

HOW TO: What is the LMS?

Key Takeaways:

- Learning about learning management systems (LMS)
- Observing promotional advantages around Bridge

Course Description

In this course, you will be given a promotional tour through the advantages of utilizing a learning management system, such as Bridge. Bridge is designed to be easy to use, mobile ready, and offer robust reporting. This course is meant to give you a taste of the platform before you dive into it.

ESSENTIAL 29: Powered Industrial Truck Safety

Key Takeaways:

- Learning about powered industrial trucks, in addition to understanding the most common industry types and their purpose in the workplace.
- Observing workplace, vehicle based, and operator influenced conditions that may contribute to PIT-related accidents.
- Understanding the preoperational, operational and load handling requirements for PITs and corresponding safe operating practices.
- Recognizing how proper maintenance, refueling and recharging of PITs contribute to the safety of all employees.
- Learning the components of a comprehensive safety training program.

Course Description

Safety professionals agree, work with industrial trucks and similar vehicles present issues of serious liability and concerns that must be mitigated through workforce training and testing for

competency. Automobiles are dangerous, and transportation accidents on the job kill employees everyday. The unique utility of these vehicles creates special risks. Commonly, they are used for tasks in work environments that are already considered high-risk, so they add to the list of cautions on worksites for many different professions.

The American Society of Mechanical Engineers defines a powered industrial truck (PIT) as a mobile, power-propelled truck that can carry, push, pull, lift, or stack materials, and includes vehicles commonly known as forklifts, pallet trucks, rider trucks, fork-trucks, or lift-trucks. Vehicles excluded from this definition are ones used for earth moving and over-the-road hauling.

There are many conditions and situations in the workplace present potential hazards when and where PITs are operated. Basic instructions for keeping safe when working with and around powered industrial trucks (PITs) include:

Obstructions In all directions, workers must watch for obstructions. All contact with overhead obstructions can damage building systems and the load, or cause tip overs. Avoid driving over an obstruction as it can result in a 'tip over.' Speed bumps and railroad tracks that cannot be avoided should be crossed slowly and at a 45 degree angle to allow one front wheel at a time to roll over the obstruction, for example Pedestrian Traffic Employees must be alert for pedestrians and workers, always giving pedestrians the right of way. Whenever driving, employees should drive slowly and sound the horn whenever traveling where vision is obstructed (i.e. approaching blind corners). Employees never should allow coworkers to stand or pass beneath an elevated load. It is important for avoiding dangerous scenarios to make eye contact with pedestrians when possible and signal intentions clearly. Follow these guidelines to help prevent accidents: – Always yield to pedestrians – Everywhere vision is obstructed, drive slowly and sound horn – Always use a spotter for blind spots – Keep a clear view in the direction of travel – Never allow anyone to pass beneath an elevated load – Always make eye contact and signal intentions Plant/Site safety managers need to provide

measures to minimize accidents, including: – Pedestrian walkways that have permanent railings or other protective barriers – Pedestrian walkway lining on the floor if barriers cannot be used – Sufficient walking space on at least one side, if pedestrians must use equipment aisles – For blind aisle intersections, convex mirrors – Traffic control signs – Grades and ramps Drive “forks upgrade” when loaded to prevent tip over and the danger of the load falling off. Drive “forks downgrade”, when empty, to prevent tip over. Do not turn or drive diagonally on a ramp. All pallet trucks need to be walked “forks downgrade” regardless of whether loaded or empty or the direction of travel. Loading Docks In the case that you are operating on a loading dock, observe posted speed limits, watch for others and be aware of the dock’s edge, which should be painted for improved visibility. Additional caution is required for wet or slippery conditions. Ensure that dock plates are properly secured, in good condition, and meet the required load capacity. Enclosed/Hazardous Areas Watch for exhaust and carbon monoxide build up when operating an internal combustion powered PIT in an enclosed area like a trailer. In certain hazardous locations, only designated PITs can be used. OSHA standards make these designations and employers are responsible for following them. Slippery Conditions Any spill of oil, grease, water, or other substance can cause the PIT to skid. Tip overs can be caused from ice, snow, mud, and gravel creating an uneven surface. Resist crossing slippery or uneven areas, and drive slowly if you can’t; report these conditions and warn others. PIT operators need to be aware of conditions in their workplace. Being conscious of pedestrian traffic is especially important as it is a constant, but unpredictable, factor. Due to the dynamics of the workplace, operators, pedestrians and plant safety managers have a shared responsibility to keep pedestrians safe in the workplace.

Sexual Harassment for Employees – New York

Key Takeaways:

- Learning about sexual harassment.
- Recognizing behaviors that might be considered sexual harassment.
- Learning the steps an employee should take if harassment occurs.
- Observing actions that can help prevent sexual harassment in their workplace.
- Acknowledging management responsibilities in responding to a harassment complaint.
- Understanding retaliation and identify examples.

Course Description

Unfortunately, sexual harassment in the workplace is a prevalent problem. Both employees and companies are significantly effected by sexual harassment; it can cause a loss of productivity, poor performance, disruptive work environments, and loss of good employees and managers. As well, sexual harassment is against the law as it is a form of sex discrimination.

Sometimes it seems grey on what is and isn't sexual harassment. So, what does it look like?

Sexual Harassment Conditions In order for an act to be sexual harassment, these three criteria must be met: – Has to be sexual – Is be unwelcome – Is be severe or pervasive Often, employees do not report unwelcome conduct or behaviors because they fear of job loss or other retaliation, especially when a power dynamic exists between the victim and the harasser. **Quid Pro Quo Sexual Harassment** – The legal term, "Quid Pro Quo," is Latin for "this for that". – Involves an employee in a position of power, or a perceived position of power, who puts another person through unwelcome sexual conduct that affects, or is perceived to affect, the terms or conditions of employment. – Often a real or perceived job-related negative impact, such as loss of promotion, if the employee does not engage in the conduct. – Always unlawful whether

or not the employee submits to the sexual activity. Hostile work environment sexual harassment: – Happens because of sexually harassing behaviors by a manager, supervisor, another employee, or a third party, that are sufficiently severe, persistent or pervasive to unreasonably interfere with an employee's job performance; – Will cause courts to employ "reasonable person" standard; – Can happen even when a person is not the target. Sexual harassment behaviors Include: – Sexual jokes – Sexually explicit emails, screen savers, text messages – Undesired verbal and physical contact, including touching, groping, hugging, kissing, patting or fondling, or intentional and repeated brushing or bumping against a person's body – Continual letters, telephone calls, visits, or pressure for dates or sexual favors – Continual, unwanted flirting – Sexually suggestive "gifts" – "Stalking" behavior – Sexually crude hand gestures, leering at the body, or sexually suggestive winking – Spreading gossip about or rating others on sexual activity or performance Liability Quid Pro Quo – Always, the employer is held liable – Always, the harasser is held liable Hostile Work Environment – Always, the harasser is liable – Always, the employer is liable for harassment conducted a supervisor or manager – Employer and manager/supervisor are both liable for harassment by coworker, or third party if they: – Knew or should have known, and failed to take prompt, effective action – Generally, employers are not liable for Hostile Work Environment sexual harassment when they: – Use a policy against harassment – Use proper complaint procedures – Sufficiently communicate the policy and provide training to all employees – Act quickly and appropriately when an incident is reported or witnessed Actions To Take When Harassed – If you are comfortable, talk to the harasser in private – Ensure the harasser knows the problem by being specific – Communicate with your supervisor, manager, or the Human Resources Department No matter if you choose to talk to the harasser or report the harassment through formal channels, always document your discussions and actions and keep records. Ensure you detail as much information as possible, and at the very least record the dates, times, places, behaviors, people involved, and witnesses. Very important, witnesses can help to establish a pattern of behavior that is part of a larger problem, especially

if several people are involved. What Prevents Sexual Harassment? – Creating and publicizing a sexual harassment policy that explicitly states sexual harassment will not be tolerated and that explains what types of conduct will be considered sexual harassment. – Creating and publicizing a specific procedure for resolving complaints of sexual harassment. – Establishing methods to educate new management and employees on the company's sexual harassment policy and reporting procedure. – More than annually conducting sexual harassment awareness training for all employees. Sexual harassment is a crime that creates a whole host of problems in the workplace. Foremost, no one should have to work with the fear of being subjected to unwanted advances from colleagues. Sexual harassment has a chilling effect in the workplace that fractures working and personal relationships in the workplace, and damages the reputation of employers that foster such an environment. Liability is high in sexual harassment situations, so there is good reason to take every measure possible to deter sexual harassment behaviors.

ESSENTIAL 29: Sexual Harassment for Employees

Key Takeaways:

- Learning about sexual harassment.
- Recognizing behaviors that might be considered sexual harassment.
- Learning the steps an employee should take if harassment occurs.
- Observing actions that can help prevent sexual harassment in their workplace.
- Acknowledging management responsibilities in responding to a harassment complaint.
- Understanding retaliation and identify examples.

Course Description

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others on sexual activity or performance Liability Quid Pro Quo – Always, the employer is held liable – Always, the harasser is held liable Hostile Work Environment – Always, the harasser is liable – Always, the employer is liable for harassment conducted a supervisor or manager – Employer and manager/supervisor are both liable for harassment by coworker, or third party if they: – Knew or should have known, and failed to take prompt, effective action – Generally, employers are not liable for Hostile Work Environment sexual harassment when they: – Use a policy against harassment – Use proper complaint procedures – Sufficiently communicate the policy and provide training to all employees – Act quickly and appropriately when an incident is reported or witnessed Actions To Take When Harassed – If you are comfortable, talk to the harasser in private – Ensure the harasser knows the problem by being specific – Communicate with your supervisor, manager, or the Human Resources Department No matter if you choose to talk to the harasser or report the harassment through formal channels, always document your discussions and actions and keep records. Ensure you detail as much information as possible, and at the very least record the dates, times, places, behaviors, people involved, and witnesses. Very important, witnesses can help to establish a pattern of behavior that is part of a larger problem, especially if several people are involved. What Prevents Sexual Harassment? – Creating and publicizing a sexual harassment policy that explicitly states sexual harassment will not be tolerated and that explains what types of conduct will be considered sexual harassment. – Creating and publicizing a specific procedure for resolving complaints of sexual harassment. – Establishing methods to educate new management and employees on the company's sexual harassment policy and reporting procedure. – More than annually conducting sexual harassment awareness training for all employees. Sexual harassment is a crime that creates a whole host of problems in the workplace. Foremost, no one should have to work with the fear of being subjected to unwanted advances from colleagues. Sexual harassment has a chilling effect in the workplace that fractures working and personal relationships in the workplace, and damages the reputation of employers that foster such an environment. Liability is high in sexual harassment situations, so

there is good reason to take every measure possible to deter sexual harassment behaviors.

Sexual Harassment Prevention for Employees

Key Takeaways:

- Learning about sexual harassment.
- Recognizing behaviors that might be considered sexual harassment.
- Learning the steps an employee should take if harassment occurs.
- Observing actions that can help prevent sexual harassment in their workplace.
- Acknowledging management responsibilities in responding to a harassment complaint.
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Course Description

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This course is not for California, Connecticut or New York.

OSHA: Intro to Loading Dock Safety

Course Description

This course is all about loading dock safety: understanding the risks, the human stories behind accidents, and the habits that keep you safe when everything around you is moving at high speed.

EPCRA – Emergency Planning and Community Right-to-Know Act

Key Takeaways:

- Learning about the origin and goals of the EPCRA regulation.
- Recognizing the four specific types of chemicals listed in the regulation.
- Acknowledging the emergency planning requirements of Section 302 and 303.
- Understanding the emergency release notification requirements of Section 304, including release possibilities at a facility.
- Learning the requirements and exemptions for SDS submissions in Section 311 and chemical inventory reporting in Section 312, specifically Tier II reporting.
- Learning the requirements of toxic chemical release reporting in Section 313.

Course Description

For operations that handle or produce significant quantities of hazardous materials, emergency planning is critical because of the danger to employees working at these facilities and to the general public presented by the harmful release of hazardous materials (such as noxious, combustible gases and waste). Everyone has the right to know about the potential for danger involved in related operations.

The Environmental Protection Agency (EPA) stated that “The Emergency Planning and Community Right-to-Know Act (EPCRA) of 1986

was created to help communities plan for emergencies involving hazardous substances. EPCRA requires hazardous chemical emergency planning by federal, state and local governments, Indian tribes, and industry. It also requires industry to report on the storage, use and releases of hazardous chemicals to federal, state, and local governments.”

Aims of EPCRA

- Train state and local organizations on how to respond to accidental releases of a hazardous substance;
- Guarantee there is adequate and timely notification to communities in the event of a release;
- Allow state and local authorities to plan for and respond to releases, and to act as clearing houses for public information;
- Evaluate the current condition of the environment and decide the need for additional environmental initiatives;

Generally, a facility’s requirements to comply with EPCRA reporting requirements depends on the type of facility, the amount and type of hazardous chemical or hazardous substance, and activities which involve a chemical or hazardous substance.

Such regulations depend on the presence, or release, of four very specific types of chemicals listed in EPCRA: hazardous substances, extremely hazardous substances, OSHA Hazardous Chemicals, and toxic chemicals.

Hazardous substances pose the most significant potential threat to human health because of their known or suspected toxicity and potential for human exposure, such as benzene and cadmium, for example.

Facilities using extremely hazardous substances at or in excess of the threshold planning quantity must fulfill the reporting requirements in EPCRA. One example is sulfuric acid. On the other hand, toxic chemical examples include chromium, nickel, and cobalt.

Emergency Release Notification

- Chooses when a facility needs to report an unplanned or

accidental release of specific regulated substances in the environment

What is an EPCRA Emergency Release?

- Every unplanned release of regulated chemicals into the land, air, or water in excess of the reportable quantity within 24 hours that requires an emergency release notification.

Which Chemicals Need Emergency Release Notification?

- Extremely Hazardous Substance (EHS)
- Hazardous Substance (HS)

In the case that there is accidental release of an extremely hazardous substance or hazardous substance in excess of their reportable quantity, promptly contact the National Response Center (if the chemical is a hazardous substance), the Local Emergency Planning Commission of any area likely affected, and the State Emergency Response Commission of any state likely affected.

Releases are not necessary to reported include:

- A Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA)-reported continuous release;
- Those covered by a National Pollutant Discharge Elimination System (NPDES) wastewater permit;
- Those authorized by an air-emissions permit;
- All covered through Resource Conservation and Recovery Act (RCRA) as a stored or disposed-of hazardous waste;
- A properly applied pesticide (Federal Insecticide Fungicide and Rodenticide Act, FIFRA, registered);
- Any which are completely contained within a building or other structure (If there is a chance that anyone outside the building can be exposed, the release must be reported).

What condition would require Emergency Release Notification?

- The managed release of regulated chemicals to the environment through permits, planned discharges, etc.
- An accidental release of a regulated chemical to the environment above the reportable quantity that occurs within a 24 hour period;
- The presence of extremely hazardous substances exceeding the threshold planning quantity;

- The storage of an OSHA hazardous chemical.

Conversely, non-hazardous solid substances like bricks and aluminum ingots stored at any one time at the facility in excess of 10,000 lbs. need to be reported on the Tier II form if the manufacturing process causes exposure.

Under Section 311, a facility is required to submit SDSs the first time they exceed a threshold reporting quantity for an extremely hazardous substance or hazardous chemical. This is a one-time report.

This report needs to be filed within 90 days of storing a new extremely hazardous substance or hazardous chemical on site which exceeds the threshold reporting quantity instead of submitting an SDS for every chemical above the threshold reporting quantity you may submit a list of the chemicals. SDS submissions (or the list of chemicals) required in Section 311 must be submitted to the SERC, the LEPC, and the local fire department.

ESSENTIAL 29: Slips, Trips and Falls

Key Takeaways:

- Learning about the physical and behavioral hazards that can lead to slips, trips, and falls.
- Understanding the different ways both you and your employer are responsible for providing safe work spaces.
- Recognizing proper housekeeping practices and personal behaviors that can eliminate/prevent slip, trip, and fall hazards.
- Learning how to fall properly to avoid serious injury and how to respond to a fall injury.

Course Description

This course on slips, trips, and falls reinforces good behaviors

for workers on how and where to avoid areas where these hazards reside.

Recently, the Congressional Accountability Office of Compliance released statistics that indicate falls are the private industry's third leading cause of workplace fatalities. Nearly 600 workers die from a fatal slip, trip, or fall, annually.

In fact, most falls occur on flat surfaces like plant floors. Often, they happen because of slippery areas, improperly stored items, foreign objects, and floor surface issues.

Documenting hazards you see in and around the workplace and following good housekeeping practices are the best defenses from a serious fall. Good housekeeping means that when a worker encounters a spill, or finds debris in a walkway, they first recognize the impact this material might have for colleagues negotiating the path, and then act immediately to clear the hazard. Typically, good housekeeping will mean keeping all areas of employment clean, orderly, and sanitary, including storerooms, service rooms, passageways, and bathrooms. It is easy to understand the idea when you think of picking up trash on the floors at home or children's toys left out on a staircase.

In part with good housekeeping practices, safety professionals need to be able to answer "yes" to these questions:

- Does every stairway and stairwell have smooth, continuous handrails and slip-resistant stair surfaces?
 - Is adequate lighting present in work areas and passageways?
 - Proper drainage for wet processes and dry places to stand exist where practical?
 - Do all exposed walking surfaces supply sufficient texture or treatment for safe traction?
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Overhead and Gantry Crane Safety

Key Takeaways:

- Learning about the safety devices that should be found on overhead and gantry cranes.
- Understanding the required steps for inspecting crane equipment.
- Recognizing the requirements for pre-operation testing for overhead and gantry cranes.
- Acknowledging the requirements for proper load rigging for overhead and gantry cranes.
- Comprehending the required procedures for lifting and moving loads with overhead and gantry cranes.
- Learning the required safety practices for leaving equipment unattended, working around other personnel, and disconnecting power to the equipment.

Course Description

OSHA has stated that around 70 people die each year from crane-related accidents. Most likely, the employees to be killed in crane-related incidents are construction laborers, electricians, and welders.

Industrial cranes' most common types are overhead and gantry. Overhead cranes have a movable bridge that typically carries a movable trolley supporting the hoisting mechanism, traveling on an overhead fixed runway structure. Gantry cranes are similar, but the bridge for carrying the trolley or trolleys is rigidly supported on two or more legs. Usually on the ground, it runs on fixed rails or other similar runway. For both types, safety standards and operating procedures are grouped together because they have such similar traveling and hoisting characteristics.

Although there are many steps in controlling the hazards presented by work with cranes, here are the basic inspection and operation safety points:

Control Pendant Inspection – Ensure all wiring is properly

connected to the pendant. – Inspect for visible damage (wiring frayed or disconnected). Load Hook and Safety Latch Inspection – Check that the safety latch properly closes across hook throat. – Never use a hook that has been stretched. – Never replace the safety latch of a stretched hook with a longer safety latch. – Investigate for cracks, weld marks, bent shanks, or other signs of damage. – Notify your immediate supervisor or foreman of any signs of damage. Load Bearing Rope Inspection – Performed prior to any lifting. – Fundamental for safe lifting. – Scan for signs of wear and corrosion. Ladder, Platform, Walkway, Inspection – Ensure the ladder is permanently and securely fastened in place. – Ensure the handrails and walkway or cab platform guardrails are in good repair and firmly attached. – Ensure the climbing and walking surfaces are in safe condition. Despite a thorough inspection and pre-operation testing, overhead crane operation still pose significant hazards unless the load is correctly balanced, rigged and secured. Proper load rigging procedures should require following the rated load capacity of the sling, hook, and lifting devices, selecting the proper gear to rig with, determining correct sling angles where necessary, and protecting the sling against hazards. Operation Safety – Start with performing a below-the-hook device inspection. Scan for damage on spreader bars, shackles, pulleys, and slings. – At first, move the lift slowly to minimize swinging of the load. Ensure the rigging job is properly holding, and there is no slipping. – Lift the load high enough to clear all obstacles in one smooth motion. Try to not perform any abrupt moves. Don't forget, overhead cranes are designed only for vertical lifts. In the case that the load is pulled sideways, serious damage or catastrophic crane failure could result. – When the load is properly raised, then you can move the load to the desired location. Do not carry a load above someone. Once the crane is in position, slowly lower the load to its set-down point. – Make sure to keep your hands away from pinch points. Cease activity when the load block is low enough to unhook the sling. – In the case that the load is free-swinging and needs to be turned for placement, tag lines should be affixed to at least two corners of the load so that the load can be turned without standing under or close to it while adjusting its position by hand. – During an

emergency, shut off the main disconnect switch for the crane. Ensure you know the location of the main disconnect switch. When the type of crane you are operating does not have a disconnect box nearby, use the stop button on the control pendant to cut off all power to the crane. Required Safety Practices – Do not move a load above co-workers. – Never permit co-workers to be underneath the load. – Put the load block back to its designated location after use. – Never leave the load block low enough for someone to run into. – Do not abandon a suspended load. – Never leave unused slings suspended on a crane hook where they could become snagged on passing equipment. – Always store wall-mounted cranes against the wall. – Regularly observe equipment for any sign of problems during operation. You must pay attention to what you are doing; don't allow yourself to become careless or distracted.

Overhead and Gantry Crane Safety – Spanish

Course Description

This course will teach you fundamentals of overhead and gantry crane safety, including the characteristics of the different types of cranes, the requirements for inspection of equipment, proper pre-planning, and finally, how to lift and safely move a load.□
(Spanish Version)

HOW TO: The User Experience

Key Takeaways:

- Learning about the user experience considerations behind the design of Bridge

Course Description

In part of our 8-piece Bridge curriculum, this course will teach you about the user experience design within Bridge. Bridge has been designed to be powerful but easy to understand and use. Through this course, you will learn about how the parts of Bridge are designed and the overview of what you can do in Bridge. Somewhat like a bird's eye view, you will gain a perspective of the surface of this platform. We will discuss what Bridge looks like for learners through the courses they are required to take and the additional ones they wish to take. As well, we will look at the course creation process, putting courses into a program, live-training sessions, categorizing learners into groups, and analyzing user data, on the outer layer of operations. Our hope with this course is to quickly show you what can be done in Bridge to enrich the knowledge of your users.

ESSENTIAL 29: Fire Extinguisher Basics

Key Takeaways:

- Learning fire extinguisher basics
- Considering conditions to decide whether to evacuate or fight the fire
- Learning the techniques used to extinguish a fire

Course Description

One of the most reliable ways to put out fires in the workplace is

fire extinguishers. Although they are not a requirement, employers who choose to use fire extinguishers must train workers in general fire extinguisher use to comply with OSHA standards.

Why should you train for portable fire extinguisher safety?

Here's a real incident: in August of 2012, four workers were hospitalized after a flammable solvent used for cleaning machines ignited. The facility's employer, a Connecticut urethane coating and laminate fabric manufacturer, was cited for alleged serious and repeat violations of workplace safety standards, with proposed penalties of \$74,000.

OSHA discovered that the employer failed to take adequate precautions to eliminate potential ignition sources. The violations around the incident involved an inoperable fire alarm system, no assurance that fire precaution procedures were in place, improperly grounded machinery, a lack of hazard inspections, a lack of personal protective equipment for workers, and failure to provide and record adequate fire extinguisher training.

There have to be three basic ingredients for fires to start: fuel, means of ignition, and oxygen. The fuel is what's will burn (e.g. paper, oil on a stove, metal shavings). The ignition source, perhaps a spark, cigarette cinders, lightening, heat, or even static electricity, will provide the initial energy to start the fire. Lastly, oxygen is necessary to sustain combustion. Any time all three ingredients are present, fire happens. If just one is missing, then the fire will subside or be extinguished.

Working on this principle, a portable fire extinguisher cools the burning fuel and removes the heat, displaces or removes oxygen, or stops the chemical reaction so the fire does not continue to burn.

There are five classes of fires and various fire extinguishers associated with each one. It is crucial that the fire extinguisher used is the right type for the fires your workforce is anticipating.

Class A Fire Extinguisher

- Extinguishers in this class contain substances that cool the fuel or displace oxygen needed for combustion. In order to be effective, the extinguishing agent needs to penetrate the burning material.

Class B Fire Extinguisher

- the agents in these extinguishers are chemical foam and carbon dioxide, CO₂, which smother or exclude oxygen as needed. These extinguishers are effective on Class B fires because they break the uninhibited chemical chain reaction.

Class C Fire Extinguisher

With this extinguisher, it coats the fuel with a thin layer of fire retardant powder, separating the fuel from the oxygen. Also, fire retardant chemical powder works to interrupt the chemical reaction, which makes these extinguishers extremely effective at extinguishing an electrical fire.

Class D Fire Extinguisher

Many Class D fire extinguisher agents are available; some will handle multiple types of metals, and others will not. Majority of Class D extinguishing agents are dry chemicals like sodium chloride or a copper or graphite base.

Class K Fire Extinguisher

This extinguisher agent is a low pH wet chemical that discharges as a fine mist, coating the surface of the burning liquid to help smother the flames, which prevents grease splashes and fire re-flashes, in addition to cooling the equipment.

PASS – An acronym for effective fire extinguisher safety.

- P is for PULLing the pin. If you didn't know, the handle can't be squeezed if the pin hasn't been pulled.
- A is for AIMing at the base of the fire, which is critical.
- S is for SQUEEZEing the handle, thus discharging the extinguishing agent.
- S is for SWEEPing from side to side at the base of the fire, then continuing to move forward until the fire is extinguished.

Electrical Construction

Safety

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Key Takeaways:

- Learning how electricity works with hazards on the job
- Understanding basic safety controls and practices at work
- Learning how to identify and respond to electrical emergencies

Course Description

This lesson will provide an overview to prepare workers for working safely with and around electricity. However, this lesson will not address arc-flash hazards and controls, lock-out/tag-out procedures, or high voltage (220V or 440V) electrical safety.

Annually, there are approximately 230 electrical related fatalities. The National Institute for Occupation Safety & Health (NIOSH) discovered that “61% of electrocutions occur in two occupation divisions: 46% among craftsmen and 15% among laborers. These two groups also had the highest rates of electrocution death: 1.4 per 100,000 workers each.”

As well, NIOSH stated that “Electricity is the flow of an atom’s electrons through a conductor. Electrons, the outer particles of an atom, contain a negative charge. If electrons collect on an object, that object is negatively charged. If the electrons flow from an object through a conductor, the flow is called electric current. Voltage is the fundamental force or pressure that causes electricity to flow through a conductor and is measured in volts.”

Typically, fatal electrical accidents occur in the high-risk workforce when an aerial lift or boom, or scaffolding set up, unexpectedly connection with a power line, creating a circuit.

Since electrical hazards can cause burns, shocks, and electrocution (death), follow these guidelines to increase your safety:

- Always assume overhead wires are energized at lethal voltages. Do not assume that a wire is safe to touch even if it is down or appears to be insulated.
 - Do not touch a fallen overhead power line. Instead, call the electric utility company to report fallen electrical lines and let them deal with it.
 - Keep 10 feet or 3 meters of distance away from overhead wires during cleanup and other activities. When working at heights or handling long objects, survey the area for the presence of overhead wires prior to working.
 - In the case that an overhead wire falls across your vehicle while you are driving, stay inside the vehicle and continue to drive away from the line. If your engine stalls, then do not leave your vehicle. Make sure to warn others not to touch the vehicle or the wire, then call or ask someone to call the local electric utility company and emergency services.
 - Do not operate electrical equipment when you are standing in water.
 - Do not repair electrical cords or equipment unless qualified and authorized.
 - Always get a qualified electrician to inspect electrical equipment that has gotten wet before energizing it.
 - Whenever you are working in damp locations, always inspect electric cords and equipment to ensure that they are in good condition and free of defects, and use a ground-fault circuit interrupter (GFCI).
 - Be cautious always when working near electricity.
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HOW TO: Create Custom Reports

Key Takeaways:

- Learning how to create custom reports within Bridge
- Understanding the resources available through the Deep Dive integration

- Identifying how to navigate the user interface

Course Description

One of the amazing functions of Bridge is its reporting tool. You can quickly and effectively view data on users, groups, courses, and more to determine things such as course effectiveness, knowledge, or procrastination averages. Through this course, you will learn how to utilize these tools for your advantage.

The main reporting tool that Bridge uses is called Deep Dive. While Bridge also offers simple overall statistics, Deep Dive goes a step further and allows you to access your data in any way you wish. You will learn how to tailor reports based on users, groups, teams, or content, in addition to custom time frames. From there, we will discuss filters and their usage to narrow reports by group, team, enrollment type or status, and content type or tags. Lastly, you will be given a basic rundown on the user interface for Deep Dive, including navigation and exporting data. This course is part of our 8-piece Bridge curriculum and was designed to help you familiarize yourself with this powerful platform. Reports are necessary in so many regards, including but not limited to presentations, corporate decisions, and learner retention. Our hope is that we can help you access these reports with ease and efficiency to provide accurate information on your users.

BETTER BUSINESS: Thriving Through Conflict

Key Takeaways:

- Learning how to engage in conflict successfully to guarantee good relations and peace in the workplace.
- Identifying common stressors in the workplace
- Utilizing a conflict resolution process

Course Description

In most forms of entertainment, there has been a portrayal of workplace rivals. Maybe they prank each other regularly, compete to get promoted, try to woo the same coworker, insult each other, or fight in just about anything. While this is typically pretty funny and entertaining to watch on your TV, it can be miserable in the workplace. When employees are regularly in conflict, morale and productivity suffer along with it. Employees that are not part of the conflict can also feel the effects of a hostile work environment, and turnover can ensue. Nobody wants conflict to be part of their daily life. Although it is perfectly natural for conflict to happen, it is best resolved.

Through this course, we will discuss ways to engage with conflict successfully in the workplace. For your benefit, we have developed a 5 step conflict resolution process to guide you. First, we will discuss the importance of creating an effective atmosphere, then a mutual understanding. Thirdly, you will learn how to identify individual and shared needs for those in conflict and their team. From there, we will show how you can easily discover the root cause with conflicted employees. Lastly, you will see the criteria a solution needs for the problem. As we explore these steps in depth, we hope to help you resolve conflict quickly in the workplace, be it that you are directly in the conflict or simply spectating it. Through the use of animated videos, additional resources, and quizzes, we have designed this course to be easy and quick to learn so that you can resolve conflict today.

BETTER BUSINESS: Goal Setting and Achieving

Key Takeaways:

- Learning methods to improve how goals are set to ensure they are done effectively

- Utilizing techniques such as routines, schedules, and organization in ways that produce results

Course Description

Goals are something that has been continually discussed in society. You must have career goals, life goals, weekly goals, daily goals, and so on. While goals are important, their value can be degraded by failed ones and overemphasis in general society. This is why we have created this course: to help you set purposeful goals that actually impact your life. We hope that we can equip you with skills and techniques that improve the value of goals in your life, not drown them out.

We have created and gathered methods that you can utilize to ensure that goals are achievable and inspire you. Our step-by-step process ensures that every goal you set leads to results by providing guidelines for effective planning. You will learn categorizing techniques to guarantee that your time is spent effectively and therefore, enjoyably. The last thing anyone wants to hear is that they have just wasted a workday on a task not due for six months. In the development of this course, we evaluated and addressed common concerns and pitfalls of goal setting. From our research, we have carefully constructed methods and takeaways that you can practice daily. Through the implementation of animated videos, tips, quizzes, and additional resources, our hope is that we can help you advance in the workforce more effectively. We want to increase your faith in goals by improving how you set them.

ESSENTIAL 29: Materials Handling

Key Takeaways:

- Learning proper lift technique

- Learning methods to reduce the hazards around material handling
- Improving productivity and ease in the workplace

Course Description

This course is aimed at teaching about the importance of proper materials handling because it causes back pain.

Back pain is referred to as one of the most common reasons for missed work and is the leading cause of disability worldwide. It is also the third most common reason for seeing a doctor, after skin and joint disorders. In other words, back pain is likely to be visible in every workplace. What may not be obvious, is all the potential causes of back pain. Back pain can be caused by poor lifting techniques, poor posture, psychological stress, and also various internal organ diseases. It's highly beneficial for the workplace to prevent back pain as much as possible; prevention will increase productivity, efficiency, and the duration of time an employee can spend with the company.

According to the American Chiropractic Association (ACA), back pain causes over 264 000 000 lost workdays annually, with an estimate that 80% of the population will experience back pain in their lifetime. The health care costs are huge, add if you account for lost wages and decreased productivity, ACA estimates that back pain costs over \$100 000 000 000 annually in just the United States. Not only does back pain commonly affect workers, it will probably happen to you or someone you know. However, back pain is something that can be easily reduced and managed in the workplace if preventative actions are taken.

This lesson will discuss techniques and methods that can be implemented in any workplace to reduce the risk of back pain. Materials handling is fundamental and can't be avoid, but with the proper skills it doesn't have to be a workplace hazard. Both higher end controls such as investing in equipment and easy controls like proper lift technique will be discussed in this course, along with the benefits of each.

Save both yourself and others some strain by taking the time to learn about better ways to handle materials.

BETTER BUSINESS: Hiring for Managers

Key Takeaways:

- Learning strategies to ensure you hire the best candidate for the job and avoid bad fits, candidates leaving early, and losses in training, productivity, and morale
- Identifying characteristics of positions for clear communication to candidates
- Learning methods to performing useful interviews that narrow down candidates
- Identifying means of ensuring job fit
- Observing ways to ensure a successful candidate starts on the right foot and doesn't leave shortly after being hired

Course Description

Hiring is a regular part of every business, and with it are premature turnover, poor job fits, and unforeseen issues. The costs of any hire are significant when you account for interviews, advertisement, productivity, errors made, training costs, and cultural impact. If a hire is successful, then it ends up being well worthwhile; however, if a hire leaves after a few months, then you have to go through the costs again for a new hire. As a manager, you likely want to avoid poor hires and the costs associated with them, both financial and time costs. We have designed this course to help you do exactly that. You will learn strategies covering pre-interview actions, interviews, resume and cover letter review, social media, personality considerations, offering a position, and starting a hire off on the right foot. In this comprehensive and detailed course, we will provide you with techniques and skills to improve your hiring process.

As we will discuss, there is a lot to do before the first interview. Attracting talent is one of the major dilemmas businesses face today, clearly indicated by the amount of research

and books written on the topic. Especially with generational divides, it may feel overwhelming to consider what ways will be most effective to hire competent employees who will want to stay with the company for years. We have organized general necessities to make this task easier for you. For any industry, there are things must be advertised to ensure that candidates know exactly what the job entails. Some of the information is standard, like salary or benefits, but other information is largely abstract, like skills needed, personality desired, responsibilities, or job process. Right away, we will show you the resources to consider when determining the qualities of a position. That will help in the following process of advertising the position and considering platforms to do so.

Both when selecting candidates for an interview and performing the interview, there is potential for nothing valuable to come out of it. Ever had a feeling that it's hard to find good people? We can't promise you that there is hidden talent in your area, but we can supply you with the skills to find it. This course will give you a list of criteria for evaluating candidate potential ahead of during the interview. We will also walk through methods for asking questions and conducting interviews so that you are confident on whether a candidate will be a good fit for the position.

Lastly, this course will go through the process of securing a hire. Often, the best talent has infinite options for work. An important part of securing your dream candidate is swiftly executing the job offer. You will learn about strategies to ensure that your time isn't wasted and that you can lock down, and keep, a great hire.

Our hope through this course is to eliminate the headache that hiring can be. Through the use of animated videos, quizzes, and additional resources, we have designed this course to easy and simple to learn, and to provide life long skills in finding talent.

BETTER BUSINESS: Effective Meetings

Key Takeaways:

- Learning strategies to improve the success of meetings, such as room arrangement, timing, breaking the ice, and how to respond to conflict.
- Lowering stress and apprehension towards meetings
- Observing effective ways to lead meetings
- Demystifying the belief that meetings only require a PowerPoint

Course Description

How do you feel about leading a meeting? How about one of 5, 10, 15, 50, or 100 people? Maybe you feel pretty confident in your abilities, maybe this makes you feel anxious, or maybe you worry about what your participants will be doing when you are speaking. In any case, we have designed this course with you in mind. We want to help you improve meetings in your workplace.

Many of us have been a part of meeting that was too long or unproductive, that had arguments and fighting, or that was boring and people left early. Our course supplies techniques and strategies to eliminate these types of meetings altogether. We will demystify the belief that a PowerPoint is all you need and provide you with actual skills to practice and perfect meetings with. Firstly, this course will provide methods for forming effective agendas and assessing if an agenda is needed at all. We will provide lists of basic materials every meeting needs to ensure that they are run effectively. As well, you will learn about techniques involving seating arrangements, meeting placement and duration, breaking the ice, tech usage, and a few more that will have significant influences on your meetings, despite being more abstract. Our techniques will eliminate flight risks, maintain focus, decrease tensions, and increase engagement. All great things, right? There's no false promises here. By utilizing

our logistics and methods, in addition to creating your own, you can be the emperor of meetings in your workplace. Our hope is that this course will help you achieve your best presentational abilities in a simple and effective course. Perhaps not everything will be useful, but we have worked hard to deliver at least a few fantastic techniques to you. Our animated videos, quizzes, and additional materials are all designed to play a part in the improvement of your business.

OSHA: Confined Space Entry – Permit Required Overview

Key Takeaways:

- Learning the characteristics and examples of a confined space
- Evaluating the hazards of confined spaces
- Understanding the differences between permit-required and non-permit-required confined spaces
- Recognizing every specific requirement of a Permit-Required Confined Space Program
- Recalling the requirements of the permit system and the information a permit includes
- Understanding the responsibilities of personnel who work in or attend permit spaces
- Realizing rescue resources and the need to plan for emergencies

Course Description

Confined spaces in the workplace are defined as enclosed or partially enclosed spaces of a size such that employees can squeeze entry for performing assigned work through a narrow opening; they're cramped, tight spaces. Typically, you will only enter these areas to perform specific tasks before barricading them to prevent unauthorized access.

Consider the examples of storage tanks or bins, mixing tanks,

railroad tank cars, silos, vaults, pits, or any large tank used for holding liquid. It may be the case that these big storage containers need to be cleaned out, so a worker goes inside and they're completely surrounded by walls of the structure, with only a small entry/exit hatch for escape if things go awry. Confined spaces are a nightmare for the claustrophobic. They may be large or small and above or below ground.

Many confined spaces may foster a hazardous atmosphere because of their very nature and configuration. Since they are normally poorly ventilated areas, the release of vapors that are safe in the open air can create an oxygen-deficient, toxic, combustible, or otherwise harmful atmosphere. Confined spaces are deadly if several unexpected situations develop. These atmospheres can cause immediate asphyxiation, acute or chronic poisoning, or impairment that can result in injury.

The leading cause of death is asphyxiation in confined spaces, but why does that happen? A lack of oxygen is one highly probable factor contributing to confined space accidents. A situation like this occurs when the air in a confined space is consumed by chemical or biological reactions, diluting the amount of oxygen in the immediate atmosphere to below 21%, increasing negative physiological responses as that percentage declines. Another killer in confined spaces is oxygen displacement. This occurs when inert gas concentration is high enough to remove oxygen from the chamber, essentially replacing the normal air we breathe with colorless, odorless gases like nitrogen or carbon dioxide, and creating a situation of complete suffocation for workers. More likely problem situations to consider involve flammable atmospheres, toxic gases, and solvents: each poses different, specific hazards that have killed high-risk workers in the past.

An confined space that requires a permit:

- Houses or has the potential to produce a hazardous atmosphere
- Has a material that can engulf someone who enters the space
- Is configured internally in a way that might cause an entrant to be trapped or asphyxiated
- Has other recognized serious safety or health hazards

A company Permit-required Confined Space Entry Program is an overall policy and plan for protecting employees and contractors from confined

space hazards, in addition to regulating entry into its permit-required spaces. Ahead of entering a permit space, your supervisor and/or the attendant must take every measures necessary to isolate the permit space and eliminate or control hazards. Such measures might include lockout or tagging of equipment to eliminate hazards. Other methods to reduce hazards include testing and monitoring the air for contaminants and adequate oxygen, then purging, ventilating, and flushing unsafe atmospheres or chemicals from the space. When permit-required confined spaces need forced air ventilation, then the ventilator must significantly reduce hazardous atmospheric conditions to be within acceptable limits, PPE may be necessary, and safe atmosphere must be maintained until the job is completed and personnel have left the space. Prior to entering a permit space, your supervisor and/or the attendant must test the internal atmosphere with calibrated, direct-reading instruments. OSHA standards require your employer to provide all necessary equipment free for you to ensure your safe entry and exit of the permit space. This equipment includes but is not limited to ventilation and testing and monitoring instruments to maintain an acceptable atmosphere quality. As well, it include communication devices to monitor your status and provide evacuation alerts, any personal protective equipment necessary for adequate protection, and appropriate lighting to enter, work, and exit safely. Your employer has an obligation to provide barriers or shields that protect from external hazards (electrical hazards or sources of extreme heat and cold), ladders or other equipment for safe entrance and exit, and all rescue and emergency equipment for rescuing entrants. In addition to knowing the hazards and symptoms of exposure, employers must ensure that employees working directly in a permit space perform specific duties.

OSHA: Intro to Pallet Jack Safety

Key Takeaways:

- Learning the key components of manual and powered pallet jacks.
- Observing potential hazards associated with using a pallet jack.
- Understanding the responsibility as a pallet jack operator to ensure safe operation.
- Learning procedures for safe loading, unloading, and moving of loads using a pallet jack.

Course Description

This course will concentrate on the safe operation of both manual and powered hydraulic pallet jacks.

OSHA has defined Powered Industrial Trucks (PIT) as any power-propelled truck used to carry, push, pull, lift, stack or tier materials. This categorizes electric power jacks under the same regulatory standard as forklifts, whereas manual pallet jacks, despite being similar in many ways, are considered simple machines or tools.

For your safety, pallet jack operation needs to include training, familiarity with operation, inspection of the jack prior to use, wearing the right personal protective equipment (PPE), planning your route, and avoidance of horseplay.

Regular hazards tied to pallet jack operation include falling objects (struck by hazards), such as loads or even operators. When you quickly move a loaded pallet jack too quickly over uneven floors or on inclines, the load may topple. Both you and others could be injured if the load falls, and the load and/or the workplace may be damaged. Struggling to move a stuck pallet jack or failing to control it on an incline can cause the operator to slip and fall.

A different hazard of pallet jacks involves striking objects or people. When you strike door frames, columns, or other stationary

objects with a loaded pallet jack, property can be damaged and there may be bodily harm such as abrasions, bruises, and fractures from the resulting impact. Clearly, ramming the pallet jack into a person is probable to injure, but tripping on exposed forks is another way workers can get hurt.

Another typical factor to occupational injuries resulting from pallet jack operation is muscular strain. Often, the experience of back and muscle strain happens if you adjust loads or move a loaded pallet jack incorrectly. Since pallet jacks are designed to be pushed and not pulled, forceful pulling may cause strain or shoulder dislocation.

Also relatively common are crushed-by incidents. Those most at risk are bystanders, who may get a foot injury if a load is dropped on their feet or if a pallet jack runs over their feet. As well, bystanders can be crushed by run-away loads, such as when working in a trailer or confined area with a sloped floor surface. Likewise, pallet jack operators can be crushed between their loaded pallet jack and a stationary object, which is why it is a good reason to push, and not pull, a pallet jack.

Indoor Air Quality: Breathing Easier at Work

Course Description

Poor IAQ doesn't just make people uncomfortable—it can make them sick, hurt productivity, and even cause long-term health problems. This course will cover what it is, what affects it, and how to make it better.

OSHA: Confined Spaces Overview

Key Takeaways:

- Recognizing characteristics and examples of a confined space.
- Evaluating hazards of confined spaces.
- Understanding the differences between permit-required and non-permit-required confined spaces.
- Comprehending the basic requirements of a permit-required confined space program.

Course Description

Confined spaces in the workplace are defined as enclosed or partially enclosed spaces of a size such that employees can squeeze entry for performing assigned work through a narrow opening; they're cramped, tight spaces. Typically, you will only enter these areas to perform specific tasks before barricading them to prevent unauthorized access.

Consider the examples of storage tanks or bins, mixing tanks, railroad tank cars, silos, vaults, pits, or any large tank used for holding liquid. It may be the case that these big storage containers need to be cleaned out, so a worker goes inside and they're completely surrounded by walls of the structure, with only a small entry/exit hatch for escape if things go awry. Confined spaces are a nightmare for the claustrophobic. They may be large or small and above or below ground.

The Occupational Safety & Health Administration (OSHA) created a standard to better protect those who work in confined spaces in 1993. OSHA based this standard on the most effective practices for eliminating and controlling confined space hazards. In their explanation, OSHA stated that repair, maintenance, cleaning and inspection activities account for nearly 25% of confined space related fatalities, with construction and manufacturing industries experiencing the most fatalities.

Numerous confined spaces are poorly ventilated, which leads to the release of vapors that are safe in the open air creating an oxygen-deficient, toxic, combustible, or otherwise harmful atmosphere. These types of atmospheres are able to cause immediate asphyxiation, acute and chronic poisoning, or impairment that can result in injury. The leading cause of death in confined spaces is asphyxiation. Confined spaces are also capable of posing the hazard of asphyxiation or other injury from engulfment in the materials inside (i.e. grain or sawdust within a silo).

If several unexpected situations develop, confined spaces can kill.

A lack of oxygen is one highly probable factor contributing to confined space accidents. A situation like this occurs when the air in a confined space is consumed by chemical or biological reactions, diluting the amount of oxygen in the immediate atmosphere to below 21%, increasing negative physiological responses as that percentage declines.

Another killer in confined spaces is oxygen displacement. This occurs when inert gas concentration is high enough to remove oxygen from the chamber, essentially replacing the normal air we breathe with colorless, odorless gases like nitrogen or carbon dioxide, and creating a situation of complete suffocation for workers.

More likely problem situations to consider involve flammable atmospheres, toxic gases, and solvents: each poses different, specific hazards that have killed high-risk workers in the past.

In addition, there are other potential hazards: sloped, tapered, or inwardly converging walls in a confined space, such as a discharge pipe, can pose the hazard of asphyxiation from compression of the chest to workers who slip and fall into them. Being caught between or under objects in a space can also lead to confinement.

For employees, there can also be exposure to extreme noise, heat, or cold in a confined space and that may introduce hazards just

because of the tools they bring into such an environment. Welding certain materials are able to create fire hazards and cleaning the inside of tanks with solvents may create a toxic atmosphere, for example.

Confined spaces have two classifications: “non-permit required” or “permit required.” A non-permit required confined space is a enclosed space that does not pose life, health, or safety hazards. Many permit-required confined spaces could contain hazardous atmospheres because of their very nature and configuration.

An confined space that requires a permit:

- Houses or has the potential to produce a hazardous atmosphere
- Has a material that can engulf someone who enters the space
- Is configured internally in a way that might cause an entrant to be trapped or asphyxiated
- Has other recognized serious safety or health hazards

A company’s Permit-required Confined Space Entry Program is the overall policy and plan for protecting every employee and contractor from confined space hazards, in addition to regulating entry into permit-required spaces. When a job site has permit-required confined spaces and workers are authorized to enter them, employers must develop, implement, and update this program. As well, the company must enforce and periodically evaluate their Confined Space Entry program.

ESSENTIAL 29: Office Safety

Key Takeaways:

- Recognizing common office safety risks
- Learning how to react during emergencies
- Identifying ways to reduce hazards

Course Description

This course will educate you on the importance of office safety. You may be thinking, most offices have few hazardous chemicals and no heavy or moving machinery. If the worst that can happen is a paper cut, why do we need to talk about safety training? Because a paper cut isn't the worst that can happen.

Office employees still need to know what to do in case of an emergency, and accidents are surprisingly common. Also, people who sit down and use computers most of the day need to watch out for ergonomic issues that cause significant health effects over the years.

Common risks in offices, that this lesson will discuss, include:

- Fire
- Slips, trips, and falls
- Eye-strain and back-strain from long periods of sitting and computer use
- Breathing problems from faulty heating or air conditioning systems
- Burns from office kitchens

As well, we will discuss numerous tips for creating a safe office environment. They aren't always apparent, but risks are everywhere. More important than preventing them is to know what to do when they do happen. Through this course, you will learn how to keep both yourself and others safe.

OSHA: Intro to Personal Safety

Key Takeaways:

- Recognizing the importance of safety in the workplace.

- Understanding the benefits of an established culture of safety.
- Realizing the risks that a culture of safety can reduce or eliminate.
- Acknowledging the employee's role in promoting a culture of safety.

Course Description

This lesson will teach you about why it is importance to have safety in the workplace and what the employee's role is in maintaining a safe workplace.

The National Federation of Independent Businesses describes ideal safety accountability as:

- Ideal accountability
- Companies who work towards optimal safety performance show the highest level of organizational safety accountability.

Everyone understands that they are accountable for safety in these companies. Even the newest, entry-level employee has the same commitment to excellence as management. These golden examples have strategically thought out how to get employees involved in safety programs. Through implementing a behavior or value-based safety approach, these companies have eliminated the barriers that prevented them from achieving an integrated safety accountability system in which employees take ownership of their daily activities. Each of these companies will usually see additional payoffs in terms of quality and production, which often accompany low and stable incidence rates.

1. All levels must have safety accountability
2. Ownership of the safety process is created from behavior-based safety
3. Incidence rates will become less than industry average
4. There is a payoff in quality, production, and incidence rates