety courses and programs on their days off on their own time and they

become safety stewards. They receive a little incentive, maybe a dollar per hour and when we need to hire three more safety guys for new projects, we go to our books and say, ‘Whose taken courses?’”

Darryl Chipman, Director, CASCA

10 Start with yourself – When it comes to building a safety culture, the most important thing to remember is that it needs to start with you. Too often, the focus is on what others need to do—top management, coworkers, employees, supervisors, and foremen—but no matter what your position is, you have to start with you. If everyone waits for someone else to improve safety within the organization, it is unlikely that change will ever happen.

When it comes to building a safety culture, the most important thing to remember is that it needs to start with you.

When you see what people go through when someone dear to them is seriously injured or killed, you quickly realize that they would give almost anything to undo what happened. If a safety culture can prevent even one life from being lost or destroyed, it is worth the investment of time, money and effort. We shouldn't wait for a divesting accident or the loss of lives to change our ways and we shouldn't wait for other people to change first. We need to start with ourselves. With passion, time and consistency of purpose, you can positively impact the culture within your organization; it only requires the decision to make a difference. ■

Commercial Vehicle Audits

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National Safety Code Audits

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CayCan Safety is a government approved commercial vehicle auditor that provides professional services including audit preparation, National Safety Code audits and post audit compliance consulting.



www.CayCan.ca



BEAR AWARENESS

*learn the **danger**
spot the **signs**
reduce your **risks***

STAY SAFE

This online Bear Awareness training program covers information for individuals who spend time working, hunting, or enjoying recreational activities in bear country. The information in this course will help you become more knowledgeable about your surroundings, and prepare you to handle a situation where bears may pose a hazard to you.

HISE
INTEGRATED



ONLINE SAFETY TRAINING

COURSE DIRECTORY

AWARENESS



Aboriginal Awareness

\$34.95

This online Aboriginal Awareness course introduces the concept of culture to set the foundation for discussion of Canada's Aboriginal people, their values, concerns and history.

- What is culture?
- Becoming culturally aware
- Who are Canada's aboriginal people?
- Aboriginal history

Duration 90 Mins

Passing Mark 80%

Developed By Sotera Safety Inc.

EQUIPMENT



Advanced Rigging

COMING SOON

This online Advanced Rigging course covers important aspects of rigging including using a rigger's card to calculate complex lifts; weight transfer and crane loading during load turning; load drifting; pulling loads with winches and blocks; and moving loads with mechanical, air or hydraulic systems.

- Load turning and drifting
- Levers, jacking and rolling
- Winches and blocks
- Off-level pick points

Duration TBA

Passing Mark TBA

Developed By Industrial Training International

EQUIPMENT



Aerial Lifts and Scissor Lifts

\$89.95

This online Aerial Lifts and Scissor Lifts course covers the safe operation, inspection and anatomy of powered industrial aerial and scissor lifts.

- Anatomy and components
- Inspection and records
- Aerial lift regulations
- Common hazards

Duration 90 Mins

Passing Mark 80%

Developed By Hard Hat

DRIVING



Air Brakes

COMING SOON

This online Air Brakes course is designed as a refresher and study aid for individuals who will write an Alberta Air Brake knowledge test at a registry. This course is also ideal for individuals or corporations with employees who need air brake refresher training.

- Air brake system overview
- System failures
- Driving tips
- Air operated disc brakes

Duration TBA

Passing Mark TBA

Developed By Fleet Safety International

DRIVING



Alberta Defensive Driving

COMING SOON

Approved by the Alberta Government for removal of 3 demerit points from an Alberta operator's license, this online Defensive Driving course covers important aspects of safe driving.

- Collisions
- Drinking, Driving and Drugs
- Fatigue
- Distraction

Duration TBA

Passing Mark TBA

Developed By Fleet Safety International



Alcohol and Drug Awareness

\$39.95

This online Alcohol and Drug Awareness course emphasises the seriousness of being “fit-for-work” and identifies personal responsibilities as they relate to ensuring the health and safety of all workers.

- Legalities
- Work standards
- Testing
- Consequences

Duration 30 Mins

Passing Mark 80%

Developed By Apex Integrated West



Arc Flash Awareness

\$44.95

This online Arc Flash Awareness course offers a well-rounded approach to the basics of electrical safety and helps increase understanding of the dangers of electricity from both a shock protection and an arc flash point of view.

- What is an arc flash?
- Effects of an arc flash
- Protection methods
- Approach boundaries

Duration 75 Mins

Passing Mark 80%

Developed By A & E Training and Technical Solutions



Articulated Boom Truck (Knuckle Boom)

COMING SOON

This comprehensive online Articulated Boom Truck course meets the OSHA requirements for powered industrial articulated boom trucks, also known as knuckle boom trucks.

- Anatomy overview
- Crane operations
- Setup considerations
- Mobile crane hazards

Duration TBA

Passing Mark TBA

Developed By Hard Hat



Asbestos Hazard Awareness

COMING SOON

This online Asbestos Hazard Awareness course is specifically designed to provide an understanding of the hazards associated with working around asbestos.

- Workplace conditions
- Health effects
- Rights and responsibilities
- Control measures

Duration TBA

Passing Mark TBA

Developed By Vivid Learning Systems



Back Safety

\$49.95

This online Back Safety course covers safe lifting practices as well as important information that all individuals should know about the most common back injuries.

- Anatomy of the back
- Whole Life/Health cycle
- Lifting safety
- Back exercises

Duration 60 Mins

Passing Mark 80%

Developed By JJ Keller



Backing Safety Fundamentals

\$29.95

This online Backing Safety Fundamentals course explores the main risks associated with backing up a vehicle and offers simple solutions to reduce those risks.

- Avoiding backing up
- Circle checking
- Looking back
- Practice

Duration 30 Mins

Passing Mark 80%

Developed By Thinking Driver



Basic Rigger

COMING SOON

This online Basic Rigger course provides a quintessential introduction to rigging activities through discussion of rigging equipment, rigging equipment selection, and proper inspection techniques.

- Hitch capacities
- Sling protection
- Rigging identification
- Rigging inspection

Duration TBA

Passing Mark TBA

Developed By Industrial Training International



BC Safe Driving

\$95.00

This online BC Safe Driving course is a comprehensive defensive driving program designed to teach responsible driving practices and to help drivers of all experience levels become better drivers. This course covers the rules of the road and the obligations of drivers.

- Components of your vehicle
- Attentive driving activities
- Traffic safety laws
- Driving conditions

Duration 3.5 Hours

Passing Mark 70%

Developed By Canada Online Training Corporation



Bear Awareness

\$39.95

This online Bear Awareness course covers information that will assist in the identification of different bear species and to react appropriately should a bear be encountered in the wild.

- Characteristics of bears
- Differences between black bears and grizzly bears
- Bear country activities
- Bear confrontations

Duration 60 Mins

Passing Mark 80%

Developed By HSE Integrated



Bloodborne Pathogens

\$49.95

This online Bloodborne Pathogens course helps employers to provide a safe and healthy work environment for their employees and minimize the possibility of employee exposure to bloodborne pathogens.

- Transmission
- Prevention
- Workplace exposure
- Emergency response

Duration 45 Mins

Passing Mark 80%

Developed By Vivid Learning Systems



Bloodborne Pathogens: Exposure in the Workplace

\$49.95

This online Bloodborne Pathogens: Exposure in the Workplace course provides important information that workers and supervisors can use to protect themselves from being exposed to blood or blood-containing materials in the workplace.

- Exposure control plan
- Personal protective equipment
- Responding to emergencies
- Signs and labels

Duration 60 Mins

Passing Mark 80%

Developed By JJ Keller



Boom Truck

\$89.95

This comprehensive online Boom Truck course provides information on the safe operation of powered mobile cranes. This course meets OSHA requirements for powered industrial boom trucks.

- Anatomy and components
- Crane stability and load charts
- Basic rigging principles
- Safe operation

Duration 90 Mins

Passing Mark 80%

Developed By Hard Hat



Chainsaw Safety

\$79.95

Chainsaw safety is critically important as chainsaws are often the most dangerous tool on a work site. This online Chainsaw Safety course will increase understanding of the dangers of chainsaws and the steps required to operate them safely.

- Safe chainsaw handling
- Required equipment
- Felling trees
- Cutting techniques

Duration 60 Mins

Passing Mark 80%

Developed By HRS Group Inc.



Compliance, Safety and Accountability for Non-Drivers

\$49.95

This online Compliance, Safety and Accountability (CSA) course provides an overview of CSA, the specific ways that CSA affects your job and the jobs of other non-driving personnel, and how you and others can have an impact on your company's CSA score.

- The CSA system
- Role of the operations department
- Maintenance functions
- Safety functions

Duration 90 Mins

Passing Mark 80%

Developed By JJ Keller



Confined Space Entry

\$89.95

This online Confined Space Entry course provides important information for individuals required to work within a confined space.

- Recognizing confined spaces
- Eliminating and controlling hazards
- Responsibilities
- Personal Protective Equipment (PPE)

Duration 2.5 Hours

Passing Mark 80%

Developed By Safety Coordination Services



Confined Space Entry and Monitor

\$109.95

This online Confined Space Entry and Monitor course provides information to individuals required to perform tending worker duties to personnel working in a confined space.

- Confined space entry planning
- Entry authorization
- Confined space monitor responsibilities
- Emergency and rescue procedures

Duration 3 Hours

Passing Mark 80%

Developed By Safety Coordination Services



Defensive Driving

\$49.95

This online Defensive Driving course explores the six components of the SAFER System of defensive driving: Space, Attitude, Foresight, Eyesight and Responsibility.

- Driver competency model
- SAFER defensive driving system
- Common collisions
- Advanced driving skills

Duration 3 Hours

Passing Mark 80%

Developed By Fleet Safety International



Defensive Driving Attitudes

\$49.95

This online Defensive Driving Attitudes course encourages drivers to think about motivations and personal factors that cause excessive risk taking and impulsive driving decisions.

- Pet peeves
- Stress
- Anger
- Aggressive driving

Duration 90 Mins

Passing Mark 80%

Developed By Thinking Driver



Defensive Driving Fundamentals

\$49.95

Driving is a serious responsibility. This online Defensive Driving Fundamentals course explains how the five fundamentals of defensive driving can be used to reduce risk to you and others.

- Thinking and looking ahead
- Anticipating hazards
- Keeping options open
- Managing risk

Duration 90 Mins

Passing Mark 80%

Developed By Thinking Driver



Drowsy Driving: Taking Responsibility

\$49.95

Fatigue can be a silent killer when driving. This online Drowsy Driving: Taking Responsibility course reviews the dangers of drowsy driving and provides strategies that work to prevent it.

- Defining fatigue
- Understanding sleep
- Recognizing fatigue
- Fatigue strategies

Duration 2.5 Hours

Passing Mark 80%

Developed By Fleet Safety International



Effects of Stress on Driving

\$39.95

This online Effects of Stress on Driving course explains how workday stress can result in distracted driving, poor decision making, and physical impairments such as loss of peripheral vision or muscle coordination.

- Adrenaline and your brain
- Sign of stress overload
- Road rage
- 0-60 escalation

Duration 60 Mins

Passing Mark 80%

Developed By Medea and Associates



Electrical Hazard Identification and Risk Assessment

\$44.95

This online Electrical Hazard Identification and Risk Assessment course focuses on aspects of hazard identification and risk assessment as outlined in Canadian Standards Association CSA Z462-12 Workplace Electrical Safety.

Duration 60 Mins**Passing Mark** 80%

- Hazard identification process
- Risk assessment parameters
- Responsibilities and regulations
- Risk reduction strategies

Developed By A & E Training and Technical Solutions

Electrical Safety Training

\$89.95

This online Electrical Safety course provides a well rounded approach to the basics of electrical safety and helps increase understanding of the dangers of electricity from both a shock protection and arc flash protection point of view.

Duration 3 Hours**Passing Mark** 80%

- Energy flow and barriers
- Induction
- Step and touch potential
- Safe work procedures

Developed By A & E Training and Technical Solutions

Emergency Procedures

\$49.95

This online Emergency Procedures course covers proper procedures for responding to a wide variety of emergency situations including medical emergencies, fires, natural disasters, explosions, bomb threats, hazardous spills and acts of violence.

Duration 60 Mins**Passing Mark** 80%

- Medical emergencies
- Fire emergencies
- Evacuation and reporting
- Escape

Developed By Vivid Learning Systems

Fall Protection

\$89.95

This comprehensive online Fall Protection course is designed for individuals who plan, supervise, or perform work at heights. This course covers many aspects of fall protection including fall protection planning, equipment, safety measures, and controls.

Duration 3 Hours**Passing Mark** 80%

- Fall prevention
- Fall hazards and controls
- Fall rescue planning
- Arresting falls and swing falls

Developed By Safety Coordination Services

Fall Protection Awareness

\$39.95

The online Fall Protection Awareness course provides employers and employees with a basic understanding of workplace fall hazards and the control measures that can eliminate or mitigate those hazards.

Duration 90 Mins**Passing Mark** 80%

- Common workplace fall hazards
- Fall protection equipment
- Fall protection plans
- Emergency response planning

Developed By Second Impressions

Fatigue Management for Supervisors

\$49.95

This online Fatigue Management for Supervisors course is specifically designed to assist organizational leaders to understand fatigue, learn how it effects their employees, and evaluate their own organization for fatigue dangers.

Duration 2 Hours**Passing Mark** 80%

- Fatigue and the law
- Defining fatigue
- Fatigue strategies
- Your responsibilities

Developed By Fleet Safety International

Firefighting & Fire Extinguisher Safety

\$79.95

This online Firefighting & Fire Extinguisher course provides the basic knowledge and skills required to fight a small fire. Topics covered in this course include types of fires, fire extinguishers, and extinguishing agents; fire extinguisher operation; and firefighting procedures.

Duration 90 Mins**Passing Mark** 80%

- The fire triangle
- Fire classifications
- Types of fire extinguishers
- Firefighting procedures

Developed By Astec Safety Inc.



First Aid Awareness

\$39.95

This comprehensive online First Aid Awareness course is designed to provide information required to respond appropriately to injuries and medical emergencies. This course is appropriate for those with or without prior First Aid training.

- Shock
- Wounds and bleeding
- Choking
- Heart attacks

Duration 60 Mins

Passing Mark 80%

Developed By Inter Provincial Safety Resources



First Aid Interactive Refresher

\$29.95

This online First Aid Interactive Refresher course is a collection of emergency simulations that provides opportunities to practice first aid and safety management.

- Injury prevention
- Universal precautions
- Primary and secondary assessments
- Directing bystanders

Duration 45 Mins

Passing Mark 80%

Developed By SOS First Aid and Safety Training



Forklift Fundamentals

\$49.95

This online Forklift Fundamentals course provides an overview of key aspects of safe forklift operation through discussion of forklift types, features, controls and safety devices.

- Forklift types and differences
- Forklift parts
- Forklift controls
- Safety features

Duration 30 Mins

Passing Mark 80%

Developed By Vivid Learning Systems



Forklift Operator Safety

\$49.95

This online Forklift Operator Safety course covers topics relevant to the safe operation of forklifts including pre-operation inspections, load handling and maintenance.

- General safety
- Pre-operation
- Operation
- Load handling

Duration 90 Mins

Passing Mark 80%

Developed By JJ Keller



Four-Wheel Drive Fundamentals

\$49.95

This online Four-Wheel Drive Fundamentals course provides basic information required for safe operation of commercial four-wheel and all-wheel drive vehicles.

- Equipment familiarization
- Ascending & descending hills
- Vehicle stability
- Operating transfer cases and axles

Duration 30 Mins

Passing Mark 80%

Developed By Thinking Driver



Gas Detection

COMING SOON

Designed for personnel in the oil and gas industry who work with or near flammable substances, this online Gas Detection course covers flammable substances, their detection, and the use of appropriate control methods.

- Gas and vapour detection
- Combustible gas monitors
- Interpreting gas readings
- Control methods

Duration TBA

Passing Mark TBA

Developed By Safety Man



GHS Awareness

\$59.95

This online GHS Awareness course is aimed at the worker or handler of hazardous chemicals and introduces general awareness under OSHA 29 CFR 1910.1200. Learners will gain an understanding of Hazcom requirements and their role and responsibilities in the workplace.

- Roles and responsibilities
- Basic classification
- Labeling
- Safety Data Sheets (SDS)

Duration 90 Mins

Passing Mark 80%

Developed By ICC Compliance Center

GHS TRAINING

SUPERVISOR MANAGER
ONLINE TRAINING

GHS for Supervisors

\$374.95

This online GHS for Supervisors course is aimed at supervisors, managers and chemical specialists who are responsible for OSHA or health and safety in the workplace. This course covers the new requirements under HAZCOM 2012 29CFR 1910.1200.

- Roles and responsibilities
- Hazard communication system
- Workplace labeling systems
- Safety Data Sheets (SDS)

Duration 3 Hours

Passing Mark 80%

Developed By ICC Compliance Center



Ground Disturbance for Supervisors

\$84.95

This online Ground Disturbance for Supervisors course is designed for planners, managers, supervisors and employees who are or will be required to develop, plan and implement any kind of ground disturbance.

- Regulations and responsibilities
- Approvals, permits and agreements
- Ground disturbance planning
- Stages of ground disturbance

Duration 3 Hours

Passing Mark 80%

Developed By Astec Safety Inc.



H2S Awareness and Emergency Response

COMING SOON

Intended for workers who may be exposed to hydrogen sulfide, this online H2S Awareness and Emergency Response course provides valuable information for protecting workers and preparing them for emergency situations involving H2S.

- H2S properties and hazard assessment
- H2S gas detection
- Breathing protection
- H2S emergency response and first aid

Duration TBA

Passing Mark TBA

Developed By MISAFETY



Hazard Assessment

\$49.95

This online Hazard Assessment course provides an understanding of the importance of hazard assessments on the overall performance of health and safety management systems.

- Hazard identification
- Hazard evaluation
- Hazard prioritization
- Hazard control

Duration 75 Mins

Passing Mark 80%

Developed By Integrated Safety Solutions



Hazard Communication

\$49.95

This online Hazard Communication course provides important information on safety data sheets, pictograms, potential health effects of hazardous chemicals, and what workers can do to make everyday a safe workday.

- Hazard communication standard
- How hazards are determined
- Safety Data Sheets (SDS)
- Labels and warnings

Duration 60 Mins

Passing Mark 80%

Developed By Vivid Learning Systems



Hours of Service

COMING SOON

This online Hours of Service course provides an overview of Canada's Federal Commercial Vehicle Drivers Hours of Service Regulations (SOR/2005-313).

- Duty status categories
- Daily, cycle and work shift limits
- Special permits
- Daily logs

Duration TBA

Passing Mark TBA

Developed By Wheels On / Astec Safety Inc.



Hours of Service: A Driver's Guide

\$49.95

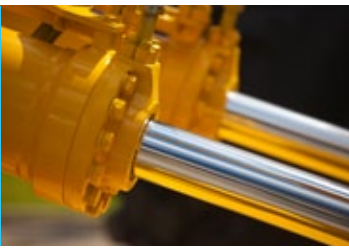
This online Hours of Service course helps drivers understand U.S. Hours of Service regulations and recordkeeping requirements.

- Driving time rules
- Exemptions
- Completing daily logs
- Monthly summary sheets

Duration 90 Mins

Passing Mark 80%

Developed By JJ Keller



Hydraulic Safety: Exposure Level

\$179.95

Designed for individuals who work on or near hydraulic equipment, this online Hydraulic Safety: Exposure Level course provides an awareness of hydraulic hazards in the workplace.

- Exposure to hydraulic fluids
- Potential hazards
- Pressure ratings
- Hazard assessment

Duration 4.5 Hours

Passing Mark N/A

Developed By Hydraulic Safety Authority of Canada



Hydraulic Safety: High Risk Maintenance Level

\$279.95

This industry leading online Hydraulic Safety: High Risk Maintenance Level course provides an understanding of hydraulic energy hazards and controls for workers who repair and maintain hydraulic equipment.

- Exposure
- Hazards
- Inspections
- Maintenance and planning

Duration 10 Hours

Passing Mark N/A

Developed By Hydraulic Safety Authority of Canada



Intermediate Rigging

COMING SOON

This online Intermediate Rigging course provides an overview of important aspects of rigging including locating a load's centre of gravity, using formulas to estimate load weight, preventing overloading, and hitch configurations.

- Centre of gravity
- Sling tension
- Load distribution and control
- Load weight estimation

Duration TBA

Passing Mark TBA

Developed By Industrial Training International



ISTS Orientation Training

\$65.95

The Industrial Safety Training System (ISTS) Orientation training meets BC, Alberta and Saskatchewan legislative orientation requirements and introduces workers to the basic principles of hazard recognition, evaluation and control.

- Legislation and you
- Workplace hazards
- Personal Protective Equipment (PPE)
- Emergency response

Duration 3.5 Hours

Passing Mark 100%

Developed By IMPACT Orientations Inc.



Ladder Safety

\$49.95

This online Ladder Safety course identifies hazards inherent with ladder work, provides safe practices to reduce or eliminate these hazards, reviews techniques for determining fall protection requirements and provides strategies for determining how and when to inspect ladders.

- Types of ladders
- Ladder hazards
- Safe ladder practices
- Inspection requirements

Duration 45 Mins

Passing Mark 80%

Developed By Vivid Learning Systems



Ladder Safety for General Industry

\$49.95

This online Ladder Safety for General Industry course covers common ladder dangers, techniques for choosing the right ladder for a job, and how to use ladders safely to protect yourself and others from harm.

- Ladder types
- Falls
- Ladder hazards
- Accident prevention

Duration 45 Mins

Passing Mark 80%

Developed By JJ Keller



Lithium Battery Safety

\$144.95

The online Lithium Battery Safety course addresses the unique dangers lithium anode batteries present to workers servicing and repairing industrial equipment.

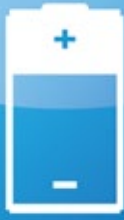
- Oil industry uses
- Cell design
- MSDS
- Proper handling and storage

Duration 2 Hours

Passing Mark 80%

Developed By Safety Coordination Services

SAFETY



Lithium Battery Transport

\$129.95

Lithium batteries pose unique concerns when shipped by air. This online Lithium Battery Transport course presents detailed information on how to properly ship lithium batteries by air.

- IATA/ICAO regulations
- UN specific packaging
- Marking and labeling
- Declarations and waybills

Duration 2.5 Hours**Passing Mark** 80%**Developed By** ICC Compliance Center

SAFETY



Lockout Tagout

\$29.95

This online Lockout Tagout course will increase understanding of the key elements of the Lockout Tagout regulation (29CFR 1910.147, Subpart J, Control of Hazardous Energy) issued by the Occupational Safety and Health Administration (OSHA).

- Hazardous energy
- Formal procedures
- Identification and review
- Lockout tagout application

Duration 60 Mins**Passing Mark** 80%**Developed By** ICC Compliance Center

SAFETY



Lockout Tagout in the Workplace

\$49.95

This comprehensive online Lockout Tagout in the Workplace course covers the steps to correctly lock and tag out equipment, devices used for lockout tagout, and the elimination of potentially fatal hazards through implementation of proper lockout tagout procedures.

- Lockout tagout devices
- Legal requirements and penalties
- Seven steps of lockout tagout
- Creating a workplace program

Duration 90 Mins**Passing Mark** 80%**Developed By** HRS Group Inc.

SAFETY



OH&S and the Law for Supervisors

\$99.95

This online OH&S and the Law for Supervisors course offers a comprehensive understanding of the Occupational Health & Safety Act and other key pieces of health and safety legislation for those in supervisory positions within the workplace.

- Roles, rights and responsibilities
- Health and safety representation
- Joint Health & Safety Committees
- Criminal justice in the workplace

Duration 2 Hours**Passing Mark** 80%**Developed By** HRS Group Inc.

EQUIPMENT



Overhead Cranes

COMING SOON

This online Overhead Cranes course covers important aspects of overhead cranes including their components, rigging, operation and inspection.

- Hoist machinery
- Safe operation
- Rigging considerations
- Hardware inspections

Duration TBA**Passing Mark** TBA**Developed By** Hard Hat

EQUIPMENT



Pedestal Mounted Cranes

COMING SOON

This online Pedestal Mounted Cranes course covers important aspects of pedestal mounted cranes including their components, hazards, rigging, and operation as well as applicable mobile crane regulations.

- Maritime crane regulations
- Inspections and records
- Common hazards
- Rigging practices

Duration TBA**Passing Mark** TBA**Developed By** Hard Hat

SAFETY



Personal Protective Equipment: Safe at Work

\$49.95

Personal protective equipment (PPE) protects workers and their livelihood when hazards are present in the workplace. This course teaches employees and their managers how to properly choose, use and maintain PPE in the workplace.

- Head protection
- Hand and foot protection
- Respiratory protection
- Hearing conservation

Duration 60 Mins**Passing Mark** 80%**Developed By** JJ Keller



Pre Trip Inspection

\$89.95

This online Pre Trip Inspection course provides drivers with an understanding of how to properly perform their required inspections as per National Safety Code compliance and explains how to address any defects that may be found.

- Preparing for the inspection
- Performing the inspection
- Air brake systems
- Defects

Duration 60 Mins

Passing Mark 80%

Developed By CayCan Safety



Rough Terrain Cranes

COMING SOON

This online Rough Terrain Cranes course covers important aspects of rough terrain cranes including their components, hazards, rigging, and operation.

- Safe operation
- Rigging practices
- Common hazards
- Set up considerations

Duration TBA

Passing Mark TBA

Developed By Hard Hat



Safe Slings and Rigging

\$199.95

This online Safe Slings and Rigging course covers the regulations, practices and techniques required to safely sling and rig loads.

- Pre-lift hazard assessments
- Wire rope construction
- Types of rigging hitches
- Crane and hoist signals

Duration 5.5 Hours

Passing Mark 80%

Developed By Crane Safety



Safety Moments

\$79.95

Safety Moments are a series of short online safety videos that can be used to kick off your meetings with dynamic, thought provoking safety points that are great for on or off the job.

- Driver distraction
- Protect your head
- Repercussions of your actions
- Animals on the road

Duration 90 Mins

Passing Mark N/A

Developed By Safety Moments



Sexual Harassment for Supervisors

\$34.95

This comprehensive 2-part Sexual Harassment For Supervisors course covers harassment and retaliation situations, supervisor responsibilities, and employee complaint procedures.

- Types of harassment
- Laws, policies and procedures
- Responsibilities and liabilities
- Confidentiality

Duration 2 Hours

Passing Mark 100%

Developed By Workplace Training Network



Shipping Dangerous Goods by Air

\$289.95

This online Shipping Dangerous Goods by Air course is designed to introduce new workers to regulations and procedures for packaging and preparing documentation required to ship dangerous goods by air.

- Federal and international regulations
- Classification of dangerous goods
- Marking and labeling
- Releases and reporting

Duration 4 Hours

Passing Mark 80%

Developed By ICC Compliance Center



Shipping Dangerous Goods by Sea

\$224.95

This online Shipping Dangerous Goods By Sea course is ideal for the beginner or anyone wanting to become familiar with the IMDG regulations for shipping dangerous goods by water.

- Classification of dangerous goods
- Packaging selection and standards
- Marking and labeling
- Loading and segregation

Duration 2 Hours

Passing Mark 80%

Developed By ICC Compliance Center



Signal Person & Crane Operations

COMING
SOON

This online Signal Person & Crane Operations course prepares personnel to work with and around mobile and overhead cranes by covering the responsibilities of the signal person and crane operator, signaling, and basic crane operation.

- Hand signals
- Voice signals
- Knots, hitches and taglines
- Crane operation

Duration TBA

Passing Mark TBA

Developed By Industrial Training International



Slips, Trips and Falls

\$49.95

This online Slips, Trips and Falls course helps employees to identify hazardous conditions and unsafe practices that can lead to slips, trips and falls in the workplace.

- Good housekeeping
- Floor openings and other hazards
- Employer and worker responsibilities
- Appropriate behaviour

Duration 45 Mins

Passing Mark 80%

Developed By Vivid Learning Systems



Sit-Down Counterbalanced Forklifts

COMING
SOON

This online Sit-Down Counterbalanced Forklift course covers important aspects of sitdown forklifts including inspections, safe operation, maintenance and components.

- Stability
- Safe load handling
- Hazards
- Inspections and records

Duration TBA

Passing Mark TBA

Developed By Hard Hat



Stand Up Forklifts

\$89.95

This online Stand Up Forklifts course covers important aspects of safe forklift operation including stability, capacity, inspections, load handling, battery care and avoidance of common hazards.

- Stand up forklift components
- Forklift stability
- Common hazards
- Safe operation

Duration 90 Mins

Passing Mark 80%

Developed By Hard Hat



Standard First Aid

VARIABLES BY
LOCATION

Available in Alberta, Saskatchewan and Manitoba, this blended learning Standard First Aid course covers information needed to respond to a medical emergency either on the job or at home.

- Fractures, dislocations and sprains
- Heart attacks, angina and strokes
- Wounds and bleeding
- Head and spinal injuries

Duration 6 Hours

Passing Mark 80%

Developed By Inter Provincial Safety Resources



Standard First Aid and CPR

\$119.95

Available in Ontario, this blended learning Standard First Aid course covers information needed to respond to a medical emergency either on the job or at home. To receive Standard First Aid Certification, both the online theory and an in-class training session must be successfully completed.

- Emergency scene management
- Head, spine and pelvic injuries
- Shock, fainting and unconsciousness
- AED

Duration 5 Hours

Passing Mark 80%

Developed By Rescue 7



Standard First Aid Recertification

VARIABLES BY
LOCATION

For current Alberta Standard First Aid certificate holders, this Alberta Standard First Aid Recertification program includes an online pre-examination theory review, an in-class skills refresher, a practical skills assessment, and a written Alberta Standard First Aid theory exam.

- Assessing the scene
- Head injuries
- Heart attacks
- Poisoning

Duration 6 Hours

Passing Mark 80%

Developed By Inter Provincial Safety Resources



Telescopic Handler

COMING
SOON

This online Telescopic Handler course covers important aspects of telescopic handlers including components, inspections, records, hazards, safe operation, and loading.

- Forklift stability
- Safe load handling
- Safe operation
- Inspections and records

Duration TBA

Passing Mark TBA

Developed By Hard Hat



Traffic Control Persons for Construction

\$59.95

This online Traffic Control Persons for Construction course explains the techniques, equipment and legal requirements for traffic control persons in a construction environment.

- Safety equipment
- Stop/slow signs and hand signals
- Job preparation
- Traffic control systems

Duration 60 Mins

Passing Mark 80%

Developed By HRS Group Inc.



Transportation of Dangerous Goods

\$34.95

This online Transportation of Dangerous Goods course is designed to teach individuals about regulations governing the transportation of dangerous goods within Canada.

- Dangerous goods classification
- Placards and UN numbers
- Label requirements
- Packaging and vessel requirements

Duration 3.5 Hours

Passing Mark 80%

Developed By Wheels On



Utility Bucket Rescue

\$49.95

Accidents sometimes happen that require an employee to rescue a coworker. This online Utility Bucket Rescue course provides information necessary to respond appropriately if a bucket rescue is required.

- Safety procedures
- Bucket tilt rescue
- Non-tilt bucket rescue
- Corner mount rescue

Duration 30 Mins

Passing Mark 80%

Developed By Vivid Learning Systems



Utility Boom Trucks

COMING
SOON

This online Utility Boom Truck course covers important aspects of utility trucks including inspections, records, hazards, safe operation, rigging and components.

- Utility truck anatomy
- Load charts
- Rigging practices
- Safe operation

Duration TBA

Passing Mark TBA

Developed By Hard Hat



Vehicle Mounted Aerial Lifts (Bucket Trucks)

COMING
SOON

This online Vehicle Mounted Aerial Lifts course covers important aspects of vehicle mounted aerial lifts including inspections, records, hazards, safe operation, rigging and components.

- Platform and controls
- Critical lifts
- Aerial lift hazards
- Safe operation

Duration TBA

Passing Mark TBA

Developed By Hard Hat



WHMIS

\$29.95

This online WHMIS course provides a comprehensive series of lessons on the essential topics of the Workplace Hazardous Materials Information System.

- Six WHMIS classes
- Eight hazard symbols
- Roles and responsibilities
- MSDS

Duration 75 Mins

Passing Mark 80%

Developed By Safety Coordination Services



WHMIS & TDG

\$64.90

This online WHMIS and TDG package course provides a comprehensive understanding of both the Workplace Hazardous Materials Information System and regulations for the transportation of dangerous goods within Canada.

Duration 4.75 Hours

Passing Mark 80%

Developed By Safety Coordination Services / Wheels On

- What is WHMIS?
- WHMIS labels and symbols
- TDG regulations
- Placards, labels and safety marks



Winter Driving

\$49.95

This online Winter Driving course is designed for organizations and individuals who wish to review and enhance their winter driving knowledge.

Duration 90 Mins

Passing Mark 80%

Developed By Fleet Safety International

- Preparing for winter driving conditions
- Getting unstuck
- Trapped in a blizzard
- Defensive driving



Winter Driving Fundamentals

\$24.95

This online Winter Driving Fundamentals course explores the main risks associated with winter driving and offers simple solutions to reduce winter driving risk.

Duration 30 Mins

Passing Mark 80%

Developed By Thinking Driver

- Winter driving conditions
- Traction and control
- Elements of control
- Driving skills



Workplace Harassment: The Real Deal

\$24.95

This online Workplace Harassment course defines and demonstrates various types of harassment as well as explains supervisor responsibilities, employee complaint procedures, and the potential for legal exposure.

Duration 60 Mins

Passing Mark 80%

Developed By Workplace Training Network

- Harassment and retaliation
- Impact and intent
- Responsibilities and liabilities
- Complaint procedures

COMING SOON

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- Respiratory protective equipment
- H₂S health effects
- Detection of atmospheric hazards
- OH&S safe working limits
- First Aid for H₂S exposure



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Since 2005 we have been teaching First Aid/CPR/AED & safety courses to workplaces, industry, colleges, schools and health care facilities in Calgary and surrounding area. About First Aid offers over 20 plus online safety courses. We are also offering the first online blended learning Standard First Aid Course in Alberta. As well, we teach the following either on site or at one of our two training facilities: Red Cross Standard First Aid, Emergency First Aid, Workplace Emergency First Aid, Wilderness & Remote First Aid plus all levels of CPR including AED.

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IPSR



Inter Provincial Safety Resources Ltd. (IPSR), based in Calgary, Alberta, has been providing government approved first aid training since 1991. IPSR founder and owner, Martin Lesperance, draws upon his 25 years of experience as a firefighter and paramedic to ensure that IPSR's first aid courses are relevant, informative, comprehensive, and entertaining.

Combining online theory with classroom training, IPSR has developed a blended learning First Aid program that is approved by the Alberta and Manitoba governments. Visit the IPSR website to learn more.

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*Approved by the Alberta Government Ministry of Human Services