

## 2021 Mandatory Corporate Courses

| Course Name  | Delivery               | Mandatory Audience   | Timing     |
|--|------------------------|--|------------|
| <b>All Staff</b>   |                        |  |            |
| AODA – General Requirements  | Online                 | All Staff  | 20 minutes |
| AODA – Customer Service Standards                                    | Online                 | *All Staff   | 35 minutes |
| AODA – Employment Standards  | Online                 | All Staff who are involved in the hiring process   | 12 minutes |
| AODA – Design of Public Spaces Standards                             | Online                 | All Staff who are involved in designing public spaces  | 20 minutes |
| AODA – Information and Communication Standards                       | Online                 | All Staff who are responsible for corporate communications   | 15 minutes |
| AODA – Transportation Standards                                      | Online                 | All Staff who are involved with transportation standards   | 10 minutes |
| Driver Handbook Training   | <b>*New*</b><br>Online | All Staff who drive City vehicles<br><b>Exclusions:</b> Transit Drivers & Fire Staff (they receive more extensive training). | 45 minutes |
| EmpCenter – Direct Entry   | Online                 | All Staff who directly enter their hours of work into EmpCenter  | 30 minutes |
| Worker Health & Safety Awareness Training                            | Online                 | *All Staff   | 30 minutes |
| WHMIS  | Online                 | *All Staff   | 25 minutes |
| COB New Hire Health & Safety Training                                | Online                 | All Staff<br><b>Exclusions:</b> Office workers and staff who are not exposed to multiple hazards.                            | 45 minutes |
| Cyber Safe 2021  | Online                 | All staff with @burlington.ca emails   | 30 minutes |
| Cyber Security 101: The World of Cybercrime                          | Online                 | All staff with @burlington.ca emails   | 20 minutes |
| Cyber Security 102: Hacking Humans                                   | Online                 | All staff with @burlington.ca emails   | 20 minutes |
| Cyber Security 103: Malware  | Online                 | All staff with @burlington.ca emails   | 20 minutes |
| Cyber Security 104: Securing Yourself                                | Online                 | All staff with @burlington.ca emails   | 20 minutes |
| Cybersecurity for Remote Workers                                     | Online                 | All staff with @burlington.ca emails   | 20 minutes |
| How to Avoid Falling for a Phish                                     | Online                 | All staff with @burlington.ca emails   | 20 minutes |
| Intro to Multifactor Authentication (MFA)                            | Online                 | All staff with @burlington.ca emails   | 20 minutes |
| Records and Information Management Fundamentals                      | Online                 | All staff  | 30 minutes |
| City Hall & Sims Square Facility Orientation –<br><b>**ON HOLD**</b> |                        | All staff who work out of City Hall or Sims Square   | 30 minutes |
| Communication on the CHSS for MSD Prevention                         | Online                 | All Staff  | 10 minutes |
| Communication on the CHSS for Working in Hot Weather (environments)  | Online                 | All staff exposed to hot working environments  | 10 minutes |
| Communication on the CHSS for Working in Cold Weather (environments) | Online                 | All staff exposed to cold working environments   | 10 minutes |

|   |            |  |            |
|---|------------|--|------------|
| Communication on the CHSS for Vehicle and Equipment Pre-Use Inspections | Online     | All staff that drive city vehicles and/or equipment  | 10 minutes |
| Communication on the CHSS for Chemical Management (MSDS/SDS Online)     | Online     | All staff that work with or may be exposed to Hazardous Products   | 10 minutes |
| Ergonomics E-Learning   | Online     | All manual labour occupations  | 20 minutes |
| Communication on the CHSS for Working at Heights                        | Online     | All staff that may work at heights (3m or greater)   | 10 minutes |
| MOL Approved Working at Heights Training Course                         | In-class   | All staff that may work at heights (3m or greater)<br><b>Note:</b> Refresher every 3 years for those regulated by Regulation 213 – Construction Projects | 7 hours    |
| Communication on the CHSS for Discovery of Hazardous Materials          | Online     | All staff that may through the course of their work discover or come across hazardous materials  | 10 minutes |
| Communication on the CHSS for Respiratory Protection                    | Online     | All staff that may be required to wear a respirator<br><b>Exclusions:</b> Fire   | 10 minutes |
| Standard First Aid/CPR  | Blended    | Any staff member that is designated as a First Aider in the workplace  | 2 days     |
| <b>Full-Time Staff</b>  |            |  |            |
| Respect in the Workplace Training                                       | Virtual    | All Full-time Staff  | 3 hours    |
| IMS 100 (Booklet & online exam)   | Self-Study | All Full-time Staff  | 3 hours    |
| Customer First Training   | Online     | All Full-time Staff<br><b>Exclusions:</b> Transit Drivers complete this via in-house Ambassador training.  | 2.5 hours  |
| EmpCenter – Flex  | Online     | All Full-time Staff working Flex hours   | 7 minutes  |
| <b>Part-Time Staff</b>  |            |  |            |
| Customer First Training   | Online     | All Part-time Parks & Recreation Customer Service Staff  | 2.5 hours  |

| Course Name  | Delivery        | Mandatory Audience                 | Timing     |
|--|-----------------|------------------------------------|------------|
| <b>Supervisory Staff &amp; Delegated Authority</b>                   |                 |                                    |            |
| EmpCenter –Approval  | Online          | All Staff who approve timesheets   | 30 minutes |
| Fraud Awareness  | Online          | All Supervisory Staff              | 30 minutes |
| Harassment Investigations  | Online          | All Manager positions and above    | 7 hours    |
| More Than A Gut Feeling – Interviewing Skills for Hiring Mgrs        | *New*<br>Online | All Supervisory Staff              | 7 hours    |
| Procurement 101  | Online          | All Staff with delegated authority | 25 minutes |
| Supervisor Health & Safety Awareness                                 | Online          | All Supervisory Staff              | 30 minutes |
| Communication on the CHSS for the Development of Safe Job Procedures | Online          | All Supervisory Staff              | 10 minutes |

**Note:**

*\*Crossing Guards will complete the majority of their mandatory training during their full-day orientation.*