

HEALTH AND SAFETY AND CUSTOMER SERVICE CERTIFICATION FOR CO-OP STUDENTS

NEW On-Line Expert-led Student Certifications and Teacher Health and Safety Refresh Sessions Now Available Across Ontario

About Us

Long time Miinstry of Labour health and safety expert and provincial co-operative education safety and training specialist, Sue Boychuk (see page 4), developed and has been delivering a Customer Service and a Health and Safety Certificate for Cooperative Education students for several years both in-person and virtually to classrooms across Ontario.

The knowledge and skills students gain through these modules is practical, appropriate and applicable to all cooperative education students and is highly valued by their placement employers. And importantly, the materials are matched to the Student Learning requirements for pre-placement instruction included in the Ontario Cooperative Education Policy.

The latest Ontario regulations and requirements are continuously integrated and updated into the content to ensure every student receives **correct**, **consistent**, **current** and **relevant** information.

Virtual certifications now mean that these sessions are available to District School Boards across Ontario.

A. Customer Service



- An engaging one-hour session developed specifically for co-op students to learn the overall principles
 of service excellence and essential personal skills to succeed in customer service during co-op and for
 life, with many practical examples, key messages, short videos and opportunities for student questions.
- Students learn that the word "customer" extends to patients, "users", clients and others.
- The certification content also includes handling angry customers and Ontario's requirements for workplace harassment and bullying protection for workers



B. Health and Safety: aligned to Ministry of Labour, Skills Development and Training



- This **one-hour session** is strongly recommended for every co-op student to ensure students receive consistent information about this critically important topic, delivered by a health and safety expert.
- Students also receive education on:
 - Workplace rights and responsibilities
 - Workplace hazards
 - Preventing injuries
 - Ontario's Occupational Health and Safety Act

and other requirements to successfully complete their mandatory *Ministry of Labour, Skills Development and Training (MLSDT) Worker Awareness Certificate.*

- Post-session, Health and Safety Certificates are earned independently on-line by each student.
 Teachers will be provided the link to the module on the Ministry of Labour's web site in advance of the session to provide to their students.
- The certificate can be printed to provide to their teacher as evidence of completion and to their co-op or any employer as evidence of basic awareness. This specific training and certification is required under the Occupational Health and Safety Act for every worker in Ontario.

Sample Ontario certificate:



C. Special: Health and safety update session for Co-op teachers

Board or regional association virtually delivered health and safety Refresh covers the health and safety requirements of the Ministry of Education's 2018 Cooperative Education policy and Ontario's Occupational Health and Safety Act. In addition, strategies are covered to ensure students are safe on co-op placements and teacher questions are addressed. Contact Sue Boychuk to discuss a session for your teachers.

Arranging Co-op Student Certification Sessions for your Board

Booking:

- First time within a Board: Board lead should contact Sue Boychuk (<u>Sue.SBLC@gmail.com</u>) to discuss logistics
- Sessions are booked in advance by teachers first come, first served!

<u>Delivery</u>: <u>Live and interactive On-line</u> <u>OR</u> <u>In-person</u>

- Sessions are available through Microsoft Teams, Zoom, Google Meet or can be adapted to similar platforms or can be delvered live in-person.
- Delivery is flexible with respect to time of day, delivered for one class, multiple classes or multiple schools within a Board.
- Teachers can request one certification (e.g., customer service) or both sessions. For those requiring both certifications, the most effective format for information delivery is: one hour of Customer Service, 30-minute break, followed by one hour of Health and Safety.
- Students can be in class or remote using appropriate devices. Experience has shown that an in-class session with the teacher utilizing a Smart Board can also be very effective.

Cost:

Special all-inclusive low cost pricing for school includes preparation work and delivery



SUEBOYCHUK.COM Contact: Sue.SBLC@gmail.com

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Courses delivered by: Sue Boychuk

Sue is familiar to many in Ontario's co-op family and is widely recognized as an expert in workplace safety for young, new and vulnerable workers. Under her leadership as the lead for Young Worker Safety in Ontario, workplace injuries to Ontario teenagers decreased by 70%.

When it comes to cooperative education, Sue worked in partnership with the Ministry of Education for over 15 years and with Co-op teachers to ensure students are prepared for work and have appropriate safety education; delivering hundreds of presentations and training seminars at conferences and Board seminars.

Sue understands the issues and has designed and implemented major provincial education safety programs including: health and safety in SHSM, putting health and safety education into the provincial curriculum from K - 12, cooperative education policy, the It's Your Job student video contest, resources, and the award winning Live Safe! Work Smart! resources for Ontario teachers.

Sue brings over 30 years of extensive and diverse experience to Boards, teachers and students including practical workplace safety experience as a Ministry of Labour safety inspector, trainer, industrial safety specialist, manager and policy expert.

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