

SMARTER**NOW!**

RMS WEB-BASED TRAINING



# Risk Management Services

SMARTER**NOW!** LEARNING MANAGEMENT SYSTEM



**PHILADELPHIA**  
INSURANCE COMPANIES

A Member of the Tokio Marine Group

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\* - Available in Spanish



# Risk Management Services

## SMARTERNOW! COURSE DESCRIPTIONS

### **Abuse Prevention/Bullying**

#### **YMCA Abuse Prevention Series –Module 1 - Defining and Identifying Child Abuse: 25 mins**

Learn about the four different types of child abuse and the warning signs. This training is geared toward staff or volunteers who work with youth

#### **YMCA Abuse Prevention Series –Module 2 - Strategies for preventing and responding to Child Abuse: 25 mins**

This module discusses acceptable vs. unacceptable types of physical contact with a child, where abuse may occur, and proper supervision techniques.

#### **YMCA Abuse Prevention Series - Module 3 - Bullying: 25 mins**

Bullying is defined as unwanted, aggressive behavior among youth that involves a real or perceived power imbalance. In this training module you will learn:

- Defining the different effects and forms of bullying
- Implementing best practices in bullying prevention
- Responding to bullying using examples of strategies that work

#### **YMCA Abuse Prevention Series - Annual Refresher Course: 25 mins**

An annual refresher course covering

- Defining child abuse
- Discussing trends and statistics about child abuse
- How and where abuse might happen at the Y
- Implementing best practices to avoid incidents
- How to respond

#### **Summer Program Safety: 25 mins**

This module reviews the typical exposures in Children's Summer Programs. This program encourages staff to think "Safety".

- Severity exposures
- Accident prevention
- Managing accidents

### **Aquatics**

#### **Shallow Water Blackout: 30 mins**

The Shallow Water Blackout DVD is a comprehensive 30-minute presentation divided into four categories: (1) Introduction and definitions, (2) Shallow Water Blackout, (3) Genetic "Drowning" triggers, and (4) Summary and quiz.

#### **Disappearing Dummies: 10 mins**

This training clearly and effectively illustrates the phenomenon of *Visual Body Blindness*, and exemplifies how difficult it is for lifeguards to detect victims once they submerge beneath the surface of the water.

#### **Five Minute Scanning Strategy: 10 mins**

The Five Minute Scanning Strategy® helps lifeguards improve concentration and attention, while reducing boredom by changing the mental process every five minutes.

#### **Safe Pool Operation: 31 mins**

Pools, hot tubs, splash pads and other water features are a big draw for hotels and recreational facilities. Swimming is a lot of fun, but public pools can present serious health risks to guests and employees if they are not properly designed and maintained, and if safety rules are not carefully followed. Ensuring a safe and healthy pool environment requires that all employees who work in and around the pool area understand the basics of pool hygiene and safety, and how to protect themselves and others from harm. This course will provide learners with information about the chemical hazards, physical hazards, and recreational water illness hazards associated with pools, proper procedures for controlling those hazards, and proper procedures for responding to emergencies in and around the pool. This course is designed for all employees that work near pools, spas and other water features.

# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## **Drivers Training**

### **\*Driver Safety - 20 mins**

The National Highway Traffic Safety Administration (NHTSA) reports that 32,675 people were killed and approximately 2.3 million were injured in vehicle crashes in 2014. This course will teach employees who drive on company business safe driving habits and defensive driving methods. Employees will learn how to identify accident prevention and safe driving habits, identify potential road hazards, and recognize hazardous driving behaviors and methods to correct them. This course is presented in English and Spanish.

### **Vehicle Backing Safety -17 mins**

Even though most of us spend less than 1% of our driving time in reverse, the National Safety Council estimates that one in four vehicle accidents occur while backing, and that most backing accidents are caused by drivers using poor backing techniques. Backing can be particularly hazardous for drivers on the job, especially when backing large vehicles or vehicles with trailers. Learners who successfully complete this course should be able to identify general backing hazards and safe practices when backing. If learners' job duties include driving large vehicles, such as semi-trucks or construction vehicles, they should also be able to identify general backing hazards and safe practices for larger vehicles.

### **Hazards of Speeding - 11 min**

Someone dies in a motor vehicle accident about once every twelve minutes. It is estimated that speeding is a factor in over 30 percent of those traffic fatalities, which translates to 10,000 -13,000 deaths a year. Learners that successfully complete this course will demonstrate the ability to recognize speeding hazards and identify strategies to minimize, eliminate or avoid them. This course is designed for employees in all industries who, during the course of their regular job duties, will operate a motor vehicle on public roadways. Employers may also be interested in these related courses: Basic Driver Safety, Distracted Driver, Road Rage, Delivery Driver Safety, and Hazardous Driving Conditions.

### **\*Hazardous Driving Conditions - 17 mins**

Driving can be dangerous any time, but hazardous road and weather conditions can greatly increase the chances of accidents. Statistically, driving accidents occur at highly elevated rates during hazardous weather conditions, such as snow, sleet, ice, rain and fog. Learners who successfully complete this course should be able to identify hazardous driving conditions and methods for eliminating, minimizing or avoiding those hazards. This course is meant for employees who, as part of their regular job duties, are required to operate a motor vehicle on public roads. This course is presented in English and Spanish.

### **Road Rage - 14 mins**

Road rage is incredibly dangerous, causing almost 2/3 of all traffic fatalities. It is sadly also very common; in one survey nearly 90% of drivers stated that they had witnessed a road rage incident in the past month. This course is designed to give drivers the information and skills necessary to react as safely as possible to potentially dangerous situations on the road. Learners who successfully complete this course will be able to recognize the signs of aggressive driving behavior in themselves and others. Learners will also be able to identify constructive responses and prevention measures that can be used to avoid injury due to aggressive drivers/driving. This course is designed for employees in all industries who, during the course of their regular job duties, will operate a motor vehicle on public roadways. Employers may also be interested in these related courses: Basic Driver Safety, Distracted Driver, Hazards of Speeding, Delivery Driver Safety, and Hazardous Driving Conditions

### **Driver Safety On and Off Campus - 20 mins**

On average, 30,000-40,000 drivers are killed each year in the United States, and more than 2 million are injured. Across all types of industries, vehicle accidents are consistently one of the largest causes of on-the-job injuries and fatalities. This risk can be amplified on college and university campuses if young and inexperienced drivers are required to drive institution-owned vehicles on the job. During this course, learners will find out about the general requirements for work-related driving on/for colleges and universities, safety requirements for work-related driving, recommended safe practices for driving with various road hazards, and recommended techniques for avoiding dangerous driving behaviors. This course is designed for all employees on college and university campuses who may be expected to drive vehicles on or off campus as part of their normal job duties. While this course addresses OSHA training requirements, there may be a site-specific training component required that must be fulfilled by an employer

### **\*Distracted Driver - 13 mins**

Most people understand that distracted driving is a bad thing, but nearly everyone does it in some form or another. Almost 20% of vehicle crashes occur as a result of a distracted driver. Learners that successfully complete this course will be able to identify the common causes of hazardous driver distractions and methods for minimizing or eliminating them. This course is intended for employees who, as part of their regular work duties, are required to operate a motor vehicle on public roads. This course is presented in English and Spanish

### **15 or Fewer Passenger Van Driver Safety - 26 mins**

Many employers, churches, schools and other groups transport people in passenger vans that can hold up to 15 people, including the driver. Vans' size and unique characteristics can pose risks to inexperienced drivers, as well as to vehicles and pedestrians around them. The National Highway Traffic and Safety Administration estimates that dozens of people are killed every year in van crashes, particularly rollovers. Learners who successfully complete this course should be able to identify the hazards of driving passenger vans, identify required practices before driving passenger vans, and identify safe practices while driving passenger vans

# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## **DOT Safe Trip Planning for Over-the-Road Drivers - 22 mins - 40 CFR 395, 49 CFR 396**

Because most freight is intended to reach its destination by a certain date and time, proper planning is necessary. Inclement weather, traffic, road construction, fuel and food stops, and repairs can all affect how quickly a vehicle can travel its intended route. This course will help learners recognize practical and safety considerations for over-the-road travel and long-range trip planning, including routing, scheduling, contingency and emergency planning, and DOT inspection and hours of service limitations. This course is intended for both CDL and non-CDL drivers who drive long distances on the job

## **DOT Commercial Motor Vehicle Inspections - 15 mins - 49 CFR Part 396**

All vehicles classified as commercial motor vehicles, or CMVs, are required to undergo several types of inspections by the Department of Transportation, or DOT, and the Federal Motor Carrier Safety Administration, or FMCSA. Inspections ensure the safety of drivers, vehicles, cargo and the public. Violations found during DOT inspections can result in fines, vehicles being placed out of service until issues are corrected, or driver's license revocations. This course will help learners identify types of commercial motor vehicle inspections and recommended practices for preparing for inspections. This course is intended for all drivers of CMVs.

## **DOT Requirements for Semi-Truck and Box Truck Drivers - 24 mins - 49 CFR 380 Subpart E**

Most products that people use are moved over the road in trucks. However, truck drivers require extensive training over how to operate their vehicles, keep good records and logs, and how to take care of themselves and their vehicles. In addition to company and vehicle-specific training, this course can give drivers an initial frame of reference over their responsibilities and job duties. Learners who successfully complete this course should be able to identify general Department of Transportation (DOT) requirements for truck drivers, and inspection and reporting requirements for truck drivers. Learners should also be able to identify hours of service and logging requirements for drivers and recommended driver wellness practices.

## **\*DOT Requirements for 12 and 15-Passenger Van Drivers - 23 mins - 49 CFR 380 Subpart E; 49 CFR 385; 49 CFR 390-396**

The U.S. Department of Transportation, or DOT, creates regulatory requirements for commercial drivers and the companies that employ them. There are situations where drivers of 12 and 15-passenger vans will be considered commercial vehicles, and must comply with DOT requirements. Learners who successfully complete this course should be able to identify requirements for commercial drivers. Learners should also be able to recognize DOT documentation requirements for qualified drivers and requirements for hours of service and driver violation notifications, as well as how to properly participate in a DOT audit inspection, identify DOT vehicle inspection requirements, and identify DOT requirements for record retention. This course is presented in English and Spanish.

## **Valet Safety and Ethics – 31 mins**

Valet driving is a fast-paced and demanding job, requiring a strong combination of customer service and driving skills. This course is designed to provide the learner with an overview of the requirements for becoming a valet. It features interactive scenarios that teach best safety practices for receiving vehicles, handling luggage, driving, parking, and preventing accidents and musculoskeletal injuries. The course also discusses the customer service techniques necessary for handling vehicle damage, customer complaints, and intoxicated guests. This course is designed for valet employees.

## **School Bus**

### **Bus 911: Managing Emergencies: 18 minutes**

Emergencies come in all sizes and shapes. And they can happen anywhere - including school buses. When most people think of a school bus emergency, their first thought is of a crash. However, school bus emergencies also include student fights and conflicts, student illnesses or injuries and bus breakdowns. Safety in any situation is a first priority. When dealing with bus emergencies, safety of the riders must be the first concern of any bus driver, followed by safety of the bus. Knowing the proper way to secure the bus, understanding first aid techniques, and being familiar with actions that calm riders are confidence builders. This training program teaches drivers the proper approaches for dealing with bus emergencies safely and effectively.

### **Transporting Pre-Schoolers: Get a Head Start on Safety: 20 minutes**

Small children require special attention when traveling, and safety seats and vests are just the beginning.

- Head Start and emergency guidelines
- Driver and monitor qualifications and duties
- Moving students on and off the bus
- Route planning tips
- Avoiding common mistakes
- Preparing for emergencies

### **School Bus Drivers: Dealing with Behavior: 10 minutes**

Help your school bus drivers learn how to manage student passenger behavior with this important training program.

- Types of student behavior that are unacceptable on school buses and why
- Common reasons for misconduct
- Management techniques
- How to deal with situations that may arise

# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## **School Bus Drivers: Positively in Control: 13 minutes**

This program tackles the issue of school bus driver attitude and how it directly affects safety. Training tips include correct examples of preventative measures drivers can take to improve the safety of students and ensure safe bus operation.

- Attitude pre-inspection
- Being a positive role model
- Controlling student behavior
- Safe loading and unloading
- Leaving stress at home

## **Defensive Driving for School Bus Drivers: 15 minutes**

Your school bus drivers maneuver a 25,000 pound vehicle in all kinds of weather and road conditions, and they maintain control of dozens of students with their back turned: This important program covers the 3 A's of defensive driving — Attitude, Awareness and Action — and shows how your bus drivers can put them to work to avoid catastrophic accidents.

- Attitude: Your first defense
- Awareness: Expect the unexpected
- Action: Take control of your safety

## **Employment Practices**

### **Sexual Harassment and Discrimination for Employees - California - 25 mins**

Sexual harassment and discrimination are concerns for every business that has more than one employee. When sexual harassment or discrimination occurs in the workplace, it can create many problems for the victim, co-workers, and the company. This course will teach employees about sexual harassment and discrimination and what to do if they become a victim. Employees will learn to identify the three major types of sexual harassment and what constitutes discrimination, and the proper procedures for reporting a sexual harassment or discrimination incident. This course is intended for all employees in California in any industry, and will help employers comply with U.S. and Californian anti-discrimination laws.

### **Sexual Harassment Prevention for Managers in California (AB1825) 124 mins**

Sexual harassment is a concern for every business that has more than one employee. When sexual harassment does occur in the workplace, it can create many problems for the victim, co-workers, and the company, including a drop in morale, a loss in productivity, legal action, and a damaged reputation for the company. This course will teach employees about sexual harassment and what to do if they or one of their employees become a victim. Employees will learn to identify the three major types of sexual harassment, and the proper procedures for reporting a sexual harassment incident. This course is designed for all supervisory personnel in the state of California working for companies employing more than 50 people, and contains several scenarios and meets California's requirement for a two-hour runtime.

### **Sexual Harassment and Discrimination for Managers in New York - 30 mins**

Sexual harassment is a concern for every business. When sexual harassment does occur in the workplace, it can create many problems for the victim, co-workers, and the company, including a drop in morale, a loss in productivity, legal action, and a damaged reputation for the company. This course will teach NY State managers about sexual harassment and what to do if one of their employees becomes a victim. This course is presented in English.

### **Sexual Harassment and Discrimination for Employees in New York - 30 mins**

Sexual harassment is a concern for every business. When sexual harassment does occur in the workplace, it can create many problems for the victim, co-workers, and the company, including a drop in morale, a loss in productivity, legal action, and a damaged reputation for the company. This course will teach NY state employees about sexual harassment and what to do if they or one of their co-workers becomes a victim. This course is presented in English.

### **\*Sexual Harassment and Discrimination for Employees - 25 mins**

Sexual harassment is a concern for every business. When sexual harassment does occur in the workplace, it can create many problems for the victim, co-workers, and the company, including a drop in morale, a loss in productivity, legal action, and a damaged reputation for the company. This course will teach employees about sexual harassment and what to do if they or one of their co-workers becomes a victim. This course is presented in English and Spanish.

### **\*Sexual Harassment and Discrimination for Managers - 28 mins**

Sexual harassment is a concern for every business that has more than one employee. When sexual harassment does occur in the workplace, it can create many problems for the victim, co-workers, and the company, including a drop in morale, a loss in productivity, legal action, and a damaged reputation for the company. This course will teach employees about sexual harassment and what to do if they or one of their employees becomes a victim. Employees will learn to identify the three major types of sexual harassment, and the proper procedures for reporting a sexual harassment incident. This course is intended for managers and human resources officers in all industries, and will help employers comply with Title VII of the Civil Rights Act. This course is presented in English and Spanish.

# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## **Discrimination in the Workplace - 20 mins**

Learners who successfully complete this course will display the ability to identify the legal issues associated with discrimination in the workplace and how to minimize or eliminate a company's chances of unfavorable legal action. Managers will learn how to identify what workplace discrimination is and how it occurs, how to identify protected class categories, how to recognize workplace aspects of discrimination, and recognize that employers have certain legal responsibilities to prevent and react to incidents of discrimination in the workplace. This course is intended for managers and human resources officers in all industries, and will assist employers in complying with U.S. anti-discrimination laws.

## **Diversity in the Workplace - 16 mins**

Learners who successfully complete this course will display the ability to identify the legal issues associated with discrimination in the workplace and how to minimize or eliminate a company's chances of unfavorable legal action. Managers will learn how to identify what workplace discrimination is and how it occurs, how to identify protected class categories, how to recognize workplace aspects of discrimination, and recognize that employers have certain legal responsibilities to prevent and react to incidents of discrimination in the workplace. This course is intended for managers and human resources officers in all industries, and will assist employers in complying with U.S. anti-discrimination laws.

## **Lawful Hiring Practices – 179 mins**

Human resources officers have a lot of responsibilities, including payroll, managing benefits, disciplinary matters, paid time off, and hiring people. This course is about hiring employees and the legal issues you need to think about during each step of the hiring process. When the course is over, learners should be able to identify potential legal problems in the pre-hiring process and the hiring process. This course is intended for employees who work as human resources officers or upper management responsible for involvement in hiring processes as part of their regular work duties. This course can assist employers in complying with U.S. anti-discrimination laws.

## **Lawful Terminations and Employee Separation - 19 mins**

Human resources officers help with hiring, payroll, discipline, and even employee termination or separation from the company. Whenever employees leave the company, whether they do so voluntarily or not, there can be some complicated legal concerns that will need to be navigated. This online training on lawful termination will teach employees the Human Resource Department's legal obligations during the termination process, during layoffs and plant closings, and post-separation. This course is intended for Human Resources officers or management employees who are required to participate in termination/separation processes as part of their regular work duties, and can assist employers in compliance with U.S. anti-discrimination laws.

## **\*Drug Free Workplace – 23 mins**

The term "drug abuse" often conjures-up images of junkies lurking in back alleys and crack houses, but most drug users are actively employed. Substance abuse is a problem that can seriously affect the safety of all employees in the workplace. This course will teach employees about the importance of keeping drugs out of the workplace and what they can do to help. Employees will learn about the impact of drug and alcohol abuse in U.S. workplaces, how to identify the elements of a drug-free workplace program and the signs and symptoms of drug and alcohol abuse. This course is presented in English and Spanish.

## **Reasonable Suspicion Substance Abuse Training for Supervisors – 120 mins**

This course is intended to fulfill the two-hour training requirement for supervisors in safety-sensitive industries who may be required to send workers for "reasonable suspicion" drug testing. Learners who successfully complete this course will be able to recall the U.S. Department of Transportation's requirements for supervisor training under its drug-free workplace program mandates for safety-sensitive industries, the physiological effects of alcohol and how they are produced, and general physiological and behavioral characteristics of alcoholism. The learner will also be able to identify the five drugs the National Institute on Drug Abuse requires safety-sensitive drug tests to detect, the basic characteristics and physiological effects of marijuana, methamphetamine, cocaine, heroin and phencyclidine. Finally, learners will be able to identify recommended measures for avoiding legal problems when executing a company's drug-free workplace program, identify recommended workplace alcohol- and drug-abuse documentation, and related intervention measures and strategies. This course is intended for all supervisors in a safety-sensitive industry that are involved with a substance abuse program. This course is intended to assist the employer in meeting the FMCSA Standard.

## **Emergency Response and Workplace Security**

### **ALICE Workplace Violence Training for Healthcare: 60 mins**

Seconds count when individuals are faced with a violent event. ALICE e-Learning provides users with proactive response options to fill the gap of time between when a violent event begins and law enforcement arrives. Patient care providers have unique considerations for response to workplace violence. Healthcare workers care for patients who may not be able to participate in response to violence. The goal of this course is to authorize and empower individuals with the tools necessary to increase survivability during a violent event.



# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## **ALICE Workplace Violence Training: 60 mins**

The ALICE Training Institute's 60 minute workplace violence e-learning course is designed for a company-wide audience. ALICE (alert, lockdown, inform, counter, and evacuate) training protocols are emulated by federal agencies and state governments across the country, including the Department of Education, DHS, FBI, DOJ, DHHS, and FEMA. ALICE e-Learning provides: Seconds count when individuals are faced with a violent event. ALICE e-Learning provides users with proactive response options to fill the gap of time between when a violent event begins and law enforcement arrives. The goal of this course is to authorize and empower individuals with the tools necessary to increase survivability during a violent event.

## **ALICE K-12 School Violence Training: 60 mins**

The ALICE Training Institute's 60 minute active shooter / violent intruder response e-learning course is designed for K-12 schools and provides educators with valuable tools beyond lock-down protocols.)

## **Workplace Violence: Prevent the Threat: 30 mins**

Workplace violence can unexpectedly occur in any workplace setting. It is estimated that almost 2 million Americans are victims of some form of workplace violence each year. Most instances of workplace violence do not end in homicide. Unfortunately, workplace violence is a real, significant threat to workers health and safety. This course will teach employees the major causes and types of workplace violence, their warning signs and how to prevent it. Employees will learn to define workplace violence, the different types and sources, and the methods used to prevent workplace violence according to OSHA recommendations and other sources. This course is intended for employees in all industries.

## **Security Threat Awareness – 24 mins**

Security is a concern in every workplace. This course is designed to teach employees in any industry about the security considerations they may face on the job and how to protect themselves and their employers.

## **General Safety Topics**

### **\*Basic First Aid – 37 mins**

Emergencies can happen any time, any place. This course will teach employees the basics of first aid procedures and how to apply them to real-world scenarios. Employees will learn how to identify the steps for conducting basic first aid. They will also learn how to recognize the symptoms and procedures for common first aid situations. This course is presented in English, Spanish, German, Portuguese and Mandarin.

- The Key Components
- Make the Right Decision
- Starting the Process
- The Manager's Role

### **Behavior Based Safety - 14 mins**

Behavior-based safety is a new concept in the safety industry that focuses on reducing at-risk behaviors in the workplace through observation and feedback. Learners who successfully complete this course will be able to identify the basic concepts behind behavior-based safety, the components of the safety triad, and recognize the importance of identifying at-risk behaviors. The learner should also be able to identify the steps of a behavior-based analysis and identify how to implement a behavior-based system in the workplace. This course is intended for all employees who may work in a company that has a behavior-based safety program in the workplace

### **\*Back Injury Prevention - 19 mins**

The National Institute for Occupational Safety and Health (NIOSH) estimates that back injuries make up nearly twenty percent of all workplace injuries and costs the nation an estimated twenty to fifty billion dollars a year. Learners who complete this course will demonstrate knowledge of the major causes of workplace back injuries and how to prevent them. Employees will learn about hazards and the three major types of hazard controls. This course is intended for general industry employees who, during their regular work duties, are required to lift and carry materials. This course is presented in English and Spanish.

### **Bloodborne Pathogens - 28 mins**

The Occupational Safety and Health Administration (OSHA) recognizes that many employees come in contact with human blood or other potentially infectious materials during daily duties and thus are potentially exposed to this occupational hazard. OSHA's bloodborne pathogen standard has served as the basis for implementing policies and practices to minimize workers' risk of exposure to BBP's, specifically to the Hepatitis B virus (HBV), the Hepatitis C virus (HCV) and the Human Immunodeficiency Virus (HIV). This course will teach employees about the hazards of bloodborne pathogens in the workplace and the basic controls required under OSHA's bloodborne pathogen standard. Employees will learn how to identify major bloodborne diseases and symptoms, how pathogens are transmitted and the basics of exposure prevention and incident response and cleanup. This awareness-level course is designed for all workers who may be exposed to blood or other potentially infectious materials (OPIM) at any time during the performance of their regular job duties. This course is presented in English, Spanish, German, Portuguese and Mandarin.

# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## **Bloodborne Pathogens Cal/ OSHA 28 mins**

The Occupational Safety and Health Administration (OSHA) recognizes that many employees come in contact with human blood or other potentially infectious materials during daily duties and thus are potentially exposed to this occupational hazard. OSHA's bloodborne pathogen standard has served as the basis for implementing policies and practices to minimize workers' risk of exposure to BBP's, specifically to the Hepatitis B virus (HBV), the Hepatitis C virus (HCV) and the Human Immunodeficiency Virus (HIV). This course will teach employees about the hazards of bloodborne pathogens in the workplace and the basic controls required under OSHA's bloodborne pathogen standard. Employees will learn how to identify major bloodborne diseases and symptoms, how pathogens are transmitted and the basics of exposure prevention and incident response and cleanup. This awareness-level course is designed for all workers who may be exposed to blood or other potentially infectious materials (OPIM) at any time during the performance of their regular job duties.

## **\*General Safety Orientation - 23 mins**

Safety is important in the workplace, and individual employees play a vital role in ensuring their workplace is safe. Every employee can do his or her part to prevent injury by identifying hazards and correcting what they can correct, or notifying a supervisor about hazards they can't correct on their own. Learners who successfully complete this course should be able to identify and recognize the need for safety and health programs and OSHA's role in promoting them, common types of workplace hazards, the hierarchy of controls and its purpose, and general emergency preparation and reaction strategies. This course is designed for workers in any industry. This course is presented in English and Spanish.

## **\*Hazard Communication - 27 mins**

Chemicals can pose a wide range of health and physical hazards, and exposure to hazardous chemicals is common for workers in a large variety of industries. When workers are exposed to hazardous chemicals, OSHA requires employers to provide employees with information about those hazards and training on how to protect themselves and others from harm. During this course, employees will learn about OSHA's Hazard Communication (HAZCOM) standard and the methods for learning about chemical hazards, including labels, safety data sheets (SDS) and hazard assessments. This course is designed for employees who need initial or refresher Hazard Communication (HAZCOM) training. This course is presented in English and Spanish.

## **\*Incident Investigation - 18 mins**

In a perfect world, there would be no workplace accidents. Unfortunately in the real world injuries, property damage, work disruption and near miss incidents will happen from time to time. When they do, it is important to have a procedure in place to determine what happened, how and why it happened, and how to prevent it from happening again. This course is designed to provide workers with valuable information about accident and incident investigations and how they make the workplace safer. When this course is over the learner should have demonstrated the ability to recognize the goal of an in-house incident investigation, and identify circumstances that warrant an investigation and the proper procedure for conducting or participating in an incident investigation. This awareness-level course is designed for all employees working in facilities that have an incident investigation program. This course is presented in English and Spanish.

## **Influenza Prevention – 8 mins**

Flu season is usually a cause for concern for most people. However, as new flu strains surface every year and the risk of pandemic flu has become a more public issue and prominent health concern, people have become more concerned than they might usually be. Because most people are exposed to so many other people on the job, workplaces can easily be a point of spread for the flu if the proper precautions aren't taken. Learners who successfully complete this course should be able to recognize the means by which influenza is spread and recommended measures to prevent its spread.

## **\*Personal Protective Equipment - 20 mins**

Personal protective equipment, or PPE, has been around throughout history in various forms. Even everyday clothing is a form of PPE, but many jobs and workplaces have unique hazards that require additional protection, such as gloves, boots, eye protection and many others. This course will teach employees to identify the need for PPE, define the concept of a hazard assessment, things to consider when choosing PPE, and the different types of PPE used to protect all parts of the body. This course is intended for general-industry employees who, during their regular work duties, are required to use personal protective equipment. This course is presented in English, Spanish, German, Portuguese and Mandarin.

## **\*Safety Data Sheets – 25 mins**

A safety data sheet, or SDS, provides employees with information about hazardous chemicals. SDSs must follow a standard format, and will always present certain information that workers and emergency responders need. This course is intended to help employees understand what information is presented in the SDS and where to find it. After successfully completing the course, learners should be able to identify the purpose and key components of a safety data sheet, including the 16 sections required by the Globally Harmonized System (GHS), an international system of rules for classifying and labeling chemicals. This course is presented in English and Spanish.

# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## **\* Globally Harmonized System (GHS) - 18 min**

In 2012, OSHA updated the Hazard Communication (HAZCOM) standard to require the use of the Globally Harmonized System of Classification and Labeling of Chemicals (GHS). Employees who need HAZCOM training under the OSHA standard must now also be trained over the requirements of GHS. This course is intended for employees who have already received HAZCOM training, but who still need to be trained over the recent GHS update. This course alone will not fulfill the HAZCOM training requirement. Employees who have not yet received HAZCOM training should take one of our Hazard Communication courses, all of which include all of the information covered in this module. This course is presented in both English and Spanish.

## **Buildings/Property**

### **\*Portable Fire Extinguishers - 18 mins**

Addresses DOT 49 CFR 178 and 179; also references 172.302

Fires can happen anytime, anywhere, without warning. The National Fire Protection Association, or NFPA, reports that there are more than 1.3 million reported fires in the United States every year. If you encounter a fire at home or on the job, a portable fire extinguisher can help you to protect yourself and possibly stop the fire in its tracks. This course will introduce employees to portable fire extinguishers, how they work and when to use them. This course is presented in English and Spanish.

### **\*Fire Safety - 27 mins**

Fire emergencies can happen anytime, anywhere, in any industry. Fires are one of the most common emergencies to contend with in workplaces, and can be one of the most harmful if not dealt with properly. This course will give employees the knowledge to safely react and respond to a fire emergency in their workplace. Employees will learn their responsibilities in a fire emergency, how to identify different alarm signals, evacuation routes and procedures, and fire extinguisher use. This course is intended for general industry employees who are required to understand their responsibilities in a fire emergency. This course is presented in English, Spanish, German, Portuguese and Mandarin.

### **\*Slips/Trips/Falls - 16 mins**

Slips, trips and falls are a major source of injury in the workplace. According to the Department of Labor, slips, trips and falls are the most common type of accident in the workplace and are responsible for around 25% of all reported injuries. These injuries aren't always minor either; slips, trips and falls are the second leading cause of accidental death in the workplace. This course will teach employees about slip, trip and fall hazards and what they can do to minimize or eliminate those hazards. Employees will learn to identify general OSHA safety requirements, guarding for floor and wall openings, issues with stairways, ladder, scaffolds, loading docks and how personal behavior affects safety. This course is presented in English, Spanish, German, Portuguese and Mandarin.

### **\*Electrical Safety – 31 mins**

Electricity is all around us. It makes our lives easier in many ways, but it can also pose some serious hazards. Employees who take this course will learn how to recognize the dangers of electricity, possible electrical injuries, and how to use standard hazard controls. This course is presented in English, Spanish, German, Portuguese and Mandarin.

### **\*Lockout/Tagout – 18 mins**

Lockout/tagout is a system that helps ensure workers stay safe while servicing or repairing equipment by making it physically impossible for that equipment to run or move. This course will teach employees how lockout/tagout programs work and the different roles workers must play to make them successful. Employees will learn to identify the importance of proper lockout/tagout procedures, what workers are authorized to perform those procedures, lock and tag systems used for lockout/tagout, and the special provisions of lockout/tagout programs. This course is intended for employees who, during their regular work duties, are required to perform lockout/tagout procedures, and for employees who work on equipment that is subject to regular maintenance or repair requiring lockout/tagout. This course is presented in English, Spanish, German, Portuguese and Mandarin.

### **\*Parking Lot Safety – 16 mins**

A parking lot is the first thing that customers see, making it a very important part of a good first impression. Parking lots can also present a number of hazards to pedestrians and vehicles. Keeping lots clean and well maintained, and ensuring employees are trained to deal with common hazards, is an important part of ensuring customers and employees are safe and happy. When this course is over, the learner should be able to identify best practices for parking lot maintenance and security, and appropriate responses to severe weather, accidents, and other outdoor incidents. This course was designed for employees in the retail industry and features examples and scenarios appropriate for the retail setting. It would also be appropriate for workers in hospitality, food service, and other facilities visited by the public. This course is presented in English and Spanish.

# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## **Hazardous Materials**

### **Hazardous Materials Classification - Basic 15 mins - 49 CFR 172.101**

Hazardous materials can be dangerous. However, they can also be very useful. Hazardous materials are used in manufacturing, service industries and many other applications. To protect the people who transport these substances and the public at large, the U.S. Department of Transportation (DOT) has created a hazardous materials classification system. Learners who successfully complete this course will demonstrate knowledge of how to identify general definitions related to the DOT's hazardous materials classification. This course is designed for workers that, during the execution of any job duties, are required to work with or around hazardous materials. Additional training is available if employees require more comprehensive training over the Hazardous Materials Table.

### **Hazmat 0 - Hazardous Materials Transportation - Introduction - 35 mins**

Hazardous materials transportation is a very broad topic spanning many different modes of transportation. The SafetySkills hazmat transportation series has been adapted from materials produced by the United States Department of Transportation (DOT) to help train employees who perform functions covered under the Hazardous Materials Regulations, or the HMR. This introductory module is the first in the series, and will help hazmat employees recognize the purpose and structure of the HMR, and its training requirements. It will also provide an introduction to the DOT hazard classification system. This module is a prerequisite for the other modules in the hazmat series. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

### **Hazmat 01 - The Hazardous Materials Table - 28 mins**

Hazardous materials transportation is a very broad topic spanning many different modes of transportation. The SafetySkills hazmat transportation series has been adapted from materials produced by the United States Department of Transportation (DOT) to help train employees who perform functions covered under the Hazardous Materials Regulations, or the HMR. This module is over the The Hazardous Materials Table, or HMT, which is the backbone of the HMR. Understanding and knowing how to use the Hazardous Materials Table is the first step to complying with the HMR. After successfully completing this module, learners will display the ability to identify information found in the HMT and its appendices. This module is a prerequisite for the other modules in the hazmat series. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

### **Hazmat 02 - Hazmat Shipping Papers - 24 mins**

Hazardous materials transportation is a very broad topic spanning many different modes of transportation. The SafetySkills hazmat transportation series has been adapted from materials produced by the United States Department of Transportation (DOT) to help train employees who perform functions covered under the Hazardous Materials Regulations, or the HMR. This module will help learners recognize the requirements for hazardous materials shipping papers and hazardous waste manifests. This module assumes that learners have already taken the prerequisite courses over the HMR and the Hazardous Materials Table. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

### **Hazmat 03 - Hazmat Marking and Labeling 33 mins**

Hazardous materials transportation is a very broad topic spanning many different modes of transportation. The SafetySkills hazmat transportation series has been adapted from materials produced by the United States Department of Transportation (DOT) to help train employees who perform functions covered under the Hazardous Materials Regulations, or the HMR. This module will help learners recognize the requirements for hazardous materials marking and labeling. This module assumes that learners have already taken the prerequisite courses over the HMR and the Hazardous Materials Table. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

### **Hazmat 04 - Hazmat Placarding - 28 mins**

Hazardous materials transportation is a very broad topic spanning many different modes of transportation. The SafetySkills hazmat transportation series has been adapted from materials produced by the United States Department of Transportation (DOT) to help train employees who perform functions covered under the Hazardous Materials Regulations, or the HMR. This module will help learners recognize the requirements for hazardous materials placarding. This module assumes that learners have already taken the prerequisite courses over the HMR and the Hazardous Materials Table. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

### **Hazmat 06: Hazmat Carrier Requirements – Highway – 25 mins**

Hazardous materials transportation is a very broad topic spanning many different modes of transportation. The SafetySkills hazmat transportation series has been adapted from materials produced by the United States Department of Transportation (DOT) to help train employees who perform functions covered under the Hazardous Materials Regulations, or the HMR. This module will help learners understand the aspects of hazardous materials handling, storage, segregation, loading and unloading, and recordkeeping which apply specifically to transportation by highway. This module assumes that the learner has already completed the modules over the Hazardous Materials Table and any other aspects of the HMR which are relevant to the learner's duties. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## **Hazmat 10 - Hazmat Transportation Security - Awareness -16 mins**

This course is intended for workers who, during the execution of any job duties, are required to transport hazardous materials regulated by the United States Department of Transportation. After successfully completing this course, learners will display an understanding of the key concepts relating to security awareness, security risks associated with HAZMAT transportation, and required and recommended methods for enhancing HAZMAT transportation security. This course is designed to meet the requirements outlined in the Hazardous Materials Regulations, or HMR, specifically with 49 CFR 172.800. This course fulfills the awareness level training requirements for transporters of HAZMAT. More in-depth training is required on company specific policies and procedures. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations

## **Reasonable Suspicion Substance Abuse Training for Supervisors in the Oil and Gas Industry – 125 mins**

This course is intended to fulfill the two-hour training requirement for supervisors in safety-sensitive industries who may be required to send workers for “reasonable suspicion” drug testing. Learners who successfully complete this course will be able to recall the U.S. Department of Transportation’s requirements for supervisor training under its drug-free workplace program mandates for safety-sensitive industries, the physiological effects of alcohol and how they are produced, and general physiological and behavioral characteristics of alcoholism. The learner will also be able to identify the five drugs the National Institute on Drug Abuse requires safety-sensitive drug tests to detect, the basic characteristics and physiological effects of marijuana, methamphetamine, cocaine, heroin and phencyclidine. Finally, learners will be able to identify recommended measures for avoiding legal problems when executing a company’s drug-free workplace program, identify recommended workplace alcohol- and drug-abuse documentation, and related intervention measures and strategies. This course is intended for all supervisors in the oil and gas industry that are involved with a substance abuse program. This course is intended to assist the employer in meeting the FMCSA Standard

## **Food Manufacturing**

### **\*Food Safety Plans in Food Manufacturing (HACCP) 18 mins**

Food safety is important at all levels of the food industry. According to the Centers for Disease Control and Prevention, one in six Americans get sick from foodborne illness every year. 128,000 people are hospitalized and 3,000 people die from foodborne illness. The Food Safety Modernization Act focuses on preventing food safety problems before they occur. It also helps enforce food safety regulations and helps facilities meet safety and hygiene requirements. This course is designed to help food manufacturing employees understand the purpose and features of a food safety plan, and their role in helping to keep food safe. This course is presented in English and Spanish

### **Allergen Control in Food Manufacturing 25 mins**

The Food and Drug Administration, or FDA, estimates that more than 11 million Americans suffer from food allergies. A food allergy can be a serious, sometimes life-threatening condition, and there is currently no known cure for food allergies. To help Americans avoid the risks posed by food allergens, the FDA requires food manufacturing facilities to implement allergen control plans. This course will introduce learners to the concept of allergen control and their role in carrying out allergen control plans.

### **Cleaning and Sanitizing in Food Manufacturing 87 mins series**

Chemical soaps, detergents, sanitizers and disinfectants are routinely used to help keep food free of unwanted microorganisms and other contaminants. These chemicals are vital to the safety and success of any food production process, but they can also be hazardous. This course will help food manufacturing employees understand the hazards of cleaning and sanitizing chemicals, and how to work with them safely.

### **Module 1 - Introduction to Cleaning and Sanitizing - 18 mins**

Cleaning and sanitizing is vital to the safety and success of any food production process. Chemical soaps, detergents, sanitizers and disinfectants are routinely used to help keep food free of unwanted microorganisms and other contaminants. These chemicals are vital to the safety and success of any food production process, but they can also pose hazards to workers or the public if they are used incorrectly. This module is the first in a series of 5 modules over cleaning and sanitizing in food manufacturing. This introductory module will introduce learners to the fundamental principles and key definitions relevant to cleaning and sanitations.

### **Module 2 - Chemical Hazards 26 mins**

Cleaning and sanitizing is vital to the safety and success of any food production process. Chemical soaps, detergents, sanitizers and disinfectants are routinely used to help keep food free of unwanted microorganisms and other contaminants. These chemicals are vital to the safety and success of any food production process, but they can also pose hazards to workers or the public if they are used incorrectly. This module is the second in a series of 5 modules over cleaning and sanitizing in food manufacturing. This module will introduce learners to the chemicals used for cleaning, sanitizing and disinfecting surfaces, and sources of information regarding hazardous chemicals in the workplace.

### **Module 3 - Chemical Handling and Storage 17 mins**

Cleaning and sanitizing is vital to the safety and success of any food production process. Chemical soaps, detergents, sanitizers and disinfectants are routinely used to help keep food free of unwanted microorganisms and other contaminants. These chemicals are vital to the safety and success of any food production process, but they can also pose hazards to workers or the public if they are used incorrectly. This module is the third in a series of 5 modules over cleaning and sanitizing in food manufacturing. This module will introduce learners to standard practices for the safe handling and storage of cleaning and sanitizing chemicals

# SMARTERNOW! COURSE DESCRIPTIONS - *continued*

## Module 4 - Effective Cleaning 18 mins

Cleaning and sanitizing is vital to the safety and success of any food production process. Chemical soaps, detergents, sanitizers and disinfectants are routinely used to help keep food free of unwanted microorganisms and other contaminants. These chemicals are vital to the safety and success of any food production process, but they can also pose hazards to workers or the public if they are used incorrectly. This module is the fourth in a series of 5 modules over cleaning and sanitizing in food manufacturing. This module will introduce learners to effective cleaning techniques in food manufacturing.

## \*Food Safety for Food Service Employees – 34 mins

Food. We like it. Smelling it, tasting it, feeling full of it, food is pretty key to our happiness. But if you've ever had food poisoning, you know that food can sometimes be very, very bad. In fact, food causes approximately 48 million illnesses, 128,000 hospitalizations, and 3,000 deaths in the United States each year. The sad thing is, the vast majority of those illnesses could have easily been avoided if the people who handled and prepared the food had followed proper food safety practices. After successfully completing this course, the learner should be able to recognize the purpose of the FDA's Food Code and identify the responsibilities of food employees regarding the prevention of foodborne illness. This course is designed for all employees in food service establishments and commercial kitchens, with particular emphasis on those employees designated by the FDA's Food Code as "food employees" and "conditional employees." This course is presented in English and Spanish.

## Home Healthcare

### Elder Abuse and Neglect: 60 mins

Upon completion of this training, the participant will understand:

- The definition, causes, and contributing risk factors of elder abuse
- The different forms of elder abuse and the signs and symptoms of each form
- How to help prevent abuse and the importance of reporting suspected elder abuse

### Essential Bedrest Skills: 60 mins

Upon completion of this training, the participant will understand:

- Upon completion of this training, the participant will understand:
- The different bedrest positions and how to move someone from one position to another using proper body mechanics
- How to recognize and prevent pressure ulcers
- How to perform other procedures commonly used when caring for a person on bedrest

### How to help someone who uses a wheelchair (including wheelchairs, walkers, crutches, and canes): 60 mins

Upon completion of this training, the participant will understand:

- Safe methods and special precautions for helping those who use wheelchairs, walkers, crutches, and canes
- How to do stand pivot transfer in a variety of settings
- Using a gait belt
- Principles of body mechanics
- How to maneuver a wheelchair on ramps and curbs

### Introduction to Home Care: 60 mins

Upon completion of this training, the participant will understand:

- Essential aspects of the home care field
- The home care team and its members
- The care plan and how to fill it
- The importance of good observation, reporting, and documentation skills

### Safety In and Around the Home: Fall Prevention: 60 mins

Upon completion of this training, the participant will understand:

- Falls and older adults
- The goal of fall prevention
- How to prevent falls inside and around the home
- Fall prevention for care providers
- Gait belt use

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