



PHILADELPHIA
INSURANCE COMPANIES

A Member of the Tokio Marine Group



PHLY RISK MANAGEMENT
SERVICES

SMARTER**NOW!**

RMS WEB-BASED TRAINING

TRAINING COURSE CATALOG

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Risk Management Services

SMARTER**NOW** COURSE DESCRIPTIONS

ABUSE PREVENTION/BULLYING

- **Summer Program Safety Training | 25 Minutes | Spanish Available**
This module reviews the typical exposures in Children's Summer Programs. This program encourages staff to think "Safety".
 - Severity exposures
 - Accident prevention
 - Managing accidents
- **YMCA Abuse Prevention Series Module 1 - Identifying and Preventing Child Abuse | 25 Minutes | Spanish Available**
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 - Preventing and Responding to Child Abuse | 25 Minutes | Spanish Available**
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 Prevention | 25 Minutes | Spanish Available**
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 Module 4 - Child Abuse Prevention Annual Refresher | 25 Minutes | Spanish Available**
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

AQUATICS

- **The Five Minute Scanning Strategy | 10 Minutes | Spanish Available**
The Five Minute Scanning Strategy® helps lifeguards improve concentration and attention, while reducing boredom by changing the mental process every five minutes.
- **Disappearing Dummies | 10 Minutes | Spanish Available**
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.
- **Safe Pool Operation | 31 Minutes | Spanish Available**
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.
- **Shallow Water Blackout | 30 Minutes | Spanish Available**
"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."

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

BUILDINGS/PROPERTY

- **Electrical Safety - Grounding Awareness | 13 Minutes**

When electricity is properly controlled, it powers just about everything from lights and appliances to power tools and computers. However, uncontrolled electricity can injure or even kill workers. The U.S. Bureau of Labor Statistics reports approximately 2,300 electrical injuries and 186 deaths in U.S. workplaces every year. One common and effective way to control electricity is through grounding. Learners who successfully complete this course should be able to recognize basics of electricity and grounding, including standard grounding and protective equipment such as grounding prongs and rods, and ground fault circuit interrupter (GFCI) devices. Learners will also be able to recognize situations where grounding is required. This course is designed for all workers who may use handheld power tools or other electrically powered equipment while at work.

- **Electrical Safety/NFPA 70E | 31 Minutes | Spanish Available**

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.

- **Fire Safety | 20 Minutes**

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 the basics of how fires work and common fire hazards, techniques for fire prevention, and procedures for fire response and evacuation.. This course is intended for general industry employees who are required to understand their responsibilities in a fire emergency.

- **Lockout/Tagout | 16 Minutes**

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 recognize the importance of lockout/tagout, identify procedures for lockout/tagout and removing stored energy, and identify requirements for locks and tags. 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, Bosnian, German, Portuguese, Polish, Mandarin, and Hindi.

- **Lockout/Tagout for Affected Personnel | 10 Minutes | Spanish Available**

During equipment or machinery maintenance, there is a danger of workers being injured by stored energy, or by someone reactivating the machine or equipment. These kinds of accidents can cause severe injury or even death. Lockout/tagout is a method to ensure all workers stay safe by preventing accidental start-up or the release of stored energy. When learners have successfully completed this course, they should be able to recognize the importance of proper lockout/tagout procedures and the roles involved, and also identify lockout/tagout related equipment. This course is presented in both English and Spanish.

- **Parking Lot Safety | 16 Minutes | Spanish Available**

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.

- **Portable Fire Extinguishers | 18 Minutes**

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.

- **Slips/Trips/Falls | 16 Minutes**

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, Bosnian, German, Portuguese, Polish, Mandarin, and Hindi.

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

DRIVERS TRAINING

- **15 or Fewer Passenger Van Driver Safety | 26 Minutes | Spanish Available**

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. This course is presented in both English and Spanish.

- **Commercial Motor Vehicle Inspections | 15 Minutes | Spanish Available**

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. This course is offered in English, Spanish, and French (Canadian).

- **Distracted Driving Prevention | 11 Minutes**

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.

- **DOT Requirements for 12 and 15-Passenger Van Drivers | 23 Minutes**

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.

- **DOT Requirements for Semi-Truck and Box Truck Drivers | 24 Minutes | Spanish Available**

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.

- **Driver Safety | 19 Minutes | Spanish Available**

Driving on the job is the number-one cause of workplace injuries and fatalities in the United States. The National Institute of Occupational Safety and Health reports that in 2017 1,299 U.S. workers were killed on public roads. If you drive for work, driving safely and defensively can help you avoid accidents, protecting yourself, your passengers, and the other people on the road.

- **Driver Safety On and Off Campus | 20 Minutes | Spanish Available**

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.

- **Driving at Night | 13 Minutes | Spanish Available**

Even though roads generally carry far fewer vehicles at night, nighttime is when 50% of all traffic-related deaths occur. Fatalities are three times more likely in nighttime car accidents, with one third of fatal nighttime crashes being caused by excessive speed. Whether you're driving a compact car or a big rig, it's important to be familiar with actions you can take to help reduce your risk of being injured or killed. When you have completed this course, you should be able to identify the hazards of driving at night, and methods to reduce or eliminate its risks. This course is available in English, Spanish and French (Canadian).

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

- **Hazardous Driving Conditions | 17 Minutes | Spanish Available**

Wet roads, snow and ice and limited visibility all increase drivers' chances of being in an accident. The U.S. Federal Highway Administration estimates that more than 1.2 million weather-related accidents happen on U.S. roads each year, resulting in approximately 418,000 injuries and more than 5,000 deaths. Drivers should know what to expect in hazardous driving conditions and how to get to their destination safely, whether they drive as part of their job duties or only drive to and from work. Learners who successfully complete this course should be able to recognize hazardous weather conditions that affect driving, identify best practices for driving in hazardous weather, and identify recommended vehicle supplies and maintenance. This course is presented in English and Spanish.

- **Safe Trip Planning for Over-the-Road Drivers | 22 Minutes**

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. This course is presented in English and Spanish.

- **Vehicle Backing Safety | 17 Minutes**

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.

EMERGENCY RESPONSE AND WORKPLACE SECURITY

- **Active Shooter: Run/Hide/Fight | 14 Minutes | Spanish Available**

Active shooter incidents have become a growing source of concern in recent years. By their nature these situations are unpredictable and chaotic, making it difficult for employers to prepare. Even though the odds of an active shooter event occurring in the workplace are low, fears about these situations can lower employee morale and create anxiety and uncertainty for your staff. The Department of Homeland Security (DHS) and the Federal Emergency Management Agency (FEMA) recommend active shooter training for all employees to help counter these fears, and to reinforce a "whole community" approach to preventing and responding to workplace violence. Training helps employees feel prepared and empowered to respond quickly if an active shooter situation occurs on the job. This course is designed to help learners in any industry recognize recommended actions to take during an active shooter event, as well as common secondary concerns such as providing first aid for common injuries and communicating with emergency responders. This course focuses on the Run, Hide, Fight program for reacting to an active shooter situation. While Run, Hide, Fight is a good set of guidelines for active, healthy adults, it may not be suitable for all people in all situations. SafetySkills assumes no liability for any injuries or damage that could occur while attempting these techniques. This course is presented in English, Spanish, and Polish.

- **Security Threat Awareness | 24 Minutes | Spanish Available**

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.

- **Violence in the Workplace | 30 Minutes | Spanish Available**

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.

EMPLOYMENT PRACTICES

- **Bullying and Harassment in the Workplace | 17 Minutes | Spanish Available**

More than 40% of adults have experienced workplace bullying. Adult bullying is more subtle and often goes unreported. Employees who complete this course should be able to identify the definition and effects of bullying, what bullying looks like and when it becomes harassment, and methods for dealing with bullies.

- **Discrimination in the Workplace | 20 Minutes**

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.

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

- **Diversity, Equity and Inclusion in the Workplace | 36 Minutes | Spanish Available**

Diversity, equity and inclusion play important roles in the modern workplace. Employers with diverse and inclusive workforces see increased productivity and customer satisfaction. Employees at these organizations generally earn more money, feel more valued, and are comfortable disagreeing with colleagues. Employees who complete this course should be able to identify the definitions of diversity and inclusion, why they are important in the workplace, and what U.S. laws are in place to ensure diversity and inclusion. They should also be able to identify methods you can use to be inclusive in the workplace. This course is presented in English and Spanish.

- **Drug Free Workplace | 16 Minutes | Spanish Available**

The U.S. Surgeon General reports that nearly 21 million Americans live with substance abuse disorders, costing the U.S. economy more than \$400 billion annually. Substance abuse is a problem that can seriously affect all employees in the workplace. Employees will learn about the dangers of over-the-counter, prescription, and illegal drug misuse, substance addiction at work or in their personal life, common elements of workplace drug-free policies, the drug testing methods employers use and their legal rights regarding testing, and how their workplace could respond to the discovery that an employee is misusing substances. This course is presented in English and Spanish.

- **Lawful Hiring Practices | 20 Minutes | Spanish Available**

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 learners complete this course, they should be able to identify the legal requirements when hiring, overall best hiring practices for different worker types, and recognize methods to prevent unlawful hiring. 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 | 17 Minutes | Spanish Available**

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.

- **Reasonable Suspicion Substance Abuse Training for Supervisors | 125 Minutes | Spanish Available**

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.

- **Sexual Harassment and Discrimination for Employees | 37 Minutes | Spanish Available**

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.

- **Sexual Harassment and Discrimination for Employees in California | 63 Minutes | Spanish Available**

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 meets California's requirements for a one-hour runtime. This course is presented in English and Spanish. NOTE: learners may complete the course in less than the full runtime if the skipping feature is not disabled on your account. Please contact support@safetyskills.com if you would like this feature disabled.

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

- **Sexual Harassment and Discrimination for Employees in New York | 25 Minutes | Spanish Available**

Sexual harassment and discrimination is a concern for every business. When sexual harassment or discrimination 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 in New York about types of discrimination and sexual harassment, the applicable laws and policies, and what to do if they or one of their co-workers becomes a victim, including corrective actions and the legal requirements of their employer. The material of this course can be reviewed at any time after completion by looking at the "Completed Training" section of the LMS. Several states have specific sexual harassment training requirements. To learn more about the requirements in NY and other states, visit <https://safetyskills.com/sexual-harassment-training-regulations-by-state/>

- **Sexual Harassment and Discrimination for Managers | 44 Minutes | Spanish Available**

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 supervisory 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.

- **Sexual Harassment and Discrimination for Managers in California | 124 Minutes | Spanish Available**

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 supervisory 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, contains several scenarios and meets California's requirement for a two-hour runtime. This course is presented in English and Spanish. NOTE: learners may complete the course in less than the full runtime if the skipping feature is not disabled on your account. Please contact support@safetyskills.com if you would like this feature disabled.

- **Sexual Harassment and Discrimination for Managers in New York | 29 Minutes | Spanish Available**

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 supervisory 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 operating in the state of New York, and will help employers comply with Title VII of the Civil Rights Act, New York Human Rights Law, and NYC Human Rights Law.

- **Sexual Harassment Prevention for Customer-Facing Positions | 17 Minutes | Spanish Available**

The U.S. Equal Employment Opportunity Commission, or EEOC, reports approximately 12,000 sexual harassment complaints every year. Customer-facing employees, especially those who rely on tips, are even more frequently subjected to sexual harassment. A recent survey found that nearly 80% of restaurant workers report high levels of harassment from co-workers, 78% report harassment from customers and 66% report harassment from management. Customer-facing workers need to be aware of their rights and how they can help prevent and respond to sexual harassment at work. When learners have completed this course, they should be able to recognize harassment and discrimination laws and definitions. They should also be able to identify ways customer-facing workers may be harassed and how they can respond to harassment.

- **Title IX/Sexual Misconduct at Educational Facilities | 45 Minutes**

Sexual assault and sexual misconduct are an ongoing and serious problem at schools across the country. According to the National Institute of Justice, about 1 in 5 women and 6% of men are victims of completed or attempted sexual assault while in college. There are more than 3,000 reports of forcible sex offenses reported on college campuses every year. The U.S. Department of Education and its Office for Civil Rights regard these crimes as a serious violation Title IX of the Education Amendments of 1972, commonly referred to as "Title IX," which was designed to prevent sexual discrimination in education. Since 1972 a number of additional, related laws have been passed with the goal of preventing and addressing sexual misconduct on school campuses, including most recently the Campus Sexual Violence Elimination (SaVE) Act. Failure to comply with these laws is also considered a violation of Title IX. These laws and regulations are important for protecting students, but they have created new and sometimes confusing obligations for schools and their employees. This course will help employees understand Title IX and its companion laws regarding sexual misconduct in education, and their role in helping to prevent and respond to sexual misconduct. This course is designed for all employees at educational institutions that fall under the provisions of Title IX. This course is presented in both English and Spanish.

FOOD MANUFACTURING

- **Allergen Control in Food Manufacturing | 25 Minutes | Spanish Available**

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. This course has been updated to reflect the 2023 addition of sesame to the FDA's major food allergen groups. This course is presented in English, Spanish and EU French.

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

- **Cleaning and Sanitizing in Food Manufacturing | 87 Minutes | Spanish Available**

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. This course has been updated to reflect the 2023 addition of sesame to the FDA's major food allergen groups. The course is presented in English and European French.

- **Cleaning and Sanitizing in Food Manufacturing - Module 1 - Introduction to Cleaning and Sanitizing | 18 Minutes | Spanish Available**

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 sanitation. This course has been updated to reflect the 2023 addition of sesame to the FDA's major food allergen groups. This course is presented in both English and Spanish.

- **Cleaning and Sanitizing in Food Manufacturing - Module 2 - Chemical Hazards | 26 Minutes | Spanish Available**

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. This course is presented in both English and Spanish.

- **Cleaning and Sanitizing in Food Manufacturing - Module 3 - Chemical Handling and Storage | 17 Minutes | Spanish Available**

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. This course is presented in both English and Spanish.

- **Cleaning and Sanitizing in Food Manufacturing - Module 4 - Effective Cleaning | 18 Minutes | Spanish Available**

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. This course is presented in both English and Spanish.

- **Food Safety for Food Service Employees | 34 Minutes**

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 has been updated to reflect the 2023 addition of sesame to the FDA's major food allergen groups. This course is presented in English and Spanish.

- **Hazard Analysis and Critical Control Point (HACCP) Plans in Food Manufacturing | 18 Minutes**

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 hazard analysis and critical control point (HACCP) plan, and their role in helping to keep food safe in their facility.

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

GENERAL SAFETY TOPICS

- **Back Injury Prevention | 18 Minutes | Spanish Available**

While the U.S. Bureau of Labor Statistics reports that back injuries in the workplace have declined in recent years, they remain one of the most common workplace injuries. In fact, about 15% of all workplace injuries that cause missed days of work affect the back. If you take the right precautions, however, you can keep your back healthy and avoid injury. When workers have successfully completed this course, they should be able to recognize common types of back injuries and their causes and identify controls that can help them avoid back injury. This course is presented in English, German, Spanish, European French, and Polish.

- **Basic First Aid | 37 Minutes | Spanish Available**

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, Bosnian, German, Portuguese, Polish, and Mandarin.

- **Behavior Based Safety | 14 Minutes | Spanish Available**

The root causes of incidents are not always obvious, but they are often caused in some part by one or more unsafe behaviors. Behavior-based safety, or BBS, is a method used to identify and change unsafe behaviors in a workplace. At the successful completion of this course, learners should be able to define BBS and recognize the safety triad. They should also be able to identify the components of a successful BBS program.

- **Bloodborne Pathogens | 23 Minutes | Spanish Available**

The U.S. Centers for Disease Control estimates there are about 5.6 million workers in the health care industry and related occupations that are at risk of occupational exposure to bloodborne pathogens. The good news is that bloodborne pathogens, often called BBPs, can only spread if the blood or other infectious bodily fluids of an infected person enter the bloodstream of another person. This means that it is difficult for bloodborne pathogens to spread if proper precautions are taken. When learners have completed this course, they should be able to recognize the basics of bloodborne pathogens and identify the meaning and risks of occupational exposure. They should also be able to identify how to safely handle sharps and contaminated waste.

- **Bloodborne Pathogens - Cal/OSHA | 28 Minutes | Spanish Available**

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 BBPs, 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 and Spanish.

- **Bloodborne Pathogens: Contaminated Items (Microlearning) | 7 Minutes | Spanish Available**

Bloodborne pathogens are pathogens that are present in blood or other potentially infectious materials. In this course, employees will learn cleaning, disinfecting, and handling practices for items contaminated with bloodborne pathogens. This microlearning course addresses a specific aspect of a broader training topic. For a more complete training experience, see BBP-1.2 Bloodborne Pathogens.

- **Coronavirus (COVID-19) Awareness | 20 Minutes**

COVID-19 is a respiratory disease caused by a virus known as severe acute respiratory syndrome. While some people can work from home or work alone, many other people must still go to work with other people. This course is designed to help all workers understand SARS-CoV-2 and how to prevent its spread during work and home life. When learners have completed this course, they should be able to identify general preventive measures for virus transmission, as well as strategies to prevent the spread of disease in the workplace.

- **Fall Protection | 20 Minutes | Spanish Available**

Falls are one of the leading causes of death in the workplace, but can be prevented by using fall protection, safe work practices, and personal protective equipment. Fall protection systems can include passive protection, such as hole covers and guardrails and active fall protection, such as personal fall arrest systems. When learners have completed this course, they should be able to recognize fall hazards on working surfaces and on stairs, ladders, and scaffolds. They should also be able to identify safe work practices and proper personal protective equipment, or PPE. This course addresses OSHA's Fall Protection regulations for General Industry. This course is presented in English, Spanish, and German.

- **General Safety Orientation | 23 Minutes | Spanish Available**

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.

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

- **Globally Harmonized System (GHS) | 18 Minutes**

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.

- **Hazard Communication | 29 Minutes**

Many employees in many different industries work with hazardous chemicals. The Occupational Safety and Health Administration (OSHA) has an Occupational Chemical Database currently listing more than 800 hazardous chemicals used in U.S. workplaces. Many of these chemicals can cause injury or death if workers don't take the right precautions. Employees who successfully complete this course should be able to recognize the purpose and requirements of a hazard communication, or HAZCOM program, and identify chemical hazards and their controls in their workplace. They should also be able to identify sources of information for workplace chemical hazards and requirements for medical recordkeeping. This course is designed for employees who need initial or refresher HAZCOM training. This course is presented in English, Bosnian German, Polish, Portuguese and Spanish.

- **Housekeeping Awareness (Microlearning) | 7 Minutes**

Housekeeping is important for both indoor and outdoor storage. Whether working indoors or outdoors, it's important for employees to keep their work area clean and free of debris and obstructions. Learners who successfully complete this course should be able to recognize housekeeping best practices, including requirements for indoor and outdoor surfaces and waste management. This microlearning course addresses a specific aspect of a broader training topic. For a more complete training experience, see STF-1.2 Slips, Trips, and Falls and MAT-1.2 Materials Handling

- **Incident Investigation | 18 Minutes | Spanish Available**

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.

- **Influenza Prevention (Microlearning) | 8 Minutes | Spanish Available**

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.

- **Ladder Safety | 16 Minutes**

Ladders are one of the most common and simple tools people use on the job. It's easy to forget that they can also be extremely dangerous. Each year in the United States, accidents involving ladders cause approximately 300 deaths and 130,000 injuries requiring emergency medical attention. This course should assist learners in identifying different types of ladders and general safe practices working on ladders. It will also help learners recognize the importance of ladder inspection, set-up and location, and the best practices for safe ladder use. This course is presented in English, Spanish, German, Portuguese, Polish and Mandarin.

- **Personal Protective Equipment | 20 Minutes**

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 hazards that require additional protection, such as gloves, boots, and goggles. After completing this course, the learner should be able to identify common types of PPE and their uses, as well as OSHA's requirements for PPE. The learner should also be able to identify employee and employer responsibilities for selecting, using, and maintaining PPE. This course is presented in English, Spanish, Bosnian, German, Portuguese, Korean, Mandarin, European French, Polish, and Hindi.

- **Safety Data Sheets | 13 Minutes**

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, German, and Spanish.

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

HAZARDOUS MATERIALS

- **Hazardous Materials Classification - Basic | 15 Minutes**

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. This course is presented in both English and Spanish.

- **Hazmat 0: Hazardous Materials Transportation - Introduction | 35 Minutes | Spanish Available**

"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 is presented in English and Spanish.

This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations."

- **Hazmat 01: HAZMAT Table | 28 Minutes | Spanish Available**

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 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 is offered in English and Spanish. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

- **Hazmat 02: Hazmat Shipping Papers | 24 Minutes | Spanish Available**

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 is offered in English and Spanish. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

- **Hazmat 03: Hazmat Marking and Labeling | 33 Minutes | Spanish Available**

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 | 18 Minutes | Spanish Available**

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 is offered in English and Spanish. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

- **Hazmat 06: Hazmat Carrier Requirements - Highway | 25 Minutes | Spanish Available**

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 is offered in English and Spanish. This course references 49 CFR Parts 107 and 171-185, the Hazardous Materials Regulations.

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

- **Hazmat 10: Hazmat Transportation Security Awareness | 16 Minutes | Spanish Available**

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 is offered in English and Spanish. 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 Minutes**

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.

HOME HEALTHCARE

- **Essential Bedrest Skills | 60 Minutes | Spanish Available**

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 | 60 Minutes**

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 Minutes | Spanish Available**

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"

- **Patient Transfer and Handling | 30 Minutes**

Employees who work in hospitals, doctor's offices, long-term care, and other healthcare facilities may assist patients with transferring, or lift and transfer a patient who is unable to move on their own. While these patient lifts are often performed using mechanical lifts, it is important for staff to know how to safely perform manual lifts too. When learners have completed this course, they should be able to identify the risks of lifting and transferring patients, the benefits of safe transfers, and the basics of patient lifting and transferring. They should also be able to identify when to use a mechanical lift and the process of lifting a patient. Finally, they should be able to identify several types of manual moves and how to safely perform them as well as identify how to care for their own physical health.

- **Safety In and Around the Home: Fall Prevention | 60 Minutes | Spanish Available**

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"

SMARTER**NOW** COURSE DESCRIPTIONS - *continued*

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.

- **Defensive Driving for School Bus Drivers | 15 Minutes**

Defensive Driving for School Bus Drivers

- **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

- **School Bus Drivers - Positively in Control | 13 Minutes**

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

- **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